LEGISLATIVE BRANCH APPROPRIATIONS FOR FISCAL YEAR 2014

THURSDAY, JUNE 6, 2013

U.S. SENATE,
SUBCOMMITTEE OF THE COMMITTEE ON APPROPRIATIONS,
Washington, DC.

The subcommittee met at 9:30 a.m., in room SD–138, Dirksen Senate Office Building, Hon. Jeanne Shaheen (chairwoman) presiding.

Present: Senators Shaheen and Hoeven.

ARCHITECT OF THE CAPITOL

STATEMENT OF HON. STEPHEN T. AYERS, ARCHITECT OF THE CAPITOL

OPENING STATEMENT OF SENATOR JEANNE SHAHEEN

Senator SHAHEEN. Good morning, everyone. This is the Appropriations Subcommittee on the Legislative Branch. We're going to do things a little differently this morning because we have three votes at 10 o'clock, which you all may be aware of.

I apologize. I'm losing my voice. So I think what we're going to do is hear from each of you and then recess. And Senator Hoeven may have some questions if we have a few minutes before we have to go vote. And then we are going to take questions for the record from the remainder of the subcommittee and from me, because I think I'm not going to make it too long, with my voice.

So I apologize again, and am delighted that this morning we are here to hear from the Honorable Stephen Ayers, who is the Architect of the Capitol.

Mr. AYERS. Good morning.

Senator SHAHEEN. The Honorable Nancy Erickson, who is the Secretary of the Senate; the Honorable Terrance Gainer, who is the Sergeant at Arms to the Senate; and Chief Kim Dine, who is the head of the U.S. Capitol Police.

PREPARED STATEMENT

Thank you all very much for being here. I am going to dispense with my opening statement and submit it for the record.

[The statement follows:]

PREPARED STATEMENT OF SENATOR JEANNE SHAHEEN

Welcome to this hearing of the Senate Appropriations Subcommittee on the Legislative Branch. Today we will hear testimony on the fiscal year 2014 budget requests

for the Architect of the Capitol, the Secretary of the Senate, the Senate Sergeant at Arms, and the U.S. Capitol Police. I want to welcome our four witnesses today:

—Stephen Ayers, Architect of the Capitol;
—Nancy Erickson, Secretary of the Senate;
—Terry Gainer, Senate Sergeant at Arms; and
—Kim Dine, Chief of the Capitol Police.

This is our last hearing on the budgets for the agencies of the Legislative Branch, and soon we will begin writing the Legislative Branch appropriations bill. Today's testimony, along with the testimony we have received over the past month, has been vital to us as we start working through the funding needs. Senator Hoeven and I, along with our subcommittee colleagues, have some tough decisions ahead of us, and the panel before us today encompasses the challenges we will have to deal with in making those decisions. Whether it is implementation of systems that allow Members and staff to meet statutory filing requirements in the case of funding the needs of the Secretary of the Senate, or maintaining and securing the IT infrastructure, our State offices, and our mail facilities in the case of the Sergeant at Arms, or ensuring the safety of everyone who enters the Capitol grounds in the case of the Capitol Police, or properly maintaining our Capitol buildings and grounds in the case of the Architect of the Capitol, they are all top priorities. And our witnesses, who are testifying before us today, just like every witness that has already appeared before us this year, are actually faced with a backlog of needs. A backlog that is starting to compromise efficiency and performance.

Ms. Erickson, you are to be commended on negotiating a contract at a savings of $200,000 that continues providing Westlaw, Nexis Lexis, and CQ services to the offices of the Senate at no diminished capacity. Your small office is operating with nine unfilled positions. At some point you are going to reach that tipping point where you can no longer do more with less, particularly given that you are faced with implementation of the STOCK Act, and implementation of the payroll and personnel systems.

Mr. Gainer, I would say the same is true for you and your operation. Implementation of the Voluntary Separation Incentive Payment (V–SIP) program allowed you to get through this fiscal year without requiring reductions-in-force or furloughs, but it also has left you with a shortage in personnel in certain departments. At what point does that shortage in personnel and expenses have an impact on your ability to address the needs of the Senate in fiscal year 2014. Meanwhile, during this time of cutbacks, your personnel at the mail sorting facility in Landover should be commended for their response to the ricin-laced mail. Your employees along with the Capitol Police's Hazardous Materials Response Team worked together to ensure that the hazards were contained and properly handled. The protocols that your office adopted as a result of the anthrax attack in 2001 worked and prevented the ricin from reaching the Capitol Complex.

Chief Dine, welcome to your first time testifying before the subcommittee. You have picked interesting times to step in and lead our Police force. As I just mentioned, your Hazardous Materials Response Team did an admirable job securing the mail facility in Landover, and your officers in general should be commended for making the best of the current door closure situation.

Finally, Mr. Ayers, the infrastructure needs of the Capitol complex are growing. You have several major initiatives that need immediate attention. We have the remainder of the Dome renovation, but we also have the revitalization of the Capitol Power Plant that will yield significant energy savings. And then, there is the need to provide the proper space for the Library of Congress to preserve so many of our national treasures.

Without going into the specifics of your budgets, I have just outlined in a few sentences individual critical needs that you are all facing. Yet there are more. The Architect of the Capitol has over $170 million in deferred capital construction projects, the Capitol Police has to complete the Radio Modernization project, and the Sergeant at Arms has to address increasing cyber attacks. I look forward to discussing the specifics of these critical needs this morning. I also welcome a frank discussion on the impact recent budget reductions and possibly sequestration in fiscal year 2014 will have on your needs and your ability to fulfill your mission.

Senator SHAHEEN. Senator Hoeven, did you want to give an opening statement?

Senator HOEVEN. Just a greeting. I will dispense with my opening statement other than just to express my appreciation for the work that all of you do. And I'm hopeful that we can get right into it.

I apologize. Because of these votes, I'm not going to be able to come back after the votes. So I'm disappointed about that. But I'm happy to handle the hearing however our chairman thinks is best. We can certainly submit questions for the record as well, and then follow up with anything that we have further questions on.

But again, I just want to express my appreciation for what you all do so well.

Senator SHAHEEN. Thank you, Senator Hoeven.

I will now turn it over to Mr. Ayers.

SUMMARY STATEMENT OF HON. STEPHEN T. AYERS

Mr. AYERS. Thank you again. Good morning, Madam Chairwoman and Senator Hoeven, and thank you for the opportunity to testify today.

The fiscal climate has continued to present the country, the Congress, and the Architect of the Capitol with serious challenges. And with these challenges in mind, we have crafted our fiscal year 2014 request to focus our limited resources on our highest priorities and to address the backlog of deferred maintenance.

The fiscal climate has also brought about some good leadership and innovative thinking in the organization. It's led us to implement a number of initiatives that have resulted in cost savings and cost avoidances.

For example, we decided not to relocate two chillers in the refrigeration plant revitalization project and bought new ones instead. That saved over $800,000.

We renegotiated the interest rates on some of our Energy Savings Performance Contracts. That saved us over $20 million in future payments to those vendors.

We also renegotiated some of our leases and moved from space costing $60 per square foot to space costing $11 per square foot.

Madam Chairwoman, these examples, and others, represent really good thinking. And I'm so proud of our team's ability to think outside the box and find creative ways to save money.

The competition for Federal dollars has been even more pressing with the implementation of sequestration. To ensure that we're prepared for these budget cuts, last October we began extensive planning. We set aside funds and slowed our overall spending. We took these proactive steps to minimize the impact of sequestration on Architect of the Capitol employees and our operation, as well as the services we provide to the Congress.

We have several large projects in our 2013 budget request, Phase IIB of the Capital Dome restoration, which addresses repairs to the interior space of the Dome; the Cannon Building renewal, and the refrigeration plant revitalization project. And we look forward to working with the subcommittee on those endeavors.

Another major project that we're working on is the installation of a cogeneration plant at our Capitol Power Plant, which is vitally important to our long-term heating and cooling capacity across the campus. It enables us to stop using coal and saves considerable energy. We received the permits from the District Department of the Environment yesterday, which allow us to move toward a construction contract this fall.

One emerging area of concern, with regard to deferred mainte- nance issues, is the serious deterioration of stone that makes up the façades of most of our historic buildings on Capitol Hill. Age, weather, and environmental factors have taken a serious toll on the masonry systems on these buildings. We've conducted condition assessments of several building exteriors, and the results confirm that there is severe deterioration that needs to be addressed soon in order to preserve as much original material as possible. This is going to take significant time and investment.

You'll find the leading edge of this multiyear effort in our fiscal year 2014 budget request, which includes funding for the stone res- toration and metal preservation for the Capitol Building, as well as the Russell Senate Office Building.

Our basic mission is to care for and preserve the historic build- ings under our stewardship for generations to come. Ongoing de- ferred maintenance issues, as well as emerging issues like this de- teriorating stone, will continue to pose challenges in this austere budget environment.

But our staff has done a tremendous job maintaining buildings and thinking creatively, and finding ways to achieve our mission with fewer dollars. I would like to thank them for going above and beyond, every day. Similarly, I'd like to thank the subcommittee and the Congress for its support and investment in our efforts, and I look forward to our continued collaboration.

PREPARED STATEMENT

That concludes my statement. I'm happy to take questions.
Senator SHAHEEN. Thank you very much.
[The statement follows:]

PREPARED STATEMENT OF HON. STEPHEN T. AYERS

Madam Chairwoman, Senator Hoeven, and members of the subcommittee, thank you for the opportunity to testify today regarding the Architect of the Capitol's (AOC's) fiscal year 2014 budget request.

The fiscal climate has continued to present the country and the Congress with se- rious challenges. With these challenges in mind, we have crafted our annual budget request to focus limited resources on our highest priorities, and to address the most pressing stewardship obligations.
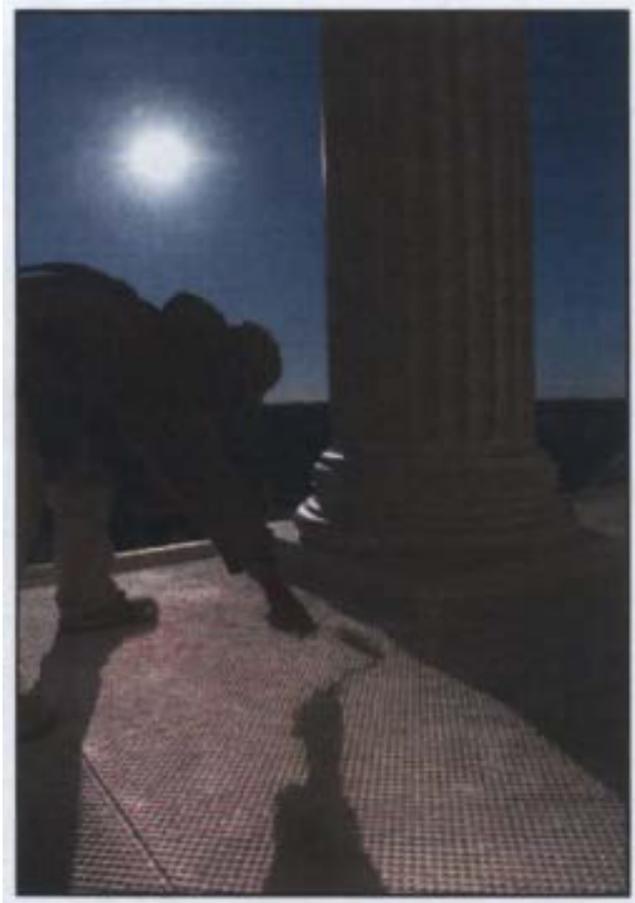
Most importantly, we continue to invest our labor and resources in maintaining and preserving the buildings and grounds that are the foundations of the Capitol campus. This is our fundamental mission—a mission to which we are completely committed.

Our dedicated, professional staff has been working tirelessly, focusing on the most urgent needs across the Capitol campus. They are our most important resource because they have invaluable skills and experience that allow us to keep these buildings functional, safe, and secure during these challenging fiscal times.

With the united commitment of all AOC staff to continue to do more with less, we developed this budget request so that we can continue to provide vital support to Congress, but have worked strenuously to use the funding the Congress has provided to us effectively in order to address the highest priorities. This includes reducing costs, reducing energy consumption, and improving efficiencies.

In fiscal year 2014, we are requesting $681.7 million. This includes $63.9 million to address Deferred Maintenance issues, and $154.7 million in capital projects that would further our efforts to prevent or delay building and system malfunctions or failures.

Chief among these efforts are new projects to address an emerging issue with which we are dealing—the serious deterioration of the exterior stone on congressional buildings, which I'll describe in greater detail later in my testimony. Restoring the exterior stone on these historic buildings will take significant time and resources, and we realize these projects will be competing with many other priorities for limited Federal dollars.

And the competition for Federal dollars has been an even more pressing concern with the implementation of sequestration on March 1, 2013. It is my philosophy to always plan for the worst and hope for the best. To ensure that we were prepared for budget cuts under sequestration, last October we began extensive planning and set aside 8.2 percent of the total funds made available under the current continuing resolution. We significantly changed how we prioritized our spending requirements, and slowed our overall spending by initiating hiring freezes, reducing overtime, reducing employee training, and tackling only the most urgent repairs across the Capitol campus.

We took these proactive steps to minimize the impact of sequestration on AOC operations and employees, essentially creating a "soft landing" for the agency. The execution of our sequestration plan has been relatively fluid, which gives us the flexibility to meet mission-critical facility, operational, and maintenance needs as they arise.

We worked closely with the Congress during this important planning phase to ensure that our efforts lessened the impact on our employees, Congress, and visitors. Because our workforce has unique and specialized skills honed to care for these historic buildings, it is more important to me to have enough electricians or stone masons on the job than to have 100 light switches sitting on a shelf and no electricians to install them.

However, no matter how much advanced planning we did, these budget cuts will have a lasting impact on the AOC's operations and our ability to sustain the level of support that is necessary to adequately maintain these historic facilities and provide the services that the American people deserve here at the seat of their Nation's Government.

For example, our sequestration plans include significant reductions in our IT infrastructure and systems. We will have to delay replacing antiquated and outdated computers, and our computer systems will become increasingly vulnerable because we will not be able to make the appropriate upgrades in our software and security systems.

In addition, our employees' performance could be hampered because the tools, equipment, and vehicles they need to do their jobs effectively will not be replaced as often, resulting in a shortage of materials they need.

While these efforts of "self-sequestration" are sustainable in the short-term, reducing the amount of investment in both our workforce and the facilities will only hasten the buildings' deterioration and further increase the backlog of Deferred Maintenance we currently face. As with all Deferred Maintenance projects, the longer we put off making necessary repairs, the greater the risk of catastrophic failure, and the greater the cost to make the repairs. If we continue to defer these important projects, the price tag will only go up on the necessary repairs.

DOING MORE WITH LESS

As I noted earlier, in addition to judiciously requesting only those projects that are most urgent, we continue to capitalize on cost avoidance measures we have implemented in recent years. The various initiatives we've adopted have helped us manage our resources and helped us work smarter and leaner. The following list highlights just a few examples of how conscious efforts—both large and small—have added up to significant cost avoidances and have contributed in our efforts to reduce costs and become more efficient.

We continued to reduce overtime costs by improving our project planning, restructuring work shifts, and establishing overtime budgets. As a result, we cut nearly 72,000 overtime hours from fiscal year 2011 to fiscal year 2012.

Across the AOC, in organizations such as the Library Buildings and Grounds jurisdictions, they were achieved by implementing Alternative Work Schedules in several of its shops to manage workloads and reduce overtime. Not only has this resulted in cost avoidances, it has provided a consistent rather than rotating staff on weekends, which improved continuity of operations, maintenance activities, and emergency response capabilities. In the House and Capitol jurisdictions, we are modifying and reducing their contractual services and performing more maintenance and construction activities in-house without any increases in manpower.

We also continued to reduce the inventory on hand, such as drywall, carpet, and repair parts, from $8.3 million in fiscal year 2007 to $7.5 million in fiscal year 2012; a 9.6 percent decline. We're also delaying purchases of supplies until just before they are needed.

The AOC's jurisdictions also are saving taxpayer dollars by reducing energy and resource consumption. In fiscal year 2012, the AOC exceeded its energy reduction goal by achieving a 21.8 percent reduction, which represents approximately $13.6 million in avoided annual utility costs. In addition, the AOC realized significant cost savings by refinancing the interest rates and terms of the Capitol and Senate Energy Savings Performance Contracts. Under the new terms, it will save AOC $23 million in future payments.

In taking these various actions, we have been able to reinvest our resources in Deferred Maintenance and Capital Renewal projects throughout the Capitol campus. As a result, the AOC was able to reduce its budget request for capital projects in fiscal year 2014 to $154.7 million, which is a $6.3 million, or 4 percent, decrease from our fiscal year 2013 capital projects request.

In the most challenging of economic times, we must continue to correct deficiencies and prevent facility or system failures. The key is to prioritize projects to ensure resources go toward the most important work.

INVESTING IN THE CAPITOL CAMPUS

Our staff specializes in repairing and restoring the historic assets entrusted to our care. In many instances, the craftsmanship of the dedicated men and women who work at the AOC has successfully disguised the serious conditions or fragile states that the facilities are in or has temporarily stemmed any further deterioration. However, these temporary patches are just that—temporary.

We employ our Project Prioritization Process to rank every necessary project using the conditions of the facilities and the urgency in which any deficiencies need to be addressed as the primary drivers. This has effectively allowed us to identify and recommend to Congress the levels of investment and maintenance required to ensure that all the facilities on the Capitol campus remain safe, functional, and protected. The various tools we use, including the draft Capitol Complex Master Plan, Facility Condition Assessments, and the Five-Year Capital Improvements Plan, assist us in identifying phasing opportunities, project sequencing, and other factors to better facilitate the timing of the execution of major Deferred Maintenance and Capital Renewal projects.
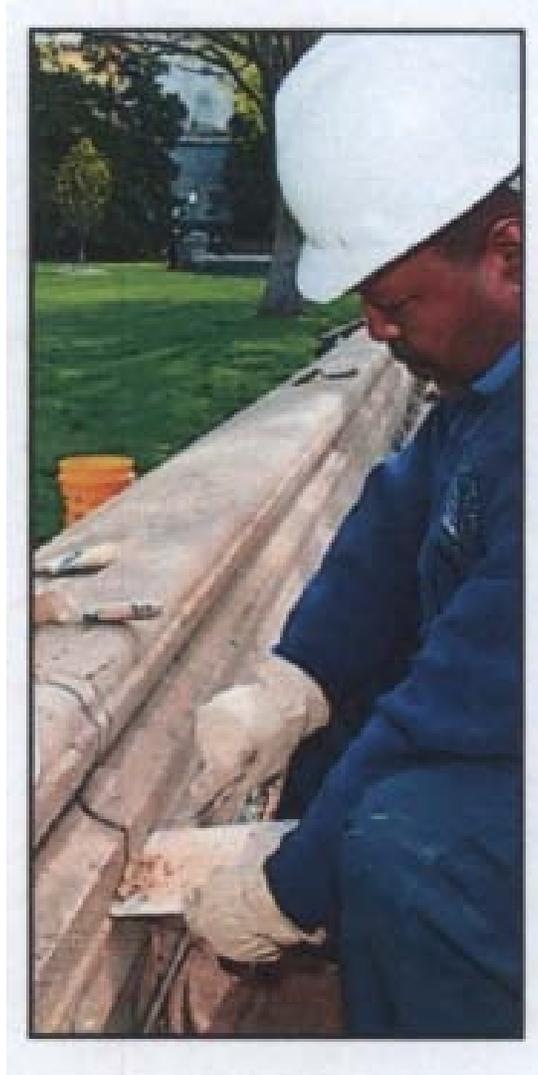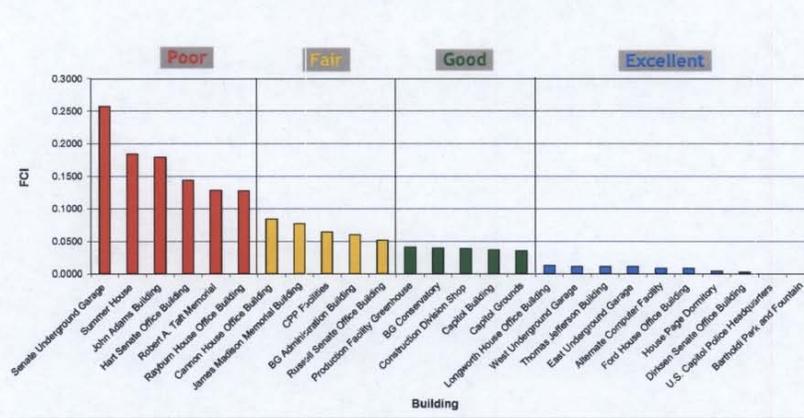
Webster's Dictionary defines Deferred Maintenance as *an amount needed but not yet expended for repairs, restoration, or rehabilitation of an asset.* For fiscal year 2014, we are recommending that $171.9 million in necessary project work be further deferred to a later fiscal year due to the austere budget environment. This is not without serious risks. We continue to carefully monitor and maintain the facilities and systems to minimize the risk of catastrophic failure. We also continue to monitor a large number of Capital Renewal projects that remain unaddressed.

The Congress has been very supportive of the AOC's efforts to address critical Deferred Maintenance projects. As demonstrated in the accompanying Facility Condition Index (FCI) charts comparing fiscal year 2011 and fiscal year 2012, Congress has provided significant funding over the past several fiscal years, which has been directed to help repair the infrastructure of several facilities.
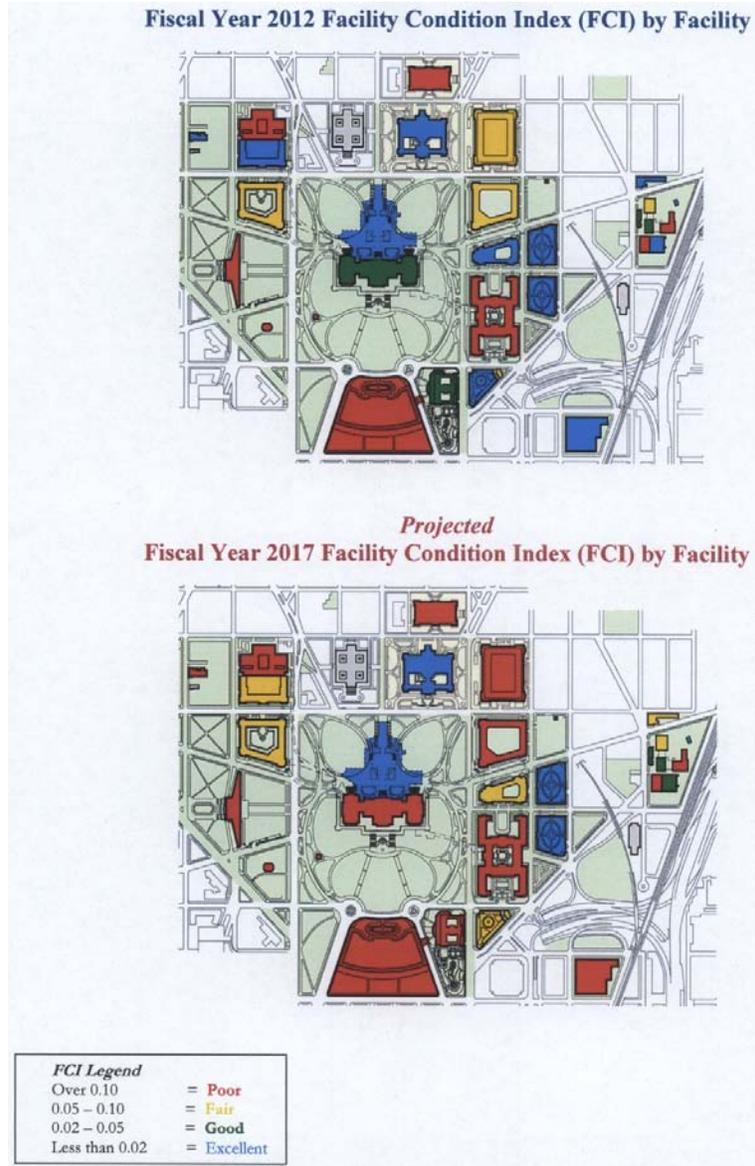
Fiscal Year 2011 Facility Condition Index
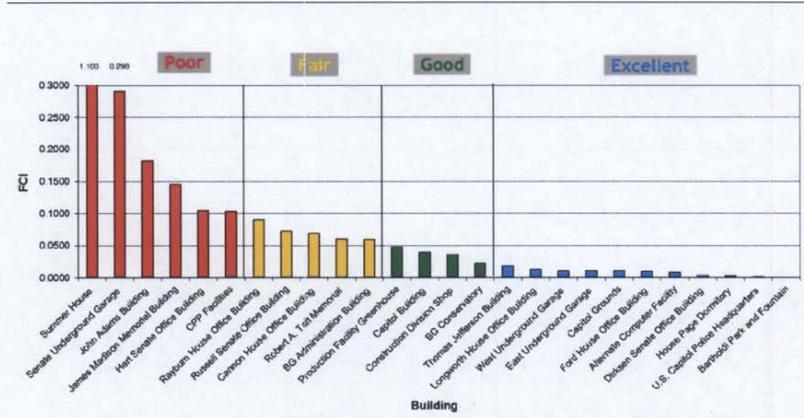
Fiscal Year 2012 Facility Condition Index

FCI Legend	
Over 0.10	= Poor
0.05 – 0.10	= Fair
0.02 – 0.05	= Good
Less than 0.02	= Excellent

Fiscal Year 2012 Facility Condition Index (FCI) by Facility

Projected
Fiscal Year 2017 Facility Condition Index (FCI) by Facility

FCI Legend

Over 0.10	=	Poor
0.05 – 0.10	=	Fair
0.02 – 0.05	=	Good
Less than 0.02	=	Excellent

It is important to note that there was a slight decrease in the Deferred Maintenance and 5-year Capital Renewal project "backlog" in fiscal year 2012 from $1.6 to $1.3 billion. This was due, in part, to the strategic investment in some large Deferred Maintenance projects such as the Dome Skirt Restoration.

However, because we realize that in this fiscal environment there are no certainties that all of the large, priority projects will be funded, we have been targeting small fixes to Capital Renewal projects to slow down the rate of their becoming Deferred Maintenance projects. This reassignment of Capital Renewal work to out-years is reducing the immediate funding requirements, but it is creating a greater risk of failure and will result in higher replacement costs in the future.

Therefore, while several facilities are still trending beyond a "good" condition, we are finding recently assessed facilities rated "fair" and "poor" are getting worse. Due to the austere budget environment, the larger and more costly system replacements are being deferred to future fiscal years and replaced by component improvements on mission critical equipment. These system renewal projects become more costly the longer they are deferred, and as such, facility conditions will continue to deteriorate.

This trend is more evident in the projected FCI information provided, which demonstrate how the conditions of each of the congressional facilities will continue to worsen over the next 5 years as compared to today. *(The fiscal year 2017 illustration shows the facility condition changes with no additional investments made after fiscal year 2012.)*

As I discussed earlier, one emerging area of concern and priority for us is the serious deterioration of the stone that comprises the exterior façades of most congressional facilities. Age, weather and environmental factors take a concerted toll on the condition of the sandstone, marble, and other stone that make up the buildings' exteriors as well as other masonry features located across the Capitol campus, such as the Olmsted walls.


The AOC removed loose exterior stone from the Cannon Building to prevent it from falling.

Water, in particular, is very destructive to stone structures. The AOC has recorded evidence of water entry into the interior of several buildings as a result of exterior stone failures as well as wall separation and stone movement or misalignment.
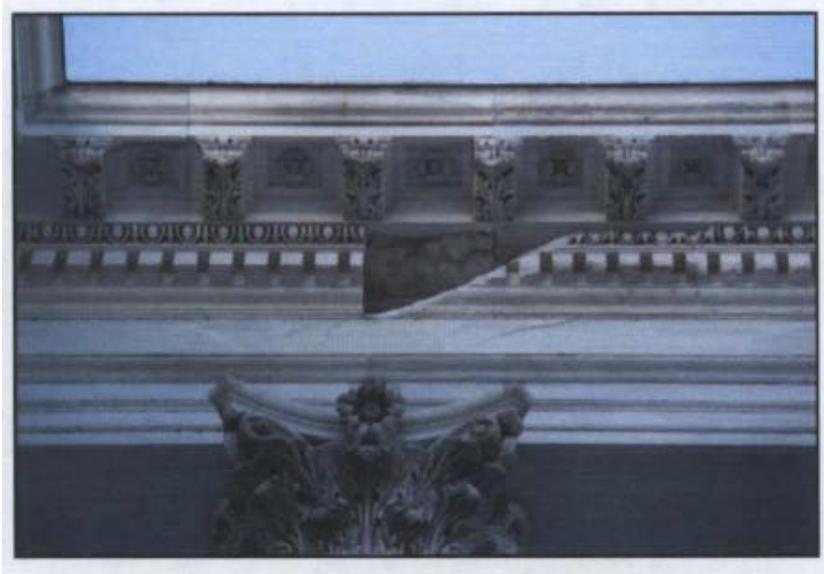
To further assess the severity of the condition of the stone of several congressional facilities, the AOC recently completed evaluations of the exteriors of the Russell Senate Office Building, Cannon House Office Building, U.S. Capitol Building, and the Taft Memorial. The Hart Senate Office Building is currently under review. The results of the evaluations confirmed that the conditions of exterior stone on congressional buildings across the Capitol campus are severely deteriorating and need to be addressed quickly in order to preserve as much original material as possible.
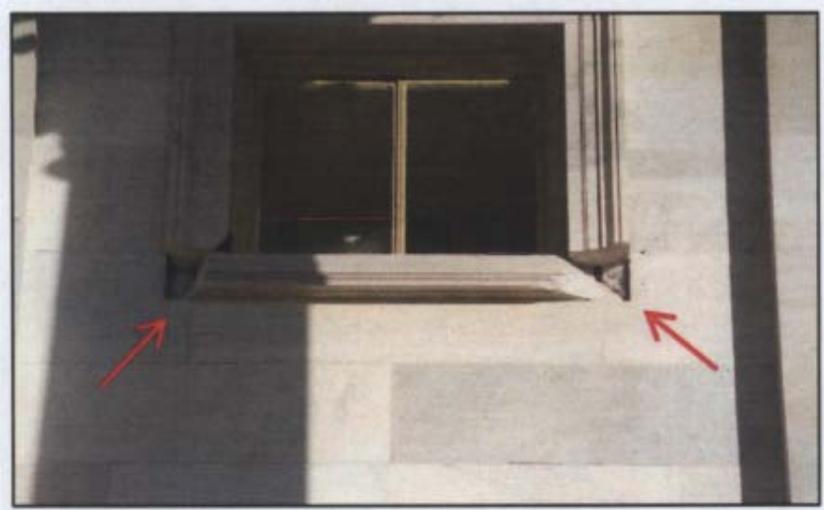
Large sections of exterior stone are missing from the U.S. Capitol Building.

Restoring the exterior stone on these historic buildings will take significant time and resources. In fact, many projects to address deteriorating stone remain on the deferred projects list, including work on the U.S. Botanic Garden Conservatory. The

Cannon House Office Building façade will be repaired as part of the planned comprehensive renewal project.

Repairing these issues will take more than a coat of paint. To preserve the exterior building stone and metals for as long as possible and to protect the building occupants and visitors from harm, we will need to implement a long-term exterior stone restoration program that will prevent water infiltration; slow deterioration of the stone and corrosion of decorative metals; repair existing damage and deterioration, and remove disfiguring and damaging soil and stains.

Therefore, the AOC's fiscal year 2014 budget request has included multi-phased, multi-year projects to begin addressing this serious, emergent issue, starting with the U.S. Capitol Building and Russell Senate Office Building, and will continue to include these types of projects in future budget requests to ensure that we preserve the unique and historic architectural masonry features of the buildings that serve the Congress and the American people.

The exterior stone projects have become an urgent priority because we have seen first-hand the significant damage that water can do in the Hart Senate Office Building. Due to water leaks from the skylights, and a failing roof, we have experienced serious water leaks in the atrium. As a result, we've had to remove large sections of drywall in the atrium ceiling to ensure the safety of all those who pass below. (See photo.)
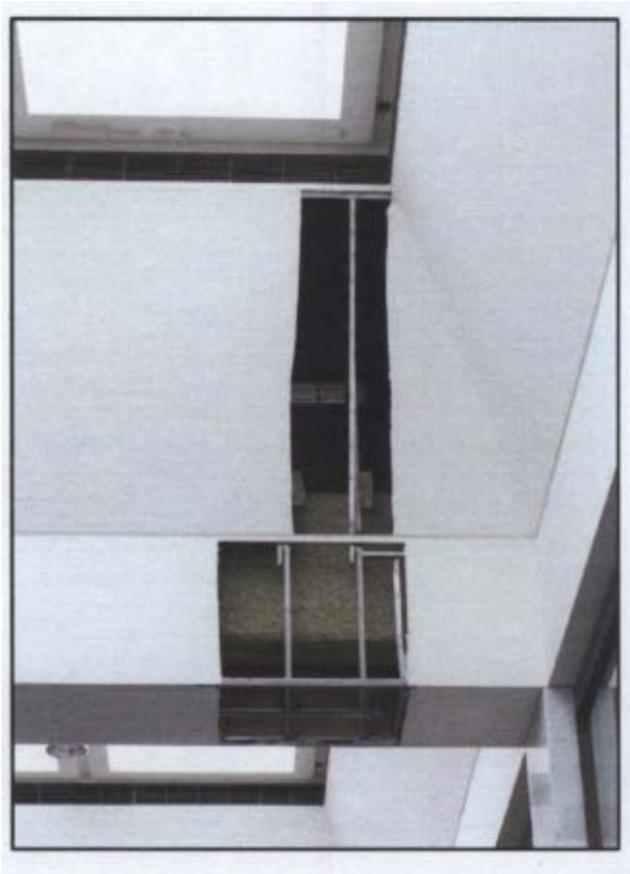
We appreciate this subcommittee's and the Congress's support of this project, which was included in our fiscal year 2013 budget request. I'm pleased to note that we plan to begin work on this project later this year. In making this important investment at this time in the Senate infrastructure, we hope to stem further damage and even more costly repairs.

Funding the following capital projects in fiscal year 2014 ensures that necessary investments are made in our historic infrastructure, and increases the safety and security of those who work in or visit the facilities on Capitol Hill. In addition, investing in the projects will continue to preserve national treasures for future generations, and several are designed to allow the Congress to realize greater energy efficiencies and savings.

—*Dome Restoration—Phase IIB (Interstitial space).*—This next phase of the Dome Restoration is designed to repair the interstitial space by upgrading mechanical, electrical, lighting, and communications systems, repairing roofing and catwalks, and improving fire protection systems as well as making repairs and repainting cast iron elements.

Interstitial space in the Capitol Dome.

—*Exterior Stone and Metal Preservation, U.S. Capitol, Phase I.*—This is the first of three phases to rehabilitate exterior stone, metals, and lighting on the U.S. Capitol Building to preserve this iconic facility's historic, architectural features for the next century. The first phase includes the North Extension, Senate Carriage Entrance, West Terrace balustrades, the North Pediment Sculpture, painted ornamental ironwork, bronze lamp posts, and bronze chandeliers. As noted earlier, the exterior stone and metalwork continues to deteriorate due to water infiltration and other factors causing a loss of the historic fabric that comprises the Capitol Building façade.
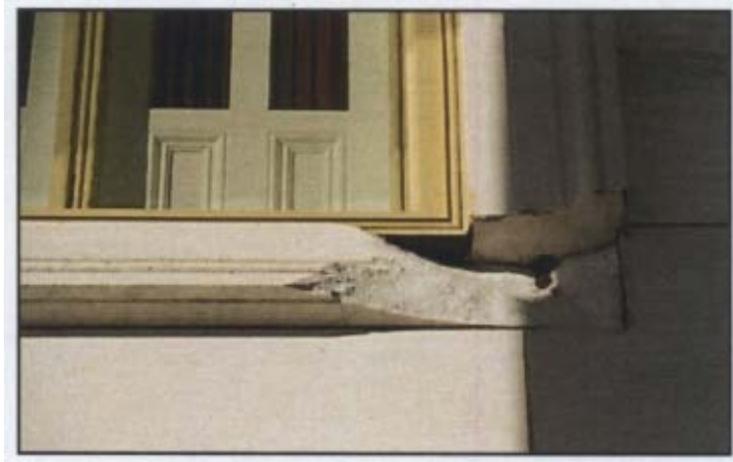
Missing stone around a Capitol Building window.

—*Exterior Envelope Repair and Restoration, Russell Senate Office Building, Phase I*.—Phase I of this multi-phased project will address the north (C Street) side and the corresponding interior courtyard façade of the 104-year-old office building. The work will include making repairs to the façade, repairing windows and doors, repointing masonry, restoring and refinishing exterior metals, and making seismic upgrades to the balustrades. The work is being divided into five phases that correspond to the five sides of the building.

AOC staffer removes weak stone from the Russell Building façade.

—*Life-Safety Improvements*.—Safety is the top priority for the AOC, and a number of safety-related projects are included in the fiscal year 2014 budget request including a project to replace the exhaust system serving the main kitchen areas in the Dirksen Senate Office Building. In addition, funding for several projects in the Library of Congress buildings is being requested, including making improvements to fire doors in the Thomas Jefferson Building, designing upgrades to the fire alarm and voice evacuation system in the James Madison

Building, and constructing a new egress stairwell and exits in the Thomas Jefferson Building.

SUSTAINABILITY, SAFETY, AND ACCESSIBILITY

As I noted earlier, while we have been reducing energy consumption across the Capitol campus, with the completion of the House Office Buildings Energy Savings Performance Contracts (ESPCs) in fiscal year 2013, and the completion of the Senate and Capitol Building ESPCs this year, meeting the mandated energy reduction goals will be more difficult because the projects that yielded quick results will have been completed.

Reduction in Energy Consumption FY 2007–FY2012
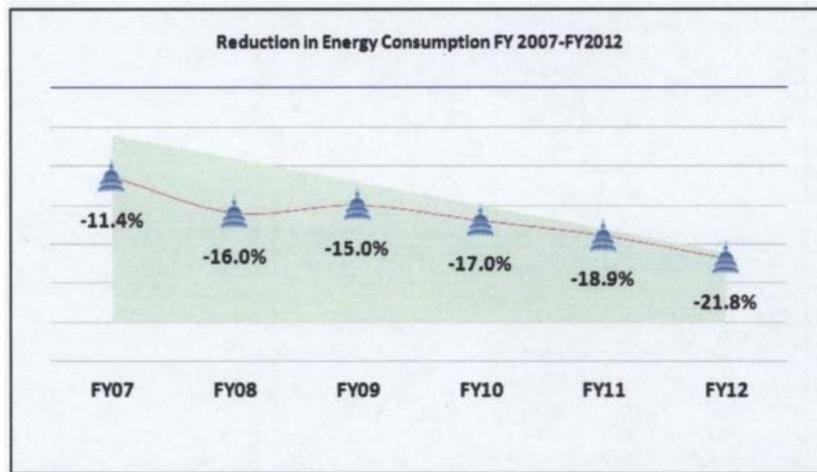
In fiscal year 2012, the AOC exceeded the Energy and Independence and Security Act of 2007 (EISA 2007) energy reduction goal of 21 percent by achieving a 21.8 percent reduction. This marks our seventh consecutive year of meeting energy reduction goals outlined in EISA 2007, and represents approximately $13.6 million in avoided annual utility costs. Meeting future energy reduction goals will be very challenging. We will be required to achieve further operational energy savings to complement our pipeline of larger scale energy savings performance projects currently in progress.

The Capitol Power Plant (CPP) continues to play an essential role in the AOC's long-term energy conservation efforts, particularly with the implementation of cogeneration at the CPP. Cogeneration is an energy efficient and cost effective means to meet future energy requirements by generating on-site power at the CPP. The planned cogeneration project involves installing two cogeneration units to generate both steam and electricity. Specifically, the system would consist of two combustion turbines rated at 7.5 megawatts each and two heat recovery steam generation units rated at approximately 71.9 million British thermal units per hour.

Madam Chairwoman, as the subcommittee knows, the AOC worked with then-Speaker Nancy Pelosi and Majority Leader Harry Reid in 2009 to address their request that the Capitol Power Plant move away from using coal. We outlined three instances when coal would need to be used:

—While a natural gas supply line serving the CPP is upgraded to provide a sufficient gas supply during the winter months; (This work has been completed.)

—Abnormally cold conditions place higher than normal demands on the CPP; and

—Equipment outages or maintenance on the gas boilers that would necessitate the use of the coal boilers as a backup. This includes a system-wide natural gas supply interruption.

Since 2009, the Capitol Power Plant has relied on natural gas as its primary fuel source. In fact, the Capitol Power Plant has been drastically reducing coal use since 2007. In fiscal year 2012, the Capitol Power Plant relied on natural gas for 92 percent of its energy needs. By comparison, in 2005, the Plant relied on natural gas only 42 percent of the time.

And, while the AOC has reduced coal use at the Capitol Power Plant over the past several years, it cannot cease using coal until the new cogeneration plant is constructed.

The AOC has applied to the District Department of the Environment (DDOE) for Plantwide Applicability Limit (PAL) permits and Chapter 2 construction permits, and we are awaiting the issuance of these permits. In addition, the AOC submitted an application for a PAL permit from the Environmental Protection Agency (EPA). The EPA issued a PAL permit on January 23, 2013, and it became effective on February 25, 2013.

The new permits required with the installation of cogeneration units would impose much more stringent emissions requirements at the CPP. In addition, installing a cogeneration plant would increase system reliability, improve efficiency, and help save taxpayer money. It also would facilitate our goal to use natural gas 100 percent of the time because the CPP would no longer rely on 60-year-old, less energy efficient coal boilers, thereby significantly reducing greenhouse gas emissions.

Reducing energy consumption and saving natural resources saves money, as does preventing injuries and accidents within the AOC's workforce.

The AOC's philosophy of *People First, Safety Always* leaves no question about the agency's commitment to providing a safe environment for all who work at or visit the Capitol campus. This was coupled with the rollout of an agency-wide, zero-injury safety culture enhancement program to promote individual ownership and peer engagement in safe work practices. Due to these efforts, the levels of safety and accessibility on the Capitol campus have never been higher, and the AOC continues to improve the safety and accessibility of the historic buildings on Capitol Hill.

The AOC's campus-wide efforts have yielded great results. During the 111th Congress, the AOC's safety initiatives resulted in the number of hazards decreasing from more than 13,000 in the 109th Congress to 5,400 in the 111th Congress. In addition, since fiscal year 2007, Congress has invested more than $210 million in safety-related projects executed by the AOC.

At the same time, the AOC has successfully removed accessibility barriers while preserving the unique historic and architectural features of these buildings and the grounds. As the AOC makes these enhancements, we work to ensure that the measures installed provide the greatest level of accessibility on the Capitol campus while at the same time preserving the national treasures entrusted to our care.

The Congress has been very supportive of the AOC's efforts to not only increase accessibility campus-wide but to do so in an efficient and cost-effective manner. As part of our project prioritization process, we work to minimize the budgetary impacts of these improvements by including Americans with Disabilities Act (ADA) improvements as part of larger projects when appropriate. This helps to save taxpayer dollars and to reduce the amount of construction occurring across the campus at one time. Other ADA projects are made as part of the AOC's routine repair and maintenance efforts.

ENHANCING VISITOR EXPERIENCES

The primary goal of the Capitol Visitor Center (CVC) team is to inform, involve, and inspire those who come to visit the seat of American Government. And, as the nearly 10 million guests who have made the U.S. Capitol a priority while visiting Washington, D.C. can attest, it is clear that the AOC is accomplishing its goal of providing extraordinary services and inspiring experiences.
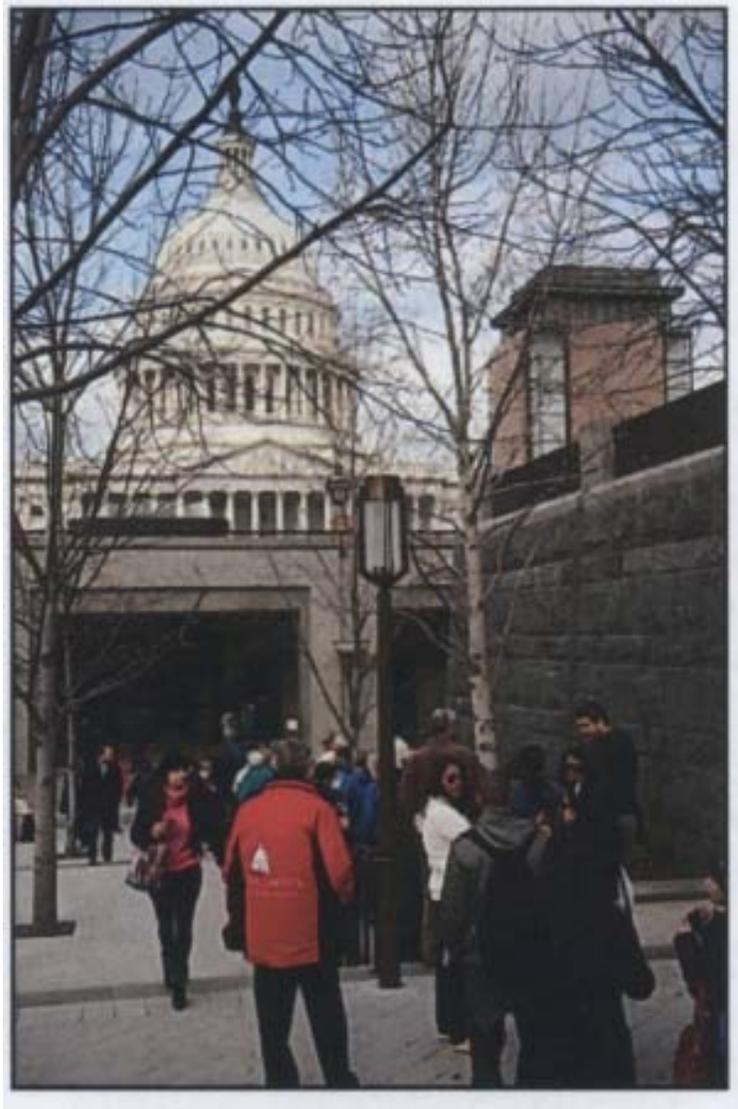
On June 8, 2012, the CVC experienced its highest single visitation day since January 2009, when it welcomed 17,563 visitors. Overall, the CVC continues to welcome more than 2 million visitors annually.

AWARDS AND ACCOMPLISHMENTS

While we were presented with a number of challenges over the past year, we also were recognized for stellar operational practices and we chalked up a number of notable achievements:

    —Our staff once again successfully completed planning activities, including the construction of the Inaugural platform in support of the 2013 Presidential Inauguration.
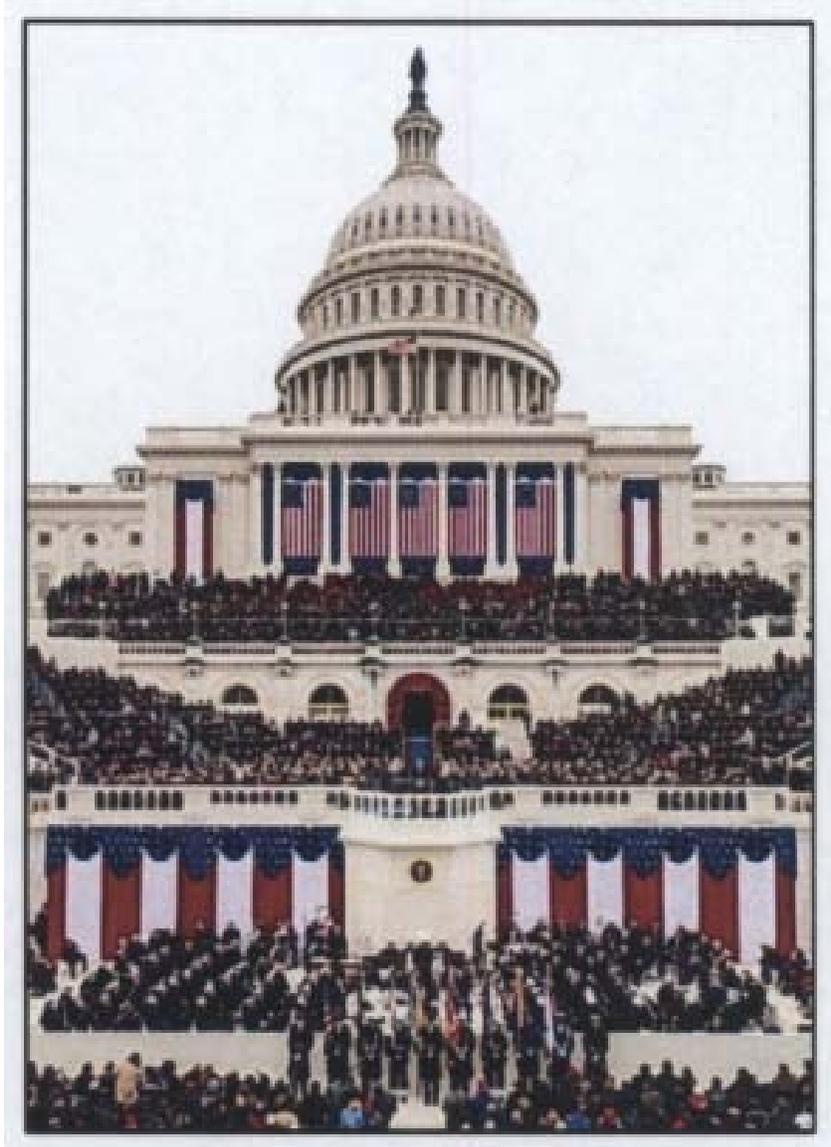
—Recognizing the highest standards of Federal accountability reporting, the Association of Government Accountants (AGA) presented its prestigious Certificate of Excellence in Accountability Reporting (CEAR) Award to the Architect of the Capitol for its fiscal year 2012 Performance and Accountability Report. This is the second consecutive year that the AOC was recognized with this honor. The annual CEAR award recognizes high-quality Performance and Accountability Reports and Annual Financial Reports that effectively illustrate and assess financial and program performance, accomplishments and challenges, cost and accountability.

—The AOC also was one of only 10 Federal agencies to be honored with a "Best in Class" award. The AGA recognized the AOC for having the best financial

statement analysis and discussion in all of the annual reports produced by the Federal Government for 2012.
—The AOC received its eighth consecutive Clean Audit Opinion from independent auditors on its financial statements.
—The AOC completed the Russell Building waterproofing project that was designed to preserve the structural integrity of the historic entrance to the Russell Building Rotunda.
—The Senate Energy Savings Performance Contract (ESPC) projects were completed this year. Included in this effort was the implementation of a new Building Automation System that allowed the control of building air handling units (AHU) in the evenings. The AHU curtailment effort in just the Senate accounts for an estimated energy reduction of nearly 2 percent of the overall AOC-wide consumption.
—We exceeded all of our small business goals; specifically beating our goals for women-owned, veteran-owned, and HUBZone small businesses. We awarded nearly $23 million to small businesses in fiscal year 2012.

CONCLUSION

Winston Churchill once said, "We shape our buildings; thereafter, our buildings shape us." Madam Chairwoman, at the AOC, we have a unique role where we do shape our buildings, but in actuality our buildings really shape us. They are the depositories of our history. They serve as our Nation's stage for grand events such as Presidential Inaugurals or funerals, as well as provide a gathering place for our citizens to express their views. And, most importantly, they hold the promise of our Nation's future.

Our basic mission is to care for and preserve the iconic facilities under our care for generations to come. New and emerging issues, such as the deteriorating condition of the congressional buildings' exterior stone, will pose additional challenges in an austere budget environment.

In our efforts to anticipate future funding challenges, the AOC has significantly changed how it prioritizes its spending requirements, and has developed payroll tools, analyzed efficiencies, and developed strategies to prepare for impending budget impacts such as sequestration or a year-long continuing resolution.

We appreciate the Congress's support of and investment in our efforts and look forward to our continued collaboration to serve the Congress and the American people, preserve the historic facilities entrusted to our care, and inspire and educate those who visit the People's House—our U.S. Capitol.

This concludes my formal statement. I would be happy to answer any questions the members of the subcommittee may have.

U.S. SENATE

STATEMENT OF HON. NANCY ERICKSON, SECRETARY OF THE SENATE

Ms. ERICKSON. Chairman Shaheen, Senator Hoeven, since 1789, the Senate has relied on the Secretary's Office for legislative, financial, and administrative support. When listening to the farewell speeches of departing Senators, I'm always struck by their repeated recognition of the staff who, "make this place work."

While some of our staff have more visible roles supporting the Senate floor in the legislative process, the majority work behind the scenes to provide institutional support. Our staff, many of whom have dedicated their careers to the Senate, are proud of their public service. And it is my privilege to present testimony on their behalf.

I ask that my statement, which includes our department reports, be submitted to the record.

Senator SHAHEEN. Without objection.

Ms. ERICKSON. I'm requesting a fiscal year 2014 budget of $31,037,183. The request includes $24,887,183 for salary costs, including an increase for a potential cost-of-living adjustment for our employees; $1.8 million for operating expenses; and $4,350,000 to fund the research and news services provided to the Senate community through the Senate Information Services program.

I'm proud that our staff continue to find ways, however large or small, to find cost savings and to make our limited resources stretch. Since 2006, 63 Senators have departed the Senate. Given that turnover, the Senate is fortunate to rely on a small team of legislative clerks and parliamentarians for their institutional knowledge of the Senate's rules, precedents, and the legislative process, as well as their assistance in meeting the Senate's constitutional responsibilities in Article 1, section 5.

Our Disbursing Office's payroll continues to work with the Sergeant at Arms and its vendor on the implementation of the replacement payroll system, now projected to be ready this fall. The staff who manage the financial management information system, the accounting system used by all Senate offices, continues to modernize processes to meet the demands of Senate offices for efficiency, accountability, and ease of use.

Recognizing long-term funding limitations, our staff took steps to extend the life expectancy of the financial system for at least another 6 years. After years of work, this team also advanced one of our strategic and continuity of operation priorities, the implementation of paperless vouchers.

The Office of Public Records staff continues to implement the requirements of the STOCK Act, as amended, and is working hard to meet the January deadline to launch an electronic filing system

for member and employee financial disclosure reports. In addition to this new implementation responsibility, the Public Records Office staff processed 118,041 lobbying registrations and reports, referred 1,655 cases to the Department of Justice, and scanned and processed 5,376 Federal election campaign reports containing 380,251 pages to the Federal Election Commission.

Finally, the funding level for the Senate Information Services program has remained flat since my office assumed the program in 2011. Sequestration reduced our available funding to $3.98 million, from $4.2 million. As of April 2013, all program vendors agreed to the funding reductions in their contracts for fiscal year 2013.

Unless funding is increased, we will be required to cut more online services provided to Senate staff. The timing is indeed unfortunate. Usage of SIS online services is up 28 percent over last year, and staff is taking advantage of library training resources 48 percent more than last year.

This is a small snapshot of the work in our 26 departments. Henry Cabot Lodge once said, "Administrations come and go, Houses assemble and disperse, Senators change, but the Senate is always there in the Capitol, and always organized, with an existence unbroken since 1789."

PREPARED STATEMENT

We appreciate your subcommittee's support of our office. And I can assure you that the Senate can always count on a staff in the Office of the Secretary. Thank you.

Senator SHAHEEN. Thank you.

[The statement follows:]

PREPARED STATEMENT OF HON. NANCY ERICKSON

I am requesting a total fiscal year 2014 budget of $31,037,183. The request includes $24,887,183 in salary costs and $6,150,000 for the operating budget of the Office of the Secretary. The salary budget represents an increase of $433,000 over the fiscal year 2013 budget as a result of the costs associated with the annual cost of living adjustment. Our anticipated operating costs have risen by $333,656. The increase in operating costs is related to the costs for the administration of the Senate Information Services Program (SIS) and equipment-related costs to support the requirements of the STOCK Act.

OFFICE OF THE SECRETARY APPORTIONMENT SCHEDULE

Items	Amount available fiscal year 2013	Budget estimates fiscal year 2014	Difference
Departmental Operating Budget:			
Executive Office	$444,495	$500,000	$55,505
Administrative Services	5,323,359	5,601,510	278,151
Legislative Services	48,490	48,490	....
Total Operating Budget	5,816,344	6,150,000	333,656

IMPLEMENTING MANDATED SYSTEMS

Two systems critical to our operation are mandated by law, the Financial Management Information System (FMIS) and the Legislative Information System (LIS), and I would like to spend a few moments on each to highlight recent progress and to thank the committee for your ongoing support of both. Updates on LIS are contained in a later section of this report.

Financial Management Information System

The Financial Management Information System is used by approximately 140 Senate offices. Consistent with our strategic plan, the Disbursing Office continues to modernize processes and applications to meet the continued demand by Senate offices for efficiency, accountability, and ease of use. Our goals are to move to an integrated, paperless voucher system, improve the Web FMIS system, and make payroll and accounting system improvements.

During fiscal year 2012, specific progress made on the FMIS project included three upgrades of Web FMIS:

—FMIS 2012.1 (January 2012): implemented incremental enhancements to Web PICS, a Web-based procurement system, and enhanced imaging infrastructure;
—FMIS 2012.2 (July 2012): modernized system password encryption, implemented digital signatures, incremental imaging enhancements to facilitate paperless voucher processing, and the office imaging and signatures pilot;
—FMIS 2013.1 (November 2012): implemented the modernized and enhanced expense summary reports (ESRs) for pilot users, integrated a rules engine for creating and processing business rules, and implemented a FMIS online help facility.

In addition, work continued related to document imaging and electronic signatures in FMIS as required by the imaging task order as follows:

—Phase 1: imaging only pilot (completed in 2011);
—Phase 2: office imaging and signatures pilot (completed in 2012); full rollout beginning with new offices (in progress); and
—Phase 3: planning and development to support imaging and signatures for Sergeant at Arms (SAA) and staffer users (in progress).

During 2012, the Disbursing Office worked with the SAA to extend the life of existing FMIS applications to ensure ongoing support of Senate business processes given limited fiscal resources. This included testing a new mainframe and an operating system upgrade to support the FAMIS general ledger accounting system, Web FMIS, and Web PICS.

Since March 2012, the Disbursing Office, the SAA, and the new systems integrator have worked together to implement the new Senate payroll system (SPS), which is divided into three phases. The initial phase will implement functions for processing payroll and managing Senate office budgets and payroll projections. The second phase will implement a pilot test for self-service applications which will allow Senate employees to enter and change certain personal data and benefits selections. The third phase will replace the current Senate Office Personnel System (SOPS).

The systems integrator began work on the project in November 2010 with a very aggressive implementation plan. In April 2012, Disbursing Office staff received user training and in July and August performed user acceptance testing. The first two sets of parallel testing have been completed but there are performance and functional issues that must be resolved. If the pending issues are resolved, the first phase of the project is currently scheduled to go live during the summer of 2013.

The systems integrator has experienced several delays in the course of the project. In addition, legislative changes such as FERS–RAE (revised annuity employees) and the introduction of TSP ROTH require additional system customization and changes. As the project lead, the SAA has maintained a close review of contract expenditures and is working closely with the vendor to ensure costs remain within the existing contracted levels.

During the remainder of fiscal year 2013, the following FMIS activities are anticipated:

—Imaging and digital signatures: Senate-wide rollout of imaging and digital signatures for offices and committees, implementation of imaging and digital signatures for SAA, and development of imaging to support staffers creating online ESRs;
—FMIS streamlining and modernization: Multiple infrastructure upgrades to extend the life of FMIS applications and enhance system performance;
—FMIS releases: Implementation of two FMIS releases and development of one additional release that will be implemented in early 2014, specifically:
    —FMIS 2013.2: Modifications to payroll report functionality to support planned new payroll system, enhancements to direct voucher/document review to support revolving funds and display and edit of commodity code, upgrade to Web application structured query language (SQL) mapping framework, and integration of Web FMIS, a Web-based accounting system, and Web PICS applications;

—FMIS 2013.3: Modernization and enhancements of application inboxes and approval processing, and imaging enhancements for SAA invoice workflow; and
—FMIS 2014.1: Imaging and digital signatures for SAA, imaging for staffer ESRs, modernization and enhancement of document entry and review screens;
—Disaster recovery: Multi-day test of FMIS failover and failback;
—Hyperion: Continuing the implementation and the required updates to the Hyperion Financial Management (HFM) application;
—Senate payroll system: Continuing with the implementation, conversion, training, and third parallel testing for Phase I; and
—Strategic planning: Documentation of requirements for future FMIS needs.

LEGISLATIVE OFFICES

The Legislative Department provides support essential to Senators in carrying out their daily chamber activities as well as the constitutional responsibilities of the Senate. The Legislative Clerk sits at the Secretary's desk in the Senate Chamber and reads aloud bills, amendments, the *Senate Journal,* presidential messages, and other such materials when so directed by the presiding officer of the Senate. The Legislative Clerk calls the roll of members to establish the presence of a quorum and to record and tally all yea and nay votes. The office staff prepares the Senate *Calendar of Business,* published each day that the Senate is in session, and prepares additional publications relating to Senate class membership and committee and subcommittee assignments. The Legislative Clerk maintains the official copy of all measures pending before the Senate and must incorporate into those measures any amendments that are agreed to. This office retains custody of official messages received from the House of Representatives and conference reports awaiting action by the Senate. The office staff is responsible for verifying the accuracy of information entered into the Legislative Information System (LIS) by the various offices of the Secretary.

Additionally, the Legislative Clerk acts as supervisor for the Legislative Department, responsible for overall coordination, supervision, scheduling, and cross-training. The department consists of eight offices: Bill Clerk, Captioning Services, Daily Digest, Enrolling Clerk, Executive Clerk, Journal Clerk, Legislative Clerk, and Official Reporters of Debates.

Summary of Activity

The Senate completed its legislative business and adjourned on January 3, 2013. During the second session of the 112th Congress, the Senate was in session 153 days and conducted 251 rollcall votes. There were 224 measures reported from committees and 8 special reports submitted to the Senate. There were 479 total measures passed or agreed to, of which 42 were enacted into law. In addition, there were 1,983 amendments submitted to the desk.

Cross-Training and Continuity of Operations (COOP) Planning

Recognizing the importance of planning for the continuity of Senate business, under both normal and possibly extenuating circumstances, cross-training continues to be strongly emphasized among the Secretary's legislative staff. To ensure additional staff are trained to perform the basic floor responsibilities of the Legislative Clerk, as well as the various other floor-related responsibilities of the Secretary, approximately half of the legislative staff are currently involved or have recently been involved in cross-training.

Each office and staff within the Legislative Department participated in numerous ongoing COOP discussions and exercises throughout the past year. These discussions and exercises are a joint effort involving the Office of the Secretary, the party secretaries, the U.S. Capitol Police, and the Office of the Sergeant at Arms.

Succession Planning

The average length of Senate service among the Secretary's Legislative Department supervisors is 22 years. It is critical that the Secretary's Legislative Department attract and keep talented employees, especially the second tier of employees just behind the current supervisors because of the unique nature of the Senate as a legislative institution. The arcane practices and voluminous precedents of the Senate make institutional experience and knowledge extremely valuable.

BILL CLERK

The Office of the Bill Clerk collects and records data on the legislative activity of the Senate, which becomes the historical record of official Senate business. The

Bill Clerk's Office keeps this information in its handwritten files and ledgers and also enters it into the Senate's automated retrieval system so that it is available to all House and Senate offices via the Legislative Information System (LIS). The Bill Clerk records actions of the Senate with regard to bills, resolutions, reports, amendments, cosponsors, public law numbers, and recorded votes. The Bill Clerk is responsible for preparing for print all measures introduced, received, submitted, and reported in the Senate. The Bill Clerk also assigns numbers to all Senate bills and resolutions. All the information received in this office comes directly from the Senate floor in written form within moments of the action involved, so the Bill Clerk's Office is generally regarded as the most timely and most accurate source of legislative information.

Legislative Activity

For comparative purposes, below is a summary of the second sessions of the 111th and 112th Congresses and then between the combined sessions of each Congress:

	111th Congress, 2nd Session	112th Congress, 2nd Session	Percentage change	111th Congress	112th Congress	Percentage change
Senate Bills	1,139	1,685	+48	4,059	3,717	−8
Senate Joint Resolutions	17	18	+6	42	51	+21
Senate Concurrent Resolutions	30	32	+7	78	65	−17
Senate Resolutions	320	279	−13	707	630	−11
Amendments Submitted	1,626	1,983	+22	4,924	3,450	−30
House Bills	333	299	−10	715	487	−32
House Joint Resolutions	6	4	−33	16	11	−31
House Concurrent Resolutions	51	18	−65	118	41	−65
Measures Reported	388	224	−42	587	409	−30
Written Reports	275	136	−51	....	....	....
Total Legislation ...	4,185	4,678	+12	11,246	8,861	−21
Rollcall Votes	299	251	−21	....	....	....

Assistance From the Government Printing Office

The Bill Clerk's Office maintains an exceptionally good working relationship with the Government Printing Office (GPO) and seeks to provide the best service possible to meet the needs of the Senate. GPO continues to respond in a timely manner to the Secretary's request, through the Bill Clerk's Office, for the printing of bills and reports, including the expedited printing of priority matters for the Senate Chamber.

CAPTIONING SERVICES

The Office of Captioning Services provides realtime captioning of Senate floor proceedings for the deaf and hard-of-hearing and unofficial electronic transcripts of Senate floor proceedings to Senate offices on Webster, the Senate intranet.

General Overview

Captioning Services strives to provide the highest quality closed captions. The average accuracy rate for the office is a stellar 99.51 percent. This marks the 19th year in a row the office has achieved an accuracy rate above 99 percent. Overall caption quality is monitored through daily translation data reports, monitoring of captions in real-time, and review of caption files on Webster. In an effort to decrease paper consumption and printing costs, accuracy reviews and reports were mostly completed and archived in electronic form. Also, newspaper and magazine subscriptions used for preparation and research were cancelled and replaced with electronic copies to achieve added cost savings.

The realtime searchable closed caption log, available to Senate offices on Webster, continues to be an invaluable tool for the entire Senate community. Staff from the floor, cloakrooms, Senate Recording Studio (SRS), and member offices continue to depend upon its availability, reliability, and contents to help them perform their duties. In conjunction with the SRS, a complete overhaul of the caption log was designed and implemented in the latter part of 2012. While significant work remains to be done to maintain the accuracy and dependability, the Senate community has come to expect from the caption log, this new digital version will eventually replace the old caption log and provide much-needed upgrades to an outdated system.

Continuity of Operations (COOP) Planning

Continuity of operations planning and preparation continue to be a top priority to ensure that the office is prepared and confident about the ability to relocate and successfully function from a remote location in the event of an emergency. Real-world implementation of this plan successfully occurred twice in 2012. As is usually the case during emergencies, the plan's strengths and flaws were identified and changes have been made.

In addition, continual updates and review of the COOP plan and discussion with staff throughout the year prepare individuals to have confidence when called upon to execute the plan. The office participates annually with the SRS in two off-site COOP exercises, conducts emergency notification tests and laptop remote access procedures, and tests the reliability of equipment and readiness of staff to relocate to additional sites in the event of an emergency.

DAILY DIGEST

The Office of the Senate Daily Digest is pleased to transmit its annual report on Senate activities during the second session of the 112th Congress.

Chamber Activity

The Senate was in session a total of 153 days, for a total of 930 hours and 12 minutes, with 251 rollcall votes (see the chart on the next page).

20-YEAR COMPARISON OF SENATE LEGISLATIVE ACTIVITY [1]

	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Senate Convened	1/5	1/25	1/4	1/3	1/3	1/27	1/6	1/24	1/3	1/23
Senate Adjourned	11/26	12/1	1/3/96	10/4	11/13	10/21	11/19	12/15	12/20	11/20
Days in Session	153	138	211	132	153	143	162	141	173	149
Hours in Session	1,269'41"	1,243'33"	1,839'10"	1,036'45"	1,093'07"	1,095'05"	1,183'57"	1,017'51"	1,236'15"	1,043'23"
Average Hours per Day	8.3	9.0	8.7	7.8	7.1	7.7	7.3	7.2	7.1	7.0
Total Measures Passed	473	465	346	476	386	506	549	696	425	523
Rollcall Votes	395	329	613	306	298	314	374	298	380	253
Quorum Calls	2	6	3	2	6	4	7	6	3	2
Public Laws	210	255	88	245	153	241	170	410	136	241
Treaties Ratified	20	8	10	28	15	53	13	39	3	17
Nominations Confirmed	38,676	37,446	40,535	33,176	25,576	20,302	22,468	22,512	25,091	23,633
Average Voting Attendance	97.6	97.02	98.07	98.22	98.68	97.47	98.02	96.99	98.29	96.36
Sessions Convened Before 12 Noon	128	120	184	113	115	109	118	107	140	119
Sessions Convened at 12 Noon	6	9	2	15	12	31	17	25	10	12
Sessions Convened After 12 Noon	15	17	12	7	7	2	19	24	21	23
Sessions Continued After 6 p.m.	100	100	158	88	96	93	113	94	108	103
Sessions Continued After 12 Midnight	7	3	1	1	1	1	3	2	3	8
Saturday Sessions	2	3	5		1			1	3	
Sunday Sessions			3					1		

[1] Prepared by the Senate Daily Digest—Office of the Secretary—01/23/13.

20-YEAR COMPARISON OF SENATE LEGISLATIVE ACTIVITY [1]—Continued

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Senate Convened	1/7	1/20	1/4	1/3	1/4	1/3	1/6	1/5	1/5	1/3
Senate Adjourned	12/9	12/8	12/22	12/9	12/31	1/2/09	12/24	12/22	1/3/12	1/3/13
Days in Session	167	133	159	138	189	184	191	158	170	153
Hours in Session	1,454'05"	1,031'31"	1,222'26"	1,027'48"	1,375'54"	988'31"	1,420'39"	1,074'40"	1,101'44"	930'12"
Average Hours per Day	8.7	7.7	7.7	7.4	7.2	5.37	7.44	6.8	6.5	6.1
Total Measures Passed	590	663	624	635	621	589	478	569	402	479
Rollcall Votes	459	216	366	279	442	215	397	299	235	251
Quorum Calls	3	1	3	1	6	3	3	8	5	....
Public Laws	198	300	169	313	180	280	125	258	90	193
Treaties Ratified	11	15	6	14	8	30	1	6	2	....
Nominations Confirmed	21,580	24,420	25,942	29,603	22,892	21,785	23,051	23,327	19,815	24,296
Average Voting Attendance	96.07	95.54	97.41	97.13	94.99	94.36	96.99	95.88	97.08	96.65
Sessions Convened Before 12 Noon	133	104	121	110	156	147	148	116	127	106
Sessions Convened at 12 Noon	4	9	1	4	4	4	2	6	4	6
Sessions Convened After 12 Noon	23	21	36	24	32	33	41	36	39	40
Sessions Continued After 6 p.m.	134	129	120	129	144	110	152	116	120	101
Sessions Continued After 12 Midnight	2	3	3	4	4	2	2	1	1	3
Saturday Sessions	1	2	2	2	1	3	5	2	2	....
Sunday Sessions	1	1	2	....	1	1	4	1	1	1

[1] Prepared by the Senate Daily Digest—Office of the Secretary—01/23/13.

Committee Activity

Senate committees held a total of 649 meetings during the second session of the 112th Congress, as contrasted with 939 meetings during the first session of the 112th Congress. All hearings and business meetings (including joint meetings and conferences) are scheduled through the Office of the Senate Daily Digest and are published in the *Congressional Record,* on the Digest's Web site on Senate.gov, and on the Legislative Information System (LIS). Meeting outcomes are also published in the *Congressional Record* each day and are continuously updated on the Web site.

Computer Activities

In 2012, Digest staff worked closely with Senate computer staff to refine the LIS/DMS (document management system), including further refinements to the Daily Digest scheduler application which will improve the data entry process.

ENROLLING CLERK

The enrolling clerks prepare, proofread, correct, input amendments, and print all legislation passed by the Senate prior to its transmittal to the House of Representatives, the National Archives, the Secretary of State, the United States Claims Court, and the White House.

During the 112th Congress the Enrolling Clerk's Office prepared the enrollment of 71 Senate bills (transmitted to the President), 7 Senate enrolled joint resolutions (transmitted to the President), 20 Senate concurrent resolutions (transmitted to the National Archives), and 188 Senate appointments (transmitted to the House of Representatives). In addition, 496 House of Representatives bills, 41 House concurrent resolutions, 10 House joint resolutions, and 7 conference reports were either amended, passed, or acted upon by the Senate, requiring the Enrolling Clerks to complete work on hundreds of amendments in a tightly managed schedule prior to messaging the legislation to the House of Representatives for further action. There were innumerable messages—varying from engrossed Senate and House bills, Senate appointments, and letters of transmittals on passage or amendment of legislation—delivered by the Enrolling Clerk's Office to the House Chamber or to the House Clerk's office. The Enrolling Clerk also delivered to the Clerk's Office approximately 201 House enrolled bills and 7 House enrolled joint resolutions after they had been signed by the president pro tempore, as customary.

A total of 881 pieces of legislation were passed or agreed to in the House and Senate during the 112th Congress. Many other Senate bills were placed on the calendar, all of which were processed in the Enrolling Clerk's Office, including the Senate engrossment of 147 Senate bills, 7 joint resolutions, 32 concurrent resolutions, and 455 Senate simple resolutions. The Enrolling Clerk's Office keeps the original official copies of bills, conference reports, resolutions, and appointments from the Senate floor through the end of each Congress. At the end of each Congress, the Enrolling Clerks carefully organize all official papers sequentially in archival boxes and write a report detailing the contents of each box, which are then transmitted to the Senate Archivist for storage at the National Archives. At the end of the 112th Congress, the enrolling clerks prepared 38 boxes of official papers and transmitted them to the National Archives.

The Senate Enrolling Clerk's Office is also responsible for transmitting the original files of all Senate bills and resolutions engrossed and enrolled in the Senate to the Government Printing Office (GPO).

Continuity of Operations (COOP) Planning

Enrolling Clerk staff participated in two COOP exercises, testing the office's ability to prepare legislation for engrossment and enrollment, as well as connectivity with GPO.

Cost Savings

The Enrolling Clerk's Office has been mindful of budget limitations during the past 2 years and has reduced the volume of printing in its office by one-third, reduced requests to GPO for extra printing of bills, and cancelled its newspaper subscriptions.

EXECUTIVE CLERK

The Executive Clerk prepares an accurate record of actions taken by the Senate during executive sessions (proceedings on nominations and treaties) which is published as the *Journal of the Executive Proceedings of the Senate* at the end of each session of Congress. The Executive Clerk also prepares the daily *Executive Calendar* as well as all nomination and treaty resolutions for transmittal to the President. Ad-

ditionally, the Executive Clerk's Office processes all executive communications, presidential messages, and petitions and memorials.

Nominations

During the second session of the 112th Congress, there were 898 nomination messages sent to the Senate by the President, transmitting 23,803 nominations to positions requiring Senate confirmation and 21 messages withdrawing nominations. Of the total nominations transmitted, 245 were for civilian positions other than lists in the Foreign Service, Coast Guard, National Oceanic and Atmospheric Administration, and Public Health Service. In addition, there were 4,774 nominees in the "civilian list" categories named above. Military nominations received this session totaled 18,784 (6,298—Air Force; 7,300—Army; 3,872—Navy; and 1,314—Marine Corps). The Senate confirmed 24,296 nominations this session. Pursuant to the provisions of paragraph six of Senate Rule XXXI, 153 nominations were returned to the President during the second session of the 112th Congress.

Treaties

There were four treaties transmitted to the Senate by the President during the second session of the 112th Congress for its advice and consent to ratification, which were ordered printed as treaty documents for the use of the Senate (Treaty Doc. 112–5 through 112–8).

The Senate did not give its advice and consent to any treaty during the second session. It considered one treaty (Treaty Doc. 112–7), but the resolution of advice and consent was not approved.

Executive Reports and Rollcall Votes

There was one executive report relating to a treaty ordered printed for the use of the Senate during the second session of the 112th Congress (Executive Report 112–6). The Senate conducted 42 rollcall votes in executive session, all on or in relation to nominations and treaties.

Executive Communications

For the second session of the 112th Congress, 4,381 executive communications, 73 petitions and memorials, and 29 presidential messages were received and processed.

Environmental Impact

In an effort to save money and eliminate unnecessary paper, the Executive Clerk's Office no longer prints the *Executive Calendar* on *pro forma* days for distribution as it is available online.

JOURNAL CLERK

The Journal Clerk takes notes of the daily legislative proceedings of the Senate in the "Minute Book" and prepares a history of bills and resolutions for the printed Journal of the *Proceedings of the Senate,* or *Senate Journal,* as required by Article I, section 5 of the Constitution. The content of the *Senate Journal* is governed by Senate Rule IVand is approved by the Senate on a daily basis. The *Senate Journal* is published each calendar year.

Journal staff take 90-minute turns at the rostrum in the Senate Chamber, noting the following by hand for inclusion in the Minute Book:
   —all orders (entered into by the Senate through unanimous consent agreements);
   —legislative messages received from the President of the United States;
   —messages from the House of Representatives;
   —legislative actions as taken by the Senate (including motions made by Senators, points of order raised, and rollcall votes taken);
   —amendments submitted and proposed for consideration;
   —bills and joint resolutions introduced; and
   —concurrent and Senate resolutions as submitted.
These notes of the proceedings are then compiled in electronic form for eventual publication of the *Senate Journal* at the end of each calendar year. Compilation is efficiently accomplished through utilization of the LIS Senate Journal Authoring System. The *Senate Journal* is published each calendar year and in 2012, the Journal Clerk completed the production of the 924-page 2011 volume. It is anticipated that work on the 2012 volume will conclude by September 2013.

Continuity of Operations (COOP) Planning

In 2012, in support of the Office of the Secretary's commitment to continuity of operations programs, the Office of the Journal Clerk participated in the annual Chamber Protective Actions and legislative staff-specific exercises. Additionally, monthly tests of BlackBerry emergency notification and laptop remote access proce-

dures are conducted, permitting office function during possible emergencies. The Journal Clerk continued its established practice of scanning the daily Minute Book pages into a secure directory. The files are also copied onto a flash drive storage device weekly and transported off-site each night. Although the actual Minute Books for each session of a Congress are sent to the National Archives a year following the end of a Congress, having easily accessible files, both on a remote server and on a portable storage device, will ensure timely reconstitution of the Minute Book data in the event of damage to, or destruction of, the physical Minute Book.

Cost Savings

In 2012, the Office of the Journal Clerk continued efforts to reduce its already conservative consumption of paper in a traditionally paper-driven office. Reduced consumption resulted from printing fewer draft copies of work product as updated, and from elimination of the paper copies of daily Minute Book pages used by the Journal Clerk staff in production of the *Senate Journal,* by the Daily Digest Office in compiling statistics, and by the Senate Library for reference by Senate staff. Instead, electronic copy, in pdf format, is accessed via an office drive and is e-mailed to the aforementioned offices. Additionally, the office increased reuse of previously printed-on paper by printing draft documents on the reverse sides.

OFFICIAL REPORTERS OF DEBATES

The Office of the Official Reporters of Debates is responsible for the stenographic reporting, transcribing, and editing of the Senate floor proceedings for publication in the *Congressional Record.* The Chief Reporter acts as the editor-in-chief, and the Coordinator functions as the technical production manager of the Senate portion of the *Record.* The office interacts with Senate personnel on additional materials to be included in the *Record.*

On a continuing basis, all materials to be printed in the next day's edition of the *Record* are transmitted electronically and on paper to the Government Printing Office (GPO). Much of the transcript of Senate floor proceedings and Morning Business is sent to GPO electronically to allow for production of the *Record* in a cost conscious and timely manner. This allows readers to view the electronic *Record* on the Internet early the following morning, and the printed copy of the *Record* to be delivered by GPO to the Senate Chamber and all Senate offices by, in most instances, two to three hours after it is placed on the Internet. The *Congressional Record* has been printed on 100 percent recycled paper since 2009.

The Chief Reporter, in conjunction with Senate office and committee staff, works to ensure compliance with the "two-page rule" to cut down on the printing costs of the *Record* by controlling the amount of extraneous printing to be done by GPO. As a result, these materials are often condensed so as not to exceed the rule and/or are cited and printed on Web sites with referencing so that they are available to the interested public.

PARLIAMENTARIAN

The Office of the Parliamentarian continues to perform its essential institutional responsibilities to act as a neutral arbiter among all parties with an interest in the legislative process. These responsibilities include advising the chair and Senators and their staff, as well as committee staff, House members and their staffs, administration officials, the media, and members of the general public, on all matters requiring an interpretation of the Standing Rules of the Senate, the precedents of the Senate, and unanimous consent agreements, as well as provisions of public law affecting the proceedings of the Senate.

The parliamentarians work in close cooperation with the Senate leadership and their floor staffs in coordinating all of the business on the Senate floor. The Parliamentarian or one of her assistants is always present on the Senate floor when the Senate is in session, ready to assist the presiding officer in his or her official duties, as well as to assist any other Senator on procedural matters. The parliamentarians work closely with the staff of the Vice President of the United States and the Vice President himself whenever he performs his duties as president of the Senate.

The parliamentarians monitor all proceedings on the floor of the Senate, advise the presiding officer on the competing rights of the Senators on the floor, and advise all Senators as to what is appropriate in debate. The parliamentarians keep track of time on the floor of the Senate when time is limited or controlled under the provisions of time agreements, statutes, or standing orders. The parliamentarians keep track of the amendments offered to the legislation pending on the Senate floor and monitor them for points of order. In this respect, the parliamentarians reviewed

nearly 2,000 amendments during 2012 to determine if they met various procedural requirements such as germaneness.

The Office of the Parliamentarian is responsible for the referral to the appropriate committees of all legislation introduced in the Senate and all legislation received from the House, as well as all communications received from the executive branch, State and local governments, and private citizens. In order to perform this responsibility, the parliamentarians do extensive legal and legislative research. During 2012, the Parliamentarian and her assistants referred 1,862 measures and 4,482 communications to the appropriate Senate committees. The office worked extensively with Senators and their staffs to advise them of the jurisdictional consequences of countless drafts of legislation, and evaluated the jurisdictional effect of proposed modifications in drafting. In 2012 as in the past, the parliamentarians conducted several briefings on Senate procedure to various groups of Senate staff and visiting international parliamentary staff on a nonpartisan basis.

During 2012, as has been the case in the past, the staff of the Parliamentarian's Office was frequently called on to analyze and advise Senators on a great number of issues arising under the Congressional Budget Act of 1974, the Budget Control Act, the Congressional Review Act, treaty procedure, and many other provisions of law that authorize special procedural consideration of measures.

Throughout 2012, the parliamentarians held many meetings with the proponents and opponents of changes in the Senate's rules and procedures, and counseled all interested parties in the historical context of previous changes to the rules, as well as the intricacies of both the content of these proposals and the disputed processes for bringing about these changes.

With both presidential and Senate elections in 2012, the Parliamentarian's Office was heavily involved in the processing of certificates of election and appointment for Senators in the class of 2013 and with the processing of certificates of vote and ascertainments for the election of the President and Vice President of the United States. The Parliamentarian's Office reviewed the certificates of election and appointment for 34 Senators who were sworn in on January 3, 2013, in some cases having to request resubmission of materials that did not appear to be in compliance with the Senate rules. In meetings in late December, the parliamentarians worked closely with the office of the Vice President, the National Archives and Records Administration, the House Parliamentarian, the House Clerk, and other staff of the Secretary of the Senate to prepare for the joint session to count the electoral ballots in 2013. Both of these electoral processes require a tremendous amount of groundwork and attention to detail and involve a great deal of paperwork from the States which must be reviewed and cataloged before being acted upon and archived.

Continuity of Operations (COOP) Planning

The parliamentarians serve as the agents of the Senate in coordinating the flow of legislation with the House of Representatives and with the President, and they ensure that enrolled bills are signed in a timely manner by duly authorized officers of the Senate for presentation to the President. The parliamentarians have taken the lead in the Senate in analyzing the need for emergency procedural authorities. Each parliamentarian has been trained to remotely access the office's computers and hard drives, facilitating communications, research, and other work after hours, and enabling them to have the office function during possible emergencies. The Parliamentarian's Office continues to participate extensively in emergency preparedness training for the Senate Chamber. The Parliamentarian has been involved for years with Sergeant at Arms Office of Continuity and Emergency Preparedness Operations (CEPO) in the planning phases of the Senate's evacuation and shelter-in-place procedures, and regularly attends such meetings on behalf of the Secretary of the Senate and the legislative staff, affording their concerns and ideas a voice.

<div align="center">FINANCIAL OPERATIONS</div>

Disbursing Office

The mission of the Senate Disbursing Office is to provide efficient and effective central financial and human resource data management, information, and advice to the offices, members, and employees of the United States Senate. The Senate Disbursing Office manages the collection of information from the distributed accounting locations within the Senate to formulate and consolidate the agency level budget, disburse the payroll, pay the Senate's bills, and provide appropriate counseling and advice. The Senate Disbursing Office collects information from members and employees that is necessary to maintain and administer the retirement, health insurance, life insurance, and other central human resource programs, and provides responsive, personal attention to members and employees on an unbiased and con-

fidential basis. The Senate Disbursing Office also manages the distribution of central financial and human resource information to the individual member offices, committees, administrative offices, and leadership offices in the Senate while maintaining the confidentiality of information for members and Senate employees.

The organization is structured to enhance its ability to provide quality work; maintain a high level of customer service; promote good internal controls, efficiency, and teamwork; and provide for the appropriate levels of supervision and management. The long-term financial needs of the Senate are best served by an organization staffed with highly trained professionals who possess a high degree of institutional knowledge, sound judgment, and interpersonal skills that reflect the unique nature of the United States Senate.

Executive Office

The primary responsibilities, among others, of the Executive Office are to:
—oversee the day to day operations of the Disbursing Office (DO);
—respond to any inquiries or questions;
—maintain a fully and properly trained staff;
—ensure that the office is prepared to respond quickly and efficiently to any disaster or unique situation that may arise;
—provide excellent customer service;
—assist the Secretary of the Senate in the implementation of new legislation affecting any of her departments;
—handle all information requests from the Committee on Appropriations and the Committee on Rules and Administration; and
—provide budget information and financial assistance to all accounting locations within the Senate.

The Financial Clerk and senior Disbursing management continue to attend weekly status meetings held by our payroll implementers and received several weeks of training on the new Senate payroll system (SPS). Disbursing staff also participated in user acceptance testing and continue to participate in parallel testing of the budget module.

The Disbursing Office participated in the internal relocation exercise and coordinated two in-house active shooter training sessions for staff. The office also completed several special projects for Senate offices and assisted several committees with budget requests.

Deputy for Benefits and Financial Services

The principal responsibility of this position is to provide expertise and oversight on Federal retirement, benefits, payroll, and financial services processes. The deputy also coordinates the interaction between the front office, employee benefits, and payroll sections, and is responsible for the planning and project management of new computer systems and programs. The deputy ensures that job processes are efficient and up-to-date, modifies computer support systems as necessary, implements regulatory and legislated changes, and designs and produces up-to-date forms and information for use in all three sections.

General Activities

Calendar year 2012 began with year-end processing of payroll for calendar year 2011. The Disbursing Office issued W–2 forms promptly and stored form images in the document imaging system (DIS). Implementation of Thrift Savings Plan (TSP) Roth took place in 2012. Additionally, requirements were developed for the implementation of the newly legislated FERS-Revised Annuity Employee (FERS–RAE). Program design, development, and testing occurred late in 2012 for a January 2013 implementation. Guidance and documentation were developed and distributed to staff for both retirement programs. As necessary, throughout the year other minor changes were made to the human resources management system (HRMS) as a result of changes in regulations, policies, and needs.

The primary project for the deputy and the Disbursing Office during 2012 and continuing into 2013 is the development and implementation of a new payroll system. The scope of the project is extensive and has required the coordination and cooperation of the deputy, the payroll section, the employee benefits section, the Financial Clerk, and assistant financial clerk, with the Sergeant at Arms (SAA) technical support group, the project management officer, and the project implementation team. The unique needs and requirements of the Senate continue to be addressed during the development and test phases. There has been extensive participation in development and training sessions, procedural review meetings, data conversion, and cleansing efforts. Members of the staff have continued to provide their expertise as procedures and processes have been developed and modified. Staff has prepared for and participated in extensive levels of system testing. In addition, they have re-

viewed data, output, documentation, reports, and provided necessary feedback. The deputy has provided extensive review and comment on business processes, customizations, security, testing, results, and output, as well as on implementation and acceptance criteria. This project is expansive in its scope and DO staff members, in tandem with the SAA technical staff, are exceeding expectations with their tireless efforts, contributions, and demonstration of their expertise.

Front Office—Administrative and Financial Services

The front office is the main service area for all general Senate business and financial activity. The front office staff maintains the Senate's internal accountability of funds used in the group's daily operations. The reconciliation of such funds is executed on a daily basis. The front office staff also provides training to newly authorized payroll contacts along with continuing guidance to all contacts in the execution of business operations. It is the receiving point for most incoming expense vouchers, payroll actions, and employee benefits—related forms, and it is the initial verification point to ensure that paperwork received in the Disbursing Office conforms to all applicable Senate rules, regulations, and statutes. The front office is the first line of service provided to Senators, officers, and employees. All new Senate employees (permanent and temporary) who will work in a Capitol Hill Senate office are administered the required oath of office and personnel affidavit in the front office. Staff is also provided verbal and written detailed information regarding pay and benefits. Advances are issued to Senate staff authorized for official Senate travel through the front office; cash and check advances are entered and reconciled in Web FMIS. After the processing of certified expenses is complete, cash travel advances are repaid.

Numerous inquiries are handled daily on topics like pay, benefits, taxes, voucher processing, reporting laws, and Senate regulations. Inquiries must always be answered accurately and fully to provide the highest degree of customer service. Cash and checks received from Senate entities as part of their daily business are handled through the front office and become part of the Senate's accountability of federally appropriated funds and are then processed through the Senate's general ledger system. The front office maintains the official office information authorization forms that authorize individuals to conduct various types of business with the Disbursing Office. The front office also provides notary services for members and staff. Roughly 500 documents were notarized for members during 2012.

A major change in conducting business with the armored car service has saved roughly $300 per month. In a joint effort with the Executive Office, the number of trips to and from Disbursing's service bank has been reduced.

General Activities

—Processed approximately 500 cash advances during the year and initiated over 1,200 check/direct deposit advances.
—Received and processed over 20,000 checks.
—Administered oath of office and personnel affidavits to more than 1,000 new Senate staff and advised them of their benefits eligibility. Such staff includes full time employees, interns, and Senate pages.
—Maintained brochures for 12 Federal health insurance carriers and distributed over 3,000 brochures to existing staff during the annual Federal benefits open season and to new Senate employees during their Federal employees health benefits (FEHB) selection process.
—Assisted employees with electronic resources for researching and comparing benefit plans and programs to further reduce the reliance on paper documents.
—Provided training sessions to new and existing administrative managers and assisted them in getting their offices up and running.
—For the second time since 2009, the IRS increased the annual limit on elective deferrals. This resulted in approximately 900 employees filing new TSP elections in December alone. Many customers sought assistance from the front office with TSP calculations.
—Upon implementation of TSP Roth, front office staff assisted employees with completion of elections and provided an understanding of the rules and regulations related to Roth.
—The front office advises eligible staff of their TSP catch up provisions and advises enrollees of changes in their plans.

Payroll Section

The payroll section maintains the human resources management system (HRMS) and is responsible for processing, verifying, and warehousing all payroll information submitted to the Disbursing Office by Senators, committees, and other appointing officials for their staff, including appointments of employees, salary changes, title

changes, transfers, and terminations. The section is also responsible for the input of all enrollments and elections submitted by members and employees that affect their pay (e.g., retirement and benefits elections, tax withholding, TSP participation, allotments from pay, address changes, direct deposit elections, levies and garnishments) and for the issuance of accurate salary payments to members and employees. The payroll section is responsible for the administration of the Senate Student Loan Repayment Program (SLP) and for the audit and reconciliation of the Flexible Spending Accounts (FSAs) and Federal Employees Dental and Vision Insurance Program (FEDVIP) bill files received each pay period. The payroll section jointly maintains the automated clearing house (ACH) FedLine facilities with the accounts payable section for the normal transmittal of payroll deposits to the Federal Reserve. Payroll expenditure, projection, and allowance reports are distributed electronically to all Senate offices semimonthly. The payroll section issues the proper withholding and agency contribution reports to the accounting department and transmits the proper TSP information to the National Finance Center. In addition, the payroll section maintains earnings records, which are distributed to the Social Security Administration, and employees' taxable earnings records, which are used for W–2 statements. This section is also responsible for the payroll expenditure data portion of the *Report of the Secretary of the Senate* and calculates, reconciles, and bills the Senate Employees Child Care Center for their staff employee contributions and forwards payment of those contributions to the accounting section. The payroll section provides guidance and counseling to staff and administrative managers on issues of pay, salaries, allowances, and projections.

General Activities

In January 2012, the payroll section conducted all year-end processing and reconciliation of pay records and produced W–2 forms for employees and Federal and State tax agencies. They also facilitated the imaging of those documents to the document imaging system (DIS). The payroll section maintained the normal schedule of processing TSP election forms.

The payroll section continued preparing for the new payroll system. This included developing and testing payroll queries. The testing and training process continued throughout the year. There were countless meetings involving issues such as security, payroll reports, data, conversion, business processes, etc.

In June, the payroll section began user acceptance testing (UAT). The payroll section was able to input and test realistic payroll data using scripted scenarios. As scripts passed or failed, the payroll staff was required to provide insight and expertise to aid with fixes and then perform regression testing.

The first parallel test of the new payroll system began in August. This included entering duplicate data into both the current and new systems. The staff dealt with system performance issues, bugs, and needed coding changes. This data was checked daily for accuracy and system function. This presented a steep learning curve and system modifications were recommended as identified. Data comparisons were performed and scrutinized after the close-out of both systems. Variances and discrepancies were analyzed and feedback provided. Subsequent parallel test cycles ran in October, November, and December.

The payroll section participated in the testing and implementation of TSP Roth and FERS–RAE. Other minor changes were made to the HRMS as a result of regulated and policy changes.

As a result of the 2012 elections, the resignations of two Senators, and the death of another Senator, the payroll section has assisted staff of 15 offices with their outgoing/incoming office inquiries and prepared for staff transitions.

The payroll section administers the student loan program (SLP), which includes initiation, tracking, and transmission of the payments; determination of eligibility; and coordination and reconciliation with office administrators and program participants. Because of regulatory changes within the Department of Education, extensive vendor processing changes were necessitated. As a result, many payments to vendors were not being routed correctly once received at the designated address. This led to a higher-than-usual need for payment tracking, reconciliation, and check reissues. The SLP administrator continues to improve processes for administration of the program and documenting procedures. In addition, the SLP administrator participates extensively in the development and testing of the new payroll system, including design assessment, test scenario development, reports, and testing all aspects of the system and providing feedback. In addition, the administrator continues to train a member of the payroll staff so they are able to administer the SLP in the administrator's absence.

Employee Benefits Section (EBS)

The primary responsibilities of the employee benefits section are administration of health insurance, life insurance, TSP, and all retirement programs for members and employees of the Senate. This includes counseling, processing of paperwork, research, dissemination of information, and interpretation of retirement and benefits laws and regulations. EBS staff is also expected to have a working knowledge of the Federal Flexible Spending Account (FSA) Program, the Federal Long Term Care (LTC) Insurance Program, and the Federal Employees Dental and Vision Insurance Program (FEDVIP). In addition, the sectional work includes research and verification of all prior Federal service and prior Senate service for new and returning appointees. EBS provides this information for payroll input. It also verifies the accuracy of the information provided and reconciles, as necessary, when official personnel folders and transcripts of service from other Federal agencies are received. Senate transcripts of service, including all official retirement and benefits documentation, are provided to other Federal agencies when Senate members and staff are hired elsewhere in the Government. EBS is responsible for the administration and tracking of employees placed on leave without pay to perform military service, including counseling with regard to continued benefits, TSP make-up contributions, and reservist differential payments. EBS participates fully in the centralized enrollment clearinghouse system (CLER) program sponsored by the Office of Personnel Management (OPM) to reconcile all FEHB enrollments with carriers through the National Finance Center. EBS is responsible for its own forms inventory ordering and maintenance, as well as all benefits, TSP, and retirement brochures for the Disbursing Office. EBS processes employment verifications for loans, bar exams, the Federal Bureau of Investigation, OPM, and the Department of Defense, among others. Unemployment claim forms are completed and employees are counseled on their eligibility by EBS. Department of Labor billings for unemployment compensation paid to Senate employees are reviewed in EBS and submitted by voucher to the accounting section for payment, as are the employee fees associated with FSAs. Beneficiary designations for Federal Employees' Group Life Insurance (FEGLI), retirement, and unpaid compensation are filed and checked by EBS.

General Activities

EBS continued to work with the new payroll system implementation team to help with various levels of testing, review, and system work process changes. The staff attended extensive training sessions.

Public Law 112–96, section 5001, the "Middle Class Tax Relief and Job Creation Act of 2012," made two significant changes to FERS. Beginning in 2013, new employees (as designated in the statute) will have to pay higher employee contributions, and the formula was changed so that new members of Congress and congressional employees will accrue retirement benefits at the same rate as employees under the general formula. EBS spent a good deal of time fielding questions regarding this change in retirement benefits.

The TSP introduced a new Roth option to the program. This required EBS to become familiar with the rules regarding the new post-tax savings. The inventory of TSP election forms was replaced. Senators and employees were notified of the new option which took effect in late summer 2012.

EBS conducted agency-wide FERS seminars for Washington, D.C. area employees, as well as a live video seminar for offices located in the States. EBS attended interagency benefits officer and TSP meetings. This was especially important this year due to the many ongoing changes to many of the benefits programs, including the implementation of the Roth investment option in the TSP program and the upcoming change to the FERS program.

With 15 new Senators beginning their service in the past year, EBS was extremely busy with outgoing office talks, benefits counseling, retirement counseling, and heavy retirement caseloads leading up to the end of the Congress. In addition to each Senator's staff and committee staff, EBS met with each Senator individually to go over their retirement options and make sure they were briefed on all of their benefits.

In continuing to prepare for the new rules being implemented by the Affordable Care Act of 2010, EBS notified the Senate community that the healthcare FSA maximum would reduce from $5,000 in 2012 to $2,500 beginning in 2013.

Many employees changed health plans during the annual benefits open season. These changes were processed and reported to carriers very quickly. The FEHB program added an additional 53 health plans beginning in 2013. The Disbursing Office also hosted an open season benefits fair, which was informational and well attended. The benefits fair included representatives from local and national FEHB plans, as well as representatives from LTC, FSA, and FEDVIP.

EBS coordinated with the House of Representatives Office of Benefits and Payroll to jointly provide outgoing offices with a session with the D.C. Department of Employment Services and also with OPM to assist with navigation of the Federal jobs Web site, USAJOBS.

Disbursing Office Financial Management

Headed by the deputy for financial management, the mission of Disbursing Office financial management is to coordinate all central financial policies, procedures, and activities; to process and pay expense vouchers within reasonable timeframes; and to provide professional customer service, training, and confidential financial guidance to all Senate accounting locations. In addition, the financial management group is responsible for the compilation of the annual operating budget of the United States Senate for presentation to the Committee on Appropriations and for the formulation, presentation, and execution of the budget for the Senate. On a semiannual basis, this group is also responsible for the compilation, validation, and completion of the *Report of the Secretary of the Senate.* Disbursing Office financial management is segmented into three functional departments: accounting, accounts payable (a/p), and budget. The accounts payable department is further subdivided into three sections: vendor administration, disbursements, and audit. The deputy coordinates the activities of the three functional departments, establishes central financial policies and procedures, and carries out the directives of the Financial Clerk and the Secretary of the Senate.

Accounting Department

During 2012, the accounting department approved over 55,000 expense reimbursement vouchers and vendor uploads including deposits for items ranging from receipts received by the Senate operations, such as the Senate's revolving funds, to cancelled subscription refunds from member offices. General ledger maintenance also prompted the entry of thousands of adjustment entries that include the entry of all appropriation and allowance funding limitation transactions, all accounting cycle closing entries, and all non-voucher reimbursement transactions such as payroll adjustments, budget uploads, stop payment requests, travel advances and repayments, and limited payability reimbursements. The department continues to scan all documentation for journal vouchers, deposits, accounting memos, and letters of certification to facilitate both storage concerns and continuity of operations (COOP) planning. The section also began testing the 2012 year-end process to close and reset revenue, expense, and budgetary general ledger accounts to zero.

The Disbursing Office also continued working with member offices and the Senate Stationery Room to establish and design an online flag ordering system using the Department of the Treasury's Pay.gov system. The member offices and Stationery went live in the production region of Pay.gov, resulting in a 42 percent increase in the volume of credit card transactions over the previous year. Seven more offices began using Pay.gov for a total of nine offices. Three more offices had the initial conference call with Pay.gov by the end 2012. The pilot is expected to expand to include additional offices and new member offices during 2013.

The Department of the Treasury's monthly financial reporting requirements includes a "Statement of Accountability" that details all increases and decreases to the accountability of the Secretary of the Senate, such as checks issued during the month and deposits received, as well as a detailed listing of cash on hand. Also, Disbursing provides the "Statement of Transactions According to Appropriations, Fund and Receipt Accounts," to the Department of the Treasury on a monthly basis. The statement is the summary of activity of all monies disbursed by the Secretary of the Senate through the Financial Clerk of the Senate. All activity by appropriation account is reconciled with the Department of the Treasury on a monthly and annual basis. The annual reconciliation of the Treasury Combined Statement is also used in the reporting to the Office of Management and Budget (OMB) as part of the submission of the annual operating budget of the Senate. The FAMIS system report, tested and implemented in 2010, originally used in 2011, was used again in 2012 to calculate the Treasury Combined Statement, which is used for the OMB budget submissions.

As a part of Treasury's system updates, the accounting department began using Treasury's Central Accounting Reporting System (CARS) in June 2012 to report the "Statement of Accountability" and the "Statement of Transactions According to Appropriations, Fund and Receipt Accounts" when Treasury decommissioned the old system. In June 2012, the accounting department began using Treasury's OTCNet system to enter electronic deposit tickets for all check and cash deposits; and in September 2012 the Department began using this system to scan and electronically deposit all checks, which enables a faster collection time.

The accounting department continues to transmit Federal tax payments for Federal, Social Security, and Medicare taxes withheld from payroll expenditures, as well as the Senate's matching contribution for Social Security and Medicare to the Federal Reserve Bank through the IRS Electronic Federal Tax Payment System (EFTPS). EFTPS is also being used to transmit the quarterly 941 reports to the IRS. Payments for employee withholdings for State income taxes were reported and paid on a quarterly basis to each State with applicable State income taxes withheld. The system modifications installed in 2008 allow ACH payment of quarterly State taxes, which has resulted in a 92.85 percent participation rate by taxing jurisdictions. Thirty-nine of 42 tax jurisdictions are receiving their quarterly State tax payments via ACH. System modifications are necessary to transmit the remaining three tax jurisdictions via ACH because of the unique State requirements for their transmissions. The Disbursing Office continues to work towards getting those three moved to ACH payments during 2013. Monthly reconciliations were performed with the National Finance Center regarding the employee withholdings and agency matching contributions for the TSP.

The accounting department also works to meet internal reporting requirements, such as monthly ledger statements. These ledger statements detail all of the financial activity for the appropriate accounting period with regard to official expenditures in detail and summary form. It is the responsibility of the accounting department to review and verify the accuracy of the statements before Senate-wide distribution. During 2011, the accounting department worked with SAA computer staff to implement electronic distribution of these monthly reports. The reports have been distributed electronically since July 2011 as part of Web FMIS release 2011–12.

The accounting department, in conjunction with the deputy for financial management and the assistant financial clerk, continues to work closely with the SAA finance department in creating Senate-wide financial statements in accordance with OMB Bulletin 01–09, "Form and Content of Agency Financial Statements," and any updates required by OMB Circular A–136, "Form and Content of the Performance and Accountability Reports." Work continues toward the implementation of the fixed asset system and the financial management software has been upgraded and the license renewed.

Accounting also has a budget division whose primary responsibility is compiling the annual operating budget of the United States Senate for presentation to the Committee on Appropriations. The budget division is responsible for the preparation, issuance, and distribution of the budget justification worksheets. The budget justification worksheets for fiscal year 2014 were mailed to the Senate accounting locations and processed in November 2012. The budget baseline estimates for fiscal year 2014 will be reported to OMB by mid-January 2013. The budget analyst is also responsible for the preparation of 1099's and the prompt submission of forms to the IRS before the end of the January.

Accounts Payable: Disbursements Department

The disbursements department is the entry and exit point for voucher payments. The department physically and electronically receives all vouchers submitted for payment. It also pays all of these vouchers, as well as the items submitted by upload and the various certifications and adjustments that are submitted periodically. The department received approximately 102,000 vouchers. All of these items were paid by the department via Treasury check or ACH. Multiple payments to the same payee are often combined. As a result, 15,200 checks were issued, while 62,200 ACH payments were required.

After vouchers are paid, they are sorted and filed by document number. Vouchers are grouped in six-month "clusters" to accommodate their retrieval for the semi-annual *Report of the Secretary of the Senate*. Files are maintained in-house for the current period and one prior period, as space is limited. One result is that more documents are stored in the Senate Support Facility (SSF). The inventoried items are sorted and recorded in a database for easy document retrieval. Document retrieval missions increased, but were successfully conducted, and the department continues to work closely with warehouse personnel. The renovated area has led to more efficient use of space here and at the SSF. Paper volume and related filing times are expected to decrease as more offices convert to imaging of expense vouchers.

A major function of the department is to prepare adjustment documents. Adjustments are varied, and include reissuance of items held as accounts receivable collections, reissuance of payments for which nonreceipt is claimed, and various supplemental adjustments received from the payroll department. Such adjustments are usually disbursed by check, but an increasing number are now handled through ACH. The department maintains a spreadsheet that tracks cases of nonreceipt of

salary checks, including stop payment requests and reissuance. The section prepared over 700 adjustment documents in 2012.

The department also prepares the stop payment forms as required by the Department of the Treasury. Stop payments are requested by employees who have not received salary or expense reimbursements, and vendors claiming nonreceipt of expense checks. The Treasury Check Information System (TCIS) allows the department to electronically submit stop payment requests and provides online access to digital images of negotiated checks for viewing and printing. During 2012, approximately 600 digital images of negotiated checks were provided, and an additional 89 requests were received for stop payments. The stop payment volume was slightly higher than in 2011 but is still lower than the 2010 level. TCIS is a Web-based system that saves the Disbursing Office time, charges a $7.50 processing fee for each request, and is accessible from multiple workstations in Disbursing. Even though the volume increased, there was no increase in cost.

Accounts Payable: Vendor Administration

The vendor administration section maintains the accuracy and integrity of the Senate's central vendor (payee) file for the prompt completion of new vendor file requests and service requests related to the Disbursing Office's Web-based payment tracking system. This section also assists the information technology (IT) department by performing periodic testing and monitoring the performance of the vendor system. Currently, more than 19,500 vendor records are stored in the vendor file, in addition to approximately 10,500 employee records. Daily requests for new vendor addresses or updates to existing vendor information are processed within 24 hours of receipt. Besides updating mailing addresses, the section facilitates the use of ACH by switching the mode of vendor payment from paper check to electronic deposit. Whenever a new remittance address is added to the vendor file, a standard letter is mailed to the vendor requesting tax and banking information, as well as contact and e-mail information. If a vendor responds indicating they would like to receive ACH payments in the future, the method of payment is changed.

All Web FMIS users are using a staffer functionality tool which allows Senate employees to electronically create, save, and file expense reimbursement forms; track their progress; and get detailed information on payments. The most common service requests are for system user identification and passwords and for the reactivation of accounts. Employees may also request an alternative expense payment method. Employees can choose to have their payroll set up for direct deposit or paper check, but can have their expenses reimbursed by a method that differs from their salary payment method.

The vendor section works closely with the accounts payable disbursements group to resolve returned ACH payments. ACH payments are returned periodically for a variety of reasons, including incorrect account numbers, incorrect routing numbers, and, in rare instances, a nonparticipating financial institution.

The vendor section electronically scans and stores all supporting documentation of existing vendor records and new vendor file requests. When this section receives replies asking for ACH participation, the vendors are asked if they wish to be notified by e-mail when payments are sent. Currently, over 95 percent of ACH participants also receive e-mail notification of payment.

During 2012, the vendor section processed over 1,900 vendor file additions, completed more than 1,800 service requests, mailed approximately 900 vendor information letters, and converted almost 400 vendors from check payment to electronic payment.

During calendar year 2012, disbursements assisted accounting in converting several State taxing authorities to ACH payment of tax withholdings. Additionally, the section converted the Sergeant at Arms' credit card account, the Stationery Room's U.S. Postal Service account, and the Washington Metropolitan Area Transit Authority's transit subsidy payments to direct deposit.

Accounts Payable: Audit Department

The accounts payable audit section is responsible for auditing vouchers and answering questions regarding voucher preparation and the permissibility of expenses and advances. This section provides advice and recommendations on the discretionary use of funds to the various accounting locations; identifies duplicate payments submitted by offices; monitors payments related to contracts; trains new administrative managers and chief clerks about Senate financial practices and the Senate's Financial Management Information System; and assists in the production of the *Report of the Secretary of the Senate*. The *Report* was issued electronically for the first time in November 2011, concurrent with the printed version. The printed

version is available as always, and the online version is available through the Senate and Government Printing Office (GPO) Web sites.

The section is organized at three different levels. The first level is the supervisor. In addition to performing managerial tasks, the supervisor audits and sanctions vouchers as needed and coordinates testing related to system implementation and upgrades. Eleven auditors process all incoming vouchers and uploads, and four of them have the authority to sanction, on behalf of the Committee on Rules and Administration, vouchers not exceeding $100. They also sanction all travel and petty cash advances as well as noncontingent fund items generated by Legal Counsel, Legislative Counsel, and the Office of Congressional Accessibility Services.

A major function of the section is monitoring the fund advances for travel and petty cash. Travel advances must be repaid within 30 days of trip completion and petty cash advances must be repaid whenever new funding authority is established. The system accommodates the issuance, tracking, and repayment of advances. It also facilitates the entry and editing of election dates and vouchers for Senators-elect. In addition to other functionality, an advance type of petty cash was created and is in use. Regular petty cash audits are performed by the section, and all petty cash accounts were successfully audited in 2012.

The accounts payable audit section processed almost 102,000 expense items in 2012. Audit sanctioned approximately 48,000 vouchers under authority delegated by the Committee on Rules and Administration. This translates to roughly 9,300 vouchers processed per auditor, and 12,000 vouchers posted per certifier. The voucher processing consisted of providing interpretation of Senate rules, regulations, and statutes and applying the same to expense claims, monitoring of contracts, and direct involvement with the Senate's central vendor file. On average, vouchers greater than $100 that do not have any issues or questions are received, audited, sanctioned electronically by the Committee on Rules and Administration using Web FMIS, and are expected to be paid within 8 to 10 business days. These vouchers comprised approximately 50 percent of all vouchers, and, as in the previous year, Disbursing passed two post-payment audits performed by the Committee on Rules and Administration for items of $100 or less. In 2012, the average for Committee on Rules and Administration-sanctioned items was 4.52 days, and the average for Disbursing sanctioned items was 2.55 days, roughly 9 percent faster than the previous year.

Uploaded items are of two varieties: certified expenses and vendor payments. Certified expenses have been around since the 1980s and include items such as stationery, telecommunications, postage, and equipment. Currently, the certifications include mass mail, franked mail, excess copy charges, Senate Photo Studio charges, and Senate Recording Studio charges. Expenses incurred by the various Senate offices are certified by the SAA to the Disbursing Office on a monthly basis. The expenses are detailed on a spreadsheet which is also electronically uploaded. The physical voucher is audited and appropriate revisions are made. Except for telecommunications charges, a concentrated effort is put forth to ensure certified items appear as paid in the same month they are incurred. Telecommunications charges usually run 1 month behind as the SAA must wait for the bills from external vendors.

Vendor uploads are used to pay vendors for the Senate Stationery Room, Senate Gift Shop, and State office rentals, and to refund security deposits for the Senate Page School. The methodology is roughly the same as that for certifications, but the payments rendered are for the individual vendors. Although these items are generally processed and paid quickly, the State office rents are generally paid a few days prior to the month of the rental, which is consistent with the general policy of paying rent in advance.

The accounts payable audit group provided training sessions in the use of new systems: the process for generation of expense claims and the permissibility of expenses. They also participated in seminars sponsored by the Secretary of the Senate, the SAA, and the Library of Congress. The section trained 12 new administrative managers and chief clerks and conducted three informational sessions for Senate staff through seminars sponsored by the Congressional Research Service (CRS). The accounts payable group also routinely assists the IT department and other groups as necessary in the testing and implementation of new hardware, software, and system applications. The implementation of Web FMIS 2012.2 included security enhancements for staff that use the system to create expense summary reports (ESR) as well as improved navigation and screen layout for auditors. This release also includes a pilot of imaging and electronic signatures. A small number of offices will be given the ability to attach images of supporting documentation, and then electronically sign the voucher. Web FMIS 2013.1 included a pilot for a new simplified version of the electronic ESR and enhancements to support imaging and digital signatures.

The accounts payable department has participated in the testing of the new imaging project that the IT department has been tasked with. The staff has provided valuable feedback to the IT department on system problems, system restraints, and areas that need improvement. Accounts payable has devoted a lot of time in detailing system problems and reporting them to the IT department.

Disbursing Office Information Technology

Financial Management Information System

The information technology (IT) department provides both functional and technical assistance for Senate financial management activities and the financial management information system (FMIS) applications used by staff in all Senate accounting locations (i.e., Senate personal offices, committees, leadership and support offices, the Office of the Secretary of the Senate, the SAA, the Committee on Rules and Administration audit section, and DO). Responsibilities of the department include:
  —Supporting current financial systems, users, and operational processes;
  —Providing oversight for the FMIS program;
  —Coordinating and testing FMIS infrastructure changes;
  —Administering DO's local area network; and
  —Managing DO's continuity of operations planning.
Disbursing is the FMIS business owner and is responsible for making functional decisions related to FMIS. SAA technology services is responsible for providing the technical infrastructure, including hardware (e.g., mainframe and servers), operating system software, database software, and telecommunications; technical assistance for these components, including migration management and database administration; and regular batch processing. The DO also utilizes contractor support for application development and to augment operational support as needed. During 2012, IT worked collaboratively with these organizations to:
  —Operate more efficiently: reviewed and began documenting existing operational and development processes in order to facilitate a number of process improvements, including:
    —streamlining training offerings to reduce by 30 percent the classroom hours required for users to obtain system credentials and effectively utilize financial applications; and
    —enhancing defect and requirements management procedures, which helped DO decrease open FMIS incidents and defects by 75 percent;
  —Achieve cost savings: improved the Senate's ability to make application changes without the need for software releases, saving significant application development dollars, by:
    —expanding the use of an application rules engine to facilitate implementation of changes to business rules more quickly and economically; and
    —implementing an online help facility for FMIS applications to enable the addition and enhancement of tailored content without developer support;
  —Prepare for a COOP situation: successfully piloted the failback of financial data for the first time as part of the year's financial systems disaster recovery exercise;
  —Improve customer service to the Senate community: supported over 3,600 active FMIS users and continued to improve FMIS applications by:
    —implementing three software releases to provide additional user-requested functionality and address user-reported issues;
    —introducing a new online expense summary report (ESR) which is easier to use and provides itinerary formatting consistent with requirements for the semiannual *Report of the Secretary of the Senate;* and
    —working to enhance system performance and the end user experience both through software corrections and infrastructure upgrades;
  —Use new technology: implemented digital signature functionality for FMIS utilizing Senate smart cards and introduced online training resources to support staff who prepare ESRs; and
  —Be more environmentally responsible: continued to advance towards a paperless financial system by successfully completing an imaging and digital signatures pilot with seven offices.

Supporting Current Financial Systems, Users, and Operational Processes

IT supports over 3,600 active FMIS users in all accounting locations, the departments in DO (i.e., accounts payable, accounting, disbursements, vendor administration, and front office sections), and the Committee on Rules and Administration audit staff. Activities performed include:

—User support: provided functional and technical support to all Senate FMIS users; staffed the FMIS help desk; answered hundreds of questions; and met with chiefs of staff, administrative managers, chief clerks, and directors of various Senate offices as requested;
—System user communication: gathered feedback from its FMIS user communities to ensure their needs are met by:
  —regularly meeting on a scheduled basis with representatives from accounting, accounts payable, and the SAA; and
  —periodically meeting on an advertised basis with targeted user groups to document and review requirements for new functionality, such as the 2012 office user group to discuss modernization of and enhancements to FMIS ESR functionality.
—Technical problem resolution and system performance monitoring: ensured technical problems were quickly resolved, checked system availability, error logs, and statistics to identify system problems and coordinated performance tuning activities;
—Security and system administration: maintained user rights for all FAMIS, Web FMIS, and Web PICS users and designed, tested, and made entries to core system tables;
—Accounting support activities: performed functional testing and production validation of cyclic accounting system activities, including the rollover process for preparing for a new fiscal year, and the archive/purge process for removing lapsed fiscal year data from the current year transactional tables while maintaining this information for reporting purposes;
—Post payment voucher audit process support: facilitated process for the Committee on Rules and Administration audit staff for selecting and reviewing a statistically valid sample of vouchers for $100 or less sanctioned under authority delegated to the Financial Clerk; and
—Training: developed and published user materials and help content and provided functional training to FMIS users.

Providing Oversight for the FMIS Program

The responsibility for managing the FMIS program and related projects was transferred to the IT department in 2003 and includes:
—Strategic planning: established priorities for system support and enhancements over the next 5 years to enable the highest level of efficiency in financial management operations, reducing cost, increasing business agility, and providing the Senate with an integrated, auditable, and paperless financial system that enables the various Senate user groups to achieve their business objectives in a timely, effective, and secure manner. Requirements were prioritized to extend the life of existing FMIS applications and their platforms to defer replacement and its associated costs in the near term while:
  —ensuring the long-term sustainability and cost-effective supportability of the Senate's FMIS;
  —continuing the advancement of a cost-efficient integrated, auditable, and paperless financial system;
  —assisting stakeholders in meeting their business objectives while providing excellent customer service; and
  —supporting and employing leading technologies consistent with Senate IT strategy;
—Schedule coordination: Planned and coordinated a rolling 18-month FMIS program schedule and facilitated meetings between Disbursing, the SAA, and support contractor staff to coordinate schedules and activities, including:
  —project specific working meetings: as-needed meetings related to individual projects and topics such as archive/purge meetings and FMIS release design meetings; and
  —project management meetings: weekly meetings to discuss the integrated project schedule and the status of active FMIS projects, and to address any existing project issues and risks;
—Development of new system features: supervised development, performed extensive integration system testing, and implemented changes to FMIS subsystems. Implementation and production verification activities were typically completed over weekends to minimize system downtime to users. Since 2006, multiple subsystem upgrades have been consolidated into two or three releases each year. During calendar year 2012, Disbursing:
  —Implemented the following two major releases:
    —FMIS 2012.1, January 2012: implemented incremental enhancements to Web PICS and enhanced imaging infrastructure;

—FMIS 2012.2, July 2012, modernized system password encryption and implemented digital signatures and incremental imaging enhancements to facilitate paperless voucher processing and the office imaging and signatures pilot; and

—FMIS 2013.1, November 2012, implemented the modernized and enhanced ESR for pilot users, integrated a rules engine for creating and processing business rules, and implemented a FMIS online help facility;

—Continued work related to document imaging and electronic signatures in FMIS:

—2011: Phase 1: imaging only pilot (completed);

—2012: Phase 2: office imaging and signatures pilot (completed); full rollout beginning with new offices (in progress); and

—2013: Phase 3: planning and development to support imaging and signatures for SAA and staffer users (in progress).

Coordinating and Testing Infrastructure Changes

The SAA provides the infrastructure on which FMIS operates, including the mainframe, the database, security hardware and software, and the telecommunications network. Activities for changes to the infrastructure include facilitating scheduling of changes and upgrades to this infrastructure, testing functionality prior to implementation, and validating critical functionality post implementation. During 2012, DO worked with the SAA to extend the life of existing FMIS applications to ensure ongoing support of Senate business processes given limited fiscal resources. This included testing a new mainframe and an operating system upgrade to support the FAMIS general ledger system, Web FMIS, and Web PICS.

Administering DO's Local Area Network

DO continued to administer its own local area network (LAN), which is separate from the network used by the rest of the Secretary's Office. It is used by over 50 staff. Upkeep of the LAN infrastructure, including performing routine daily tasks and replacing equipment regularly, is critical to providing financial services for the Senate. In addition, there are a number of specialized administrative applications that are housed on Disbursing's LAN. During 2012, LAN administration activities included:

—Performing maintenance on the LAN;

—Installing specialized software;

—Maintaining projects for the payroll and benefits section, including:

—imaging system, developed by SAA and critical for the payroll and employee benefits sections, for electronically capturing and indexing payroll documents submitted at the front counter;

—CLER application, a health insurance benefits validation service; and

—retirement benefit software, which enables benefits counselors to easily estimate retirement benefits based on different scenarios;

—Upgrading existing workstations with appropriate upgrades including:

—installation of an automated client software cataloging and updating program to provide a more aggressive approach towards applying software patches to address vulnerabilities in our platform;

—imaging of critical PCs for easy recovery from hard disk crash or other PC failure; and

—migration of DO PCs to Windows 7.

Managing DO's Continuity of Operations (COOP) Planning

Disaster recovery activities are an important part of DO's continuity of operations plan, and DO IT works closely with the SAA to coordinate DO's planned exercises. During 2012, basic tests were performed to ensure recovery capabilities for financial systems including historically performed failover activities as well as the first successful failback of FMIS-related data.

ADMINISTRATIVE OFFICES

CHIEF COUNSEL FOR EMPLOYMENT

The Office of the Senate Chief Counsel for Employment (SCCE) is a nonpartisan office established at the direction of the joint leadership in 1993 after enactment of the Government Employee Rights Act (GERA), which allowed Senate employees to file claims of employment discrimination against Senate offices. With the enactment of the Congressional Accountability Act of 1995 (CAA), as amended, Senate offices became subject to the requirements, responsibilities, and obligations of 12 employment laws. The CAA also established the Office of Compliance (OOC). Among other

things, the OOC accepts and processes legislative employees' complaints that their employer has violated the CAA.

The SCCE is charged with the legal defense of Senate offices in all employment law cases at both the administrative and court levels. The SCCE attorneys also provide legal advice to Senate offices about their obligations under employment laws. Accordingly, each of the employing offices of the Senate is an individual client of the SCCE, and each office maintains an attorney-client relationship with the SCCE.

The areas of responsibilities of the SCCE can be divided into the following categories:
—Litigation (defending Senate offices in courts and at administrative hearings);
—Mediations to resolve lawsuits;
—Court-ordered alternative dispute resolutions;
—Occupational Safety and Health Act (OSHA) compliance;
—Union drives, negotiations, and unfair labor practice charges;
—Americans with Disabilities Act (ADA) compliance;
—Layoffs and office closings in compliance with the law;
—Management training regarding legal responsibilities; and
—Preventive legal advice.

Litigation, Mediations, and Alternative Dispute Resolutions

The SCCE provides legal advice to and defends Senate employing offices in all court actions, hearings, proceedings, investigations and negotiations relating to labor and employment laws. The SCCE handles cases filed in the District of Columbia and cases filed in any of the 50 States.

Compliance With the OSHA and the ADA

The CAA mandates that, at least once each Congress, the OOC shall inspect each Senate office to determine whether each office complies with the OSHA and the public accommodation portion of the ADA. The CAA authorizes the OOC to issue a public citation to any office that is not in compliance.

The SCCE provides legal assistance and advice to each Senate office to ensure that it is complying with the OSHA and the ADA. The SCCE also represents each Senate office during the OOC inspections and advises and represents each Senate office when a complaint of an OSHA or ADA violation is filed against the office or when a citation is issued.

In 2012, the SCCE pre-inspected various Senate facilities and work areas to ensure that Senate offices are complying with the OSHA and the ADA. The SCCE accompanied the OOC inspectors on inspections of member offices, offices of the Sergeant at Arms, offices of the Secretary of the Senate, the Senate Employees Child Care Center, the Webster Hall page facilities, and offsite buildings used by the Senate.

At the conclusion of the OOC's inspection process, Senate offices had no significant ADA problems and no citations were issued in 2012. In December, the OOC delivered its draft hazard inspection findings from the 2012 inspections, and the Sergeant at Arms is in the process of abating any pending findings in the report.

Management Training Regarding Legal Responsibilities

The SCCE regularly conducts legal seminars for the managers of Senate offices to assist them in complying with employment laws, thereby reducing their liability.

In 2012, the SCCE gave 62 live legal seminars to Senate offices. These seminars included, among others:
—The Congressional Accountability Act of 1995: Management's Rights and Obligations;
—Your Office Can Be Sued: Employment Laws You Must Comply With;
—How to Hire the Best Employees: Identifying Red Flags in Resumes and Conducting Effective Interviews;
—The ABCs of Investigating Harassment;
—The Genetic Information Non-Discrimination Act: Practical Guidance for Managers;
—A Manager's Guide to Preventing and Addressing Harassment in the Workplace;
—Military Service Academies Interview Training; and
—Diversity in the Workplace.

In addition to the above seminars, the SCCE conducted a series of monthly seminars covering all major employment laws that govern Senate offices. The purpose of the seminars was to educate all Senate management staff about their responsibility to ensure that their respective offices comply with the CAA. The series was open to all chiefs of staff, staff directors, administrative directors, chief clerks, and office managers. Individuals who complete the series receive a certificate of comple-

tion signed by the Secretary of the Senate. The SCCE, working with the Senate Recording Studio, streamed these monthly seminars to State offices so that all State managers could participate and to allow staff members in Washington, D.C. to view the seminars from their offices. In addition, the SCCE rebroadcast each of its monthly seminars on the SCCE Web site to accommodate managers who were unable to attend the initial seminars. Further, the SCCE online registration technology was used extensively by Senate management staff in 2012 to register online for attending the seminars in the series.

In addition to the above seminars, the SCCE presented Webinars that Senate management staff could and did view at their convenience, and harassment Webinars that Senate management staff requires all new hires to view.

The SCCE also held eleven one-hour, lunchtime meetings, referred to as "Brownie Brown Bags," open to all office managers, administrative directors, and chief clerks. The sessions provide attendees with an informal forum to discuss legal issues and legal developments. These meetings have been well attended.

Legal Advice

The SCCE meets daily with members, chiefs of staff, administrative directors, office managers, staff directors, chief clerks, and counsel at their request to provide legal advice. For example, on a daily basis, the SCCE advises Senate offices on matters such as disciplining and terminating employees in compliance with the law; handling and investigating harassment complaints; accommodating individuals with disabilities; determining wage law requirements; meeting the requirements of the Family and Medical Leave Act; management's rights and obligations under union laws and the OSHA; management's obligation to give leave to employees for military service; veterans' rights; and interviewing, hiring, and counseling employees. In 2012, the SCCE had over 2,318 client legal advice meetings.

Also, the SCCE provides legal assistance to Senate offices to ensure that their office policies, supervisors' policies, intern policies, job descriptions, interviewing guidelines, and performance evaluation forms comply with the law. In 2012, the SCCE significantly revised or prepared 190 policy manuals for member offices and committees.

To keep clients abreast of legal developments, the SCCE prepares and distributes timely client alerts to all Senate offices and committees explaining the impact of newly enacted employment-related laws.

Union Drives, Negotiations, and Unfair Labor Practice Charges

In 2012, the SCCE reviewed one union contract and provided guidance to managers and supervisors regarding their legal and contractual obligations under union contracts.

E-Discovery

The SCCE attorneys have developed a particular expertise in identifying, preserving, and culling electronic documents. Although the SCCE developed and uses this expertise for litigation purposes, several Senate offices have used the SCCE's expertise in this area to identify, preserve, and cull electronic documents they need for purposes other than litigation. By relying on the SCCE, these Senate offices have been able to identify and preserve electronic documents they were not otherwise able to find and to use for investigation purposes unless they retained a consultant.

Environmental Impact and Cost Savings

In 2012 and over the past 3 years, the SCCE continued with its project of eliminating a significant amount of hard copy legal reference materials to further benefit the environment, cut costs, and clear valuable office space. By doing this, the office has eliminated hundreds of books, freed up hundreds of square feet of space previously used to store books, and reduced subscription costs.

CONSERVATION AND PRESERVATION

The Office of Conservation and Preservation develops and coordinates programs directly related to the conservation and preservation of Senate records and materials for which the Secretary of the Senate has statutory and other authority. Initiatives include: deacidification of paper and prints, phased conservation for books and documents, collection surveys, exhibits, and matting and framing for the Senate leadership.

Senate Library

The Senate Library sent 410 books to the library binding section of the Government Printing Office (GPO) for binding. GPO has been returning books to the Sen-

ate Library on schedule. The Office of Conservation and Preservation assists the Senate Library with technical issues involving books being sent and returned from GPO to ensure the quality of services provided.

Conservation and Preservation will continue training eight Senate Library staff members to repair Senate Library materials. The Senate Library staff repaired 320 Congressional Records.

Preservation

The Office of Conservation and Preservation completed 98 volumes of House and Senate hearings and Congressional Records for the Senate Library. These books were re-bound with new end sheets and new covers using the old spines when possible. The office also fabricated one slipcase for the Dwight D. Eisenhower Memorial Commission book.

Committees

Conservation and Preservation assisted the Committee on the Budget, Select Committee on Ethics, Veterans' Affairs Committee, Historical Office, Legislative Counsel, Joint Committee on Taxation, and Joint Economic Committee with books sent to GPO for binding.

Cost Savings

The office incorporated the use of lower-cost molding that will result in savings of $3,000 to $3,700 per year. Training of Senate Library staff to repair bound copies of the *Congressional Record* reduces the need for contract support for book binding and repair.

Continuity of Operations (COOP) Planning

Conservation and Preservation continues to update its COOP plan. For example, the office fabricated two oath books and boxes for offsite locations.

CURATOR

The Office of Senate Curator, on behalf of the Senate Commission on Art, develops and implements the museum and preservation programs for the United States Senate. The Curator collects, preserves, and interprets the Senate's fine and decorative arts, historic objects, and specific architectural features; and the Curator exercises supervisory responsibility for the historic chambers in the Capitol under the jurisdiction of the Commission. Through exhibitions, publications, and other programs, the Curator educates the public about the Senate and its collections.

Collections: Commissions, Acquisitions, and Management

Twenty-six objects were accessioned into the Senate Collection this year. A large number of the items cataloged included tickets, invitations, programs, and other ephemera related to recent events in which the Senate participated. The Curator's Office actively collects contemporary artifacts in an effort to preserve and document the present for future generations. Other items added to the collection include eight historic benches originally purchased for the Senate Reception Room in 1899, a 19th century stereograph depicting the Senate Chamber, a gallery pass from 1899 signed by Vice President Garret Hobart, an historic urn in the Marble Room, and several 20th century menus from the Senate Restaurant.

The office cataloged 22 objects into the new Architectural Fragment Collection, which comprises original, significant, or unique objects or building fabric removed from Senate spaces. Most of the approved fragments were originally from the Old Senate Chamber, the President's Room, and the Vice President's Ceremonial Office. The collection was established to better understand the architecture, ornamentation, and decoration of Senate spaces within the Capitol complex; to serve as a resource for historic reconstructions; and to enhance knowledge of the Senate. It is based on similar collections at other historic sites, and standard museum management procedures and documentation have been established for the Senate's Collection.

Forty-eight new foreign gifts were reported in 2012 to the Select Committee on Ethics and deposited with the Senate Curator's Office on behalf of the Secretary of the Senate. The office currently is responsible for 251 foreign gifts which are catalogued and maintained in accordance with the Foreign Gifts and Decorations Act. Appropriate disposition of various foreign gifts was completed following established procedures. These gifts reflect the tradition of gift-exchange between government dignitaries as an expression of goodwill and modern day international relations. Recognizing the importance of these objects to the history of the Senate, the Curator's Office established the Foreign Gift Collection. The office formalized the collection scope this year, reviewed a number of gifts received by now retired Sen-

ators, and accessioned 24 gifts from its holdings into the Senate's permanent collection.

In keeping with scheduled procedures, all Senate Collection objects on display were inventoried this year, noting any changes in location. In addition, as directed by S. Res. 178 (108th Congress, 1st session), the office submitted inventories of the art and historic furnishings in the Senate to the Senate Committee on Rules and Administration. The inventories, which are submitted every 6 months, are compiled by the Curator's Office with assistance from the Senate Sergeant at Arms (SAA) and the Architect of the Capitol's Superintendent of Senate Office Buildings (AOC Superintendent). The Curator's Office also formalized the administration of the Historic Furnishings Inventory by establishing a collections scope and procedures for reviewing and adding items to the list. Additionally, guidelines for potentially historic furnishings were approved this year. These procedures are consistent with the Senate Curator's Collections Management Policy and bring the governance of the Historic Furnishings Inventory and the U.S. Senate Collection into alignment.

One thousand one hundred prints were rehoused and moved to the Curator's climate controlled paper storage room, which is located in the Capitol Visitor Center (CVC) and provides cooler temperature for paper based objects. The rehousing improves the care of the prints with sturdier protection, allows for front and back viewing capability, and provides easier access to the collection.

Staff worked with the Senate Photo Studio and the AOC Photography Branch to capture special events and projects, including moving art, photographing objects, and documenting restoration. These images are important for recordkeeping, disaster preparedness, use on Senate.gov, and publications promoting the Senate's Collections.

Staff also worked with the SAA Cabinet Shop to complete hardware repairs for the writing tops on the Senate Chamber desks. These hardware concerns were identified during a comprehensive survey of the desks in 2011. New hardware was obtained by the SAA Cabinet Shop, or fabricated by the AOC Sheet Metal Shop, to match the historic hardware. Repairs were necessary on 37 of the 100 desks. The work improved the stability of the writing tops and their attachment to the original desks, as well as enhanced the functionality of the tops.

The Curator's Office continued to advance the preservation and documentation of the historic Russell Senate Office Building furnishings through several initiatives this year. Chief among them was the approval of guidelines concerning the method for reupholstering and refinishing the historic Russell furniture. The guidelines emphasize the use of the manufacturer's 1909 specifications for dark green leather to maintain and reflect the historical appearance of the furnishings, but provide Senators with four other leather color options when upholstering their Russell furnishings. The Curator's Office will undertake a number of educational initiatives in 2013 to help protect and preserve these historic furnishings. This is critical, as only 33 percent of the original 3,109 furnishings made for the Russell Building remain in the Senate. Regarding documentation, the yearly occupant inventory of the Russell flat-top desks was conducted and the results were added to the Curator's database, thus recording the use and location of the remaining 62 historic desks. Efforts to locate and document Russell furnishings in other collections are ongoing. This year another flat-top desk (the third in 3 years) was returned to the Senate from a private collection. The desk will be placed in circulation for the next Senator on the waiting list.

The office followed up on the survey of historic Russell Senate Office Building mirrors by contacting the occupants with historic mirrors and providing history and care information to them. This sharing of information helps establish a partnership in the care and treatment of the mirrors, which is necessary to ensure their long-term preservation.

The Curator's Office updated the collection management database program and moved it to a dedicated computer. This database stores the pertinent information for the Senate's extensive collection under the Curator's care. This effort resulted in a more stabilized system and eliminated the problems of freezing or crashing experienced with the previous software version.

Curator's staff worked closely with the SAA Cabinet Shop to design and construct a new pedestal for the Strom Thurmond bust located in the Thurmond Room. The office also moved forward on a decision regarding a new pedestal for the marble bust of George Washington that will be displayed outside the President's Room.

The official Senate chinaware was inventoried; however, it was not used this year for either foreign or domestic guests. The Secretary's china was inventoried and used at one reception: a dinner for the new members of the Senate sponsored by the Secretary of the Senate.

Conservation and Restoration

Providing for the conservation needs of the Senate's historic collections continues to be a priority. Conservation treatment for the *Eagle and Shield* in the Old Senate Chamber was completed in June 2012. This iconic gilded wood sculpture has been a symbol of the Senate since the 1830s. It required numerous treatment procedures to remove modern coatings, fill losses, and restore the finish to match original water gilding discovered on parts of the shield. Testing and analysis of the sculpture was done to aid in the development of a treatment plan and also contributed significant information to the physical history of the sculpture. After the canopy above the Vice President's dais in the Old Senate Chamber was redesigned in late August, the *Eagle and Shield* was reinstalled above the new canopy.

As part of a larger restoration project in the Old Senate Chamber, the 23 stars that adorn the drapery were regilded. The historic gilded arch that hangs behind the Vice President's desk was also analyzed to better understand its significance and history.

Restoration of two rosewood writing tables was completed in August 2012. Thought to have been purchased around 1860 from the Washington, D.C. auctioneer J.C. McGuire & Co., the tables were originally acquired for the Vice President's Ceremonial Office. They have been used daily in various rooms throughout the Capitol for over 150 years. The conservation treatment sought to return the furnishings to their original appearance. Repairs included mending loose joints, stabilizing the medial stretchers, replacing missing molding or carvings, installing new leather, and restoring the finish. Following treatment, the tables were professionally photographed. The project was completed under budget and saved the Senate over $7,000.

Similarly, the historic table and set of six chairs used in the Senate Reception Room since at least the 1940s were refinished and reupholstered. This work was done in conjunction with a broader Reception Room restoration initiative. The refinishing addressed visible damage and employed a finish protocol that reflects the history of the pieces and will harmonize with the eventual restored appearance of the room.

The monumental mirror in the Committee on Armed Services' hearing room in the Russell Senate Office Building was conserved, making it the first historic Russell mirror to undergo full conservation. Due to the size of the Russell mirror, all work was performed on site. In the Capitol, emergency repairs were made to several historic gilded pieces to address recent damage.

The collection of historic clocks displayed in the Senate wing of the Capitol continued to receive regularly scheduled care and repairs through a five-year contract with a horologist. The Willard gallery clock in the Old Supreme Court Chamber was lubricated and adjusted, as were the floor clock in the Vice President's Ceremonial Office and the French mantel clock in the Marble Room. During the fall, the Willard gallery clock began to gain time, so additional treatment was necessary to recalibrate its timekeeping mechanism.

Staff coordinated the move and conservation treatment for four sculptures that were displayed next to the Senate subway terminal in the basement of the Capitol. The proximity to the subway machinery created preservation difficulties that necessitated the relocation of these historic pieces. The sculpture of *Justice and History* by Thomas Crawford was originally displayed in the 19th century outside on the east front pediment above the door to the Senate. Due to extensive marble deterioration, the sculpture was removed and replaced in 1973 with a reproduction. The original pediment sculpture was repaired and painted, and then placed on display in the Senate basement. To facilitate relocation from the basement to the south wall of the law library door vestibule, Curator staff coordinated with the AOC to have a new base made for the sculpture. Professional art riggers used specialized equipment to separate the two stones that comprise the work, moved the two pieces to the first floor, and placed them on the new base. Once relocated, a conservator refilled the seam between the two pieces and cleaned the painted finish. The other sculptures removed from the basement were the three plaster models created by artist Lee Lawry for the marble reliefs above the doorways in the Senate Chamber. These were removed from the wall in the basement and underwent conservation treatment to clean and consolidate their surfaces. Currently the plaques are in the Curator's storage awaiting a more appropriate location for display.

A program to improve the preservation and care of the Senate Chamber desks has been established and is expected to start in 2013. During the upcoming August State work period, conservators will conduct a survey to evaluate the condition of each desk, provide routine care, and develop a treatment plan to repair damage, starting with the most serious problems. The project has been contracted to continue for a five-year period. Yearly examinations, care procedures, and conservation treatment for damage will improve the long-term preservation and appearance of these

historic desks, 48 of which date back to 1819. A related project will provide the same preservation and care program for approximately 30 other historic furnishings in the Senate wing. This latter work is also scheduled to occur annually in August for a period of 5 years. Looking forward, a conservator will repair and treat the 100 inkwells and 100 sanders in the Senate Chamber desks. Over time these containers have suffered from daily use, resulting in heavy corrosion, loose or broken hinges, and chipped or missing glass liners. Conservation treatment will focus on cleaning and stabilizing the pieces. Work is scheduled to begin during the April 2013 State work period.

Historic Preservation

The Curator's Office continued to work closely with the AOC and SAA to review, comment, plan, and document Senate-side construction projects (many of which are long-term initiatives) that involve or affect historic resources. Such construction and conservation efforts this year included the Senate Reception Room restoration, Brumidi Corridors restoration, Strom Thurmond Room wall restoration, Senate-side plaster repairs, and greening upgrades (thermostats and light bulbs). Through this work, the Curator's Office works to ensure that the highest preservation standards possible are applied to all Senate projects in the Capitol. The close working relationship fostered with the AOC historic preservation officer (HPO) and curator has broadened the reach of curatorial review and strengthened the opinions rendered by this internal group.

Efforts to finalize a 5-year plan for finishing the Brumidi Corridors conservation were realized in 2012. The Curator's Office worked closely with the AOC curator throughout the procurement process and has been involved in the review of the ongoing work. Now that the conservation is proceeding, the Curator's Office is working with the AOC to consider the full scope of the corridor restoration. Long-term plans will be developed for the lighting, signage, enframements, and other features in the corridors.

The office continued to assist the AOC in the procurement process for a multi-year contract for finishing the Senate Reception Room walls and ceiling conservation. Curator's staff reviewed the proposal and participated in the selection process. While the physical work was delayed in 2012 due to contracting difficulties, the office continued to generate support for the project through staff and guide briefings, articles, and updated room signage. In conjunction with the walls and ceiling conservation, the Curator's Office is involved in efforts to improve the furnishings. Working with the SAA, a new desk for the doorkeepers was designed and installed, the historic table and chairs were refinished as mentioned, and a plan for acquiring additional seating was developed (this last task also relied on the services of the AOC interior designers). In addition to these improvements, the Curator's Office worked diligently to ensure the room and its furnishings were protected on a daily basis, as well as during special events. One of those initiatives included staff training to undertake minor on-site treatment, which has resulted in savings in conservation fees for the Senate.

Historic Chambers

In March 2012, the Old Senate Chamber reopened following a six month project to address significant plaster repairs and repainting. The Curator's Office worked closely in conjunction with the staff of the AOC and SAA on this major project. Following extensive paint analysis and discovery of the original historic colors, the room was returned to a more correct historic appearance. The new colors consist of a warm gray on the ceiling, a slightly darker version of the gray on the walls, and a cream color on the trim. The monochromatic effect is dramatic; gone are the highly accented 1976 restoration colors that featured shades of peach and salmon with metallic highlights. With the historic colors once again in palace, visitors can experience the "wow" factor of the room and appreciate how the painted surfaces enhance the architectural details as originally conceived by Architect Benjamin Henry Latrobe.

Part of the Old Senate Chamber project included the replacement of the 35-year-old drapery that had reached the end of its serviceable life due to the natural accumulation of dust and grime, exposure to light, and past water damage that had dry-rotted some of the fabric. The Curator's Office consulted with experts in the field of historic furnishings and fabrics and was able to develop a more historically accurate color, pattern, fabric, and configuration for the draperies. In fact, the new fabric pattern was chosen from the archives of an American fabric mill with an extensive collection of historic fabric patterns. In March 2012, the first phase of the drapery project was the installation by the staff of the Sergeant at Arms of new swags and pendants on the east and west walls of the chamber.

During August 2012, the Office of Senate Curator conducted the next phase of the Old Senate Chamber project. This effort consisted of the Sergeant at Arms reconfiguring the canopy over the Vice President's desk to a more historically accurate appearance. Once again, Curator staff, working with staff of the Sergeant at Arms, consulted with experts in the fields of historic fabric and decorative arts and reviewed the historic images used to plan the 1976 restoration of the room. Extensive research by staff resulted in the discovery of several new historic images of the room and also various 19th century drapery manuals unknown at the time of the 1976 restoration. As a result, it was possible to configure the canopy to more closely resemble its 1859 appearance. At the same time, the modesty curtains on the gallery railing in the room and on the Vice President's and secretary's desk were also replaced.

The Curator's staff continued to maintain the Old Senate Chamber and Old Supreme Court Chamber and coordinated periodic use of both rooms for special occasions. The staff worked with the U.S. Capitol Police and the SAA to record after-hours access to the historic chambers by current members of Congress. One hundred and nine requests were received from current members for after-hours access to the Old Senate Chamber and Old Supreme Court Chamber. Of special significance in the Old Senate Chamber was the reenactment swearing-in ceremony for Senator Patrick Leahy in December on becoming president pro tempore of the Senate.

Loans To and From the Collection

A total of 64 historic objects and paintings are currently on loan to the Curator's Office on behalf of Senate leadership and officers in the Senate wing of the Capitol. The staff returned one loan, transferred one loan, and renewed loan agreements for 22 other objects. Over 40 loans are projected to be renewed next year.

The office began working with the Joint Congressional Committee on Inaugural Ceremonies on the loan of the painting and the eagle podium for the inaugural luncheon. The staff researched available paintings and arranged site visits to view specific art works. Assistance was also provided in helping to coordinate the loans of the Lincoln bible and Martin Luther King, Jr.'s personal bible, which were both used at the inaugural ceremony.

Publications and Exhibitions

In conjunction with the Senate Library and Senate Historical Office, and with support from the SAA and AOC, Curator staff prepared a new exhibit for the entrance room to G–50 in the Dirksen Building. The exhibit, *What Issues Has the United States Senate Investigated?*, highlights the role of the Senate in historical investigations. The exhibit was installed in one of the two showcases built into the walls of the room's vestibule and is the third display developed as part of a rotating series for this location. It replaces the 2010 exhibit on Senator Everett Dirksen for whom the building is named. The exhibit was designed and fabricated using in-house resources at minimal cost to the Senate.

New interpretive labels were installed for the 23 vice presidential busts on display in the Senate's second floor. These new labels have larger and easier to read text highlighting each Vice President's years of service. This collaborative effort was coordinated by the Curator's Office with the assistance of the Secretary's Office of Conservation and Preservation and Senate Gift Shop. The project also pooled the talents of the SAA Printing and Graphics Office, as well as the AOC's Painting and Decorating Division and Carpentry Shop. The labels were fabricated using in-house resources at minimal cost to the Senate.

The office continued to increase its presence on Senate.gov this year by including new information to existing artifacts pages. Additionally, ten new pages were added to the sections on decorative arts, ephemera, and graphic art. Objects highlighted included historic furnishings related to the Old Senate Chamber, Vice President's Ceremonial Office, and the Senate Reception Room. The growing number of artifacts and virtual exhibits added to Senate.gov directly correlates to the increased number of inquiries received from the public, students, congressional staffers, and curators regarding the Senate's collections.

The long-anticipated new Constantino Brumidi publication is in the final design phase and is scheduled to be published this summer. Work on the book has uncovered significant new findings on Brumidi and the origin of some of his art. Extensive research by Curator's staff has identified the scenes depicted in Brumidi's eight landscape medallions in the Brumidi Corridors. The source used for modeling these 1860s landscapes was a 19th century report to Congress on the Federal exploration for the first transcontinental railroad. A 16-page chapter detailing this important discovery will be included in the upcoming publication. Additionally, this new un-

derstanding of the medallions will assist the AOC in prioritizing the conservation of the Brumidi murals.

Collaborations, Educational Programs, and Events

Curator's staff assisted with numerous CVC-related projects throughout the year, including participating in the morning briefings to the CVC Office of Visitor Services, conducting exhibit talks in the CVC for the public, reviewing exhibition text and images, and evaluating products and publications for the CVC Gift Shop.

The Curator's staff also gave lectures on the Senate's art and historical collections to various historical groups and art museums, as well as to members of the Capitol Police Chamber Division. The office continued to assist with the Secretary's Senate staff lecture and tour series, and was a regular contributor to *Unum,* the Secretary's newsletter.

Office Administration and Automation

Updates to the Senate Chamber Desks Web site have been automated in a new database as a result of a collaborative effort coordinated by the Curator's Office with the Secretary's Information Systems and Web Technology offices. Changes in the Senate desk occupancy will be collected at the beginning of each Congress in the new database starting with the 113th Congress. The data will be exported in a Web-ready format. This new process will provide time savings, improve usability, and streamline recordkeeping for the Curator's Office and the Office of Web Technology when updating the Senate Chamber Desks Web site.

Continuity of Operations (COOP) Planning

The Curator's Collections Division conducted a tabletop exercise with the U.S. Capitol Police to better understand how command centers are set up, and how to effectively communicate art concerns regarding an emergency situation. Contact information was updated in the emergency plan.

In the area of COOP preparedness, the office updated the emergency preparedness database, made regular back-ups of the office's electronic records to store off-site in a secure environment, and routinely conducted remote desktop exercises to facilitate staff preparedness for an emergency situation.

EDUCATION AND TRAINING

The Joint Office of Education and Training provides employee training and development opportunities for all Senate staff in Washington D.C. and the State offices. There are two branches within the office: Education and Training and Health Promotion. The Education and Training branch is responsible for providing management and leadership development; training on human resource issues, writing, editing, legislative research, and time management; as well as offering technical training support for approved software packages and equipment and new staff and intern orientation in either Washington, D.C. or the State offices. This branch provides training with instructor-led classes, one-on-one coaching sessions, specialized vendor provided training, video teleconferencing, Webinars, Web-based training, documentation, job-aids, and quickcards. The Health Promotion branch provides seminars, classes, and screenings on health and wellness issues. This branch also coordinates an annual health fair for all Senate employees and plans blood drives every year.

Capitol Hill Training Events

The Office of Education and Training offered 950 classes and events on Capitol Hill in 2012, drawing over 9,500 participants. The registration desk handled over 25,000 e-mail and phone requests for training and documentation.

The office also provided 225 customized training sessions for 610 staff members. These sessions ranged from in-depth training of Senate office system administrators to conflict resolution to organizational development. The office provides individual consultation on Web site development and office systems training, as well as classes and coaching in résumé writing and interviewing skills throughout the year and for staff whose members have announced their retirements.

The Senate's intern program is also a focus of the office. The office provides training for intern coordinators as well as ten orientation and training sessions for approximately 1,500 interns.

Training for the new Watson Phone System was offered in a variety of learning methods including hands-on, online, self-paced documentation, and individual coaching. The office successfully trained each Senate member, committee, and support office at the time the office was upgraded to the new phone.

State Training Events

The Office of Education and Training provided 94 learning opportunities and training sessions to State offices for which 2,625 State staff registered. The office continues to offer the State Training Fair Program and video teleconference (VTC) and Webinars program as a means to train State staff.

In 2012, one session of the State Training Fair was attended by 32 State staff. The office held its first Virtual State Training Fair in the fall. During this two-week fair, the office provided 20 sessions which were attended by 120 State staff.

The State Directors Forum, held in May, was attended by 32 State administrators and directors. In addition, 58 caseworkers and casework managers from the State attended the Constituent Services Conference and 48 State outreach staff attended the Outreach Conference.

As part of the office's VTC and Webinar program, 10 VTC classes were attended by 110 State staff, and 25 Webinars were attended by over 200 State participants.

Education and Training also provided facilitation of senior staff, all staff, or partial staff meetings to over 30 offices that were attended by over 500 staff. Additionally, the office offered 20 VTC classes for which 718 State staff registered and 22 Webinars that were attended by 200.

To date, 826 State and Washington, D.C. staff have registered and accessed a total of 1,780 different lessons and publications using Web-based training covering technical, professional, and language skills. This allows staff in both Washington, D.C. and State offices to take training at their convenience. Education and Training also provides 100 Senate-specific, self-paced lessons that have been accessed over 4,800 times.

Health Promotion

In the Health Promotion area, approximately 2,200 staff participated in 60 health-related activities throughout the year. These activities included: lung function and kidney screenings, eight blood drives, the Health and Fitness Day, seminars on health-related topics, and the Annual Senate Health Fair. Health Promotion also coordinates and promotes healthy lifestyle classes such as yoga, pilates, and weight management.

Ongoing Initiatives

The office continues to develop job-specific training and resources for the Senate staff. Programs for legislative directors, legislative correspondents, schedulers, and chief clerks are currently under development.

The office deployed a new learning management system which provides staff with a user-friendly method for finding and registering for classes. This tool gives staff a broad view of all the classes offered and the opportunity to request classes they are interested in attending. Combined with Education and Training's Web site, the system provides a variety of ways for staff to request or register for training and view or download training documentation.

The office will expand the online training options for Washington, D.C. and State staff.

Cost-Saving Measures

This office has eliminated all printed announcements and calendars. Webinar and VTC offerings now include Washington, D.C. staff as well as State staff. Self-paced training modules allow State and D.C. staff to learn at their own pace and from their own desks.

The Virtual State Training fair has reduced the Senate office's travel costs, yet still provides an opportunity for staff from all over the country to share ideas and attend classes without leaving their offices.

The new Learning Center, created by SAA staff, eliminated the support costs of the former commercially purchased system.

Continuity of Operations (COOP) Planning

This office is working with the Senate Employee Assistance Program Office to develop, deliver, and staff real-time training or support in response to emotionally charged events.

Education and Training has upgraded the video and audio in the spaces used as the Emergency Operations Centers for the Sergeant at Arms (SAA) and Secretary of the Senate, and has begun work with the SAA Continuity and Emergency Preparedness Operations Office to provide staffing for alternate office space, alternate computing center, and alternate chamber support.

GIFT SHOP

Since its establishment in 1992 (2 U.S.C. 121d), the Senate Gift Shop has continued to provide outstanding service and products that maintain the integrity of the Senate while increasing the public's awareness of its mission and history. The Gift Shop serves Senators and their spouses, staff, constituents, and the many visitors to the U.S. Capitol complex. The products available include a wide range of fine gift items, collectables, and souvenirs, many created exclusively for the U.S. Senate.

Facilities

In addition to providing products and services from three physical locations, the Gift Shop has an online presence on Webster, the Senate's intranet. The Web site offers an increasing selection of products that can be purchased by phone, e-mail, or by printing and faxing the order form provided on the site. Along with offering over-the-counter and walk-in sales, as well as limited intranet services, the Gift Shop administrative office provides mail order service via phone or fax, and special order and catalogue sales via in-person visit, e-mail, phone, or fax.

The Gift Shop maintains two warehouse facilities. The bulk of the Gift Shop's stock is held in the Senate Storage Facility (SSF), an offsite warehouse. While the Senate Sergeant at Arms (SAA) is in charge of the overall management of the SSF, the director of the Gift Shop has responsibility for the operation and oversight of the interior spaces assigned for Gift Shop use. Storing inventory in this centralized, climate-controlled facility provides protection for the Gift Shop's valuable inventory in terms of physical security as well as improved shelf life for perishable and non-perishable items alike.

The second Gift Shop warehouse is maintained within the Capitol complex. This facility serves as the point of distribution of merchandise to the Gift Shop store and the Capitol Gift Shop counter, both of which have limited storage space. This warehouse accommodates the Gift Shop's receiving, shipping, and engraving departments, as well as supplying the inventory sold through the administrative and special order office.

Sales Activities

Sales recorded for fiscal year 2012 were $1,566,961. Cost of goods sold during this same period was $1,240,214, accounting for a gross profit on sales of $326,835.

In addition to tracking gross profit from sales, the Senate Gift Shop maintains a revolving fund and a record of inventory purchased for resale. As of October 1, 2012, the balance in the revolving fund was $3,589,891.01. The inventory purchased for resale had an end of the year value of $2,960,336.

Additional Activity

Environmental Fair

The Gift Shop participated in the 2012 U.S. Senate Environmental and Energy Fairs sponsored by the Architect of the Capitol (AOC). Environmentally friendly products that were displayed included wooden flag and desk boxes, wooden pens, custom designed wrapping paper produced from recycled paper, aluminum water bottles, BPA-free water bottles, biodegradable travel mugs, and a travel mug produced from 100 percent U.S. natural corn products.

Selected Accomplishments in Fiscal Year 2012

Official Congressional Holiday Ornaments

The Official 2012 Congressional Holiday Ornament takes its inspiration from two sources: the Senate Reception Room, one of the most elaborately decorated spaces in the Capitol; and Thomas Crawford's *Statue of Freedom*. Both were created during the 1850s extension of the Capitol.

Sales of the 2012 holiday ornament exceeded 24,000 ornaments, of which more than 6,000 were personalized with engravings designed, proofed, and etched by Senate Gift Shop staff. This highly successful effort was made possible by the combined efforts of our administrative, engraving, and store staffs. Consistent with past practice, a donation of $40,000 to the Senate Employees Child Care Center was made based on these sales (see 2 U.S.C. 121d(3)).

Salvaged Wood From Senate Chamber

Using the laser engraver, wood that was salvaged from the Senate Chamber floor reconstruction was used to create personalized gifts for sale to Senators and their spouses and to staff. This program will be expanded in 2013 to offer additional items to the public with the remaining stock of wood.

Webster Intranet Site

The Web site continues to expand with the addition of new merchandise, photographed with assistance from the Senate Photo Studio. Product descriptions are written in-house.

The Gift Shop contributes an article highlighting products and services to each issue of the Secretary's *Unum* newsletter. In turn, the Web site links to the electronic version of *Unum,* a practice that has increased traffic to the Web site and is responsible for an increase in the use of Gift Shop services by State offices.

Projects Recently Produced and New Initiatives for 2013

Capitol Visitor Center and Other Venues

The Senate Gift Shop continues to supply the CVC and the House Gift Shop with a wide variety of inventory product, offering service when needed and advice on purchase order, invoice, and operational processes. This year the Senate Gift Shop expanded on this service providing merchandise and promoting the art and architecture of the U.S. Capitol to other cultural institutions including the Marine Corps Museum and the Lake Erie Maritime Museum. This effort will be expanded upon in 2013.

Congressional Plate Series

The latest eight year, four-plate series of the 112th, 113th, 114th, and 115th Congresses has been produced. The 112th and 113th plates are currently being offered for sale. The plates for each of the future Congresses will be made available during that respective congressional session. The designs depict art and architecture from four of the most historically significant rooms in the Capitol: the Senate Appropriations Room, Old Senate Chamber, Old Supreme Court Chamber, and President's Room.

Laser Engraver

The laser engraver has allowed the Senate Gift Shop to meet customer demand by expanding engraving services to include additional materials including wood, acrylic, glass, plastic, stone, marking metals, and anodized aluminum. Previously, crystal and glass items could not be personalized without being sent offsite at additional cost. In the last 6 months of fiscal year 2012 the laser engraver was used on over 100 special projects. These included creating signage for the vice presidential busts, a special project for the Curators' Office, and working regularly with the Conservation and Preservation Office.

Special Orders

The administrative office coordinated almost 1,500 special orders during fiscal year 2012 consisting of engraving projects and custom orders of merchandise including mugs, binders, cufflinks, etc., for a total of 42,649 units.

HISTORICAL OFFICE

Serving as the Senate's institutional memory, the Historical Office collects and provides information on important events, precedents, dates, statistics, and historical comparisons of current and past Senate activities for use by members and staff, the media, scholars, and the general public. The office staff advises Senators, officers, and committees on cost-effective disposition of their noncurrent office files and assists researchers in identifying Senate-related source materials. The historians keep extensive biographical, bibliographical, photographic, and archival information on the more than 1,900 former and current Senators. The staff edits for publication historically significant transcripts and minutes of selected Senate committees and party organizations, and conducts oral history interviews with Senators and key Senate staff. The photo historian maintains a collection of approximately 40,000 still pictures that includes photographs and illustrations of Senate committees and nearly all former Senators. The office staff develops and maintains all historical material on the Senate Web site.

Research, Writing, and Editorial Projects

Sesquicentennial of the Civil War

In connection with the ongoing commemoration of the 150th anniversary of the Civil War, the Historical Office posted monthly features relating to the Senate's Civil War experiences on Senate.gov, the Senate's Web site. The historians also worked with the Capitol Visitor Center's staff in selecting items for display related to the Civil War and Reconstruction. The associate historian has developed and led

a special Capitol tour to highlight historic spaces, events, and personalities associated with the Senate's Civil War experience.

Documentary Histories of the U.S. Senate

The Historical Office continued work on an online documentary history series, which presents case studies and primary-source documentation for all contested Senate elections, censure and expulsion cases, impeachment trials, and major investigations. Intended for use by the Senate and the general public, these documentary histories have proved particularly valuable for teachers seeking to include primary-source documents in their lesson plans. This project also allows the Historical Office to update case studies of past events and add recent case studies, eliminating the need for new print editions of past publications, reducing costs and paper use. Existing case studies in three categories (contested elections, censures, and expulsions) of this five-stage project have been posted on the Senate Web site, with new revisions and updated cases added periodically. Substantial progress has been made in the remaining two categories (impeachment trials and investigations). The incorporation of historic video footage further enhances the interest and usefulness of the site for teachers and students.

States in the Senate

The States in the Senate project has been completed and posted on Senate.gov. It highlights persons and events in each State's history that relate to the U.S. Senate, informing Senators, staff, and constituents. The site includes timelines and more than one thousand illustrative images for all 50 States, and will continue to be updated with new Senators, milestones, and additional images and documents. Design for the project resulted from a partnership with the Government Printing Office (GPO) and the Office of Web Technology.

Administrative History of the Senate

The associate historian continued preparing a historical account of the Senate's administrative evolution since 1789. This study traces the development of the offices of the Secretary of the Senate and Sergeant at Arms, considers 19th and 20th century reforms that resulted in reorganization and professionalization of Senate staff, and examines how the Senate's administrative structure has developed.

Rules of the United States Senate, Since 1789

In 1980, Senate parliamentarian emeritus Floyd M. Riddick, at the direction of the Senate Committee on Rules and Administration, prepared a publication containing the eight codes of rules that the Senate adopted between 1789 and 1979. In the 1990s, the Senate Historical Office staff developed a project to incorporate into the eight codes of rules an explanation of how and why the Senate's current rules evolved from earlier versions. The Senate's historian emeritus continues to work on this project, which will include the original text of all standing rules and, for the first time in one publication, all changes adopted between each codification.

Biographical Directory of the U.S. Congress, 1774–Present

The Historical Office regularly updates the *Biographical Directory of the U.S. Congress,* adding biographical entries for new Senators, making sure that entries for sitting Senators are current, and incorporating new bibliographical citations for former Senators. The Senate historians work in tandem with the historical staff of the House of Representatives to maintain accuracy and consistency in this joint Senate-House database and to promote this valuable resource among historians, teachers, students, and the public. The Senate archivist and her deputies expand and revise the "Research Collections" aspect of the database, taking advantage of new resources on archival collections.

Party Conference Minutes, 1965–1977

The Historical Office previously edited, indexed, and published the minutes of the Senate Democratic and Republican Conferences covering the years prior to 1964 and is currently preparing a similar volume for the Democratic Conference including its minutes from 1965 to 1977. Beginning in 1973, verbatim transcripts were prepared for each Conference meeting, considerably enlarging the documentation. This project has involved scanning and editing 2,869 pages of transcripts for 102 meetings of the Conference and inclusion of an index and explanatory annotations. With the approval of the Conference, the minutes will be published, and a similar editorial project will be proposed for the Republican Conference minutes for this time period. The office has scanned an additional 3,115 pages of transcripts for the 73 conferences between 1977 and 1982 for future publication.

Dirksen Senate Office Building Exhibits

Senate historians have worked with the Senate Curator and the Senate Library staffs on new exhibits for the entranceway to G–50 in the Dirksen Building. This year's exhibits detailed the types of committee rooms in which the Senate has conducted hearings in the Capitol and the Senate office buildings, and the notable investigations that Senators have carried out. Quick Response (QR) codes are being added to the exhibit cases to enable visitors to use their smartphones to connect to additional information on the Senate's Web site.

Oral History Program

The historians conduct a series of oral history interviews to record personal recollections of Senate staff members reflecting various careers. Interviews were conducted with former Senator Edward E. (Ted) Kaufman, who previously served as chief of staff to Senator Joseph R. Biden Jr.; Linda Gustitus, staff director of the Oversight of Government Management Subcommittee of the Homeland Security and Governmental Affairs Committee; Julie Price, one of the Senate's first female pages; Joyce Rechtschaffen, staff director of the Committee on Homeland Security and Governmental Affairs; Rufus Edmisten, Watergate Committee deputy counsel; and Pam Gavin, former Superintendent of Public Records.

The complete transcripts of 40 interviews conducted since 1976 have been posted on the Senate Web site. The Web site now features a different collection of oral history interview series each month that includes digital audio clips with the interview transcripts. The Historical Office has worked with the National Archives and Records Administration to digitize recordings of past oral history interviews, previously archived on magnetic tape, for preservation purposes. Each issue of *Unum,* the Secretary of the Senate's newsletter, also publishes a feature titled "Senate Voices," which excerpts the oral histories, focusing on different subjects.

Member Services

Educational Outreach

The historian and associate historian delivered a series of "Senate Historical Minutes" at the weekly Democratic and Republican Conference luncheons. These "minutes" highlighted significant events and personalities associated with the Senate's institutional development. Many of them are now included on the Senate Web site as "Historical Minute Essays." The historian and associate historian also provided special tours to members and their staff, highlighting the historic significance of specific rooms and spaces of the Capitol.

Joint Congressional Committee on Inaugural Ceremonies

Throughout 2012, Historical Office staff assisted the Joint Congressional Committee on Inaugural Ceremonies (JCCIC) with developing the inaugural theme, in addition to writing and editing content for the platform program, luncheon program, and luncheon portfolio. Historical Office staff researched precedents and compiled historical data on previous inaugurations in response to queries by the JCCIC, the media, and the public.

New Senator Orientation

Historians and archivists participated in the orientation program for new Senators by providing information about setting up office files, leading tours of the Senate Chamber and adjourning rooms, and offering a presentation on "What Every New Senator Needs to Know about the Senate's History."

Members' Records Management and Disposition Assistance

The Senate archivist met with all Senators' offices that closed at the end of the 112th Congress to provide guidance on archiving their records. This service included a "closing an office" notebook that featured a closing timeline and quick cards on topics ranging from selecting a repository and inventorying a collection, to how to donate a collection. Following these meetings, some of the Senators hired professional archivists to assist with preparing their records for archival preservation, while others assigned dedicated staff to perform this work. All of the offices worked more closely with their selected archival repository, which has become all the more critical when dealing with digital electronic records.

Of the 14 Senators who left office, all but three had selected a repository. The exceptions had prepared their archives but planned to retain them personally for some time. Since these collections are largely in digital form, the archivists provided electronic records preservation guidance to follow until such time as the Senators are ready to donate the collections to a research institution.

Senators are frequent users of portable communications devices, and their offices have employed social media (YouTube, Facebook, and Twitter being the most popular). The archivists have updated guidance for systems administrators on electronic records preservation and brought it to the attention of Senators' media staff, many of whom had not considered archiving this type of material before. Information gathered during the closing process and from feedback from systems administrators was used to fine tune the 113th Congress edition of Office Archives Toolkit, which has proved effective for both new and established offices. The Records Management Handbook's records disposition schedule also underwent extensive revision to incorporate new formats.

If Senators fail to preserve their e-mail, they will leave large gaps in their manuscript collections. The archivists point out that if legislators do not preserve their e-mail, history will be written from the executive branch point of view. Senator Joseph Lieberman set a positive example by announcing that his e-mails would be part of his Senatorial archive and that he also would provide a copy of his e-mails pertaining to his work on the Homeland Security and Governmental Affairs Committee to the National Archives.

The Senate archivists have hosted lunchtime discussions for archivists on committees and Senators' personal staffs on such themes as, "What Shall We Keep?" and "Preserving the Senate's Legacy." A new presentation format was introduced by using selected panelists from the Senate and from repositories that hold Senators' records. The session on "Preserving the Senate's Legacy" was filmed and is available on the Secretary's Web site.

The archivists' listserv has become the main means for updating staff with records management and archival guidance. The Senate archivists also work with the repositories receiving Senatorial collections to promote adequacy of documentation and proper inventorying of records prior to transfer. As a result, the majority of donated collections have been inventoried prior to shipment. Outreach to staff directors was enhanced through a special briefing for the bipartisan staff directors group on "Five Things Every Staff Director Should Know about the Senator's Archives." The archivists hosted a seminar for University of Maryland graduate students on Senate documentation, noting that students from this class have provided a good source of archival student interns for both members and committees. The archivists also hosted a seminar for a visiting delegation of Chinese historians on the history and operations of the Senate's archives.

Committee Records Management and Disposition Assistance

Senate Rule XI (2) directs that "The Secretary of the Senate shall obtain at the close of each Congress all the noncurrent records of the Senate and of each Senate committee and transfer them to the National Archives for preservation." During 2012, the Senate transferred 1,198 cubic feet and 3.78 terabytes of electronic records to the Center for Legislative Archives. This represents a five-fold increase over the quantity of electronic records transferred in 2011, and a decrease of almost 50 percent in textual records. Senate archivists achieved this result by providing Senate committees with guidance for records management, preservation of electronic records, records appraisal and accessioning, and questions of access.

Senate archivists concentrated on the backlog of committees' electronic records, which dated back 20 years. They encouraged committee staffs to adopt "best practices" for electronic records management and to sustain those practices moving forward. To attain the goal of 100 percent electronic records archiving by committees, the archivist held a series of individual outreach meetings with committee systems administrators, chief clerks, and archivists. The purpose was to convey their critical role in preserving electronic records, to ascertain the exact status of the committee's electronic archiving, to sharpen awareness of potential problem areas, and to offer assistance. The results of these meetings are being incorporated into committee archiving status reports that are available for committees to submit along with their budget submissions.

Fifteen of the Senate's 17 standing committees have begun to preserve their electronic records. The archivist is also working with the Select Committee on Intelligence to prepare for archiving classified electronic records and with the Senate Legislative Counsel to archive that office's electronic records. Because electronic records archiving has been more consistent for those committees with archivists on their staff, the Senate archivist has encouraged committees to hire a professional archivist. Committee archivists are able to respond immediately when staff members depart and can provide contextual information for the accessioning process. Unfortunately, some of the committee archivist positions have been lost due to budget cuts. The Senate archivists are currently handling the preservation of electronic

records for six committees until those committees can either create or reinstitute their own archival positions.

Since Senate committees have increasingly used social media, Senate archivists have explored and proposed possible tools to archive social media communications. The archivists for the Senate Banking Committee and Homeland Security and Governmental Affairs Committee experimented with these suggestions. For the first time, in 2012 Senate committees archived Twitter, Facebook, and YouTube downloads—creating a totally new type of historical record.

To stay abreast of technological changes, the Senate archivists have joined the Senate Technology Assessment Group (TAG), which meets monthly to discuss emerging technology issues and solutions. They are serving on a conference system working group that is looking at ways to facilitate discussion between House and Senate conference committees by contributing to the requirements discussion.

Responsibility for archiving the records of the "Super Committee," formally the Joint Select Committee on Deficit Reduction (est. Public Law 112–25, 125 Stat. 239 [2011]), was assigned to the Senate by the Joint Committee's rules. The archivist briefed the committee staff as the office was being set up in 2011. When the committee closed down in 2012, the archivists took possession of the records in order to arrange and describe them. The bulk of the collection was electronic. The committee's open records include Web source files, hearing videos, hearing transcripts, press files, letters from congressional committees, letters from individual members of Congress, letters from advocacy groups, letters from the general public, and Web forms filled out by the public for comment by the committee. Other records that will remain closed for 20 years include staff files, staff working sessions, and legislative files.

The Senate archivists participated in a joint descriptive task force with the Center for Legislative Archives to map elements of the Senate's current accessioning system into the Center's system. The goal is to create an XML backend to existing forms and to test the forms for input into the Archivists Toolkit management software. Once the testing is completed, they expect to move accessioning to the Toolkit system, which will facilitate data description, tracking, and retrieval with more accuracy and speed than the current system.

At the Society of American Archivists' annual meeting, the Senate archivist presented a briefing on the Senate electronic records program to members of the Congressional Papers Roundtable. Part of the presentation focused on preservation and use of constituent services system data and potential uses for research, aimed at archivists who preserve Senators' collections.

Advisory Committee on the Records of Congress

This 11-member permanent committee was established in 1990 by Public Law 101–509 and meets semiannually to advise the Senate, the House of Representatives, and the archivist of the United States on the management and preservation of the records of Congress. By law, the committee is required to report to Congress every 6 years on the status of congressional and member archival records.

The Senate archivist compiled and edited the *Fifth Report of the Advisory Committee* with help from the House of Representatives archivist and the director of the Center for Legislative Archives. The *Fifth Report* describes the seemingly insurmountable challenges posed by electronic records archiving and preservation in 2007 and the varieties of ways that archivists have responded to meet them. The *Fifth Report* also portrays the growth in research value of the Senate's archival collection, as the Senate regularly borrows back and uses a growing volume of its own archived records for current business. Looking ahead, the report recommends that committees hire professional archivists/records managers to improve preservation of committee electronic records; that the Senate archivists build strong bridges with the Senate IT community; and that the leadership continues to promote archiving and serve as good examples.

Photographic Collections

The Senate photo historian continued to ensure history-focused photographic coverage of the contemporary Senate by photographing Senate committees, collecting formal photo portraits of new and departing Senators, and capturing significant Senate events in cooperation with the Senate Photo Studio. She provided timely photographic reference service by phone and e-mail, while cataloging, digitizing, and expanding the office's 40,000-item image collection.

The photo historian worked closely with several members of the Senate community to provide illustrations for their offices and Web sites. She assisted the Finance Committee in selecting and printing historic images that illustrate the evolution of the Capitol for their office in the Capitol. She guided the Republican Policy Com-

mittee in working with the Sergeant at Arms Printing, Graphics, and Direct Mail Department to have oversized images scanned for their Web site. She also worked extensively with the Congressional Research Service to select and print numerous images for their new Russell Building office. The photo historian also assisted a member of the U.S. Capitol Police Tactical Response Team to obtain images of the team throughout the last decade. She continued to assist Senate offices in creating collages of all the Senators who had previously served in that seat, and helped illustrate the history section of the Senate Web site on a monthly basis.

Working closely with the public and the press, the photo historian has collaborated with the producer of a documentary on the Congressional Page School and assisted several authors in finding historic Senate images for their scholarly publications. In particular, the photo historian worked with the Joint Congressional Committee on Inaugural Ceremonies in the production of the 2013 inaugural luncheon portfolio and the platform program and for the JCCIC's inaugural Web site. When the exhibits outside of SD–G50 were updated, the photo historian selected images and worked with the Senate Library and the Office of Web Technology team to implement QR codes to accompany the exhibits.

As the founder of the Capitol Hill Archivists and Records Managers group (CHARM), an informal group of Senate archivists, the photo historian planned tours and professional development events for committee and member archivists. She arranged for Senate archivists to visit the Robert C. Byrd Center for Legislative Studies in Shepherdstown, West Virginia. She also advocated for the use of the Senate's Recycle and Reuse Center by encouraging departing members' offices to bring unused supplies to the center for use by other offices.

Continuity of Operations (COOP) Planning

As the Historical Office's continuity of operations action officer and emergency coordinator, the Senate photo historian continued to update the office's COOP plan in the LDRPS (Living Disaster Recovery Planning System). She has made back-ups of the office's electronic records for off-site storage. She trained summer interns in the office's emergency evacuation procedures. She regularly updated staff members' contact information in the ALERTS system, attended relevant emergency preparedness training, and led the office in shelter in place and internal relocation drills, providing after-action reports for each of these exercises.

Educational Outreach

The Historical Office's correspondence with the general public has increasingly taken place through the Senate's Web site. The historians frequently update the Web site with timely reference and historical information, and each month select related material to be featured on the site. During the past year, the office responded to more than 1,500 inquiries from the public, the news media, students, family genealogists, congressional staffers, and academics, through the public e-mail address, in addition to daily requests by phone from staff, media reporters, and the public. The diverse nature of their questions reflects varying levels of interest in Senate operations, institutional history, and former members.

Working with the Office of Web Technology, the historians redesigned all of the principal pages of the Web site to better utilize the online environment to provide timely, accurate, and interesting historical material. Over the past year, monthly features have focused on Black History Month, Women's History Month, the Senate's historic chambers, the role of technology in Senate history, and historic elections, to name a few. New archival documents were featured, historic photographs were included, and audio and video clips further enhanced the historical pages. Underway are major revisions to the online oral history collection and the "historical minutes" to make these valuable features more interesting and easier to navigate.

Staff presented talks, tours, and seminars on the general history of the Senate, Senate committees, women Senators, Senate floor leadership, relations between the press and the Senate, the history of Senate impeachment trials, and notable Senate investigations. On September 17, the historians presented a special Constitution Day program, "Establishing the Constitution," for Senators, staff, and visiting students and teachers. The historians also participated in Senate staff seminars and conducted briefings for specially scheduled groups. The associate and assistant historians also met with various groups of teachers and students throughout the year.

Capitol Visitor Center

The historians continued to provide information and guidance to the staff of the Capitol Visitor Center (CVC) related to the educational component of the exhibition gallery. They provided material and general editorial review for a new Web-based training program for staff and tour guides. On a regular basis, the historians provided training and informative talks for the Capitol Guide Service, the CVC visitors

assistants, and other CVC staff. They made regular presentations on the history of the Senate in training seminars for Senate staff and interns and gave morning briefings to the Capitol Guide Service. They advised volunteers and staff giving exhibit talks in the CVC, contributed to the training of visitor assistants who guide visitors through the exhibition gallery, and advised and consulted with the CVC staff on its educational outreach programs. The historians routinely provided oversight for exhibit rotations, reviewed the selection of exhibit documents and artifacts, and participated in planning for future exhibit rotations.

HUMAN RESOURCES

The Office of Human Resources was established in June 1995 by the Secretary as a result of the Congressional Accountability Act. The office focuses on developing and implementing human resources policies, procedures, and programs for the Office of the Secretary of the Senate that fulfill the legal requirements of the workplace and complement the organization's strategic goals and values.

These responsibilities include: recruiting and staffing; providing guidance and advice to managers and staff; training; performance management and evaluation; job analysis and classification; compensation planning, design, and administration; leave administration; records management; maintaining the employee handbooks and manuals; internal grievance procedures; employee relations and services; and organizational planning and development.

The Human Resources staff administers the following programs for the Secretary's employees: the public transportation subsidy program, student loan program, Family Medical Leave Act program, parking allocations, and the Secretary's intern program.

Recruitment and Retention of Staff

Human Resources has the ongoing task of advertising new vacancies or positions, screening applicants, interviewing candidates, and assisting with all phases of the hiring process. Human Resources staff coordinate with the Sergeant at Arms (SAA) Human Resources Department to post all SAA and Secretary vacancies on the Senate intranet, Webster, so that the larger Senate community may access the posting from their own offices. In an effort to reach a larger and more diverse applicant pool, the department uses multiple posting forums to reach potential applicants for employment. During the past fiscal year, the Human Resources Office processed more than 1,740 applications for vacancies in the Secretary's Office, including review of applications, coordinating scheduling of candidates for interviews, assisting departments in the interview process, conducting reference checks, making starting salary recommendations, and finalizing new hire paperwork.

In June 2012, the application process was moved entirely online, with the creation of an online application management system. The new system, designed by the Secretary's Office of Web Technology, has streamlined the application process, reducing paperwork and allowing both Human Resources and departmental supervisors to access applicant data on a secure network.

First Year Orientation and Integration

All new hires receive orientation from Human Resources staff when they come on board. In an effort to help integrate new staff members into the Office of the Secretary, providing a full understanding of the role and mission of the office, Human Resources has also initiated a Year One Program, a series of monthly events, visits, and tours geared for staff in their first year of employment.

Training

In conjunction with the Senate Chief Counsel for Employment, Office of Senate Security, and the Office of Education and Training, staff continues to develop, deliver, and help facilitate training for department directors and staff. Training topics include continuity of operations and emergency planning, sexual harassment, interviewing skills, Family Medical Leave Act administration, and an overview of the Congressional Accountability Act. Human Resources staff also works with different department directors on topics that can enhance harmony, productivity, and teamwork in the workplace.

Employee Performance Appraisal

Human Resources has worked closely with the Executive Office and with department directors to evaluate and improve the appraisal process. In 2012, Secretary staff members were surveyed regarding the annual performance appraisal process, and a small working group of department directors analyzed survey results and revised the appraisal tool. In addition, a new initial employee performance appraisal

was created for staff members completing their first 90 days of employment or 90 days in a new position.

Veterans Employment Opportunity Act of 1998

In 2011, the rights and protections of the Veterans Employment Opportunity Act of 1998 (VEOA) became applicable to the Office of the Secretary of the Senate through the Congressional Accountability Act of 1995. Eligible veterans now receive hiring preferences over nonveterans for most of the job openings in the Secretary's Office and can seek legal redress if they believe they have been denied their veterans' preference rights. Consistent with its new obligations under the VEOA, the Secretary's Office has identified over 204 VEOA preference-eligible positions within its organization, has instituted a process for proper application of the veterans' preference law, and in 2012 invited preference-eligible veterans to apply for 21 job openings.

Congressional Internship for Individuals With Intellectual Disabilities

The Office of the Secretary of the Senate participated in the Congressional Internship Program for Individuals with Intellectual Disabilities. The internship program, which lasts 12 weeks, gives students with intellectual disabilities the same educational and enrichment opportunities typically afforded to congressional interns. Interns work one two-hour session each week. The interns work with their congressional offices, as well as with job coaches specifically trained to assist the students, to complete various office tasks as assigned.

Interns

Human Resources manages the Secretary's internship program. From posting vacancies; conducting needs analyses; and communicating, screening, placing, and following up with all interns, the staff keeps a close connection with these program participants in an effort to make the internship most beneficial to them and the organization.

Operation Warfighter

Human Resources participated in two recruiting events sponsored by the Department of Defense's Operation Warfighter program. The unpaid internship program is open to all wounded and ill service members assigned to a Military Treatment Facility, an Army Warrior Transition Unit, the USMC Wounded Warrior Regiment, the Air Force Wounded Warrior Program, or the Navy Safe Harbor Program. The program positively impacts the recuperation process and provides meaningful activity outside of the hospital environment that positively impacts wellness. While no interns were recruited through the program in fiscal year 2012, Human Resources continues to be proactive in recruiting candidates.

Combined Federal Campaign

The office has again taken an active role in the Combined Federal Campaign for the Senate community at-large. The office serves as codirectors of the program. The staff participates in kick-off meetings, identifies key workers in each office, and disseminates and collects necessary information and paperwork.

INFORMATION SYSTEMS

The staff of the Department of Information Systems provides technical hardware and software support for the Office of the Secretary of the Senate. Information Systems staff also interface closely with the application and network development groups within the Sergeant at Arms (SAA), the Government Printing Office (GPO), and outside vendors on technical issues and joint projects. The department provides computer-related support for all local area network (LAN) servers within the Office of the Secretary of the Senate. Information Systems staff provide direct application support for all software installed workstations, initiate and guide new technologies, and implement next generation hardware and software solutions.

Mission Evaluation

The primary mission of the Information Systems Department is to continue to provide the highest level of customer satisfaction and computer support for the office of Secretary of the Senate. Emphasis is placed on creating and transferring legislative records to outside departments and agencies, fulfilling Disbursing Office financial responsibilities to the member offices, and complying with office-mandated and statutory obligations.

Fiscal Year 2012 Technology Initiative Summary

The department technology initiatives concentrated in four specific areas:

—Improvements in workflow process efficiency and security;
—Deployment of improved hardware and software technologies;
—Business continuity planning and disaster recovery improvements; and
—Network perimeter and end point security awareness.

Improvements in Workflow Process Efficiency and Security

—Improved security token hardware and software was installed in 2012 to ensure compliance with evolving security standards and to minimize threats to the Senate network. Ongoing hardware testing for multiple devices continued in fiscal year 2012. Ongoing security awareness training continues to be mandatory for all new Secretary staff.
—Finalized implementation of Web-based legislative reporting in 2012. This project upgrade provides staff a process to run Legislative Information System (LIS) reports via a Web browser session and send legislative data to GPO. This application improvement replaces all of the reporting features of the existing clerk LIS application and eliminates the installation of client software at each workstation. Additionally it provides the Senate Library staff the research tools they need when accommodating requests from the Senate community.

Deployment of Improved Hardware and Software Technologies

—Completed required upgrade of Secretary Exchange Server in January 2012 prior to the Active Directory and Messaging (ADMA) migration project.
—Completed a series of milestones of the Senate-wide ADMA project in October 2012. This project completion is the most significant network architectural change since 1997 involving the enrollment of all workstations into centralized Senate architecture. While the SAA maintains the readiness for disaster recovery by performing backups of the ADMA centralized domain controllers, message stores, and mobility servers, the Information Systems staff continues to administer the server resources for the department offices.
—Completed hardware workstation upgrades and migrated software applications for the Curator, Executive Office, Captioning Services, Senate Security, Page School, Human Resources, Interparliamentary Services, Web Technology, Legislative Clerk, Bill Clerk, Official Reporters, and Parliamentarian offices. Where possible, consolidated office applications eliminating duplicative word processing software. This cost saving realizes a $210 per seat license in cost savings for each workstation, saving approximately $11,000.
—Completed workstation hardware and software upgrades in Disbursing Office. Office Enterprise ADMA migration is scheduled for February 2013. Where possible, retired duplicative word processing suite licenses, saving approximately $11,500 in software procurement costs.
—Completed 15 major LIS software upgrades and installed updated application software in all legislative clerk offices, alternate computing facility, and offsite home laptop locations. Upgraded LIS applications to a more robust operating system for workstations in the Bill Clerk, Legislative Clerk, and Parliamentarian offices. Daily Digest, Enrolling Clerk, Journal Clerk, and Executive Clerks office upgrades are pending regression testing of a new operating system.
—Evaluated multiple portable teleconferencing solutions to be used by the Executive Office staff. Successfully tested video teleconferencing (VTC) solution between laptops, workstations, and iPad devices.
—Implemented a low cost computing terminal emulation hardware solution for the Office of Public Records, the Office of Printing and Document Services, and the summer internship program. This evolving hardware technology is a network appliance that replaces the standard office personal computer with a low cost hardware device. Multiple appliances can then be networked to a single host to run software applications. A cost saving is realized not only in foregoing the purchase of additional personal computers, but also with the reduction of ongoing support for the additional system patches and updates.
—Implemented a dedicated virtual server solution for the Curator's Office, and migrated the office collection database to an improved server operating system. Information Systems staff authored a "Senate Desk" application and in partnership with Web Technology staff provided a Web-based application for the Curator's Office staff to manage the ongoing Senate Desk project. Added a virtual workstation instance for Curator staff to access the Senate SAA Asset Management application. This is a portable solution and can easily be migrated to another location if necessary.
—Updated the Executive Office, Curator, Senate Library, Parliamentarian, Human Resources, and Stationery Room with multi-function printer devices.

This consolidated the office print, fax, and scan functions into a single network device, reducing energy usage.

Business Continuity Planning and Disaster Recovery Improvements

—Replaced all laptop hardware for the Disbursing Office and migrated application software to a more robust operating system software.
—Upgraded to an improved mobile hot spot hardware solution when working outside of the office environment.
—Added a dedicated workstation outside of the Capitol Visitor Center (CVC) for Captioning Services staff. If a CVC evacuation occurs, Captioning staff now has this dedicated resource to continue to provide data to the Senate Recording Studio.
—In partnership with SAA Network Engineering, successfully completed offsite continuity of operations (COOP) testing from multiple offsite locations. Information Systems staff continue to provide IT-related support for office staff implementing COOP and continuity of Government business plans.
—After completion of the Enrolling Clerk virtual host project in 2011, Information Systems staff partnered with GPO technical staff to provide two functional offsite hardware printers for use during a COOP event. This functionality provides the Enrolling Clerk staff the ability to print multiple types of parchment style documents for delivery to the White House in the event of an office closure or relocation. Successfully tested offsite operations in 2012.
—Retired Cap Net network connections in the Hart building. GPO-assigned personnel are now connected to a dedicated virtual lan (VLAN) in the Office of Printing and Document Services.
—Updated and migrated the member accountability client application to function with the SAA Windows SQL 2008 Server platform. Configured four virtual hosts, one reserved specifically for training purposes, and one virtual "always on" instance that resides at the Primary computer facility (PCF) datacenter. Information Systems staff continue to make this virtual solution available for the Secretary of the Majority and the Secretary of the Minority offices.
—After the Enterprise Migration in October 2012, technical staff improved the Web-based protocol "quick links" available on the Senate Web portal appliance. This process allows for Secretary staff to more easily access Senate resources using a standard Web browser. Presently 70 percent of the Secretary staff has some method of secure remote access to Senate network resources.
—Staff continues to manage the Alerts notification database for all Secretary employees. Database information is verified nightly to ensure e-mail, voice, and BlackBerry personal identification number information is valid and will function during an emergency.
—After implementation of a centralized software deployment server in 2011, Information Systems staff continues to maintain the inventory of all applications for 300 workstation installations. The office now has the ability to review in real time which systems require application updates, and can deploy security patches without interruption to the business owner.

Network Perimeter and End Point Security Awareness

—In partnership the SAA Security Operations Center, conducted periodic testing for security vulnerabilities and compared these measurements with the department patch deployment server. Focused observations on spear phishing attempts from outside messaging sources.
—IT staff continue to monitor e-mail spam filtering applications. E-mail messages delivered to staff e-mail accounts no longer employed by the Secretary's Office are removed from the messaging server.
—In 2012, keeping hardware and software updated continued to be a challenge. IT staff continue to maintain the inventory of all applications for 300 workstation installations.
—The office has the ability to review in real time which systems require application updates, and can deploy security patches without interruption to the business owner. In 2012, a single offsite laptop required 419 Microsoft Updates, 10 Java security updates, Adobe Acrobat provided (3) major releases, and Mozilla Firefox introduced 43 releases. (Version upgrades started at 3.6 and ended with 17.02). Adobe Flash required 30 updated patches in fiscal year 2012 for an average total of 505 updates per workstation and/or laptop.
—Retired all previous versions of remote access network software for laptops in favor of a more secure virtual private network client. Updated all laptops located offsite and equipment assigned for home use.

—Upgraded network connections in the new Emergency Operations Center location. Information Systems staff continue to provide IT-related support for all EOC and Briefing Center locations.
—Upgraded to improved version of BlackBerry security scanning software. IT staff continue to provide this scanning service for staff prior to travel outside of the United States.

Ongoing and Future Projects in 2013

—As server and laptop hardware nears the end of the maintenance life cycle, replace older hardware servers and workstations. Major complex renovations will be required in the Senate Library, Stationery Room, Senate Gift Shop, and Human Resources departments.
—Upgrade virus protection software to next generation software on all workstations and servers.
—Upgrade and migrate existing human resources information systems database to new architecture. Continue to provide a secure Web-based access method for staff to update personnel records.
—Upgrade BlackBerry devices with improved model for existing BB users.

INTERPARLIAMENTARY SERVICES

The Office of Interparliamentary Services (IPS) is responsible for administrative, financial, and protocol functions for all interparliamentary conferences in which the Senate participates by statute; for interparliamentary conferences in which the Senate participates on an ad hoc basis; and for special delegations authorized by the majority and/or minority leaders. The office also provides appropriate assistance as requested by other Senate delegations.

The statutory interparliamentary conferences are:
—NATO Parliamentary Assembly
—Mexico-United States Interparliamentary Group
—Canada-United States Interparliamentary Group
—British-American Interparliamentary Group
—United States-Russia Interparliamentary Group
—United States-China Interparliamentary Group
—United States-Japan Interparliamentary Group

In 2012, IPS staff were responsible for organizing the following interparliamentary conferences: the U.S.-Japan Interparliamentary Group and the Canada-U.S. Interparliamentary Group.

As in previous years, all foreign travel authorized by the majority and minority leaders is arranged by the IPS staff. In addition to delegation trips, IPS provided assistance to individual Senators and staff traveling overseas. Senators and staff authorized by committees for foreign travel continue to call upon this office for assistance with passports, travel arrangements, and reporting requirements.

On behalf of the Senate majority and minority leaders, the staff arranges official receptions for heads of state, heads of government, heads of parliaments, and parliamentary delegations. IPS maintains records of expenditures on behalf of foreign dignitaries as required under the authority of Public Law 100–71.

IPS receives and prepares for printing the quarterly consolidated financial reports for foreign travel from all committees in the Senate. In addition to preparing the quarterly reports for the majority leader and the minority leader, IPS staff also assist staff members of Senators and committees in filling out the required reports.

IPS organizes visits for official foreign visitors and assists them in setting up meetings with leadership offices. IPS maintains regular contact with the Department of Defense, the Department of State, and foreign Embassy officials. The staff works closely with other offices of the Secretary of the Senate and the Sergeant at Arms in arranging programs for foreign visitors. In addition, IPS is consulted by individual Senate offices on a broad range of protocol questions. Occasional questions come from State officials regarding congressional protocol.

Continuity of Operations (COOP) Planning

IPS regularly reviews its COOP plan, updates materials kept off site, and evaluates evacuation procedures and remote site working procedures.

LEGISLATIVE INFORMATION SYSTEM (LIS) PROJECT

The Legislative Information System (LIS) is a mandated system (section 8 of the 1997 Legislative Branch Appropriations Act, 2 U.S.C. 123e) that provides desktop access to the content and status of legislative information and supporting documents. The 1997 Legislative Branch Appropriations Act also established a program (2 U.S.C. 181) for providing the widest possible exchange of information among leg-

islative branch agencies. The long-range goal of the LIS Project is to provide a "comprehensive Senate Legislative Information System" to capture, store, manage, and distribute Senate documents. Several components of the LIS have been implemented, and the project is currently focused on a Senate-wide implementation and transition to a standard system for the authoring and exchange of legislative documents that will greatly enhance the availability and re-use of legislative documents within the Senate and with other legislative branch agencies. The LIS Project Office manages the project.

Background: LIS Augmentation Project (LISAP)

An April 1997 joint Senate and House report recommended establishment of a data standards program, and in December 2000, the Senate Committee on Rules and Administration and the House Committee on House Administration jointly accepted the Extensible Markup Language (XML) as the primary data standard to be used for the exchange of legislative documents and information. Following the implementation of the Legislative Information System (LIS) in January 2000, the LIS Project Office shifted its focus to the data standards program and established the LIS Augmentation Project (LISAP). The overarching goal of the LISAP is to provide a Senate-wide implementation and transition to XML for the authoring and exchange of legislative documents.

The current focus for the LISAP is the continued development and implementation of the XML authoring system for legislative documents produced by the Office of the Senate Legislative Counsel (SLC); the Senate Enrolling Clerk; the Senate Committee on Appropriations; the Senate Committee on Commerce, Science, and Transportation; and the Government Printing Office (GPO). The XML authoring application, Legislative Editing in XML Application (LEXA), inserts tags during drafting that provide more information about the document and can be used for printing, searching, displaying, or repurposing parts or all of a document. The XML tags also facilitate automating many functions that provide a more efficient and consistent document authoring process. The LIS Project Office has worked very closely with the SLC, the Enrolling Clerk, and the editorial and printing staff of the Committee on Appropriations to create an application that meets the needs for legislative drafting.

LISAP: 2012

The LIS Project Office continued to provide support to the SLC; the Committee on Appropriations; the Committee on Commerce, Science, and Transportation; and the Senate Enrolling Clerk in their use of LEXA for drafting, engrossing, and enrolling. With the addition of the Commerce Committee drafters, almost all measures in the second session of the 112th Congress were produced in XML. In addition, GPO uses LEXA to complete measures for printing. Several new features and fixes were added in LEXA releases to improve the drafting process. LIS staff trained new drafters and interns in the use of LEXA.

Two new features added to LEXA in the past year included a process to split a large document into multiple documents by title or division and a process to combine multiple documents into one. Other changes to the application required upgrading all users to the .Net4 framework. Xmetal 7.0 was released in 2012, and the LIS Project Office began a project to upgrade to that version. The technology upgrade projects require extensive testing of LEXA on multiple operating systems.

The LIS Project Office is working with staff from GPO and the Legislative Computer Systems (LCS) in the Office of the House Clerk to create and print committee reports in XML. This office is working on developing a LEXA committee report application for the Commerce Committee which already uses LEXA to draft bills and amendments. Two other group projects with GPO and LCS include participants from the Law Revision Counsel and the Senate and House Legislative Counsels. The first project with the Law Revision Counsel will result in applications to convert and maintain the U.S. Code in an XML format. The second project with the Legislative Counsels continues work toward the editing and printing of the compilations of existing law in their XML format.

Continuity of Operations (COOP) Planning

Several procedures have been implemented to provide for continuity of operations (COOP). All source code and data files are backed up nightly to a drive in the office, and each LIS Project Office staff member carries an encrypted flash drive containing the office COOP plan, documentation, and the most recent version of LEXA. All the software and documentation required to create the development environment and a LEXA end user environment are available in duplicate copies of the LIS Project Office fly-away kit. The COOP plan and the fly-away kits are updated frequently, and one fly-away kit is kept at an off-site location. Regular testing of the ability to work

remotely is conducted via Senate laptops and personal computers to ensure that application development and user support can continue if access to the office is not possible.

LISAP: 2013

The LIS Project Office will continue to work with and support all the Senate offices now using LEXA and will continue to work with the House, GPO, and the Library of Congress on projects and issues that impact the legislative process and data standards for exchange.

The Committee on Commerce will begin producing committee reports in XML using LEXA, and all LEXA users will be upgraded to Xmetal 7.0. Plans are underway to modernize and improve the underlying programs and processes for the LEXA application to take advantage of newer and faster technologies.

LIBRARY

The Senate Library provides legislative, legal, business, and general information services to the United States Senate. The Library's collection encompasses legislative documents that date from the Continental Congress in 1774; current and historic executive and judicial branch materials; an extensive book collection on American politics, history, and biography; a popular collection of audiobooks; and a wide array of online resources. The Library also authors content for three Web sites— LIS.gov, Senate.gov, and Webster, the Senate's intranet.

New Senate Information Services (SIS) program service contracts were extended in fiscal year 2013 that secured agreements with existing program vendors to index and display selected news feeds in *Senate NewsWatch*. The Library focused its efforts on adding 114 newly available local news titles to the site; improving global search features for finding and tracking news about Senators, States, and committees; and using new technology to create, manage, and deliver custom newsfeeds for *Senate NewsWatch*. March 2012 marked the launch of a new, custom-designed LexisNexis interface tailored to meet the information needs of Senate users.

The Library continues to meet the Senate's increasing demand for information through the creation of new Web-based content, judicious selection and investment in online resources, expanded outreach and training opportunities, and use of technology to support alternative means for information delivery.

Notable Achievements
- —An update to the *Senate Cloture Rule: Limitation of Debate in the Senate of the United States* was published in 2012 (S. Prt. 112–31) in collaboration with the Senate Committee on Rules and Administration and the Congressional Research Service. The Library created the historical data table on cloture motions and their disposition.
- —Outreach and online research training efforts expanded to include three new librarian-taught classes, two new vendor-taught classes, and seven classes offered in a Webinar format for the first time. A total of 1,433 staff members attended 291 classes, tours, and Webinars; a 40 percent increase in the number of staff trained in 2011 and a 278 percent increase over the number of trainees in 2010.
- —The Library catalog now provides Senate staff with desktop access to over 42,499 full-text electronic documents and online resources, an increase of 7 percent over 2011. A five-year project to review and catalog items from a large donation of older congressional hearings and prints was completed, resulting in the addition of 2,168 out-of-print items to the Library's collection.
- —A digital archive of *Senate Executive Calendars* from 1996 to the present was made publicly available on Senate.gov through the collaborative efforts of the Library, the Executive Clerk, the Office of Web Technology, and the LIS Project Office.
- —At the request of the Committee on Rules and Administration, two informational displays were installed outside SD–G50: *Senate Committee Hearing Rooms Through the Years* and *What Issues Has the United States Senate Investigated?*. The displays were developed through the joint efforts of the Library, the Office of Senate Curator, the Historical Office, and the Office of Conservation and Preservation.
- —Three well-received hallway display cases were completed this year: *Patriots in Petticoats: Women in the Struggle for America's Independence*, *Historical Presidential Campaigns and Elections*, and *Inauguration Day Events*. An online exhibit entitled *The Long Walk Down Pennsylvania Avenue: Senators Who Ran for President (1800–2008)* was featured on Webster in October.

Senate Library Inquiries, Online Book Requests, and Patron Accounts

Reference librarians continue to assist Senate staff with challenging research in areas including legal and public records, legislative histories, and news and journal articles, and in finding answers to difficult and complex requests. This year librarians answered 24,994 walk-in, telephone, and e-mail requests from Senate staff, demonstrating a continued demand for high-quality Library resources and services.

Senate staff continued to demonstrate an increasing preference for Web-accessible resources. Use of Library-created resources on Webster saw 165,403 page visits in 2012. The Library's popular *Virtual Reference Desk* on Senate.gov received 1,594,722 page visits while appropriations and active legislation pages accounted for an additional 156,032 page visits from public users in 2012.

The Senate Library's *FrontPage* electronic resources portal received 57,695 page visits in its second year. No major changes were made to the *FrontPage* portal in 2012, although the site's links were updated to reflect changes in program and vendor offerings. Senate staff turned to SIS program support 86 times for help with accounts, resource access, and custom news profile requests. Program staff logged an additional 152 requests with program vendors related to program site maintenance and support during 2012.

The Library received 920 online book requests in 2012, a 13 percent increase over the previous year. The increase can be attributed to the online book request form on the Library catalog, as well as to the promotion of online topical bibliographies that highlight the Library's collections. Loans of current magazines and newspapers increased 81 percent, new book loans were up 24 percent, and titles featured in monthly online bibliographies on Webster and reference room displays saw a 24 percent increase in loan activity in 2012.
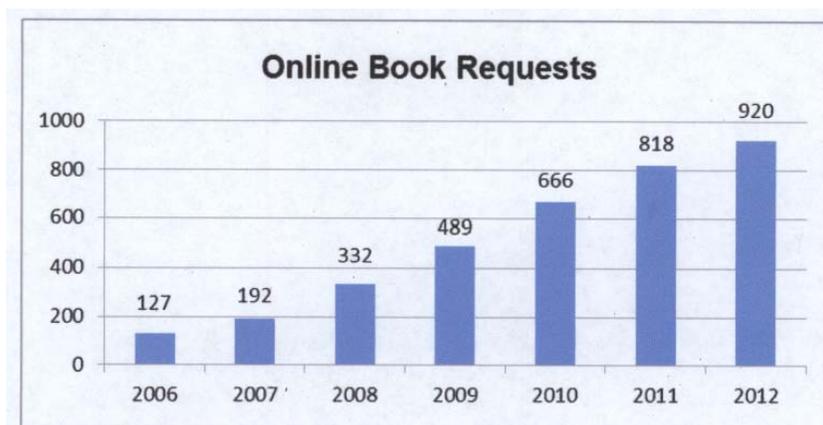
Seventy-eight percent of the Library's patrons are Senate office and committee staff members, while the remaining 22 percent of users include support office staff, members of the accredited press, and Government agencies.

A total of 810 new patrons were registered for borrowing accounts in 2012, a decrease of 4 percent over the number of new staff registered in 2011. While fewer interns were registered for Library accounts, new accounts for permanent staff increased by 10 percent in 2012 from the previous year.

Other activities for 2012 included setting up 360 new computer accounts for patron workstations, a 22 percent decrease from 2011, as well as providing an increased level of document printing and delivery services:

INFORMATION SERVICE SUPPORT ACTIVITIES, 2012

Category	Total
Circulation:	
Document Deliveries	4,441
Item Loans	4,207
Pages Printed:	
Microform Pages Printed	988

INFORMATION SERVICE SUPPORT ACTIVITIES, 2012—Continued

Category	Total
Photocopies	56,415
Document Delivery Total	66,051

Senate Library Content Creation

Senate.gov Web Site Content

The Virtual Reference Desk's How To . . . finding aid located at http://www.senate.gov/pagelayout/reference/b_three_sections_with_teasers/howto.htm and all 13 linked topical guide pages were completely revised and updated to provide more accurate and timely information to the public on Senate.gov. All together, these pages received 109,423 page visits during 2012.

Senate Executive Calendars

A digital archive of *Senate Executive Calendars* from 1996 to the present was made available on Senate.gov and Webster as the result of a collaborative project involving the Library, the Executive Clerk, the Office of Web Technology, and the LIS Project Office. Library staff also completed the retrospective digitization of calendars for the years 1943–1948, 1961–1962, and 1965–1971, using volumes lent by the Library of Congress; these files will be made available as part of the online public archive. Work will also continue on the digitization of the remaining *Executive Calendars* in the Library's collection.

Senate Information Services Program Content

Senate NewsWatch, the Senate's custom news portal, was rebuilt and relaunched in January on a new platform with improved features for browsing and searching news about Senators, committees, and topics. During 2012, Senate users viewed 212,587 articles on *Senate NewsWatch,* a 28 percent increase over 2011. The rise in *Senate NewsWatch's* popularity can be attributed in part to changes in site design and navigation incorporating user feedback and in part to mid-year implementation of agreements to permit enhanced full-text indexing and searching of 114 news sources from two program vendors. Additional improvements to organization and presentation of the *Capitol Hill News* and *Daybooks* pages were rolled out in January and March, respectively.

InfoViewer, the Senate's Web-based news tracking and news clip publishing tool, was updated in January with the addition of a collection of feeds based on Library-created and maintained searches for real-time news stories about Senators and committees called "Company Profiles." Using "Company Profiles" in InfoViewer, Senate staff can easily browse and create alerts from the automatically updating feeds of new stories on topics of interest without the need to master the process required to create them. In addition, the presentation of all available news sources was restructured and streamlined for users of *Senate NewsWatch* and InfoViewer, thereby making it easier to locate and use specific news sources. Statistics on the use of the InfoViewer tool became available for the first time in July 2012. Senate InfoViewer users viewed 60,690 news articles during the period from July to December 2012.

Senate Library Web Site Content

A Library team revised and updated the "Online Resources" section of the Collections pages on the Library's Web site to incorporate changes to Senate Information Services program resources available on *FrontPage.* In addition, the Library's *How to . . . Access Floor Video* page was reorganized to incorporate the new HouseLive floor proceedings Webcasting site as well as the Senate's floor Webcasting resources. Respectively, these pages received 503 and 433 page visits from Senate staff during 2012.

Senate Knowledge Base

The Senate Knowledge Base is an institutional repository of data to support the Webster site taxonomy project and Webster search enhancement. To date, 1,248 document records, 2,098 term records, and 492 organization records in the Senate Knowledge Base are supporting the Webster taxonomy and search projects. The 7 percent increase in the number of terms and 11 percent increase in the number of documents created this year is a result of continuing maintenance of the database to support the online Senate Services Directory (Red Book); the "Legislative," "News and Research," and "About the Senate" tabs on Webster; as well as daily reporting for keymatches.

Webster Search Enhancement

Librarians improve Webster search results by analyzing popular search terms and matching them with topically relevant pages or search engine keymatches, which are managed through the Senate knowledge base. This improves the chances a searcher will find what he or she is looking for on Webster. During 2012, 121 keymatches were established, 35 were edited, and 20 were deleted to update Web page links.

Instruction and Outreach Programs

In 2012, 1,433 Senate staff attended the 291 research training classes, Library tours, and Webinars offered by the Senate Library; a 40 percent increase in the number of staff attending Library trainings in 2011 and a 278 percent increase over the number of trainees in 2010. Webinars proved especially popular this year, reaching 461 Senate staff, including many in State offices, in 80 class sessions. All training-related pages on the Library's site received 22,632 visits from Senate staff.

Senate librarians teach a variety of classes for Senate staff. In 2012, 96 class sessions were offered to a total of 576 attendees. The increase in attendance can be attributed in part to three new librarian-taught courses that were introduced in 2012: *Congressional Record 101; Beyond Web News;* and *In-Depth News Tracking and News Clip Publishing with InfoViewer.* The *Congressional Record 101* class began in May and drew a total of 51 students while both news classes were introduced in January and drew a total of 45 and 29 students respectively. Librarians also offered 84 tours of the Library to 622 staff and other interested groups including the Senate Page School and library school students.

During 2012, online research training opportunities expanded by 19 percent to include 111 classes and Webinars taught by all Senate Information Services (SIS) program vendor trainers to a total of 295 Senate staff members. Full SIS vendor participation in the Library's online research training program was achieved with the addition of monthly trainings from ProQuest and Leadership Directories this year. These new offerings and Webinars from Congressional Quarterly, Leadership Directories, National Journal, and ProQuest along with consistent promotional efforts have resulted in a 50 percent increase in participation over 2011 levels.

Using the Legislative Information System (LIS) was taught to 15 participants as part of the Legislative Survival Guide training series in collaboration with the Joint Office of Education and Training in March 2012.

In November, 15 new employees of the Office of the Secretary of the Senate were introduced to the services of the Senate Library as part of the new "Year One" program designed to familiarize new staff with the different offices under the jurisdiction of the Secretary and sponsored by the Secretary's Human Resources Department.

A total of 32 announcements for Library services were run on Webster and 1,110 promotional flyers were distributed to Senate staff during 2012. Efforts to reach Senate staff more directly through the use of small graphics with links to featured resources in staff e-mail signatures and by engaging mobile device users with quick response (QR) codes in promotions in posters, and flyers resulted in 20,790 clickthroughs on e-mail signatures and 24 page views using mobile devices. The QR codes and e-mail signatures change monthly to coordinate with the Library's overall promotional program.

Monthly book displays and online bibliographies highlight the Library's collections and stimulate interest in reading new titles. All online bibliographies saw 14,999 page visits from Senate staff in 2012. New bibliographies created in 2012 include: *Patriots in Petticoats: Women in the Struggle for America's Independence*; *Senate Investigations*; *The Golden Era in the Senate*; *Watergate*; *Constitution Day*; *Historical Campaigns and Elections*; and *War Stories*.

Collection Development

Audiobooks

The Library acquired 19 new audiobook titles in 2012, bringing the total number to 186 titles. Designed to assist users with diverse needs, including those who may be visually challenged, as well as to draw patrons into the Library, the program remains popular with patrons whose 887 loans were equivalent to circulating each item in the collection almost five times over. The online bibliography of audiobooks on Webster received 3,760 visits in 2012 and contains links to the catalog and the online book request form.

A–Z Serial Title List

There were 3,461 searches and 1,956 documents viewed using the Serials Solution A–Z list, 65 percent of which were the result of users finding and using SIS program

content from LexisNexis, ProQuest, and Westlaw. Content was updated to include changes to the ProQuest databases that resulted from replacement of the vendor's search platform.

Government Documents

As a participant in the Government Printing Office's (GPO) Federal Depository Library Program, the Library receives selected categories of legislative, executive, and judicial branch publications. The Library received 8,534 Government publications in 2012. In response to the trend of issuing Government documents in electronic format, 3,205 links were added to the Library catalog, bringing the total number to 42,499, an increase of 7 percent over last year. The links provide Senate staff desktop access to the full text of each document.

ACQUISITIONS, 2012

Category	Total
Congressional Documents	6,920
Executive and Judicial Branch Publications	1,614
Books (Including Audiobooks and E-Books)	689
Electronic Links	3,205
Total Acquisitions	12,428

Legislative Validation

The Library's Legislative Validation Clerk verifies and edits the accuracy and consistency of data and legislative information published by Secretary of the Senate staff in the Legislative Information System (LIS), the document management system (DMS), the *Congressional Record,* Senate.gov, and Webster. The clerk's work also requires the verification of selected *Congressional Record Index* entries (print and electronic) and includes comparing electronic entries made by legislative staff or data entry clerks from various agencies with the printed *Congressional Record Index* and notifying the offices of discrepancies.

Between January and December 2012, the Legislative Validation Clerk submitted 196 corrections out of hundreds of thousands of verified legislative actions that took place during the year.

LEGISLATIVE VALIDATION CLERK CORRECTIONS, 2012

Office	Number Submitted
Bill, Enrolling, Executive, Journal, and Legislative Clerks	65
Reporters of Debates, Morning Business Editor, and Daily Digest	87
GPO and Library of Congress—LIS	44
Total Corrections	196

Cataloging

The Library's productive cataloging staff draws on years of experience to produce and maintain a catalog of more than 221,000 bibliographic items. During 2012, they added 3,480 new titles to the catalog and performed 25,389 record maintenance and enhancement activities, including correcting subjects and names that have become obsolete and retrospectively adding links to full-text content and book jacket images to existing records.

Catalogers' time and skills at categorizing and describing content are increasingly in demand for taxonomy-related projects designed to enhance Webster. These include creating the records that drive functionality in the online Red Book Senate Services Directory, analyzing logs of unsuccessful searches to create keymatches that target Webster search results, and developing a topical framework to support the development of news alerts, improve content organization, and enhance the effectiveness of searches in *Senate NewsWatch* and the InfoViewer client.

Catalogers created 448 bibliographic records for Senate hearings not yet printed using information in the *Congressional Record Daily Digest* and the combined hearings schedule on Webster. This includes field hearings that are not listed in the *Daily Digest*. These records provide preliminary access for Senate staff and remain in the catalog until the printed hearing is received and cataloged.

A 5-year project to review and catalog items from a large donation of older congressional hearings and prints was completed, resulting in the addition of 2,168 out-of-print items to the Library's collection.

The catalog is updated nightly to ensure that Senate staff will retrieve accurate and current information on Library holdings. The addition of 1,002 book jacket images in 2012, an increase of 35 percent, enhanced the catalog's visual appeal. The Library catalog was used by 3,609 Senate staff accounting for 5,785 visits in 2012.

Library Automation

The Library implemented a new Web-based tool in 2012, developed by the Association of Southeast Research Libraries (ASERL) and hosted by the University of Florida, called the ASERL Documents Disposition Database. This tool is offered to all Federal Depository Libraries free of charge. This secure shared database facilitates the offering of duplicates and other unwanted materials to libraries in the Federal Depository Library Program (FDLP) and permits the uploading of "want lists" of Government documents needed to fill gaps in the Library's collection. An automated matching algorithm notifies the Library if materials in another Library's offer meet our needs. This tool has improved response time and productivity by reducing the need for time-consuming manual review of offers lists.

The Library replaced the universal power supply (UPS) that supports the catalog server in July; upgraded the software used to create bibliographic records for the catalog on Technical Services staff computers in September; and replaced the digital sender, fax machine, and color printer with a single multi-function color printer in October.

Library staff completed training in authoring custom reports using report writer authoring software for the integrated Library system. As a result, an existing report was successfully modified to streamline the export of congressional hearing universal resource locator (URL) data from the catalog database and reduce the staff time needed to perform this weekly task.

Preservation, Binding, and Collection Maintenance

Technical Services staff continued to participate in book repair training sessions led by the director of the Office of Conservation and Preservation. Trainees repaired 320 volumes, an increase of 14 percent from 2011, making significant progress in the preservation of the Library's bound book collection. A multi-year project to repair volumes in the *Congressional Record* reference collection was completed and a preservation survey was conducted to identify volumes in the *Congressional Record* circulating collection in need of repair.

The Library continues to preserve and protect rare and fragile print materials in its collections using commercial binding services procured through GPO. In 2012, a total of 304 volumes were sent out for binding, with excellent results.

Budget

Budget negotiations with database vendors resulted in flat or reduced pricing for online research services and price discounts for print edition standing orders and multi-year subscriptions. Budget savings from fixed-price contracts for the Library's 2012 online research services, negotiated print edition price discounts and cuts in standing orders, and multi-year subscription discounts totaled $8,592. After 15 years of budget monitoring, savings total $163,605. This continual review of purchases eliminates materials not meeting the Senate's current information needs. This oversight is also critical in containing and offsetting cost increases for core materials and for acquiring new materials.

Special Projects

Unum, Newsletter of the Office of the Secretary of the Senate

Unum, the Secretary's quarterly newsletter, has been produced by Senate Library staff since October 1997 and is distributed throughout the Senate and to former staff and Senators. It serves as an historical record of accomplishments, events, and personnel news in the Office of the Secretary of the Senate. There were two special issues of *Unum* in 2012: one on the restoration of the Old Senate Chamber, which featured a variety of articles by the staff of the Curator's Office, the Historical Office, and the Library on the various restoration projects and on the history of the chamber; and another on the presidential inauguration that contained Library- and Historical Office-authored articles on all aspects of inauguration day. The remaining two issues published in 2012 contained articles on the restoration of the Senate Reception Room benches and on the new States in the Senate Web site on Senate.gov; "Off the Bookshelf" pieces on books by and about congressional pages and on a Capitol guidebook useful for staff giving tours; a piece on the Advisory Committee on

the Records of Congress; and a continuation of the "Senate Voices" series that contains excerpts of oral histories of former staffers and Senators.

National Library Week

Fergus Bordewich, author of *America's Great Debate,* was the featured speaker at the Library's 14th annual book talk in honor of National Library Week. A record setting 120 people attended the talk. The Library also hosted the popular annual dessert reception which drew in over 100 Senate staff.

Senate Cloture Rule: Limitation of Debate in the Senate of the United States

An update to the *Senate Cloture Rule: Limitation of Debate in the Senate of the United States* was published in 2012 (S. Prt. 112–31) in collaboration with the Senate Committee on Rules and Administration and the Congressional Research Service. The Library created the historical data table on cloture motions and their disposition.

Unpublished Senate Hearings on Microfiche

A project to improve access to the Library's collection of unpublished Senate hearings on microfiche (18th–98th Congresses) was begun, resulting in the cataloging of 412 hearings. Each catalog record was assigned a full array of name and subject headings and enhanced with a link to the full-text version of the hearing in ProQuest. A note summarizing the subject of the hearing was also provided, to facilitate access via keyword searching and provide useful information not conveyed by the generic titles often used in these hearings.

Display Cases

Hallway display cases continue to educate staff and visitors alike while highlighting the Library's collections. Display cases featured this year include: *Patriots in Petticoats: Women in the Struggle for America's Independence*, *Historical Presidential Campaigns and Elections*, and *Inauguration Day Events*. In October, the Library hosted an online presentation on Webster titled *The Long Walk Down Pennsylvania Avenue: Senators Who Ran for President (1800–2008)* featuring colorful images and interesting historical detail on the electoral process. At the request of the Committee on Rules and Administration, two new informational displays were installed in cases outside SD–G50: *Senate Committee Hearing Rooms Through the Years* and *What Issues Has the United States Senate Investigated?*. The displays were developed through the joint efforts of the Library, the Office of Senate Curator, the Historical Office, and the Office of Conservation and Preservation.

Cooperative Projects

Hearing universal resource locator (URL) data from the Library catalog is exported weekly to provide LIS and THOMAS with full-text links to Senate hearings. The Library contributed 1,789 new Senate hearing links to the LIS database during 2012.

Major Library Goals for 2013

—Focus education and in-person outreach efforts on incoming Senate offices and new staff of the 113th Congress to increase their awareness of available online resources, training opportunities, and Library research services.
—Continue team evaluation and enhancement of instructional course offerings, review available applications to create online course offerings, and expand Web-based training opportunities to reach State staff.
—Continue to expand the online archive of the *Senate Executive Calendars* on Senate.gov, in collaboration with the Executive Clerk and the Office of Web Technology.
—Support the development of an internal online archive of Senate electronic "Dear Colleague" letters beginning with the 112th Congress though the creation of descriptive metadata about the documents distributed via e-mail using the Senate knowledge base.
—Continue the collaborative development of a topical framework for *Senate NewsWatch* to support the development of news alerts, improve content organization, and enhance the effectiveness of searches in *Senate NewsWatch* and the InfoViewer client.
—Begin implementation of new cataloging rules, called *Resource Description and Access* (RDA), in conjunction with the Library of Congress and other libraries worldwide.
—Continue to improve access to the Library's collection of unpublished Senate hearings on microfiche by adding item-level records to the catalog with links to full-text content.

SENATE LIBRARY ACQUISITIONS STATISTICS FOR CALENDAR YEAR 2012

	Books		Government Documents		Congressional Publications				Total
	Ordered	Received	Paper	Fiche	Hearings	Prints	Bylaws	Reports/Documents	
January	26	56	68	85	186	13	84	292	784
February	26	48	62	3	284	5	93	192	687
March	18	39	142	62	332	8	123	179	885
1st Quarter	70	143	272	150	802	26	300	663	2,356
April	17	78	67	1	398	2	119	202	867
May	17	44	53	64	339	5	117	202	824
June	17	74	163	96	237	3	99	283	955
2nd Quarter	51	196	283	161	974	10	335	687	2,646
July	15	79	62	6	203	1	115	375	841
August	32	42	195	72	345	14	48	261	977
September	36	51	60	3	263	11	50	192	630
3rd Quarter	83	172	317	81	811	26	213	828	2,448
October	23	61	159	65	250	18	66	103	722
November	25	66	47	3	305	9	69	151	650
December	24	51	52	24	155	12	99	8	401
4th Quarter	72	178	258	92	710	39	234	262	1,773
2012 Total	276	689	1,130	484	3,297	101	1,082	2,440	9,223
2011 Total	294	841	1,254	695	3,316	210	1,295	2,227	9,838
Percent Change	−6.1	−18.1	−9.9	−30.4	−0.6	−51.9	−16.4	9.6	−6.3

SENATE LIBRARY CATALOGING STATISTICS FOR CALENDAR YEAR 2012

	S. Hearing Numbers Added to LIS	Bibliographic Records Cataloged									Total Records Cataloged
		Books		Government Documents			Congressional Publications				
		Paper	Audio/ E-Books	Paper	Fiche	Electronic	Hearings	Prints	Docs./ Pubs./ Reports		
January	17	29	1	12	....	7	80	....	113		242
February	88	25	....	6	1	4	201	4	83		324
March	15	22	1	6	....	12	215	....	133		389
1st Quarter	120	76	2	24	1	23	496	4	329		955
April	24	19	....	3	....	....	287	17	27		353
May	34	20	4	3	3	21	159	67	60		337
June	72	25	....	3	....	8	145	19	39		239
2nd Quarter	130	64	4	9	3	29	591	103	126		929
July	....	23	1	2	....	20	186	10	71		313
August	36	34	1	3	....	5	117	51	30		241
September	....	31	4	5	....	11	217	10	59		337
3rd Quarter	36	88	6	10	....	36	520	71	160		891
October	....	19	2	2	2	13	98	19	40		195
November	33	25	3	5	....	12	270	7	55		377
December	151	24	1	....	....	12	37	....	59		133
4th Quarter	184	68	6	7	2	37	405	26	154		705
2012 Total	470	296	18	50	6	125	2,012	204	769		3,480
2011 Total	456	450	64	65	58	171	2,224	686	955		4,673
Percent Change	3	−34	−71.9	−23	−89.7	−26.9	−9.5	−70.3	−19.5		−25.5

SENATE LIBRARY DOCUMENT DELIVERY STATISTICS FOR CALENDAR YEAR 2012

	Volumes Loaned	Materials Delivered	Facsimiles	Micrographics Center Pages Printed	Photocopiers Pages Printed
January	330	397	17	18	3,385
February	318	370	13	315	6,762
March	280	511	10	85	4,852
1st Quarter	928	1,278	40	418	14,999
April	273	390	10	85	4,011
May	311	353	10	84	5,782
June	363	338	22	72	4,154
2nd Quarter	947	1,081	42	241	13,947
July	394	369	19	182	4,167
August	436	362	40	19	4,129
September	497	392	15	26	5,803
3rd Quarter	1,327	1,123	74	227	14,099
October	286	317	17	23	5,869
November	441	337	16	66	3,910
December	278	305	15	13	3,591
4th Quarter	1,005	959	48	102	13,370
2012 Total	4,207	4,441	204	988	56,415
2011 Total	3,371	4,391	251	648	51,278
Percent Change	24.8	1.1	−18.7	52.5	10

PAGE SCHOOL

The United States Senate Page School exists to provide a smooth transition from and to the students' home schools, providing those students with as sound a program, both academically and experientially, as possible during their stay in the Nation's capital, within the limits of the constraints imposed by the work situation.

Summary of Accomplishments
—The Middle States Commission on Secondary Schools accreditation continues through April 2013. The reaccreditation process was completed in November 2012, and the school has been recommended for continuing accreditation for the next 5 years. The agency will not take formal action until late spring.
—Two page classes successfully completed their semester curriculum. Closing ceremonies were conducted on June 8, 2012 and January 25, 2013, the last day of school for each semester.
—Orientation and course scheduling for the spring 2012 and fall 2012 pages were successfully completed. Needs of incoming students determined the semester schedules.
—Faculty administered English usage pre- and post-tests to students each semester and reviewed the results to determine what usage instruction or remediation was needed.
—Calculator usage pre- and post-tests were administered to students in the fall 2012 semester to determine what instruction or remediation was needed.
—A general study skills tutorial was presented to all students, and study skills sessions were provided to students identified in need of training in specific areas.
—Faculty and staff provided extended educational experiences to pages, including 21 field trips, two guest speakers, opportunities to play musical instruments and vocalize, and foreign language study with the aid of tutors. Summer pages made nine field trips to educational sites and heard from two guest speakers.
—Sixteen pages took 37 Advanced Placement (AP) exams in 11 subjects.
—The community service project embraced by pages and staff in 2002 continues. Items for gift packages were collected, assembled, and shipped to military per-

sonnel serving in various locations. Pages included letters of support to the troops.
—All Page School staff attended continuing education and training classes.
—Communication among Sergeant at Arms, Secretary of the Senate, party secretaries, the Page Program, and the Page School is ongoing.
—Equipment purchased included an additional projectile launcher for use in science experiments. Also, a multimedia presenter used in science classes was mounted overhead for better viewing. Math subscriptions to online resources for student use were renewed.

Continuity of Operations (COOP) Planning

The evacuation and continuity of operations (COOP) plans have been reviewed and updated. Pages and staff continue to practice evacuating to primary and secondary sites. Pages also participated in escape hood training and tutors were trained in evacuation procedures.

Summary of Plans

Our goals include:
—Individualized small group instruction and tutoring by teachers on an as-needed basis will continue to be offered, as well as optional academic support for students preparing to take AP tests.
—Foreign language tutors will provide assistance to students.
—The focus of field trips will be sites of historic, political, and scientific importance which complement the curriculum.
—English usage pre- and post-tests will continue to be administered to students each semester to assist faculty in determining needs of students for usage instruction. Calculator usage pre- and post-tests will be administered to students each semester to assist faculty in determining calculator use in both math and science courses.
—Staff development options include attendance at seminars conducted by the Joint Office of Education and Training and subject matter and/or educational issue conferences conducted by national organizations.
—The community service project will continue.
—Work to maintain accreditation will continue.

PRINTING AND DOCUMENT SERVICES

The Office of Printing and Document Services (OPDS) serves as liaison to the Government Printing Office (GPO) for the Senate's official printing, ensuring that all Senate printing is in compliance with Title 44, U.S. Code as it relates to Senate documents, hearings, committee prints, and other official publications. The office assists the Senate by coordinating, scheduling, delivering, and preparing Senate legislation, hearings, documents, committee prints, and miscellaneous publications for printing, and provides printed copies of all legislation and public laws to the Senate and the public. In addition, the office assigns publication numbers to all hearings, committee prints, documents, and other publications; orders all blank paper, envelopes, and letterhead for the Senate; and prepares page counts of all Senate hearings in order to compensate commercial reporting companies for the preparation of hearings.

Printing Services

During fiscal year 2012, OPDS prepared 2,867 requisitions authorizing GPO to print and bind the Senate's work, exclusive of legislation and the *Congressional Record.* Since the requisitioning done by OPDS is central to the Senate's printing, the office is uniquely suited to perform invoice and bid reviewing responsibilities for Senate printing. As a result of this office's cost accounting duties, OPDS is able to review and assure accurate GPO invoicing as well as play an active role in helping to provide the best possible bidding scenario for Senate publications.

In addition to processing requisitions, the Printing Services Section coordinates proof handling, job scheduling, and tracking for stationery products, Senate hearings, Senate publications, and other miscellaneous printed products, as well as monitoring blank paper and stationery quotas for each Senate office and committee. OPDS also coordinates a number of publications for other Senate offices, such as the Curator, Historian, Disbursing, Legislative Clerk, Senate Library, as well as the U.S. Botanic Garden, U.S. Capitol Police, Architect of the Capitol, and the U.S. Capitol Visitor Center. These tasks include providing guidance for design, paper selection, and print specifications, and monitoring print quality and distribution. Last year's major printing projects included:
—Semi-Annual Report of the Secretary of the Senate;

—The Senate Sergeant at Arms and Doorkeeper brochure;
—Frequently Asked Questions about the U.S. Senate Chamber brochure;
—The Senate Vestibule brochure;
—The Dirksen Senate Office Building brochure;
—2012 Senate Telephone Directory;
—Senate gallery passes and visitor badges; and
—Capitol Visitor Center tour tickets and informational brochures.

Hearing Billing Verification

Senate committees often use outside reporting companies to transcribe their hearings, both in-house and in the field. OPDS processes billing verifications for these transcription services, ensuring that costs billed to the Senate are accurate. OPDS utilizes a program developed in conjunction with the Sergeant at Arms Computer Division that provides better billing accuracy and greater information-gathering capacity, and adheres to the guidelines established by the Senate Committee on Rules and Administration for billing commercial reporting companies for transcription services. During 2012, OPDS provided commercial reporting companies and corresponding Senate committees a total of 595 billing verifications of Senate hearings and business meetings. Over 40,000 transcribed pages were processed at a total billing cost of $357,782.

During 2012, the office processed all file transfers and billing verifications between committees and reporting companies electronically, ensuring efficiency and accuracy. Department staff continues training to apply today's expanding digital technology to improve performance and services.

Secretary of the Senate Service Center

The Service Center within OPDS is staffed by experienced GPO detailees who provide Senate committees and the Secretary of the Senate's Office with complete publishing services for hearings, committee prints, and the preparation of the *Congressional Record.* These services include keyboarding, proofreading, scanning, and composition. The Service Center provides the best management of funds available through the Congressional Printing and Binding Appropriation account because committees have been able to decrease, or eliminate, additional overtime costs associated with the preparation of hearings. Additionally, the Service Center provides work for GPO detailees assigned to legislative offices during Senate recesses.

Document Services

The Document Services Section coordinates requests for printed legislation and miscellaneous publications with other departments within the Secretary's Office, Senate committees, and GPO. This section ensures that the most current version of all material is available, and that sufficient quantities are available to meet projected demands. The *Congressional Record,* a printed record of Senate and House floor proceedings that includes Extension of Remarks, the Daily Digest, and miscellaneous pages, is one of the many printed documents provided by the office on a daily basis. In addition to the *Congressional Record,* the office processed and distributed over 7,100 distinct legislative items during the second session of the 112th Congress, including Senate and House bills, resolutions, committee and conference reports, executive reports, treaty documents, and public laws.

The demand for online access to legislative information continues to be strong. Before Senate legislation can be posted online, it must be received in the Senate through OPDS. Improved database reports allow the office to report receipt of all legislative bills and resolutions received in the Senate which can then be made available online and accessed through other Web sites, such as LIS, FDSys and THOMAS, used by congressional staff and the public.

Customer Service

The primary responsibility of OPDS is to provide services to the Senate. The office provides the same high level of customer service to the general public, the press, and other Government agencies as it does to the Senate. During 2012, over 10,000 requests for legislative material were received at the walk-in counter, through the mail, by fax, and electronically. Online ordering of legislative documents and the Legislative Hot List link, where members and staff can confirm arrival of printed copies of the most sought-after legislative documents, continued to be popular. The site is updated several times daily each time new documents arrive from GPO to the Document Room. In addition, the office handled thousands of phone calls pertaining to the Senate's official printing, document requests, and legislative questions. The office stresses prompt, courteous customer service while providing accurate answers to requests from the Senate and the public.

On-Demand Publication

The office supplements depleted legislation when needed by producing additional copies in the DocuTech Service Center, staffed by experienced GPO detailees who provide member offices and Senate committees with on-demand printing and binding of bills, reports, and other legislation. On-demand publication allows the department to cut the quantities of documents printed directly from GPO and reduces waste. In particular, the decrease in the number of documents routinely received by Senate committees during the last quarter of 2012 increased the need for DocuTech services. OPDS anticipates the need to further increase this service over the next year. The office produced 571 on-demand jobs during 2012 which included over 8,300 documents. The DocuTech is networked with GPO, allowing print files to be sent back and forth electronically. This allows OPDS to print necessary legislation for the Senate floor and other offices in the event of a GPO continuity of operations (COOP) situation.

Accomplishments and Future Goals

Over the past year, OPDS has faced challenges by providing new services for customers and improving existing ones. An electronic version of the "new member packet" was developed to help new member offices become familiar with available products and services. During 2012, OPDS surveyed Senate committees on their need for bills and reports automatically distributed by GPO. The standard distribution has been made more flexible to meet the needs of each committee. The office has worked with Sergeant at Arms IT to redesign and test its three main database systems to replace outdated software. Of particular note is the office's commitment to help green the Senate. Senate offices ordered over 12.8 million sheets of 100 percent recycled copier paper in 2012, a slight decrease from 2011. Additionally, OPDS anticipates that print-on-demand capabilities will continue to grow in 2013, answering the Senate's needs in light of decreased GPO distribution of legislative documents. The office works diligently to track document requirements, monitor print quantities, and reduce waste and associated costs.

The office continues working with GPO, on behalf of its customers, to improve efficiency and respond to the evolving needs of the Senate. Focus on COOP planning and emergency preparedness will continue.

PUBLIC RECORDS

The Office of Public Records receives, processes, and maintains records, reports, and other documents filed with the Secretary of the Senate that involve the Federal Election Campaign Act, as amended; the Lobbying Disclosure Act (LDA) of 1995, as amended; the Senate Code of Official Conduct; Rule 34, Public Financial Disclosure; Rule 35, Senate Gift Rule filings; Rule 40, Registration of Mass Mailing; Rule 41, Political Fund Designees; and Rule 41(6), Supervisor's Reports on Individuals Performing Senate Services; and Foreign Travel Reports.

The office provides for the inspection, review, and publication of these documents. From October 2011 through September 2012, Public Records staff assisted more than 3,000 walk-in individuals seeking information from or about reports filed with the office. During that same time period, the office responded to over 10,000 inquiries by telephone or e-mail, including assistance to individuals attempting to comply with the provisions of the Lobbying Disclosure Act of 1995, as amended. The office works closely with the Federal Election Commission (FEC), the Senate Select Committee on Ethics, and the Clerk of the U.S. House of Representatives (Clerk) concerning the filing requirements of the aforementioned acts and Senate rules.

Fiscal Year 2012 Accomplishments

The Stop Trading on Congressional Knowledge Act (STOCK Act) was signed into law on April 4, 2012. The STOCK Act, as amended, requires the Secretary to post online member financial disclosure reports beginning in 2012 and requires the Secretary to collaborate on the development of an electronic filing system for member and employee financial disclosure reports.

Immediately after the STOCK Act became law, the Public Records Office undertook implementation activities in coordination with the Sergeant at Arms (SAA) and the Senate Select Committee on Ethics, as required by the new law. The first phase of the STOCK Act took effect on July 4, 2012 with the addition of a new periodic transaction report for Senators and Senate staff. Public Records also oversaw the development of the public database for member reports and a new Web page portal which included online access to member financial disclosure reports. That portal was successfully launched on September 30, 2012.

Implementation of the STOCK Act, as amended, is ongoing into fiscal years 2013 and 2014, when the subsequent phases of the act take effect. Public Records staff

is closely involved in the planning and development of the new electronic filing system which is now required to be launched by January 1, 2014.

The office completed a total update and revision of the Public Records Web site, which included improvements to online access for documents in each area of responsibility.

To continue implementation of the Lobbying Disclosure Act (LDA) as amended, the Public Records Office conducted two LDA Guidance reviews and posted one guidance update during the year. The office referred 1,655 cases of potential noncompliance to the U.S. Attorney for the District of Columbia.

The Public Records Office continued to test continuity of operations (COOP) plans and pandemic response plans.

Plans for Fiscal Year 2013

The Public Records Office will be engaged with STOCK Act implementation throughout fiscal year 2013, collaborating with the SAA and the Senate Select Committee on Ethics. The office will also continue to assess technology infrastructure needs, as well as continue to work with the Clerk and her staff to semiannually review and update the LDA Guidance as needed. Additionally, the office will work with the Clerk to initiate a review and update of the LDA filing system. The office will also continue to develop and implement educational information and tools that will help all report filers comply fully with the law and assist customers in accessing the information they seek.

Automation Activities

During fiscal year 2012, the Senate Office of Public Records continued to work with the Sergeant at Arms to enhance database performance for all issue areas and improve public query programs and compliance reviews. The office also initiated new quality control measures to ensure accuracy and integrity of report processing and final database information.

Federal Election Campaign Act, as Amended

The Federal Election Campaign Act requires Senate candidates to file quarterly and pre- and post-election reports. Filings totaled 5,376 documents containing 380,251 pages, which were scanned, processed, and transmitted to the FEC, as required by law.

Lobbying Disclosure Act of 1995, as Amended

The Lobbying Disclosure Act requires semiannual contribution reports, and quarterly financial and lobbying activity reports. As of September 30, 2012, there were 4,574 registrants representing 17,258 clients. The total number of individual lobbyists disclosed on fiscal year 2012 registrations and reports was 12,564. The total number of lobbying registrations and reports processed was 118,041.

Public Financial Disclosure

The filing date for Public Financial Disclosure Reports was May 15, 2012. The reports were made available to the public and press by June 14, 2012 as required by statute. Public Records staff provided copies to the Senate Select Committee on Ethics and the appropriate State officials. A total of 3,948 reports and amendments were filed containing 26,663 pages. There were 459 requests to review or receive copies of the documents.

Senate Rule 35 (Gift Rule)

The Public Records Office received 352 Gift Rule/Travel reports during fiscal year 2012.

Registration of Mass Mailing

Senators are required to file mass mailing reports on a quarterly basis. The number of pages submitted during fiscal year 2012 was 554.

STATIONERY ROOM

Since it was formally established in 1854, the Senate Stationery Room has evolved into a highly diversified retail outlet serving the needs of the Senate community by providing outstanding customer service and a wide range of products such as office and administrative supplies, health and personal security supplies, personalized stationery, communication and computer accessories, and special order items for official Government business. Additionally, the Stationery Room provides U.S. flags flown over the Capitol for constituent requests. The Stationery Room serves all members, both current and retired; support offices; and other authorized organizations.

The Stationery Room fulfills its mission by:
—Utilizing open market, competitive bid, or GSA schedules for supply procurement.
—Maintaining sufficient in-stock quantities of select merchandise to best meet the immediate needs of the Senate community.
—Developing and maintaining productive business relationships with a wide variety of vendors to ensure sufficient breadth and availability of merchandise.
—Maintaining expense accounts for all authorized customers and preparing monthly activity statements.
—Managing all accounts receivable and accounts payable reimbursement.
—Ensuring the integrity and security of all funds and Government assets under our control.

	Statistics	
	Fiscal Year 2012	Fiscal Year 2011
Gross Sales	$2,915,708.38	$3,535,526.90
Sales Transactions	33,881	36,198
Purchase Orders Issued	4,930	6,041
Vouchers Processed	5,282	6,441
Office Deliveries	5,459	6,578
Number of Items Delivered	121,408	142,132
Number of Items Sold	303,520	351,408
Total Cartons Received Offsite	20,909	25,192
Total of All Items Received	133,988	161,431
Average Office Deliveries per Day	23	27

Fiscal Year 2012 Overview

Webster Online Ordering Portal

During fiscal year 2011, the Stationery Room, with the assistance of the Office of Web Technology, launched an online Web ordering portal through Webster, the Senate's intranet. The Web site offers an up-to-date Stationery Room catalog with product description, price, and pictures. Customers can place a stock order online and request direct delivery to a location of their choice. During fiscal year 2012, the Stationery Room received and processed 365 orders via that interface, more than double the number received in fiscal year 2011. Use of the Web site helps reduce order time, increases customer convenience and order accuracy, and reduces the use of paper through reduced reliance on hard copy orders. Moving forward, the Stationery Room anticipates increased use of this Web site as customers discover the benefits of its use.

Credit Card Payment for Flags

Utilizing the Pay.gov service offered by the U.S. Department of Treasury, the Stationery Room began to accept flag requests and payments online from constituents via member Web sites. At the end of fiscal year 2011, five test offices were using this service and feedback was positive. Throughout fiscal year 2012, additional offices were added to the program, and there are currently 13 Senators offering this payment option, including both leaders. Wait time for constituents has been drastically reduced, payment inaccuracies have been almost eliminated, and the workload for office representatives is much more manageable. The Stationery Room will continue to expand the service during fiscal year 2013 to eventually include all interested member offices.

Permit Mailing of Flags

In fiscal year 2011, the Stationery Room, with the assistance and support of the Sergeant at Arms' Printing, Graphics and Direct Mail (PGDM) Branch, began the transition from using a postage meter to mail flags to a much more economical permit mailing and manifest process. In fiscal year 2012, the permit process was fully implemented and the old postage meter had been returned to the vendor. Savings in reduced postage fees, meter rent, maintenance, and supplies amount to approximately $3,500 per year.

Senate Watermark Stationery

The Stationery Room began to develop a Senate proprietary watermark line of fine stationery products that will ensure greater security for official correspondence and better overall quality control. Additionally, because the Senate stationery will be purchased in unfinished "cut-sheets" and distributed to vendors on an as-needed

basis, the Stationery Room will achieve significant cost savings that can then be passed on to customers in the form of lower prices on fine stationery products. Full implementation in expected by the end of fiscal year 2013.

New Initiatives for 2013

TranSAAct Statement Integration

The Stationery Room prepares activity statements for approximately 300 customer accounts on the last business day of each month. Those statements are printed and either e-mailed to the customers or mailed via inside mail. One upgrade most requested by our customers is the ability of Stationery to post the account statements directly to TranSAAct, the online business services portal for Senate offices, with supporting documentation (e.g., itemized receipts or delivery tickets). This integration requires a custom application to enable that function. At the end of 2012, Senate Stationery began to develop, test, and implement a custom solution to facilitate the integration of account information from the Stationery Room system with TranSAAct. A functional test program has been completed and Stationery expects full implementation by April 2013. Customers will be able to print statements, current and historical, and research transaction details directly from their desktop. The Stationery Room expects to save over $500 a year in paper costs and, most importantly, reduce paper use by 45,000 individual sheets.

WEB TECHNOLOGY

The Office of Web Technology is responsible for the Web sites, along with the Web-based systems, servers, and technologies supporting these Web sites, that fall under the purview of the Secretary of the Senate:
—the Senate Web site (Senate.gov)—available to the public;
—the Secretary's internal Web site (Webster.senate.gov/secretary)—available to Senate staff;
—central portions of the Senate intranet (Webster.senate.gov)—available to Senate staff; and
—the Senate legislative branch Web site (Legbranch.senate.gov)—available to the Senate, House of Representatives, Library of Congress, Architect of the Capitol, Government Accountability Office, Government Printing Office, Congressional Budget Office, and U.S. Capitol Police.

The Senate Web Site—Senate.gov

The Senate Web site content is maintained by over 30 contributors from seven departments of the Secretary's Office and three departments of the Sergeant at Arms (SAA). Content team leaders regularly share ideas and coordinate the posting of new content. All content is controlled through the Secretary's Web content management system (CMS), managed by the Office of Web Technology.

Major additions to Senate.gov in 2012 include:

—*Floor Webcast*.—In conjunction with the SAA, the Committee on Rules and Administration, and the Senate Recording Studio, Web Technology implemented live and archived streaming video of floor proceedings. The project was accomplished in a very short time span and before the beginning of the second session of the 112th Congress. The floor stream dynamically determines the best means of delivering video content based on the user's operating system and browser. This allows for the stream to be enjoyed on both desktops and mobile devices. An advanced search was implemented which uses the combined closed captioning for keyword matches and provides links to the appropriate portion of archived videos.

http://floor.senate.gov/

—*States in the Senate*.—Along with the Senate Historical Office, Web Technology completed a multiyear effort to publish a standalone exhibit detailing each State's history in the United States Senate. The multimedia exhibit is very interactive, allowing users to select a State from a map of the United States. Pictures and contact information for current Senators are provided, along with a historical listing of all Senators, along with links to the *Biographical Directory of the United States Congress* (http://bioguide.congress.gov) by State. Additionally, an interactive timeline with specific events pertaining to that State's Senate history is sortable based on a variety of themes. The events section lists many pictures and carefully crafted text that offers a wealth of State specific information to a wide range of audiences. The entire exhibit has been implemented through the CMS, allowing for easy updating and display changes. In designing and developing the site, existing XML content was leveraged to ensure the accuracy and timeliness of the data. This exhibit is a new channel for constituents to learn about and contact their Senators.

http://www.senate.gov/states/

—*Public Disclosure Interface*.—Web Technology worked extensively with the Office of Public Records to design, develop, and implement a new interface for the public disclosure pages on Senate.gov. This was done in conjunction with the launch of the first phase of the STOCK Act. The new interface leverages advanced Web 2.0 technologies to offer a tab display, greatly reducing the overall clutter of the page while providing even more information. The new streamlined display makes it easier for users to find the information they are searching for and improves overall customer service.

http://www.senate.gov/pagelayout/legislative/g_three_sections_with_
teasers/lobbyingdisc.htm#lobbyingdisc=fd

—*Senate Organization Chart*.—Web Technology revamped the front end display and back end functionality of the Senate organization chart displayed on the public Web site. The new chart provides all pertinent information in text, opposed to graphics, increasing accessibility and ease of updating. Also, photographs are now included for each position. Through rewriting the back end generation of the page, updates are made much more efficiently and the likelihood of typographical errors is greatly decreased. Besides being very visually appealing and useful, the new chart has drastically improved efficiency for updating this complex and highly sought-after information.

http://www.senate.gov/pagelayout/Senators/a_three_sections_with_teasers/
leadership.htm

—*Civil War Sesquicentennial Exhibit*.—This exhibit has provided a continuing series of online features exploring the Senate's wartime experiences. The components of this exhibit have been updated monthly over the last year to highlight various events, people, and locations related to the Senate during the war and connecting users to rich historical information throughout the site. The exhibit expanded on last year's efforts: enhancing the interactive chronology display, featured primary source historical documents, and virtual reference desk page. Existing pages were expanded to add multimedia content on the right hand side of the page, such as photographs and historical documents. The sub-site contains a wealth of knowledge applicable and engaging to a vast range of audiences.

http://www.senate.gov/artandhistory/history/common/civil_war/CivilWar.htm

http://www.senate.gov/pagelayout/history/one_item_and_teasers/
CivilWar_chronology.htm

http://www.senate.gov/reference/Index/Civil_War_Senate.htm

—*Office Application Manager Implemented for Human Resources*.—Web Technology customized and implemented a Web-based system to collect employment applications online for job postings in the Secretary of the Senate's Office. Department directors have unique profiles created for each open position so they can review applications online. The new system dramatically reduces the amount of paper used by the Secretary's Office for job applications and utilizes technology advances to streamline the entire evaluation process. This enhancement empowers applicants to complete all steps without needing to directly interact with the Human Resources Department.

http://www.senate.gov/pagelayout/visiting/h_multi_sections_and_teasers/employment.htm

—*Senate Floor Reports*.—Legislative floor reports are now available for every legislative day of the 2012 calendar year and have been integrated to work with the archived floor proceeding videos. The most recent report is highlighted on the homepage of Senate.gov. The reports were built to tie into existing workflows, requiring no duplicative efforts by the clerks. The reports are available in both HTML and XML formats the next calendar day after a session has occurred. Many useful links to legislation, votes, and nominations are included in the floor reports providing seamless access to information spread across multiple systems. This is an ongoing project that will continue to expand in the upcoming year.

http://www.senate.gov/floor/

http://www.senate.gov/legislative/LIS/floor_activity/floor_activity.htm

http://www.senate.gov/pagelayout/legislative/g_three_sections_with_teasers/legislative_home.htm

—*Executive Calendar Archive*.—Web Technology expanded on last year's work of creating an archive of historic executive calendars. The archive now goes back to the 1940s with more historic calendars being added all the time. These include star prints and multiple versions for the same day, when they exist. Due to the realization that some old calendars contained full or partial Social Security numbers for military nominees, staff redacted the sensitive information using advanced features of portable document format software. In some instances it was possible to fully automate the process; in others, the task was completed manually. The archive will continue to expand, and Web Technology will work with the Senate Library to put their entire collection online. For new calendars, the fully automated system does not require any human intervention for the updates to appear nightly.

http://www.senate.gov/reference/Index/Calendars_schedules.htm#Browse
ExecutiveCalendars

—*Art and History Exhibits*—The combination of the exhibit and collection sections of the Art & History tab for the main public site provides a much more usable clearinghouse of online exhibits. The new page provides an easy-to-scan index of online exhibits, which include thumbnails for each presentation. This vastly improved page streamlines the process for users to find online collections. The thumbnails were carefully crafted to give a sense of the exhibit using minimal imagery as an icon. Building in categorization of the exhibits allowed for a sort feature to be added to the top of the page which enables the user to quickly group the exhibits. The page has room for growth as more exhibits and collections will surely be added to the site over the next year.

http://www.senate.gov/pagelayout/art/g_three_sections_with_teasers/exhibits.htm

—*Decorative Art*.—Through combining the collections and exhibit sections into one page, space was freed up for a new subcategory, Decorative Art. This new section groups collections of artifacts that relate to furnishings and unique objects in the Senate Collection, along with features on the Russell Senate Office Building and Senate Chamber Desks. Moving this content up higher in the navigation hierarchy enables more users to discover the vast array of artifacts and features on decorative arts in the Senate.

http://www.senate.gov/pagelayout/art/one_item_and_teasers/collections.htm

—*Office of the Sergeant at Arms and Doorkeeper Page*.—At the request of the Office of Sergeant at Arms, Web Technology significantly enhanced the information displayed on the page to include contact information, gallery information, prohibited items, a frequently asked questions page, and dynamically included

job posting information. The job posting information was tied in to the existing Sergeant at Arms Human Resources system that is used to populate the main employment page on Senate.gov.

http://www.senate.gov/reference/office/sergeant__at__arms.htm

—*Temporary Web Pages for Senators*.—Created and heavily utilized a new content template to set up temporary Web pages for elected or designated Senators. With the addition of 12 newly elected Senators in the most recent Congress and the replacement of at least three others, the new template allowed for quick implementation of the necessary information for Senators, offering constituents a way to learn about and contact their new Senators. Having everything based in XML also allowed the utilization of other data sources inside the content management to streamline the process and help ensure the accuracy of the information. Implementing and following a uniform template made it possible to quickly enact requests not previously encountered, such as press releases for Senators on their first day in office.

—*Enhanced Virtual Reference Pages*.—Web Technology greatly improved the display and back end data structure for several of our most utilized virtual reference pages. These pages clearly lay out resources for the specific topic on Senate.gov, as well as other legislative branch Web sites. These pages provide a clearinghouse of information on a specific subject. The enhanced virtual reference desk pages were on the subjects of filibuster, cloture, sessions, the Constitution, and elections.

http://www.senate.gov/reference/Index/Filibuster.htm

http://www.senate.gov/reference/Index/Cloture.htm

http://www.senate.gov/reference/Index/Sessions.htm

http://www.senate.gov/reference/Index/Constitution.htm

http://www.senate.gov/reference/Index/Elections.htm

—*New Virtual Reference Pages for the President and for Women*.—The virtual reference pages continue to be some of the most popular and useful on the public site. The addition of the President and women pages provide a great wealth of information in a well-organized and easy-to-use manner that users are accustomed to.

http://www.senate.gov/reference/Index/President.htm

http://www.senate.gov/reference/Index/Women.htm

—*Biographies and Oral Histories*.—Five featured biographies and 12 oral histories conducted by the Senate Historical Office were added to Senate.gov this year. The oral history section was enhanced to include a custom made banner and allow several interviews to be featured at the same time. Subpages were created and populated to list information about the all the interviews available online.

http://www.senate.gov/pagelayout/history/one__item__and__teasers/ featured__biographies.htm

http://www.senate.gov/pagelayout/history/g__three__sections__with__teasers/ oralhistory.htm

http://www.senate.gov/pagelayout/history/one__item__and__teasers/ OralHistoryAbout.htm

http://www.senate.gov/pagelayout/history/e__one__section__no__teasers/ OralHistoryList.htm

—*Homepage Feature Articles*.—
—Senate Meeting Places
—Celebrating Black History Month
—Celebrating Women's History Month
—States in the Senate
—Technology in the Senate
—Material Culture of the Senate
—Sessions of the Senate
—Celebrating the Constitution
—Electing Senators: A Historical Perspective
—Before Taking the Oath

Secretary's Intranet—Webster.senate.gov / secretary

The Secretary of the Senate's intranet (http://webster.senate.gov/secretary) continued to expand in information and services offered. Web-based order forms were maintained, expanded, and enhanced so staff can request specific legislative documents, make class registrations, order blank paper, make room reservations, and provide stationery product suggestions.

A page listing Senators by class was created for the Legislative Clerk. The page is meant to be printed and is based on a publication generated yearly by the Government Printing Office (GPO). The page uses official information to recreate each night the much sought-after print, and ensures updates much more quickly than having GPO order a full reprint. This is a great example of some of the ways the existing CMS can be used to repurpose information and alleviate unnecessary paper use.

The catalog-based ordering system developed for the Stationery Office continues to be a huge success. The system is managed with the content directly from the Stationery Office's existing retail management system, which underwent several successful inventory updates during this past year. For the 2012 calendar year, 365 orders were placed and filled using the online order form. This is more than twice as many orders as last year.

Web Technology created an online survey for use by Secretary of the Senate staff to evaluate a new employee evaluation process. Web Technology staff worked extensively with Human Resources staff to craft the survey, distribute it for use, and interpret the results. In utilizing a survey tool already purchased by the SAA, the entire survey could be conducted at no additional cost.

Web Technology developed an electronic receipt form to capture dissemination of a new version of the Secretary of the Senate's handbook. The system developed utilizes e-mail to transfer information and eliminates the need for paper receipt copies.

Web Technology maintained and enhanced a video management tool that allows the Office of the Senate Chief Counsel for Employment to control which videos they offer on-demand. The system does not require any technical knowledge and provides an easy-to-control archive of seminars over the past 2 years.

FrontPage, the Web portal for Senate Information Services, continued to be heavily utilized. Adjustments were made to accommodate information architecture changes to guarantee consistent access on and off campus. An enhanced class registration system is being developed to tie in with a newly released learning management system. The enhancements will remove the necessity to enter duplicate information across platforms. Additionally, Web Technology worked with several of the vendors to develop solutions for them to utilize existing XML resources to streamline the update process.

Webster Central Web Site—Webster.senate.gov

In conjunction with the SAA, Chaplain, and Senate Committee on Rules and Administration, Web Technology continued administering, managing, and enhancing the central section of Webster, also partnering with the SAA and the Senate Library to add a unique services directory search. This was accomplished through the creation of a separate "onebox" that enables automated creation of indexes based on XML files.

As part of the streaming floor project, Web Technology implemented an internal tool that allows Senate offices to generate on-demand clips of floor footage in near real time. The tool does not require any technical or video editing ability and greatly streamlines the time and cost involved in producing a Senate floor clip. Leveraging new technologies, this tool allows offices to operate more efficiently and improve outreach to their constituents.

Enhancements made to the floor schedule include direct population of the information on the home page from the same source file used on Senate.gov through customized XML. This is a great example of how management of content on the central site continues to be streamlined by repurposing additional files that are already updated through existing systems on Senate.gov. The expansion of repurposed data continues to reduce duplicative efforts and increase consistency, relevancy, and timeliness of data displayed on Webster. Standardizing XML across both sites and having them integrated into the CMS was essential to making this possible.

Senate Legislative Branch Web Site (Legbranch.senate.gov)

The Legbranch server is accessible by the Senate, House of Representatives, Library of Congress, Architect of the Capitol, Government Accountability Office, GPO, Congressional Budget Office, and U.S. Capitol Police. The Office of Web Technology maintains a basic Web site for a Capitol Hill e-mail messaging working group managed by the SAA. The server will continue to expand and be used to share more information with Capitol Hill entities.

With the Library of Congress, Web Technology created and implemented a new site hosted on http://legbranch.senate.gov. The new site lists current and historical versions of the hot bills list, cloture, and appropriations tables maintained by the Senate Library which link to resources internal to legislative branch entities. The new site replaced an antiquated system built years ago to share this valuable information assembled by the Senate Library, which relied on access to specific Library of Congress servers and became problematic to maintain. This new system allows Web Technology complete control to make any and all modifications that may be required and provides an excellent framework as a way to repurpose some of most valuable information for different audiences through leveraging the CMS. The new

site is linked to from http://lis.gov, one of the most utilized internal sites on Capitol Hill.

Web Technology created customized XML feeds for use on the new beta version of the Congress.gov Web site. These feeds get published to a repository on http://legbranch.senate.gov which allows them to be repurposed by other legislative branch Government agencies. This information was also shared with Senate offices and committees so they may leverage this advanced technology on their individual Web sites.

Accomplishments of the Office of Web Technology in 2012

—*Upgrade of CMS*.—The CMS is the lifeblood of all the Web sites managed by Web Technology and is critical to the generation and publishing of information. Web Technology completed an upgrade to the fourth generation of the system, moving to the most recently released versions of the software. Due to contracting issues and uncertainty regarding the Senate's schedule, the implementation schedule was compressed. Through long hours, hard work, and creative thinking, this monumental task was completed just before the Senate came back from a State work period. During the upgrade of the CMS, other support systems such as the database and related versions of application server software were updated to the most recent and secure versions available. The new CMS functions incredibly well, is very stable, and offers access from a much wider variety of browsers and operating systems than in the past. This crucial upgrade will continue to ensure Web Technology is able to meet the ever-changing needs of all the offices we support and ensure the continuity of operations. States in the Senate Project. Worked intensely over the past year with the Historical Office and GPO on the implementation of a new stand-alone site for States (http://www.senate.gov/states). The interactive exhibit is useful to many different audiences and provides information about each State's history that relates to the U.S. Senate in a fun and interesting manner. Links to contact information for Senators from each State will further aid constituents with connecting to their Senators. Dynamic pieces of content are pulled from existing lists, making updating much more fluid, timely, and accurate.

—*Senate Floor Webcast on Senate.gov*.—In a joint project with the SAA's Chief Information Officer, the Senate Recording Studio, and the Committee on Rules and Administration, launched live streaming video of its floor proceedings, along with a searchable archive of previous proceedings (http://www.senate.gov/floor). An internal clipping tool was also developed for staff, greatly streamlining the process of generating and posting a video clip from the Senate floor to a member's Web site or social networking sites.

—Senate Chief Counsel for Employment (SCCE) seminar streams enhanced and updated for SCCE internal Web site. The streaming service allows for viewing of live events and on-demand viewing of previous sessions in a secure manner. Worked in conjunction with the SAA, Senate Recording Studio, and SCCE to establish procedures to easily produce, publish, and control the various streams from yearly seminar series. This is the first system of its kind at the Senate and is sure to be used for future developments.

—*Senate.gov Web Audit*.—Audited pages regularly; updating, enhancing, and correcting pages; verifying content; and reviewing individual page designs throughout Senate.gov for accessibility and usability. Additionally, attended training on the latest advances in coding techniques to ensure accessibility and applied them to our sites.

—Constantly monitored data feeds from the LIS/DMS system, ensuring content on Senate.gov was current and all processes were functioning properly. This is of vital importance regarding information such as Committee hearing schedules, vote data, and member contact information.

—Responded to approximately 1,139 e-mails from the general public regarding Senate.gov sites. Worked with various content providers, Web support groups, SAA, member, and committee offices to make suggestions and resolve issues. This is about the same as last year. However, during a Web protest in mid-January 2012, the office responded to a record-breaking 466 e-mails in a single week.

—Continually reviewed and adjusted search operations and canned matches for both Senate.gov and Webster based on user tendencies and requests. A major addition was the creation and maintenance of a new "onebox" for services (Redbook) recently released. Also, investigated other search technologies as alternatives to existing searches and as ways to accomplish potential future projects.

—Conducted user testing with Senate staff and interns to increase understanding of current Web site interactions, desires, and best practices.
—Helped organize Capitol Hill-wide Webmaster meetings where best practices were shared across entities. Regularly gave presentations and facilitated conversations.
—Continually trained and practiced working from remote locations to be prepared should the need arise. All staff members are fully capable of accomplishing their job functions from any location with Internet access. This was accomplished largely through configuring virtual machines that mimic workstations on office laptops. Regardless of which staff member uses which laptop, the experience will be ubiquitous and consistent with being in the office.
—Worked extensively with the Senate Library in the continued development, implementation, and maintenance of taxonomies utilizing the knowledge base system. Created and established a schedule for programs to automatically transfer content nightly from the taxonomy system to the CMS. Participated in the planning, design, development, and administration for including eDear Colleague letter data in the knowledge base and then on Webster.
—Maintained virtualized production and development servers for the Secretary's intranet. Also, maintained virtualized production server for the Secretary's dedicated "onebox" server, transfer mechanisms to keep indices current, and a newly built search server.
—Administered the CMS constantly throughout the year and resolved issues as they arose. Modified the existing system for enhancement requests and changes in general Senate information architecture for both production and development systems. Conducted in-place upgrade and ensured continuity of operations with a fully functional alternate computer facility system.
—Due to major site architecture changes in 2011, we were not able to collect usage statistics. Working extensively with the SAA, Web Technology developed and implemented an advanced technology that collects usage statistics from a distributed environment. The following usage statistics are a result of this effort. Please note, in comparison to previous years, the statistics reported are just for the central site of Senate.gov, where previously statistics were for the entire domain of Senate.gov.

Senate.gov Usage Statistics

In 2012 an average of 35,500 visits occurred per day to the central site of Senate.gov.

Title of Web Site/Page	Visits/Month	Average Duration	Visits from U.S.
Senate.gov Site	1,087,171	5 minutes	78%
Senators Contact Page	443,814	74 seconds	Not available
Senate Homepage	358,497	56 seconds	Not available

Reviewing statistics on Web page usage helps the content providers better understand what information the public is seeking and how best to improve the presentation of that data. Visitors are consistently drawn to the following content items, listed in order of popularity:

MOST VISITED PAGES IN 2012

Top Pages	Visits/Month	Views/Month	Average Duration (Seconds)
Senators Contact Info List	443,814	1,094,829	74
Committees	55,549	101,098	110
Leadership (Organizational Chart)	40,743	64,773	145
Legislation Home	35,077	52,121	53
Votes Home	29,844	43,722	65
Constitution	25,071	28,779	259
112th 2nd Session Vote Menu	24,342	39,802	113
Class Glossary Entry	21,700	25,476	55
Employment Positions	18,031	24,360	170
Active Legislation	15,995	29,154	139

By a huge margin, the most popular page on the main Senate Web site is the list of Senators with links to their Web sites, comment forms, main office addresses, and telephone numbers. Visitors also continue to be interested in legislative matters in

2012 with rollcall vote tallies, the active legislation table, committee assignments, and schedules being particularly popular.

SERGEANT AT ARMS AND DOORKEEPER

STATEMENT OF HON. TERRANCE W. GAINER, SERGEANT AT ARMS

ACCOMPANIED BY:

    DREW WILLISON, DEPUTY SERGEANT AT ARMS
    KENDALL WINN, CHIEF INFORMATION OFFICER
    BECKY DAUGHERTY, CHIEF OF PROTOCOL

Senator SHAHEEN. Mr. Gainer.

Mr. GAINER. I appreciate the opportunity to appear before you this morning on behalf of the Sergeant of Arms team and to present our budget request for the upcoming fiscal year. I ask that my written testimony be submitted and made part of the record.

I also appreciate the work and support of your staffs, this subcommittee, and the work that the Sergeant at Arms Office does. For fiscal year 2014, I respectfully request a total budget of $188 million. This is a decrease of $5 million, or 3 percent below our fiscal year 2013 enacted level.

This budget request funds salaries for 904 authorized staff and related expenses in support of the Senate. Our expense request contains no new initiatives. This budget reflects reductions necessary for us to operate at the levels dictated by the sequester. We understand the tremendous economic challenges this subcommittee is facing, and we are committed to doing our part to reduce costs and streamline operations. Like the Architect of the Capitol and the Secretary, our core goals are cost savings and cost avoidance.

Regarding our salaries, we have not awarded cost-of-living adjustment since 2010 or merit increases since 2011. In November 2012, our office instituted a hiring freeze. Since the start of the freeze, 31 employees have left the SAA through either retirement, resignation, or termination.

After consulting with the Office of Personnel Management and the Senate Rules Committee, I recently exercised my authority to offer all SAA staff the option to participate in a Voluntary Separation Incentive Program, VSIP. This resulted in 52 staff members choosing to either retire or leave our office for a different life. Overall VSIP has netted an annual savings of $4.5 million. We also conducted a small reduction in force to reflect our organization consolidation.

These actions successfully helped to achieve the cost reductions needed to align with our lower annual budget. I am proud of the entire team, in their response to these difficult challenges. After losing over 80 employees, the remaining staff took on additional responsibilities and duties while maintaining their usual level of energy and enthusiasm in responding to Senate needs.

My goal is to adjust our organization in a way that minimizes impacts to services provided to the Senate. Although we have taken steps to mitigate the impacts of these reductions, continued decreases in our budget will have an adverse impact on the way we

support our customers, especially in the areas of information and communication technology.

For example, during this fiscal year, we scaled back the economic allocation fund, which pays for the procurement of technology products for Senate offices. The fund was reduced from $4,000 to $3,200 per employee. Simply put, this means that offices will not be able to replace their computer equipment as often.

Instead of replacing a computer every 3 years, it may have to last for 5 or 6 years. And we know the loss of work productivity when using computers that old.

We reduced our information technology (IT) contract support by $1.5 million, which will reduce the number of consultants and subsequently delay computer installations by up to 10 days. We are also looking into restructuring our Capitol Exchange operation, which would reduce hours on overnights and weekends when the Senate is not in session.

The services we provide to the Senate take place both here in Washington and in the 456 State offices. We manage leases, the physical security requirements and data lines. These leases, which total $20 million annually, increase at the rate of approximately 5 percent per year. Last year, our total expense budget was cut by $6.5 million from the previous year, while the State office leases increased by $1.5 million. In other words, we are preserving the State office lease program at the expense of other Sergeant at Arms programs.

Madam Chairwoman and Senator Hoeven, without question, our greatest asset is our staff. They are a diverse team of dedicated, effective, hardworking professionals, many of whom have served the Senate for a quarter century or longer. They take great pride in their work.

I would like to especially highlight the team of dedicated Senate staff employees who work here and at our offsite mail screening facility handling mail. Last year they received, tested, and delivered over 18 million pieces of mail. Recently, on April 16, they discovered and removed a letter containing the deadly toxin ricin and turned it over to law enforcement and hazardous material experts before it ever reached Capitol Hill.

Thanks to these men and women at the state-of-the-art facility, funded by this subcommittee, we avoided a situation like in 2001 when anthrax closed the Hart Senate Office Building for several months.

During the last fiscal year, we completed the installation of our Watson voice-over Internet phone system, and the carrier has removed all of the old phones. And this year we've migrated to a new phone system and have processed over 42 million telephone calls, generating a savings of $2 million annually. This year we will evaluate the costs associated with expanding those services to State offices.

In addition, we successfully processed 306 million e-mail messages during the calendar year, while protecting our customers from spam and malicious messages. This is no easy task, as the Senate continues to experience spear-fishing attacks, which represent a significant avenue for attempted exploitation by a number of our adversaries. Senate devices were targeted by over 1,500

spear-fishing attacks during the past year. That's a 20 percent increase over the previous year. Approximately 7 percent of all e-mail received by the Senate via the Internet contains some type of malicious content. We spend a significant amount of time preventing those attacks.

Despite a tight fiscal environment, we continue to update and expand the tools that Senators and staff can use to stay connected with one another and their constituents. For example, we support approximately 10,000 of the latest Apple and BlackBerry phones, smartphones, and tablets, designated to enhancing the user experience. Our Office of Education and Training is conducting a significant amount of training via the Internet. This results in a substantial cost savings by eliminating the need for people to travel for training.

Our Printing, Graphics, and Direct Mail department has saved $1.2 million by presorting 6.9 million pieces of outgoing Senate franked mail. They do an unbelievable job and are great stewards of our money.

We work closely with the Secretary of the Senate, the Capitol Police, the House, and the Architect of the Capitol, to try to be as streamlined as we can. Let me conclude by saying this: I have a great team. There's only a short amount of time but I would like to recognize a few of them: my Deputy, Drew Willison; Kendall Winn, who's been an unbelievable Chief Information Officer, retires this year; and Becky Daugherty, our Chief of Protocol, who handled all the arrangements yesterday and today for Senator Lautenberg's funeral. I won't take up further time by introducing everyone else, but they're a great group of people who work very hard to make your work easier.

I appreciate the opportunity to talk to you, and I'd be happy to answer any questions.

PREPARED STATEMENT

Senator SHAHEEN. Thank you very much. I think we all very much appreciate the great work that they do and that all of you do to make sure the Senate runs and to address the challenges that face the country. So, thank you.

[The statement follows:]

PREPARED STATEMENT OF HON. TERRANCE W. GAINER

INTRODUCTION

Madam Chairwoman and members of the subcommittee, thank you for inviting me to testify before you today. I am pleased to report on the progress the Office of the Senate Sergeant at Arms (SAA) has made over the past year and our plans to enhance our contributions to the Senate in the coming year.

For fiscal year 2014, the Sergeant at Arms respectfully requests a total budget of $188,000,000. This is a decrease of $5 million, or 3 percent below the fiscal year 2013 enacted level. Madam Chairwoman, as you know, we are currently operating at a 5 percent reduction below last year's funding level. This budget reflects reductions necessary for us to operate at the levels called for by sequestration. Since 2010, our budget has been reduced by over $36 million, or 16 percent, on an annual basis. Cumulatively, our budget has been reduced by over $90 million since 2010. These are substantial reductions and are reflected in fewer service offerings and asset replacements, and less timely service delivery. We understand the tremendous economic challenges this committee is facing and we are committed to doing our part to reduce costs and streamline our operations.

As you know, we recently completed a Voluntary Separation Incentive program that enabled us to reduce staffing by 52, saving us $5 million per year in salary costs. These savings go a long way to meet the reductions in salary expenses called for by sequestration for fiscal year 2013 and fiscal year 2014. Introducing a voluntary separation plan also enabled us to keep involuntary terminations to a minimum. Our challenge for the remainder of the year is to minimize the impact of this staffing reduction on services to the Members.

Although we have taken extraordinary steps to mitigate the impact of these reductions, continued decreases in our budget have had an adverse effect on the way we support our customers, especially in the areas of information and communications technology. We have had to reduce services, scale back allocations, and reduce our subsidies for some services, as well as defer the capital improvements that are required to keep pace with continued demands for improved technology. "Less" is the order of the day.

In developing our proposed fiscal year 2014 budget and our operating plans, we are guided by the fiscal realities of sequestration and the need to strike the right balance in our priorities. These priorities include ensuring the United States Senate is as secure and prepared for an emergency as possible, and providing the Senate with outstanding service and support, including the enhanced use of technology. Within these broad areas, we are nevertheless reducing our capabilities and services. We trust that the Senate community will support us, as all of our budgets are being reduced.

We had major successes in a number of key areas over the last year. In information technology, for example, the continuation of our server virtualization efforts allowed us to reduce energy, maintenance, and support costs by running more than 855 servers in a virtual environment. Our Help Desk team continued to perform extremely well, with a customer satisfaction rating of more than 99 percent at the very satisfactory or excellent level. We completed our telecommunications modernization effort and the carrier has removed the old telephone system. In the year since we first moved phones onto the new Watson system, we have processed almost 42 million telephone calls. This year we will evaluate the costs and savings associated with expanding the service to State offices. In addition, we successfully processed 306 million e-mail messages during calendar year 2012, while protecting our customers from spam and malicious messages. We also completed the consolidation of our e-mail, mobility, and network authentication systems, which has yielded improved functionality and a reduction of over $500,000 in yearly contractor support costs. We continued to update and expand the tools that Senators and staff can use to stay connected with each other and their constituents—supporting the latest Apple and BlackBerry smartphones and tablets and enhancing the user experience. Improvements in the integration of iPhone and iPad devices with the Senate infrastructure include being able to manipulate attachments to calendar items, access to Outlook tasks, and the ability to capture and attach photos from within the secure e-mail client.

We will soon provide the ability for you to synchronize your data with all the devices you use from any Internet-connected desktop, laptop, tablet, or smartphone. We upgraded our already robust video conferencing capabilities to make them significantly more reliable and resilient in the event of a catastrophic event. We also continued to evaluate new equipment and vendors to ensure that office equipment offerings stay current. Some examples include adding mailing equipment from a new vendor to provide the option of procuring smaller machines; adding devices from another mobile communications vendor, T-Mobile, to provide a different service plan for international travel; and re-competing the imaging equipment contracts, resulting in newer models and better pricing. In addition, a new project is under way to provide office administrators with the ability to update the person and location associated with a specific piece of equipment, and enhanced workflows allowing staff to trace their requests for repairs, moves, reassignments, returns to stock, inaccuracy alerts and lost/stolen equipment reports.

We also improved our information technology security posture, so that the Senate has not suffered any major compromises of information security. But, again, continued reductions in our budget have had an adverse effect on the way we support our customers with information and communications technology.

For our Capitol Operations team, 2012 was another busy and productive year serving Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the broader public who have a fundamental interest in knowing what the Senate does. Using both traditional and new media, as well as good old-fashioned customer service, Capitol Operations helped to bring people to the Senate—and to bring the Senate to the people across the country and around the world.

Last year, for example, the Senate Recording Studio provided 930 hours of gavel-to-gavel coverage of Senate Floor proceedings, as well as broadcast coverage of 547 Senate committee hearings. Additionally, our team of professionals produced nearly 900 shows from our television studios, enabling Senators here in D.C. to communicate directly and more efficiently with their constituents back home.

For our in-person visitors, our Doorkeepers assisted more than 186,000 people who visited the Senate Gallery to witness Senate proceedings in person. Additionally, our Senate Appointment Desks personnel helped to screen and process close to 178,000 visitors to the Capitol during 2012. Our four media galleries issued credentials to thousands of news media personnel, including reporters who covered the 57th Presidential Inauguration, the nominating conventions in Tampa and Charlotte, major committee hearings and special events, and the Senate on an everyday basis.

Our Continuity and Emergency Preparedness Operations staff completed over 20 exercises, tabletops, tests, and guided discussions in 2012, covering all aspects of emergency response including primary and alternate emergency operations centers, Chamber protective actions, briefing center transportation, contingency telecommuting, evacuation, internal relocation, shelter-in-place, mass casualty response, alert notification, continuity of government, and alternate office space operations. Last year, they also developed requirements for an informational Web site that will be activated during a large-scale emergency and provide event and individual accountability information to family and friends of staff and visitors.

Our Printing, Graphics and Direct Mail department garnered notable savings for the Senate last year. More than $1.2 million was saved in postage costs by pre-sorting 6.9 million pieces of outgoing Senate franked mail. Another $72,820 in postage was saved by using new software to identify 161,822 undeliverable addresses before they were introduced into the United States Postal Service mail stream. And we saved approximately $696,000 by producing 7,731 charts in-house for Senate Floor proceedings, committee hearings, and special events.

These are just a few examples of how the SAA continues to respond to the challenges of more activity and more demands with reduced resources. Our customer satisfaction levels remain high. As you can see, the Sergeant at Arms team continually works toward the vision of our Strategic Plan: *Exceptional Public Service . . . Exceeding the Expected.*

Leading the efforts of the Office of the Sergeant at Arms is an outstanding senior management team including Drew Willison, who recently returned to the SAA to serve as my Deputy; Republican Liaison Mason Wiggins; General Counsel Terrence Liley; Legislative Liaison Nancy Olkewicz; Assistant Sergeant at Arms for Continuity and Emergency Preparedness Operations Rich Majauskas; Assistant Sergeant at Arms for Intelligence and Protective Services Mike Stenger; Assistant Sergeant at Arms and Chief Information Officer Kimball Winn; Assistant Sergeant at Arms for Operations Bret Swanson; Deputy Assistant Sergeant at Arms for Capitol Operations Kevin Morison; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment, as well as the dedication of the women and men who work for these leaders.

CONTINUITY AND EMERGENCY PREPAREDNESS OPERATIONS

We are grateful for our relationship with the United States Capitol Police (USCP). Serving as Chairman of the Capitol Police Board this year, I value the input of the other members of the Board: House Sergeant at Arms Paul Irving, Architect of the Capitol Stephen Ayers, and newly-appointed Chief Kim Dine, who is an *ex officio* member of the Board.

The Office of the Sergeant at Arms also works with other organizations that support the Senate. I would like to take this opportunity to mention how important their contributions have been in helping us achieve our objectives. In particular, we work regularly with the Secretary of the Senate, the Architect of the Capitol, and the Office of the Attending Physician. When appropriate, we coordinate our efforts with the United States House of Representatives and the agencies of the Executive and Judicial Branches. I am impressed by the people with whom we work and greatly appreciate the quality of the relationships we have built together.

I am very proud of all the men and women of the Sergeant at Arms team who help keep the Senate running. While serving as Sergeant at Arms, I have seen their great work and devotion to this institution. Our employees are among the most committed and creative in Government.

As always, my staff and I are grateful for the support and guidance of your subcommittee, the full committee, and the Senate Committee on Rules and Administration.

EMERGENCY PLANNING

Our emergency plans and procedures are designed to ensure the safety of Senators, staff, and visitors within our facilities and to equip them with the necessary tools for responding to emergency situations. Throughout 2012, we remained committed to improving life safety and emergency procedures using best industry practices, lessons learned, and scheduled events. We continued to make significant strides to ensure staff preparedness through enhanced Emergency Action Plans, mobility-impaired evacuation procedures, internal relocation and shelter-in-place protocols, and the annual Chamber Protective Actions exercise.

The central document that reflects our preparedness efforts across the Senate is the Emergency Action Plan. Each Senator's office possessed a customized plan based on its unique circumstances and needs in 2012. Over 61 percent of these plans were reviewed and validated using guidelines set forth by the Occupational Safety and Health Administration and the Congressional Accountability Act. The remaining 39 percent of Emergency Action Plans were in various levels of verification or completion at the end of the year. We worked closely with Office Emergency Coordinators (OECs) to update 198 plans of the 250 plans maintained Senate-wide to ensure each plan's accuracy. This effort involved extensive coordination with each OEC, installing and transferring emergency equipment, and training office staff. During the past year, a significant percentage of Senators changed their hideaway locations, resulting in our staff reconfirming primary and secondary evacuation routes and deploying additional emergency equipment. All Senators' offices currently have a hideaway Emergency Action Plan and 46 of those plans have been finalized. We will continue working with OECs to reach 100 percent validation for all office and hideaway Emergency Action Plans.

The protection and preparedness of Senators, staff, and visitors within the Senate Chamber continues to be one of our main focus areas. Each year we conduct a full-scale exercise to test and validate the *Chamber Protective Actions Guide,* which serves as the collective Chamber Emergency Action Plan. This guide serves as a comprehensive summary of the actions each organization will take if individuals in the Chamber are required to evacuate, shelter-in-place, relocate, or don escape hoods. The 2012 exercise addressed evacuation due to an AIRCON threat and procedures to shelter-in-place. Additional areas of emphasis included demonstrating the use of emergency escape hoods, setup of portable comfort stations, preparing the Capitol Visitor Center Gallery check-in room, activating the fourth floor ALERTUS notification system, and transporting mobility-impaired Senators to the Briefing Center during AIRCON evacuations. As a result of the exercise, we reconfigured the ALERTUS system for faster fourth floor notifications to provide additional evacuation times. Staff from 25 Senators' offices participated in the exercise to observe Chamber emergency procedures and provide insight to their Senator and Chief of Staff during an emergency.

Emergency Communications and Accountability

We continue to improve notification and communication programs to ensure devices and systems are ready to support the Senate during local or large-scale emergencies. The Accountability and Emergency Roster System (ALERTS) is the primary alert and notification system with a single interface for delivering emergency e-mail, PIN, and voice messages to the Senate community. Throughout 2012, the ALERTS database was purged to reduce the number of unassigned staff members from over 251 to less than 158, resulting in a 63 percent improvement rate.

We conducted monthly emergency notification tests for staff and biannual tests for Senators in conjunction with the United States Capitol Police (USCP), Secretary of the Senate, party secretaries, and other stakeholders. These tests are designed to ensure our emergency messaging systems are reaching intended recipients and that designated staff understand how to activate each system. Monthly communications tests were also held with Executive Branch agencies to verify contact information between continuity sites. Video teleconferencing equipment continues to be tested on a monthly basis at various Senate contingency sites. Additionally, secure and unsecure satellite phones, the Wireless Priority Service, and the Government Emergency Telecommunications Service are all tested during quarterly contingency communications tests. This requires key staff to utilize their emergency communication devices during testing to ensure their understanding of procedures and equipment functionality.

We procured and installed a contingency radio system to provide radio coverage throughout Capitol Hill in 2012. The system is used by Sergeant at Arms and Secretary of the Senate staff who have responsibilities during emergencies and special events. Although the ability to communicate via cellular phones, e-mail, and text messaging can be severely degraded during large-scale emergencies, the new radio system is not impacted, allowing staff to coordinate activities that directly support the Senate's ability to operate in an emergency and continue its essential functions.

We continue to support staff accountability operations with USCP at assembly areas through the deployment of tablets and laptops, remote check-in procedures, Personal Identification Number Office Emergency Coordinator messaging, and CEPO accountability desk activation. We regularly train OECs on remote check-in procedures at assembly areas to emphasize the importance of staff accountability and have achieved over an 89 percent reporting rate for the Hart, Dirksen and Russell Senate office building drills this year. In 2012, we developed requirements for an informational Web site that will be activated during a large scale emergency and provide event and individual accountability information to family and friends of staff and visitors. Ideally, people will be directed to this site instead of overwhelming the Senate switchboard with phone calls.

During the past year, CEPO provided staff in the USCP Command Center after normal business hours whenever the Senate was in session and during emergency incidents and special events. These staff members were trained to use the Senate Dialogic and Chyron systems to assist USCP as necessary and provide senior leadership with amplifying information regarding ongoing events. The Dialogic communicator system was upgraded this year to improve voice messaging connectivity to desk and mobile phones, and the Chyron cable television alert system was upgraded to improve broadcast message capabilities over digital and high definition channels. We are developing a new Chyron Web interface to improve our ability to quickly edit, review, and release alert messages to the Senate community. As a result of our collaborative efforts, the House of Representatives recently opted to use this new Web interface for their emergency messaging.

We continue to administer and improve WebEOC, a crisis information management application utilized by the Senate Emergency Operations Center (EOC) during emergencies and special events. Standard network credentials for personnel were integrated with WebEOC to improve accessibility. As a result of recent system upgrades, WebEOC users can now enter information and send e-mails without having to switch between separate applications. We continue to administer WebFusion to promote collaboration between Senate, House of Representatives, Government Accountability Office, and Architect of the Capitol (AOC) emergency managers by allowing seamless information sharing across networks. WebFusion also allows Legislative Branch users to connect with Executive Branch, local, and State emergency managers throughout the National Capital Region (NCR). A new WebEOC administrator information board was developed by the Senate to improve communications between Federal WebEOC users and was later adopted by local and State WebEOC administrators in the NCR. In 2012, WebEOC was used at the presidential nominating conventions to improve situational awareness for Sergeant at Arms staff supporting emergency communications in the deployed USCP Command Center.

Training and Equipment

Training and outreach programs are designed to provide interactive classroom and personalized instruction to the Senate community. These valuable programs provide a wealth of preparedness and life safety awareness information to enhance office and personnel preparedness. This year, we conducted 226 training sessions on a variety of preparedness topics with over 4,900 staff participants. A highlight of this year's training program includes the successful rollout of the *Responding to an Active Shooter* program in collaboration with USCP. The Office Emergency Coordinator certificate program continues to recognize staff who enhance their professional knowledge and readiness by completing requisite emergency preparedness training courses. We were pleased to award 15 OEC certificates in 2012.

The culmination of our emergency preparedness training and outreach programs is the Senate's annual National Preparedness Day Fair, held each September as part of National Preparedness Month. This event invites members of the NCR emergency management community to display unique operational equipment, provide program capability awareness training, and demonstrate new products. More than a dozen regional emergency preparedness partners participated in this year's event. Chris Geldart, Director of the District of Columbia Homeland Security and Emergency Management Agency, was our 2012 keynote speaker.

Our continued management and support of emergency protection and communication equipment in each Senate office has been one of the keys to our preparedness

posture. Each office is issued emergency escape hoods, emergency supply kits, and wireless emergency annunciators. Wireless emergency annunciators allow offices to receive situational updates and USCP notifications to evacuate buildings, shelter-in-place, or deploy to their designated internal relocation site. Our office ensures functionality of equipment through an extensive annual inventory that replaces expired and faulty items. Over 268 offices and 28,700 pieces of equipment were inventoried in the past year.

We updated the *Roadmap to Readiness* for the 113th Congress to include modified emergency procedures and active shooter information. The comprehensive guide is designed to provide offices with the necessary tools to create emergency plans and train staff in Washington, D.C., and State offices. We developed a new online training class on earthquake preparedness in addition to updating several other classes, allowing staff to educate themselves from the convenience of their desktops. We developed a pocket-sized *Hazard Guide* for Senate-wide distribution on how to prepare for an emergency and the protective actions needed to mitigate an emergency's impact.

The Senate Emergency Operations Center is utilized during emergencies and special events to coordinate information, resources, and response efforts. Training for EOC staff is critical to understanding assigned roles and responsibilities. Two exercises and several training classes were conducted to provide staff with opportunities to improve their skills. Additionally, "Take at Your Desk" exercises are e-mailed several times a year for staff to practice using the software for managing emergency information.

Exercises

We continue to manage a comprehensive exercise program structured to ensure Senate plans are practiced and validated regularly. The Test, Training, and Exercise (TT&E) program we administer validates our ability to respond in times of crisis as well as identifies areas where better planning and procedures would be beneficial. It is important each organization knows and is able to execute its respective tasks. A viable Senate TT&E program provides training and includes the practice of individual and group responsibilities. Our program is outlined in an annual guidance document coordinated with stakeholders and jointly signed by the Secretary of the Senate and me. This document provides overarching guidance for three TT&E program areas:

—A 6-year exercise program that focuses on areas relating to our key capabilities;
—Recurring TT&E support activities throughout the year; and
—A calendar of annual exercises that reflects contingency program goals and objectives.

During 2012, we collaborated with the Secretary of the Senate to lead several joint exercises with the USCP, AOC, Office of Attending Physician, party secretaries, and other key congressional stakeholders. Primary among these were the Chamber Protective Actions, Briefing Center, and Alternate Office Space exercises. This year we also participated in a National Level Exercise focused on cyber-attacks to Washington, D.C., infrastructure. This year, for the first time, we conducted shelter-in-place and internal relocation drills involving staff in the Senate office buildings. We completed over 20 exercises, tabletops, tests, and guided discussions in 2012, covering all aspects of emergency response including primary and alternate emergency operations centers, Chamber protective actions, briefing center transportation, contingency telecommuting, evacuation, internal relocation, shelter-in-place, mass casualty response, alert notification, continuity of government, and alternate office space operations. An offsite EOC exercise was conducted to test our ability to quickly move staff to a distant location away from Capitol Hill and maintain Senate operations.

The general exercise format includes functional capabilities demonstrations and tabletop scenarios designed to test the Senate's ability to function during events that require relocation to alternate facilities or contingency sites. After-action reports are generated for each exercise to document lessons learned for future plan improvement. Lessons learned are entered into a remedial action tracking system and monthly reports are generated to track identified issues. We anticipate conducting over 15 exercises, drills, and tests during 2013 in addition to numerous training events designed to maintain and strengthen existing capabilities while addressing emerging needs.

Continuity of Operations and Continuity of Government

This year, our office focused on finalizing contingency transportation and relocation site strategies in collaboration with Member offices and committees to develop internal continuity of operations (COOP) plans. We also drafted a congressional con-

tinuity strategy document with House of Representatives continuity planners for Senate and House leadership approval. This document is a master reference resource that outlines planning and execution frameworks for congressional continuity programs.

In November 2012, the Senate and House Sergeants at Arms established a Joint Continuity Office (JCO) to enhance congressional planning integration. The JCO develops joint plans, coordinates staff-level joint continuity planning issues, and ensures consistency with the congressional continuity strategy. JCO solicits and integrates input from all congressional officers, leadership staff, and appropriate committees to create joint congressional continuity plans. It is staffed by congressional continuity and emergency management professionals from both the Senate and House Sergeants at Arms' offices full-time.

My staff refined plans for contingency facilities and ensured operational manuals were validated and updated according to guidance outlined in the draft congressional strategy document and within the JCO's construct. These efforts provide up-to-date single reference resources for key leaders and planners before and during a contingency event. We continue to work with the Senate's external support agency and House of Representatives planners to develop and maintain these comprehensive activation and operations plans for continuity facilities.

Validating existing contingency plans is critically important and best accomplished through exercise design and execution. In 2012, my office conducted three major exercises at classified continuity sites in collaboration with the Senate's external support agency and the U.S. House of Representatives. These exercises allowed us to validate draft plans, confirm critical supply and equipment setup, develop space allocation plans, and conduct mock Chamber and broadcast operations. After-action reports were completed for each exercise and remedial activities were tracked until completion.

Institutional continuity was a critical focus for my office this year. We completed the Alternate Office Space (AOS) plan to provide "Member and committee staff with limited office space when use of Senate office buildings is disrupted" (*AOS Plan,* 2012). The AOS plan was validated with a functional exercise, approved, and promulgated to stakeholders. The AOS provides office space, connectivity infrastructure, phone service, and other services to Senate staff.

My team updated and distributed the Senate's Pandemic Plan. We also worked closely with the Senate's external support agency to finalize the Personnel Accountability System. This new automated emergency movement and manifesting support system was used to develop transportation lists for the 2012 Republican and Democratic National Conventions.

Maintaining a viable COOP program is critical to the Senate's ability to perform constitutionally-mandated functions during local emergencies. Drafting, developing, and finalizing COOP plans for Member offices and committees is often challenging during periods of extremely demanding legislative activity. Nonetheless, our team continues working closely with Member offices and committees to produce individualized COOP plans utilizing a simplified template.

INTELLIGENCE AND PROTECTIVE SERVICES

Security Policy and Planning

The State Office Readiness Program provides security and preparedness resources to State offices mirroring programs currently available to Washington, D.C., Senate offices. Participating offices receive a variety of security enhancements, including secure reception areas to screen visitors, duress and burglar alarm systems, and closed-circuit camera systems. The Sergeant at Arms office pays for installation, maintenance, and alarm monitoring services, including annual inspections and equipment testing. The program also assists State offices with completing an Emergency Action Plan to identify security and emergency preparedness procedures unique to each State office.

The State Office Readiness Program directly assisted 289 State offices with completing or updating their Emergency Action Plans in 2012. By the end of the year, all State offices had completed or were in the process of completing an Emergency Action Plan. Additionally, we introduced a streamlined Emergency Action Plan template to allow smaller State offices to quickly draft a simple emergency plan. This new tool reduces the time and effort needed to produce a customized plan without compromising the requirements identified in the Congressional Accountability Act.

During this period, 228 State offices completed or updated the office hazard overview document to identify natural or man-made hazards under consideration during office site selections and emergency plan development. Last fall, we implemented improved accountability, distribution, and maintenance of State office Emergency

Supply Kits (ESK) to include an all-hazard weather radio and other emergency supplies for staff and constituent use. As a result, in 2012, the State Office Readiness Program sent replacement supplies or instructions on how to replace ESK items to 446 State offices. A monthly Office Emergency Coordinator bulletin is distributed to all State offices. We enhanced the State office training program by expanding the Webinar and video teleconference catalog to offer the *Security and Emergency Response for State Offices* Webinar three times each month. Since its inception in April 2012, 140 staff members have enrolled in the Webinar to discuss emergency preparedness and response action basics. Since June 2012, at least 96 State office staff members have attended the *State Offices: Responding to Physically Threatening Individuals* Webinar jointly offered by the State Office Readiness program and United States Capitol Police (USCP).

The State Office Readiness Program provided security enhancements to 83 State offices in 2012. There have been 594 State offices that have received security enhancements since the program's inception with 74 percent located in commercial spaces and 26 percent located in Federal buildings. Additionally, 315 State office alarm systems were tested and inspected in 2012.

In 2013 the State Office Readiness program will continue efforts to offer security enhancements to non-participating offices and encourage greater State office staff participation in readiness training and emergency plan exercises. Program staff are prepared to support any additional State office security enhancements desired by the 14 newest Senators. Program staff will also continue their State office site visits while collaborating with USCP, General Services Administration, Federal Protective Service, and U.S. Marshals Service representatives.

Police Operations

The Police Operations program directly coordinates with USCP security requests and services for Senate offices, committees, and support offices. The program specifically assists with public venue and committee hearing security assessments. Police Operations staff arrange security for Senate offices by managing proximity card readers, installing duress buttons, and scheduling staff security briefings. The Senate Campus Access program facilitates vehicle requests to access the Capitol's secure perimeter from congressional offices, constituents, outside vendors, and other groups. The Police Operations program also regularly monitors and reports incidents and emergency events from the USCP Command Center.

During 2012, the Senate Campus Access program facilitated over 825 access requests including 248 Senate military liaison office and other Department of Defense agency requests; 184 Member offices requests; 229 USCP, Architect of the Capitol, and House of Representatives requests; and 152 U.S. and foreign government agency requests. Senate office staff rely heavily on this program to ensure their guests and constituents, materials, and equipment for special events are screened and approved by USCP before entering the Capitol complex. Police Operations staff field access requests inquiries daily and coordinate logistics for further USCP security reviews and operational handling.

The USCP Command Center is staffed by Police Operations personnel to ensure timely, accurate, and relevant information regarding emergency incidents and events is relayed to the Senate community. Personnel provide coverage whenever the Senate is in session including late nights, weekends, and holidays.

For the upcoming year, the Police Operations program will continue providing security assistance to Senate offices and serve as the Sergeant at Arms USCP liaison. The Senate Campus Access program is essential if Senate offices continue hosting constituents and outside groups for events, exhibits, and displays.

Intelligence and Threat Assessment

Our office recognizes the value of maintaining collaborative partnerships with the intelligence community, various Federal, State, and local law enforcement agencies, and force protection departments in order to identify potential security risks, monitor threat streams, and maintain situational awareness to ensure appropriate mitigation and prevention strategies are deployed to protect and promote the safety and security of the U.S. Senate both domestically and internationally.

With regard to specific threats on Members, our office, in coordination with the USCP and other law enforcement entities, ensures appropriate outreach to, and coordination among Senators and staff while continuously reviewing, evaluating, and conducting vulnerability, risk, and threat assessments to determine and implement appropriate security measures and protective operations coverage for Senate Members. Additionally, our office provides a regular situational awareness outreach campaign to the Senate community regarding upcoming significant events or planned

activities on and in close proximity to the Capitol complex which may adversely impact Senate business.

Furthermore, this program supports comprehensive contingency planning, oversees security operations planning, and creates comprehensive incident management and response action plans for major events including the Presidential Inauguration, State of the Union address, Senatorial retreats, nationally-televised concerts at the Capitol, and various joint sessions of Congress, in coordination with USCP and other partnership agencies.

INFORMATION TECHNOLOGY

Enhancing Service, Security and Stewardship

We continue to provide a wide range of effective information technology solutions to facilitate the Senate's ability to perform its legislative, constituent service, and administrative duties; to safeguard the information and systems the Senate relies upon; and to be ready to respond to emergencies and disruptions. As in our other areas, we also emphasize stewardship—the careful use of all of our resources, including the funding we are provided, our personnel, and the external resources that we consume—in all aspects of our information technology operation.

As we do each year, we have updated, and are performing under, our 2-year Information Technology Strategic Plan. The current version, under which we will be operating in fiscal year 2014, continues to emphasize our five strategic information technology goals and their supporting objectives that drive our programmatic and budgetary decisions:

—*Secure:* A secure Senate information infrastructure.
—*Customer Service Focused:* A customer service culture top-to-bottom.
—*Effective:* Information technology solutions driven by business requirements.
—*Accessible, Flexible & Reliable:* Access to mission-critical information anywhere, anytime, under any circumstances.
—*Modern:* A state-of-the-art information infrastructure built on modern, proven technologies.

Our fourth information technology strategic goal—Accessible, Flexible & Reliable—may be the most impactful of the five goals. This goal undergirds everything we do from a technology standpoint. We must ensure that almost every system and every service we deploy can withstand disruptions to our operating environment, can be reconfigured if necessary to cope with disruptions, and can be used regardless of whether the person trying to use it is located within one of our spaces or elsewhere. We continuously reevaluate existing services and systems to identify areas for improvement and make those improvements as soon as we can, in an effort to ensure the Senate can continue to do its work under any circumstances.

From a budgetary standpoint, more than one-half of the CIO organization's fiscal year 2014 request will cover the installation and support of the equipment acquired by offices through the economic allocation, and for other programs that benefit offices directly. One third will be devoted to providing services at the enterprise level, such as information security, the Senate data network, electronic mail infrastructure, and telephone systems. The remainder is almost equally divided between supporting the office of the Secretary of the Senate with payroll, financial management, legislative information, and disclosure systems; and our own administrative and management systems.

Enhancing Service to the Senate

Customer Service, Satisfaction, and Communications

Our information technology strategic plan stresses customer service as a top priority, and we actively solicit feedback from all levels and for all types of services. For instance, we ask for customer feedback on every Help Desk ticket opened. In major contracts that affect our customers, we include strict service levels that are tied to the contractors' compensation—if they do well, they get paid more; if they do poorly, they get paid less. Because of reductions to our budget, we have had to relax the service level requirements, reducing services to our customers. During the past year, the percentage of on-time arrivals for the IT installation team never dropped below 99 percent, and 99 percent of customer surveys rated the IT Help Desk and installation services as either "very satisfactory" or "excellent." We expect this excellent level of performance to continue through fiscal year 2014 under the renegotiated service levels.

We satisfy our customers' demands for the latest in mobile wireless technology by keeping our technology catalog up to date with the latest offerings. Last year, we added T-Mobile as a wireless carrier option to expand our offerings in the catalog. We also made available several new models of Apple iPhone and iPad devices in-

cluding the iPad Mini, and added MiFi mobile hotspots to the catalog. We successfully implemented a completely overhauled BlackBerry 10 server environment to support the long-awaited BlackBerry 10 devices as soon as possible after the carriers make them available. In addition to continuing to offer the Senate community the latest smartphone technology in our existing lineup, we will also add Windows 8 smartphone and tablet offerings into our technology catalog in fiscal year 2014. Our CIO staff also continues to work extensively with third-party software providers to enhance our iPhone and iPad corporate e-mail client, looking toward alternatives that will allow for greater iOS feature integration while maintaining a solid security posture. Finally, we continue to monitor and test Android devices with the goal of supporting Android devices when we can do so with adequate security.

This fiscal year we are addressing an important new requirement by providing the ability to synchronize your data with all the devices you use. The synchronized data storage solution will not only give you access to your most recent files; it will provide the ability to collaborate with individuals and groups anywhere, anytime, from any Internet-connected desktop, laptop, tablet or smartphone.

We also addressed another long-standing office requirement: access to delegated calendars through the delegate's smartphone. A new mobile delegate calendar application gives staff you designate the ability to view and manage your calendar from their Senate-issued BlackBerry device. A similar application for the iPhone and iPad is under development and will be supported as soon as possible.

In fiscal year 2014 we will continue to communicate effectively with our customers through a well-developed outreach program that includes information technology newsletters, periodic project status reviews, information technology working groups, weekly technology and business process review meetings with customers, and joint project and policy meetings with the Committee on Rules and Administration, the Senate Systems Administrators Association, and the administrative managers steering group.

Robust, Reliable and Modern Communications

We provide modern, robust and reliable data network and network-based services that the Senate relies upon to communicate electronically within and among offices on Capitol Hill and in the States; to and from other Legislative Branch agencies; and through the Internet to the public, other agencies and organizations.

We have virtualized the electronic paperless fax system, and will be virtualizing the voicemail system this year.

In coordination with the four major cellular carriers (AT&T, Sprint, T-Mobile, Verizon), we are in the process of upgrading the Senate's in-building cellular wireless system to provide 4G/LTE wireless service throughout the Senate campus. To date, three carriers have completed their installations, and the fourth should be done by the end of June.

Recognizing the need to remain in front of growing data communications within the Senate campus, as well as the introduction of voice services through Watson voice, we upgraded our internal core network connections tenfold. This provides increased capacity of data network communications. In relation to this effort, we also upgraded the hardware that comprises our core and distribution layers of the Senate's internal data network. This provides a couple of key benefits, including increased backplane speeds and remaining current with regard to vendor support. These upgrades allow us to remain current with technology and ensure that the data communication network remains robust and scalable to the growing needs of our Senate customers.

Providing Services That Meet Business Requirements

This past year, we began and completed the migration of voice services to Watson voice, which uses the internal data network to support phones and voice calls. The successful migration of all Senate offices was the result of solid preparatory efforts over the past few years. In addition to supporting Senate offices, Watson voice also supports the United States Capitol Police, the Senate Superintendent, the Senate Federal Credit Union, and other tenants. Building on previous efforts that enhanced CapNet, which connects the Legislative Branch agencies, we were able to support the Capitol Police's phones without the need for a separate phone system.

We continue to invest in our 802.11 wireless LAN service (WiFi), which includes the ongoing replacement of more than 700 wireless access points within the Senate campus. This investment ensures that the Senate will remain up to date with regard to equipment as well as allowing us to begin offering higher-speed WiFi service through the use of the latest wireless communications protocols. We have also begun offering WiFi service to State offices. This long-awaited service allows offices to install wireless access points in their individual State offices. These access points

interact with the campus WiFi infrastructure to allow Senators and staff to use the same credentials to access the service both here on Capitol Hill and in their State offices, thus providing a seamless experience for those who travel between Capitol Hill and State offices.

Providing a Robust and Scalable Network Environment

Understanding the importance of Internet service and the value it brings to our customers in their communication with constituents, ability to conduct online research and facilitate the legislative process; we upgraded the connections between the Senate network and the Internet at both the primary and alternate computing facilities in 2012. We doubled the amount of bandwidth at the primary facility, to 1.0Gbps, and increased the service at the alternate facility to 0.8Gbps. These upgrades provide higher performance speeds and ensure that each facility can independently support Internet traffic in the event that one of the two circuits fails.

Support for COOP and COG

We provide key support for continuation of government efforts, including the alternate chamber site at the National Defense University. In the past, we supported this site through a leased fiber-optic connection. Over the past year, we reached an agreement with the House of Representatives, which had extended their fiber-optic ring to the location, to secure a redundant connection of equal speed as the leased service and save the Senate $104,000 annually in lease charges.

We have almost completed a multi-year effort to replace and upgrade the aging Senate Emergency Communications Vehicles with a new smaller SUV-based platform that will provide voice, data, and video and secure communications via satellite from remote locations to the Senate network.

Meeting New Business Requirements

We recognize that growth in requirements for support of personal computing devices is inevitable, due to the decreasing cost of these smart devices and their increasing availability. We are actively evaluating technology that will enable us to assess the security features of such devices. If a device does not pass the security check, we will be able to provide on-line remediation.

Customer Service Culture

The Senate data network is constantly changing as new services are offered and developed. At the center of this changing environment is our Network Operations Center (NOC), which monitors and maintains the data network and the services it enables. In 2012, the NOC handled more than 1,800 service-related calls as well as more than 1,500 network change requests, which involves evaluating the risk of each change request. The change process also involves engaging stakeholders, such as our engineering and security groups, when necessary. The timely processing of all customer requests is a testament to the dedication and hard work of our staff.

Ensuring Security of the Senate's Network Environment

In 2012, we enhanced the security of our Domain Name Service by implementing a security protocol called DNSSEC. Domain Name Service is used in Internet and intranet communication to provide the actual network address associated with a name, such as www.senate.gov. In that way, it is similar to the way a telephone directory works. The ability to intercept a query and modify the response provides a malicious actor with the ability to redirect communication for the actor's own purposes. The addition of DNSSEC helps ensure the accuracy of the information that is relayed back when a query is made for the address associated with a name. The Senate was the first Legislative Branch agency to implement this security protocol.

To continue to strengthen the security at our border with the Internet, we upgraded the firewalls between the Senate network and the Internet to new appliance-based units. This upgrade accomplished two things: it ensured we remained on the most current product; and it allowed us to separate the firewall from the network known as the "demilitarized zone" that supports all publicly-available services. That last benefit provides an easier way to accommodate future upgrades and enhances our failover capabilities.

In addition to our robust messaging infrastructure that processed approximately 306 million Internet e-mail messages during the past calendar year, we also support effective communication through the use of videoconferencing.

We continued to enhance our videoconferencing infrastructure that processes an average of 300 video calls per day when the Senate is in session, to include the ability to call anyone in the world through a secure, publicly-available client. With this new capability, communications with those outside the Senate can now enjoy the same quality, reliability, and security as calls within the Senate. We have also ex-

tended the videoconferencing capabilities currently available on Windows and Apple Macintosh computers to include the iPad.

We improved the multi-user/multi-site video call services to streamline the connection process and more accurately reflect the way we have found our customers use the service. We also strengthened the resiliency of the core videoconferencing services by deploying a high availability infrastructure for those core services to achieve less downtime and increased reliability.

This past year we continued to further integrate the Microsoft Lync platform with our modern telecommunications infrastructure in order to deliver additional unified communications capabilities. In addition to instant messaging, presence indicators and desktop sharing, through Lync we now offer integrated audio and Web conferencing services. The new service offering, Watson Unified Conferencing, will replace our existing audio conferencing system by the end of this fiscal year and yield additional savings in maintenance and support. It also increases our total audio conferencing capacity and better integrates with our e-mail system for simplified scheduling. More than 6,000 people in 100 offices take advantage of the service.

Committees extensively use streaming video to broadcast their hearings over the Internet. This year we transitioned from an internally-supported infrastructure to the Akamai content delivery network. We've realized huge benefits since moving to this service, including the capability to serve virtually unlimited numbers of simultaneous viewers, DVR-like capabilities for live streaming events, protection against denial of service attacks, and the elimination of the impact that large numbers of viewers created on the Senate's Internet connections.

The Large File Transfer System, which has been in use for nearly 3 years, has streamlined the process of sending large files. Currently, 80 offices use it to correspond with other offices in the Senate as well as with external entities, including other Government agencies, the media and constituents. In addition, the Senate Recording Studio uses the system to send video files to Senators' offices not only on Capitol Hill, but also in their home States. Since November 2012, the system has processed more than 4,000 files with 740 gigabytes of data.

During 2012 we continued to make solid progress in reducing the power consumed by our primary data center. Through our multiple greening efforts, including server virtualization and purchasing more energy efficient equipment, the data center is using 100 amps less power, compared to this time last year. That means we're providing the same service levels to our customers while consuming 14 percent less power. We have met and will continue working to exceed our internal goal of reducing our physical server footprint by 10 percent. This will reap significant cost savings to the data center in terms of power, cooling, and hardware maintenance.

Web-Based and Customer-Focused Business Applications

We continue to add functionality to TranSAAct, which is our platform for moving business online. Based on the requirements of offices and the Committee on Rules and Administration, we continue to develop TranSAAct to eliminate paper-based manual processes and move them to the Web. Because it is built on an extensible modern database framework, TranSAAct allows indefinite expansion as new requirements are identified. This year we completed a depot to house and organize the forms and documents that Chief Clerks use, with links to a collection of how-to documents and checklists for Chief Clerks to collaborate on best practices. Along with a technology refresh, we enabled TranSAAct users to log in using their network login and password, eliminating the need to remember another set of credentials.

We also started development of additional asset management features, including the ability to relocate, reassign, return to stock, and request repairs for assets assigned to an office. Integration with our service manager system will make it much easier for our customers to submit service requests. Office staff will be able to initiate full-service and self-service requests when business rules permit. Integration with the Senate Technology Catalog will facilitate wireless device and iPad service requests via single sign-on and pre-populated asset data fields. We have also started working with the Secretary of the Senate on integrating Stationery Room usage and billing information in TranSAAct.

We look forward over the coming months and years to moving additional business processes to the Web, delivering increasing functionality to administrative staff, and reducing the time, paper and errors associated with the current manual processes.

We are working in collaboration with the Secretary of the Senate to replace the current payroll system with a new one that is built on a modern technological platform and will provide additional capabilities to benefit Members and employees, office management, and the Secretary's staff. We plan to implement phase I of the new system, which replaces the current payroll functionality, in late summer of this

year. Phase II will follow that implementation and will provide self-service capabilities to Members and employees.

After passage of the Stock Act, S.4038, we began work with the Secretary of the Senate and the Ethics Committee to develop a new electronic financial disclosure application and database to allow electronic filing of reports and to allow the public to download, sort, and search filers' financial information. The first phase, making Members' reports available to the public was implemented on schedule on September 30 of this past year. Work on the second phase, the online disclosure application, is ongoing.

We expanded the options available to offices for content management systems to support their www.senate.gov Web sites. This was in response to requests for open source, rather than proprietary, systems that are more prevalent in Web site development and have a much larger market share than our existing offerings. We stood up the infrastructure necessary to support both Drupal and WordPress as content management systems for development of public-facing Web sites. We expanded the services of other Web-based applications such as the service that almost 70 offices use for accepting service academy nomination requests, intern applications, budget requests and other types of applications and requests. To date, constituents have submitted more than 67,583 different requests through this system. We also modernized the Capitol Facilities Order Request system that allows offices to request services from our Capitol Facilities group. Among other services, it provides an online catalogue of furniture available for Capitol offices, order services and room reservations. To date, offices have placed more than 2,300 work orders for services through the system.

We provide numerous Web-based systems to enhance the productivity of office staff, such as one for the Placement Office that allows external applicants to electronically submit job applications for positions in Senate offices. Currently, there are over 36,000 accounts in the system. We continued to significantly enhance the Lobbyist Registration application to create a more robust reporting functionality for general public consumption.

We also developed a new Web-based Learning Management System that allows Senate staff to view the Office of Education and Training's courses and classes, enroll in classes, view transcripts and more. To date, more than 1,500 accounts have been created to use the system, and almost 550 classes and 200 courses scheduled.

CIO staff were also heavily involved with the 57th Presidential Inaugural ceremony. We developed applications and supported the Joint Congressional Committee on Inaugural Ceremonies, the Senate Media Galleries, and the United States Capitol Police. They used the applications we developed to process over 12,000 credential requests and assign over 1,500 VIP guests seats. We provided support to the committee, the galleries, and USCP until the last badge was printed the day of the Inauguration.

Showcasing and Promoting Modern Information Technology in the Senate

We will continue to highlight new technologies in the Information Technology Demonstration Center through demo days, which have been well-attended in the past. After products are tested and validated in our technology assessment laboratory, they are then available for staff to try in the Demo Center. The demo days feature live demonstrations of new and emerging technologies.

In order to perform technology assessments, feasibility analyses and proof of concept studies to ensure we are considering technologies that will directly support the Senate's mission, we continue to improve the capabilities in our technology assessment laboratory. Technologies and solutions are vetted and tested here prior to being announced for pilot, prototype, or mass deployment to the Senate. To ensure we focus on the most relevant technologies and solutions, the Technology Advisory Group, consisting of CIO staff and our customers, performs high-level requirements analysis and prioritizes new technologies and solutions for consideration for deployment in the Senate.

We continue to make progress in providing unified communications capability, tying together voice, video and data communications into a single tool that presents the user the available communication options— based on the capabilities of the device they are using and the ways the person being communicated to wants to be communicated with—to make contact with those with whom they work. With the release of Watson Unified Conferencing, instant messaging, audio and Web conferencing, desktop sharing, and presence information are now accessible from a single client that is integrated with our telecommunications and e-mail systems.

We will continue or intensify these efforts in fiscal year 2014 to ensure that the Senate is always well equipped to perform its functions. To keep our customers in-

formed of our efforts, we publish the results of our studies on the emerging technology page of the CIO's area on Webster.

Enhancing Security for the Senate

Enhancing Security Through System and Information Resiliency

As I mentioned earlier, we build security, accessibility, flexibility and reliability into every system and service. We continue to test our technology in scenarios in which our primary infrastructure and primary work locations have become inaccessible. This includes the simulated loss of our primary data and network facilities, as well as simulated loss of staff work spaces. All mission-essential Senate enterprise information systems continue to be replicated at our Alternate Computing Facility, using our upgraded optical network and storage area network technology. We have created a high-availability videoconferencing infrastructure that operates simultaneously at the primary and alternate facilities, allowing for automated recovery from a loss of either the Primary or Alternate facility without loss of core videoconferencing network services. We also upgraded the redundant Active Directory domain controllers in the Alternate Computing Facility to the latest operating system. The new servers were deployed in virtual machines, removing more than 20 physical servers from the facility. We conduct a variety of exercises to ensure we are prepared from an information technology standpoint to cope with events ranging from a burst water pipe, to a pandemic, to an evacuation of Capitol Hill. These exercises demonstrate our ability to support mission-essential systems under adverse conditions, and the ability to support substantial numbers of people working from home. We continue to exercise the ability to support our Senate customers in the event of an emergency situation which may limit our ability to get to work. This includes weekly and monthly exercises designed to ensure technical support is available from the Alternate Computing Facility and other remote locations. Our diligence to this initiative has proved worthwhile during various weather events. With the knowledge that the business of the Senate continued and that State office locations were not affected by the weather in Washington, D.C., our staff continued to support the Senate community remotely throughout these events. This included answering the phones from home-based locations, highlighting the capabilities that our current migration to IP telephony will bring to the rest of the Senate.

Securing Our Information Infrastructure

This past year we expanded our Systems Management Service that helps ensure devices are kept up to date with current versions of software to better reach perimeter systems, such as laptops that remotely connect to the Senate network. We also implemented a solution to provide automated update capabilities for operating system and third-party software security updates to Apple Macintosh computers. We have requested and have received approval to begin the construction of a Sensitive Compartmented Information Facility, or SCIF, at the Alternate Computing Facility to allow for the full utilization of our critical secure systems as well as the storage of classified material inherent to the operation of these systems.

We have implemented new security measures to reduce the possibility of Senate information inadvertently leaving the Senate. In addition to wiping computer hard drives, erasing or removing copier hard drives, and degaussing tape drives that have been deemed surplus, we have added an additional data protection process to all printers containing hard drives to ensure that all configurations, IP addresses, stored images and Senate information are permanently erased before we dispose of them.

Active and aggressive adversaries continue to target the Senate's information and technology assets. We have found over the last year, however, that keeping the Senate information technology infrastructure secure against these threats is becoming increasingly difficult. We strive to satisfy our customers' demands for the latest in technological innovations, but find that the new technologies come with new, undocumented vulnerabilities. As a consequence of performing vulnerability assessments and through work with our technology vendors, we have found that even "mature" technologies are often vulnerable and require periodic security patches. To compound things further, there are a growing number of adversaries using increasingly sophisticated tools in their attempts to destabilize the Internet in order to take advantage of the previously-mentioned vulnerabilities.

These challenges create a circumstance where the IT Security group must continue to: (1) intensify our cyber security intelligence coordination and analytical processing ability; (2) improve our vulnerability identification and mitigation processes; and (3) increase our end user awareness training to compensate for the inherent insecurity of the technologies and the increasingly destabilized nature of the Internet.

We understand that in all cases, the application of security controls must be appropriately balanced between the need to protect Senate information resources and the need to facilitate efficient Senate communications.

In the past year, we have analyzed over 500 incidents involving potential malware and have shared over 1,100 attack indicators with other Federal agencies, thus raising the level of awareness and protecting the U.S. Government as a whole. Our analysis of malware identified a number of instances where previously unknown zero-day attacks have been attempted against newly-identified vulnerabilities that did not yet have security fixes. These attacks would otherwise have gone undetected and could have eventually compromised our entire network. By working with other organizations, not only have we protected the Senate's IT environment, we have raised awareness with our colleagues in the rest of the Federal Government.

Our Vulnerability Assessment program and Systems Management Service (SMS) directly contribute to our strategic goal to provide a secure Senate information infrastructure. Over the past year, the value of these programs has increased as we reached 100 percent participation among offices able to participate in the programs. The office System Administrators now see a strong correlation between an office's adoption of these valuable programs and a reduction in the number of malicious software sightings in their offices. They are now excited to receive their monthly reports to see how well their office scored relative to other offices. This friendly competition has significantly raised the level of protection by encouraging offices to apply patches as soon as they are tested and made available. The Vulnerability Assessment program and Systems Management Service are undisputedly "success enablers" for offices.

The Systems Management Service provides automated critical security patches to non-Microsoft software on Windows-based computers. We recently extended it to include Apple Mac OS computers, saving staff time and effort and improving the security posture of the individual workstations in an office. We continue to see lower levels in the average security vulnerability of systems since the service was implemented. SMS serves as an excellent enhancement to our Vulnerability Assessment program and to Senate Update Services, which automatically patches Microsoft software. We have expanded it to better reach perimeter systems, such as laptops that remotely connect to the Senate network.

We pay careful attention to the feedback from offices concerning these vital programs, and this attention to detail helps us strengthen our relationships with those we serve and protect in the Senate community. We are looking to expand the service even further to change and improve how we have historically managed the myriad devices that are deployed throughout the Senate.

Calls to the Help Desk for assistance with remediating virus infections have increased over the past year. In calendar year 2010, the Help Desk received 413 requests for help with virus-related issues, while in calendar year 2011, the number of requests declined to 121. However, in 2012 we have seen an increase in the number of virus-related calls to 165.

In contrast, our IT security staff has noted a marked decrease in the number of security incidents handled by the Security Operations Center over the past 3 years. The number of security incidents decreased from 608 incidents in 2010, to 408 in 2011, to 310 incidents in 2012. This continued decrease in the number of incidents represents a 33 percent decrease from 2010 to 2011 and 24 percent decrease from 2011 to 2012, with an overall decrease of 49 percent from 2010 to 2012. The decrease in overall security incidents can most likely be attributed to a combination of our increased level of end user awareness through cyber threats briefings and end user information security awareness training, better cyber intelligence sharing with other agencies, and our continual hardening of Senate devices through patching and better integration of security controls.

We continue to increase end user awareness by providing real time unclassified and classified cyber threats briefings to offices, which give Senate staff the critical information necessary to better identify and defend against the techniques adversaries are using in attempts to gain access to Senate IT resources. In calendar year 2012, we provided 47 such briefings to 40 offices. We focus attention on the tactics, techniques, and procedures that adversaries are currently employing. Using open source intelligence, we have seen attempts to target users by compromising Web sites that are commonly used by the general public.

We are also working with social media providers to help secure official social media accounts. Using open source intelligence, we have become aware of accounts that have been created by adversaries posing as high-ranking officials in several social media outlets in order to entice targeted users to become online "friends." The targeted users often are unaware that accepting the fake "friend" invitation could

give unintended access to their personal friends lists, contacts, personal information, etc.

We still observe spear phishing to be a significant avenue for potential exploitation. The number of targeted attacks against Senate assets increased by a third in 2012 over 2011 with a significant spike in the May-July 2012 timeframe that can be attributed to a spike in zero-day vulnerabilities in third party vendor software. The adversaries conducting these attacks use techniques we assess to be among the most resourceful, persistent, and technologically advanced.

We continue to sharpen and update our defenses in order to be able to successfully defend against these advanced persistent threats and to compensate for the destabilizing Internet. Our ability to detect and neutralize these attacks is only possible with our continued close cooperation with our user community and the wider Federal Government. We must continue to coordinate and share information regarding all attack vectors with other Federal agencies so that we can all be better able to defend against these threats.

We are currently in the process of designing, vetting, and deploying a Secure Web Gateway service to provide the Senate with increased protection against compromised Web sites that house malware staged by cybercriminals or other malicious actors. The solution will scan Web browser traffic for malicious activity and will block connections to known infected Web sites as well as remove mid-stream any malware that might be carried by such sites.

We continue to look at leveraging new and current features to improve the utility of currently-deployed technologies. In one example, we were able to improve our ability to identify potential security incidents in the e-mail environment by forming a working group to evaluate and assess our current e-mail security capabilities. Our objective is to identify opportunities to improve our defenses and to better protect users against potential e-mail-borne threats that place Senate information and information systems at risk. The working group created a secure "baseline" for offices to use to prevent malicious messages from reaching Member and staff inboxes, which significantly reduces the opportunities of malware to infect and compromise their systems. The newly-configured feature gives offices the ability to identify potential e-mail threats if the office chooses to enable the feature. During this Congress, we are applying the new secure baseline to the new Member offices to provide a better secured e-mail service. The recommended set of security settings will be offered to the other offices in the coming months.

We recognize that the broadening capabilities of adversaries require us to broaden our response to the new attack vectors. We have observed that bad actors have started to aggressively pursue ancillary services called "watering holes" that are outside the Senate security perimeter in attempts to infect networked devices when they are used to visit the infected webpages. In response, we have hardened Senate workstations and laptops with updated anti-virus technologies and we are actively scanning for vulnerabilities that require the application of security patches due to the broadening approach of bad actors. By combining multiple layers of security, we are making it much more difficult to compromise Senate devices.

As we have for some years, we continue to perform security scans of BlackBerry devices used during overseas travel by Senators and staff; however, our customers' demands for the latest in mobile devices introduce significant challenges. For example, according to Gartner Research, there are over 4,000 variants of Android currently in circulation, each of which would require that we identify security standards and fixes for that particular variant. We are currently assessing mobile device management solutions to meet the challenges of securing the vast numbers of newly-introduced technologies, but have found that the extreme newness of the technologies has resulted in an extremely unstable marketplace for such technologies. We continue to move smartly in our assessment of mobile device management solutions, but with an eye for a solution that will be around for the long term.

We continue to enlighten offices of the risks associated with taking work devices and personal devices on foreign travel. We have been hard at work with other Federal agencies on identifying protective actions for the devices taken on official travel. We are also working on how best to verify the integrity of these devices when they are brought back to be connected to our internal information technology infrastructure.

We creatively adapt and apply new security principles to ever evolving technologies. We continue to promote and integrate industry and government security best practices into new technology initiatives by becoming involved early in the evaluation process of new technologies. By doing so, we are better able to incorporate security controls into new technology initiatives. For example, we are actively working with a storage area network provider to identify and fix vulnerabilities in their products prior to making the product available for Senate use.

We continue to conduct threat briefings for System Administrators, office leadership, and other staff using information gained through close coordination with Federal agencies. Our vigilant monitoring and analysis of the evolving threat environment enable us to better develop effective countermeasures. Since even the best countermeasures can eventually be defeated, we augment our technical countermeasures with educating end users on the current threats, the techniques that are often used, and how to counter them. Over the last year, such training and awareness briefings have paid off in the form of increased situational awareness. Many of our tips come from Senate staff who have been targeted by adversaries. These tips have proven to be a wealth of information for our external partners, who are better able to protect their networks by deploying technical countermeasures.

Due to the vulnerabilities associated with the latest technologies, new vulnerabilities found in "mature" technologies, and an increasingly sophisticated toolset used by adversaries who are trying creative ways to get to Senate information and information systems, we continue in our efforts to keep the Senate IT infrastructure safe. We must intensify our communication with cyber security intelligence organizations, improve our vulnerability identification and mitigation processes, and continue user awareness and threats briefings to increase our end user awareness of the inherent insecurity of the technologies and the increasingly destabilized nature of the Internet.

Enhancing Stewardship

Enhancing Stewardship Through Fiscal and Environmental Responsibility

Stewardship of our resources is intertwined with everything we do, as well as being a driving force for some of our activities. We are always looking for ways to improve our processes or technologies so that we save time, money, electricity, paper, or other resources. Our CIO organization is a good steward of the fiscal resources of the Senate, consistently and continuously improving on the services offered to our customers while seeking only modest increases in funding. Many initiatives save offices hundreds or thousands of dollars in costs that would otherwise be borne out of their official accounts. As most of these initiatives save money due to a reduction in the purchase of some commodity, they also fit in with our efforts toward environmental stewardship. Following are some examples of our efforts to enhance fiscal and environmental stewardship:

—We completed the consolidation of our e-mail, mobility and network authentication systems, which will yield significant savings in ongoing support and innovation costs. Contractor support costs have already been reduced by over $500,000 annually. Through the use of fewer, scaled servers that each support larger numbers of users, we will realize additional hardware and software cost savings as these systems are replaced at the conclusion of their normal lifecycle. Already we have removed at least 30 physical servers as part of the effort.

—Our Systems Management Service for automated deployment of applications and updates to workstations and servers reduce the maintenance burden on users and aid in maintaining a secure systems baseline.

—We have continued our virtualization efforts, where we now reduce energy, maintenance, and support costs by running more than 855 of our servers in a virtual environment. We will continue an aggressive campaign to virtualize servers until every server that can be virtualized has been virtualized.

—Offices have taken great advantage of our virtual machine infrastructure that allows us to centrally host their file and application servers on shared hardware at our primary and alternate facilities, which greatly increases server hardware efficiency, and, through system duplication and data replication, offers enterprise-class data redundancy and recovery in the event of a critical local failure or crisis. The virtual solution also relieves offices of considerable noise, and excess heat, and increases usable working areas for staff. It removes the single point of failure from existing office servers and meets continuity of operations and data replication requirements for approximately half the cost of existing solutions. To date we are hosting 98 Member and committee office file servers with a total of 134 virtual servers. Virtual servers running in the data center consume only 25 percent of the energy of a comparable number of physical servers. This means a reduction in power consumption and air conditioning requirements, saving Senate funds, while enhancing our ability to provide reliable and redundant services. Fewer servers used by the Senate also means fewer servers that need to be manufactured and therefore have to be disposed of at their end of life, which is "greening" on a national scale.

—We continue to use our catalog to highlight the energy-efficient aspects of our supported information technology and general office equipment, and we participated in the Senate Environmental and Energy Showcase.

—We continue our efforts to dispose of surplus electronic equipment through such programs as Computers for Schools. Last year we fulfilled 20 Member office requests and packed and shipped 500 surplus computers to 75 eligible public schools. We send other surplus equipment to the General Services Administration for redistribution or resale.

—We are using a new software program to electronically transfer signatures from one of our signature machine vendors directly onto Smart Cards. This new functionality allows offices to receive new signature cards within hours, instead of waiting a week or more on shipping. Electronic signatures can now be saved and used for future replacement cards.

—We also ensure that the devices we recommend to the Senate meet the applicable EnergyStar guidelines, and where feasible, the guidelines for the responsible manufacture of information technology equipment.

OPERATIONS

Printing, Graphics, and Direct Mail

The Printing, Graphics, and Direct Mail (PGDM) branch provides high-level, direct customer support to the Senate community through photocopying, graphic design, printing, mailing, archiving, logistics, and security. During fiscal year 2012, in an ongoing effort to continuously improve and serve Senate offices, PGDM introduced nine new products and services: E-Dear Colleague Letters (e-mailed); conversion of floppy disks, cassettes, VHS and BETA storage to digital files; secure scanning of sensitive documents; transfer of archival records from the Suitland Record Center to the offsite mail and package facility for digitizing and document preservation; piloting new online ordering Web site, production of pocket folders; State seal dies for foil stamping; raised ink printing (preprinted letterhead); and pre-embossed stocks for quick production of Congressional Records reprints and certificates. To continually provide the best service to Senate offices, PGDM collaborated with SAA Office Support Services to make arrangements to personally visit staff in 82 offices to discuss their specific needs and provide information about all services and products available through PGDM.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate. More than $1.2 million was saved in postage costs by pre-sorting 6.9 million pieces of outgoing Senate franked mail. Another $72,820 in postage was saved by using new software to identify 161,822 undeliverable addresses before they were introduced into the United States Postal Service mail stream. And we saved approximately $696,000 by producing 7,731 charts in-house for Senate Floor proceedings, committee hearings, and special events.

PGDM continued to improve operations and responded to 65,843 individual Senate job requests during fiscal year 2012. PGDM met Senate office demands for document preservation by scanning and digitizing 4.7 million pages of Senate documents during fiscal year 2012 compared to 3.7 million during fiscal year 2011, an increase of 23 percent. PGDM also scanned 747,659 pieces of unprocessed constituent mail during fiscal year 2012 compared to 679,436 pieces during fiscal year 2011, an increase of 10 percent. This allows offices to electronically route mail to staff and import into their Constituent Services Systems.

PGDM's document management system. OnBase, continues to gain popularity among Senate office staff. This service, which allows offices private document management space, imported more than 50,000 documents to individual office accounts during fiscal year 2012.

PGDM produced 950 rolls of microfilm for Senate offices during fiscal year 2012 compared to 339 during fiscal year 2011, an increase of 180 percent. A large portion of microfilm produced was to assist the United States Capitol Police and the Secretary of the Senate with document preservation. PGDM offers secure disposal for obsolete documents, and during fiscal year 2012, shredded and disposed of 3,387 boxes of obsolete documents.

PGDM printed more than 33.7 million pages during fiscal year 2012, and more than 3.5 million pages were produced utilizing self-serve copy centers. Of the 33.7 million pages, there were 2.2 million color copies compared to 1.9 million during fiscal year 2011, an increase of 14 percent; 13.9 million full color printed pages compared to 11.2 million during fiscal year 2011, an increase of 24 percent; and 6.1 million constituent letters printed compared to 3.2 million during fiscal year 2011, an increase of 89 percent. In an effort to assist Member offices to efficiently direct constituent mailings, PGDM can individually address and seal mail pieces simultaneously. During fiscal year 2012, PGDM individually addressed 2,476,860 mail pieces to target specific constituents, as compared to 1,649,794 during fiscal year 2011, an increase of 50 percent. The amount of foil stamping/embossing/die cutting

produced by PGDM during fiscal year 2012 was 248,542 pieces compared to 163,002 during fiscal year 2011, an increase of 52 percent.

PGDM's commitment to teamwork and excellent customer service extends to its Legislative Branch partners as well. Collaborative work with the Architect of the Capitol fulfilled 89,678 flag requests during fiscal year 2012. By working in tandem with the Government Printing Office, PGDM delivered more than 2.2 million documents (*Pocket Constitutions, Our Flag, Our American Government,* etc.) to requestors.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security during fiscal year 2012 by receiving 1,674,405 items from the USCP off-site inspection facility and transferring them to the Senate Support Facility. This process eliminated 307 truck deliveries to the Capitol complex, reducing traffic, and allowing the USCP to focus on other aspects of safety.

PGDM continues its commitment to assist the USCP with innovative methods of managing crowds and access for special events taking place on Capitol Hill. PGDM provides large format printing of signs and banners for major events, plus security enhancements for tickets, badges, and placards. To make it extremely difficult to reproduce counterfeit items, PGDM uses clear toner technology along with a custom USCP hologram that is foil stamped on credentials.

Central Operations

Smart Card Programs—ID Office

The Senate ID Office continues to work with other government agencies on infrastructure for Smart Cards based on HSPD–12 (Homeland Security Presidential Directive—the policy for a common identification standard for Federal employees and contractors). SAA staff from the ID Office and Technology Development Services are collaborating with Executive Branch counterparts to implement smart access cards. Currently, in conjunction with the Secretary of the Senate, the SAA has begun issuing Senate Smart Cards, which provide digital signatures on paperless transactions to increase accountability and security for Disbursing Office financial processes.

Parking Operations

Improving communication to enhance customer service is a primary focus of the Parking Operations team. A new parking map was introduced at the beginning of the 113th Congress to consolidate and better organize parking policy and procedures for permit holders. Parking Operations' Webster pages have been enhanced to provide more information about specific parking areas. SPARK, the Parking Operations management system, has been modified with capability to directly e-mail small groups of permit holders and office contacts. This enhancement focuses communication on Senate staff impacted by an event or change in a parking area.

It is anticipated that preparing for long-term parking displacements will require the attention of Parking Operations during fiscal year 2014. The Architect of the Capitol is planning modifications to the Northeast Capitol Drive and is in the beginning stages of design for a complete renovation of the Russell Legislative Garage. Northeast Capitol Drive improvements will permanently remove six unoccupied spaces. The garage renovation will displace the parking permit issuance booth and more than 100 spaces for an extended period. Parking Operations will work closely with the Architect's personnel to ensure customer service can be maintained and displaced garage permit holders are accommodated in other Senate areas.

Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains SAA vehicles; provides transportation information to offices; and manages the Senate Parking Shuttle service. The SAA fleet includes trucks, vans, buses, SUVs, and a handicapped-accessible van to support the Senate community. Transportation and Fleet Operations is responsible for vehicle service maintenance and repair, completing work orders, equipment installations, tag/registration renewals, and inspections for all fleet vehicles. Fleet staff transported more than 21,500 passengers through the SAA Fleet Shuttle service during fiscal year 2012.

Transportation and Fleet Operations is a leader in "go green" initiatives with flex-fuel/E–85 vehicles, gas-electric hybrids, all-electric vehicles, Segway Personal Transports, diesel exhaust fluid-certified trucks, and a MAXXFORCE-equipped diesel engine with Exhaust Gas Recirculation (EGR) to meet latest EPA standards.

Photography Studio

The Photography Studio provides photography and imaging services for Senate offices, capturing more than 77,000 photo images and producing more than 78,000 photo prints during fiscal year 2012. The Studio's popular image archiving service was used to scan, organize, and transfer more than 99,000 photo images for archiving purposes during fiscal year 2012.

During fiscal year 2012, the Photo Studio fully completed print production conversion to chemical free, inkjet printing system with the addition of a large format inkjet printer, thereby totally eliminating the use of photo chemicals for all photo prints produced. The Photo Browser application continues to provide Senate offices a secure location to store and organize photos with the capability to download and upload photos, as well as place orders for photo prints through a Web interface.

Senate Post Office

The Senate Post Office continues to be a good steward of taxpayers' dollars as it strives to elevate performance. Productivity continues at unprecedented levels. During fiscal year 2012, the Senate Post Office had its third highest productive year with only 60,583 fewer mail items than fiscal year 2011. After upgrading with acceptance of credit and debit cards during fiscal year 2011, customers continue to praise that service, which accounts for nearly 17 percent of overall retail sales exceeding $1.8 million during fiscal year 2012. In addition, installation of the Contract Access Retail System (CARS) began during February 2013. This new and improved equipment and software, provided at no cost to the Senate, supports automatic updates and allows customers real time tracking capabilities through the U.S. Postal Service (USPS) Web site.

Mail remains an active medium for constituent communication with Senators and their staff. During fiscal year 2012, the Senate Post Office received, tested, and delivered 18,372,492 safe items to Senate offices, including 10,232,000 pieces of USPS mail; 7,657,275 pieces of internal mail routed within the Senate and to/from other Government agencies; 76,225 packages; and 406,992 courier items. Mail received by the Senate has increased substantially over the past 4 years which contrasts to the nationwide trend showing USPS mail volumes declining.

All mail and packages addressed to the Senate's D.C. offices are tested and delivered by Senate Post Office employees. During fiscal year 2012, highly trained Senate Post Office off-site mail staff intercepted 76 suspicious articles containing a suspicious substance, 134 items requiring additional U.S. Capitol Police Hazardous Material Response Team scrutiny, and 8,823 items requiring additional Post Office management screening. These mailings were addressed to Senators with the intent to disrupt Senate business. All suspicious items were reported to the Capitol Police and investigated.

Senate Post Office management has also worked with the Committee on Appropriations and the Committee on Rules and Administration to build and operate one of the best facilities within the Government to process time-sensitive documents delivered to the Senate. The Congressional Acceptance Site ensures all same-day documents are x-rayed, opened, tested, and are safe for delivery to Senate offices. During fiscal year 2012, more than 406,000 items were successfully tested with zero safety incidents. Working in conjunction with the Capitol Police, the Senate Post Office was able to upgrade the magnetometer, improve training, and implement trace detection at the Congressional Acceptance Site and the offsite mail and package facility.

The Senate's method for processing mail has become the model for other Government agencies. The Senate Post Office has demonstrated its procedures and showcased its facilities for other Government agencies, including the Department of Defense, Department of Homeland Security, Federal Bureau of Investigations, and the Secret Service. Organizations know that Senate mail facilities, including the mail safety site procedures and highly-trained staff, are among the most efficient and secure in existence.

Additionally, Senate Post Office staff worked collaboratively with scientific subject matter experts to introduce the first device designed to provide State staff with a level of protection when handling mail. Scientific subject matter experts believe that the *Postal Sentry,* if used properly, provides the best level of protection should State offices receive mail containing a potentially harmful substance. The Senate Postmaster has requested all Senate State office staff utilize the *Postal Sentry* mail processing system whenever mail is opened. All newly-elected Senators' State offices have been educated regarding benefits of the *Postal Sentry,* and many other Senators have opted for the device as well. Currently, 275 State offices have the *Postal Sentry.*

Capitol Facilities

Capitol Facilities serves the Senate community by providing a clean and professional work environment through its Environmental Services branch. This branch cleans Capitol spaces, moves Capitol furniture, and provides special event setups in the Capitol—including ten event spaces in the Capitol Visitor Center (CVC) Senate expansion space. To meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities ensures labor cost efficiency by supplementing the full-time workforce with contracted labor in place of additional FTEs. This measure resulted in a third-year cost savings of $150,000.

During fiscal year 2012, Capitol Facilities completed 3,510 special event setups in the Capitol and CVC Senate expansion space, an increase of 3 percent from fiscal year 2011. Service requests from Capitol offices for moving furniture, delivering supplies, and providing picture frames to Senate offices totaled 8,561, an increase of nearly 50 percent from fiscal year 2011.

The Furnishings branch provides furniture for Capitol offices on the Senate side by maintaining an inventory of stock items as well as designing and producing custom pieces. During fiscal year 2012, there were 2,675 requests for construction of frames and specialty framing. The Cabinet shop designed, built, and installed 210 pieces of furniture including new dais cabinets in the Senate Chamber and a new desk in the Senate Reception Room during fiscal year 2012. The Cabinet Shop, with direction from the Senate Curator's office, repaired 48 of the historical desks used in the Senate Chamber as part of their restoration plan.

The branch also provides carpeting and draperies to Capitol offices. In August 2012, Capitol Facilities provided project management of the telecommunications upgrade and new carpet installation in the Senate Chamber, Senate Lobby, and Marble Room. Included in this project was the installation of new wood flooring provided by the Architect of the Capitol, the restoration of the Secretaries tables and Presiding Officer's desk in the Chamber, and the construction of new dais cabinets.

To increase customer service to the Senate community, Capitol Facilities rolled out a revised version of the CapFOR 2.0 online request system. Comprised of seven modules, it allows customers to submit requests online for furniture, special events, supplies, and framing; the system is also accessible for the first time to outside constituents to facilitate placing their special event setup requirements online. The system increases efficiency and reduces errors in the customer request process.

Office Support Services

Through timely communication and consistent high quality standards, the Office Support Services team continues to ensure all SAA services to Senate offices are provided efficiently.

Office Support Services staff serve as liaison between Senators' State offices and the commercial or Federal landlords. The State Office Liaison oversees 450 State offices and assists Members in negotiating leases for commercial and Federal office space and mobile offices in their home States.

Staff continue to consult Members, Leadership, and committees regarding the most efficient use of office automation, and analyze functional operations and workflow in Senate offices to determine how new office technology might improve efficiency and productivity. Another phase of the SAA's telecommunications modernization project, Watson Phone, was completed during the past year. Customer Support coordinated migrations for 152 Member, Leadership, committee, and support offices, which involved more than 8,300 telephones.

During fiscal year 2012, Customer Support assisted 12 newly-elected Senators and three appointed Senators in setting up D.C. offices. The State Office Liaison negotiated 69 leases for State offices, including 16 in new commercial space, two in new Federal buildings, one in a new mobile office, and 50 renewals/amendments. Customer Support and the State Office Liaison are in the process of assisting the 12 newly-elected Senators, three appointees and Senators re-elected to an additional term in providing various areas of support to their D.C. and State office operations.

CAPITOL OPERATIONS

Customer service and enhanced communication remain the focus of our Capitol Operations team. Over the past year, team members provided a range of services to Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the broader public.

Senate Appointment Desks

Every day, thousands of people visit the Senate office buildings, the Capitol, and the Capitol Visitor Center (CVC)—many for the first time. For some of these visitors, their first stop is one of our five Senate Appointment Desks, where they are

greeted with professionalism and a smile. Collectively, our five appointment desks processed 178,262 visitors during 2012. Our computer-based logging and badging system allows visitors to be processed in an efficient, safe and customer-friendly manner, while also helping the United States Capitol Police (USCP) better identify and protect visitors, as well as staff and Members.

Our network of appointments desks—in the Capitol near the North Door, in the Capitol Visitor Center, and in the Russell and Hart Senate office buildings—provides for more efficient processing of visitors, allowing them to get their destinations quickly and safely. For example, the Capitol Appointment Desk processed almost 20 percent of our visitors during 2012, a total of 32,568 guests. The fact that the other 80 percent of the visitors were able to enter through the other desks has helped to reduce wait times for official business visitors entering through the North Door and reduce congestion within the Capitol proper.

As noted, our other appointment desks were busy last year. More than 49,000 visitors entered the Capitol through the Capitol Visitor Center to attend meetings and functions in the CVC meeting rooms. Assisting guests with getting to the Capitol and the CVC from the Senate office buildings is an important role of the Senate Appointment Desks. In 2012, more than 81,000 guests, a record total, entered the Capitol via the Russell Appointment Desk, including 60,564 who were destined for the CVC. Another 15,379 visitors received badges from our Hart Appointment Desk, its busiest year since being launched as a pilot project in May 2010. The SAA worked collaboratively with the Senate Committee on Rules and Administration, the USCP, and the Architect of the Capitol to design a secure and welcoming process for staff who escort Senate guests to the Capitol from the Hart building.

In an effort to improve understanding of how the Senate Appointment Desks work and how they promote safety, Appointment Desk personnel began providing regular "roll call" training to USCP officers in 2012, explaining the process of logging visitors, distributing badges, and the different types of access each badge allows. Through information sharing and coordination with the USCP, everyone involved in the issuing and enforcing of visitor badges has a better understanding of the procedures in place. Later in the year, these presentations were extended to new Senate staff and interns as part of their orientation and tour training classes.

Senate Doorkeepers

Our Doorkeepers play an essential role in supporting the legislative process of the Senate. They provide access to those with Senate Floor privileges and enforce the rules of the Senate, while also facilitating the needs of Senators, Senate Floor staff, and Pages. Each year, Doorkeepers also provide exceptional support for a number of special events attended by Senators, their families, and special guests. Over the past year, these events included the 57th Presidential Inauguration, the Lying in State of Senator Daniel K. Inouye in the Rotunda of the Capitol, the unveiling of the Rosa Parks statue in Statuary Hall, the swearing-in of Senators elected for the 113th Congress and the reenactments that followed in the Old Senate Chamber, and the movement and seating of Senators for the State of the Union address. Congressional tributes and Congressional Gold Medal ceremonies also require the expertise of the Doorkeepers who assist with professionalism and poise at these historic events.

In addition to their work directly supporting Senators, the Doorkeepers have the responsibility—and the privilege—of assisting tens of thousands of people who visit the Senate Gallery each year. For many who visit the Capitol, the opportunity to sit in the Senate Gallery is a highlight. Doorkeepers ensure their experiences are educational, memorable, and safe. Last year, Doorkeepers assisted 186,122 visitors in viewing the Senate Chamber, both when the Senate was in session and during recess. Keeping the Senate Gallery open during scheduled recesses, and staffing it with trained and knowledgeable Doorkeepers, has provided many everyday Americans and international guests with the opportunity to take in the beauty of the Chamber and learn about the "world's greatest deliberative body."

Over the past year, we have worked to enhance the visitors' experience through greater collaboration with our partners such as the CVC, ongoing training of Doorkeeper staff, and refinement of the materials that are distributed to visitors. As a result, our Doorkeepers have become increasingly skilled at welcoming visitors to the Capitol and educating them on the history and operation of the Senate. The feedback has been consistently positive from visitors, Senate offices, and our partners. In particular, Senate Gallery visitors comment on our Doorkeepers' ability to process larger groups in an efficient, friendly, and helpful manner.

Over the past decade and more, Senate Doorkeepers have taken on an expanded role in security and safety. Using lessons from September 11, 2001, the Doorkeepers—working with the U.S. Capitol Police and the SAA Office of Continuity and

Emergency Preparedness Operations—developed a comprehensive Continuity of Operations Plan. During 2012, the Doorkeeper team conducted regular drills and exercises with the USCP and others on various scenarios such as shelter-in-place, evacuations, and setting up alternate locations. In July, they worked with multiple departments to set up an Alternate Chamber in SH–216 in anticipation of *pro forma* sessions planned for August while the Chamber was undergoing renovation. Currently, all of our Doorkeepers are trained in first aid, CPR, and AED. During 2012, they also received specialized training on "Responding to an Active Shooter," as well as other events that could disrupt the normal course of business at the Capitol.

Our Doorkeepers take their security support responsibilities very seriously, and they are a trained and reliable group of professionals who can be counted on to act decisively in any number of situations.

Senate Recording Studio

In a time of instant communication and rapidly changing technology, the Senate Recording Studio strives to stay abreast of the latest solutions that allow the Senate to remain accessible to the public and enable Senators to communicate with their constituents across the country. The year 2012 was busy and productive for the Recording Studio. Last year, the studio provided 930 hours of gavel-to-gavel coverage of Senate Floor proceedings and broadcast coverage of 547 Senate committee hearings. In addition, Recording Studio staff produced a total of 892 television productions for Senators. While this represents a decrease from 2011, this drop-off corresponds to a cyclical drop each election year when approximately one-third of Senators are restricted in their use of Recording Studio services during moratorium periods.

In addition to the coverage of Senate Floor and committee proceedings, the Recording Studio plays an important role in providing broadcast support of major congressional events, often in collaboration with other partners. This past year, for example, the Recording Studio provided full coverage of the Apollo 11/John Glenn Congressional Gold Medal ceremony and transmitted the coverage to the National Aeronautics and Space Administration to air on NASA TV. Similarly, coverage of the Japanese-American WWII Veterans Gold Medal ceremony was shared with the Department of Defense for airing on the Pentagon Channel, as well as to the overflow rooms in the Capitol Visitor Center, allowing more than 1,000 guests to view the ceremony.

Beginning in 2011, the Recording Studio has provided support for the live streaming of the Senate Floor on the Senate's Web site, www.senate.gov. Studio staff played a vital role in upfront planning, technical specifications, and installing, testing and maintaining equipment in the Recording Studio. They worked closely with the SAA Chief Information Officer, Senate Committee on Rules and Administration, and the contractor to make sure this new and important service went online smoothly and on time in January 2012. Now, anyone with access to a computer can witness the Senate at work with the click of a mouse. The studio continues to be an active partner in the live streaming and archiving of Senate webcasts on www.senate.gov.

In January of this year, the Recording Studio provided important technical support for the 57th Presidential Inauguration. Among its major undertakings, the studio produced the feed to each of the five Jumbotrons on the Capitol grounds and worked closely with the Presidential Inaugural Committee to produce its feed to the Jumbotrons on the National Mall. The studio also worked closely with the Office of Congressional Accessibility Services to provide descriptive audio and open captioning of the event. These efforts made it possible for thousands to witness to the Inaugural Ceremonies on the West Front of the Capitol and on the National Mall.

As with many other SAA departments, the Senate Recording Studio plays a role in emergency preparedness and operations. In recent years, however, budget constraints have impacted the studio's ability to remain current technologically, and we have been forced to defer needed capital investments related to emergency preparedness. Specifically, the studio scheduled two major purchases—a new satellite truck and a new portable production system designed to broadcast from a remote location—to replace aging and outdated equipment. Both of these purchases have been eliminated from this request due to budget restrictions. While daily services of the studio are not impacted, these items continue to be important to ensure the Studio can meet its obligations during certain emergencies.

Media Galleries

For members of the news media, the U.S. Congress remains one of the most open and accessible institutions of our Government—as it should be in the "people's house. On any given day, hundreds of reporters, producers, photographers,

videographers, and technical support personnel can be found in our hearing rooms and hallways covering Senate events and news conferences, and bringing the news of the Senate back to people across the country and around the world.

Much of the responsibility for ensuring that the news media can conduct their business efficiently, safely, and in a manner that comports with Senate rules falls on our four Senate Media Galleries: the Daily Press Gallery, Periodical Press Gallery, Press Photographers' Gallery, and Senate Radio and Television Gallery. The unique structure of the Media Galleries, dating back to the early days of the Senate, requires them to work closely with their respective Standing and Executive Correspondents' Committees, the U.S. Capitol Police, and the Senate Committee on Rules and Administration in order to facilitate media arrangements and credentials for the more than 7,000 members of the media who cover the Senate.

In recent years, the explosion of online and social media has made the demand for news constant. As a result, Congress is being covered in more detail than ever before. Given this dynamic, the staff of the Media Galleries has worked diligently to accommodate the ever changing technology environment and how the world gets its news. For example, the four Media Galleries worked with the SAA's Office of the Chief Information Officer to upgrade the technical infrastructure, including incorporating Wi-Fi in all four Media Galleries and across the Senate campus. The Senate press wireless system, accessible through a secure log-in script, supports immediate transmission of media reports, including coverage of committee hearings.

Over the past year, all four galleries devoted considerable time and energy to handling media credentialing, logistics, and coverage of three major events: the 2012 Republican and Democratic Presidential Nominating Conventions and the 57th Presidential Inauguration. Because of their experience and expertise, every 4 years, the two political parties enlist the services of our Media Galleries to help with media arrangements at their nominating conventions. This past year, staff from all four galleries worked closely with the two parties, as well as logistics and security experts, to plan out the system for credentials, Floor passes, and coverage rules. Gallery staff then went on site to Tampa and Charlotte to ensure the smooth execution of the media plans.

Similarly, staff from the four Media Galleries devoted extraordinary time and energy to planning and executing media arrangements for the 57th Presidential Inauguration, including credentialing, coverage plans, technical infrastructure and logistics, and day-of media operations. All three of these events were among the largest news stories of the past year. Thanks to the experience, diligence, expertise, and professionalism of the staff in all four of our Media Galleries, news media coverage of the conventions and the Inauguration was smooth, robust, and up-to-the-second. The end result: literally millions of Americans and people around the world were able to experience these events in real time.

The year 2012 was busy in other respects as well. The Media Galleries played a critical role in such events as the State of the Union address, various high-profile committee and nomination hearings, several Gold Medal ceremonies, and the Lying in State of Senator Inouye, to name just a few. And, of course, Media Gallery staff worked right up to the stroke of midnight—and beyond—on New Year's Eve, as the Senate met to pass its solution to the "fiscal cliff" crisis. Staffing these types of high-media interest events is central to the duties of our Media Galleries staff.

Senate Daily Press Gallery

Daily Press Gallery staff supports those reporters who work for daily newspapers and online publications. Reaccreditation of Gallery members occurs every year, and for 2012, approximately 1,800 reporters were credentialed through the Daily Press Gallery.

Gallery staff supports these reporters, as well as Senate Press Secretaries and communications staff, in a variety of ways. Gallery staff monitors Senate Floor activities and schedule changes, prepares for big events and ceremonies, and researches and assesses all credential applicants in conjunction with the Standing Committee of Correspondents. On any given day, Daily Gallery staff are monitoring and assisting with access on the Capitol's second floor and other locations where news is breaking, facilitating coverage of committee hearings, and answering numerous inquiries about legislation, Floor action, and parliamentary procedure from media and Senate staff. Gallery staff also supports Senators and their communications staff in making information available to the public and generally assisting the press dedicated to covering Congress.

Senate Periodical Press Gallery

The Periodical Press staff focuses much of its effort on credentialing over 1,200 members of the news media who work for non-daily periodicals and online publica-

tions, and supporting Senate staff with media arrangements and logistics for Senate activities. For 2013, the Gallery renewed its focus on reviewing new applications for accreditation to the Gallery, as well as the day-to-day credentialing of periodical reporters on Capitol Hill.

Among the ongoing duties of Gallery staff is to monitor news conferences, "stakeouts," Rotunda events, and various other media events in the Capitol and Senate office buildings throughout the year. Staff continues to help facilitate media logistics at Senate hearings, including confirmation hearings for Cabinet-level positions and other high-profile hearings. In addition, most Press Secretaries and Communications Directors for Senators and Senate committees utilize the Gallery to help distribute information to members of the periodical press community that they might otherwise miss.

During 2012, Periodical Press Gallery staff expanded its use of online and social media to support its efforts. Gallery staff maintains a daily Senate Floor log on its Web site; this online log has become a valuable resource to both Gallery members and Senate staff. The log tracks legislative activity, votes, and schedule updates in order to assist reporters covering the Senate and staff monitoring Floor activity. In the past 3 years, the Gallery's Web site has attracted nearly 237,000 page views from over 93,000 unique visitors. Traffic to the Web site continues to grow; the Web site received nearly twice as many unique visitors in 2012 (42,000) as it did in 2011.

Part of the reason for this increase was the creation of the Periodical Press Gallery's Twitter account: @SenatePPG. Launched on December 3, 2012, the account has more than 1,000 followers. Twitter is proving to be an easy and efficient platform for keeping reporters and Senate up to date on Floor schedules, votes, hearings, and Gallery activity, and Gallery staff is looking to expand its use of social media in the coming year.

Press Photographers' Gallery

The primary role of the Press Photographers Gallery is to credential photographers and to assist at news events throughout Capitol Hill. Unlike the other three Media Galleries, which have counterparts on the House side, Press Photographers' Gallery staff has the unique responsibility of assisting at large news events and hearings in both the Senate and the House of Representatives.

The demand for news images, and the need to get them out almost instantaneously, have increased dramatically in recent years, as Web-based news content has expanded and social media has become an integral part of modern-day news coverage. These radical changes in how events are captured have increased the number of photographers covering Capitol Hill on a daily basis. A decade ago, a "big" event might attract 10 to 12 photographers. Today, it is standard to have 10 photographers at a routine event while a popular hearing will draw between 20 and 30 photographers. Major events, such as the State of the Union, can attract over 50 photographers, and the Press Photographers' Gallery has the responsibility of planning coverage and assigning photographers to specific locations.

Radio and Television Gallery

Members of the broadcast media have unique needs and equipment, and the Senate has developed rules to facilitate broadcast coverage of the institution. The task of ensuring that the broadcast media's needs are met while the Senate's rules are followed falls largely to the staff of the Radio and Television Gallery. Gallery staff works closely with Senate staff and more than 3,700 credentialed members of the electronic media to facilitate coverage of Senate news and events in and around the Capitol. Senate staff relies on the Gallery's personnel for information on legislative business and press conference details in the Gallery's state-of-the-art studio.

Updating the technical infrastructure of Senate committee hearing rooms and other news event locations throughout the Senate campus remains a priority for Gallery staff. Working with other partners, the Radio and TV Gallery is able to ensure broadcast news requirements are met and news is disseminated as quickly as possible. This past year, for example, fiber optic connectivity was installed in room SD–G50 of the Dirksen Senate Office Building. The upgrade supports high definition TV coverage of hearings and news conferences. Broadcasters recently used the new connectivity in SD–G50 to cover events such as the Armed Services Committee's investigative hearings on the terrorist attack in Benghazi, Libya; the confirmation hearing of Senator Chuck Hagel to be Secretary of Defense; and Senator Dianne Feinstein's news conference on assault weapons.

In addition, technical upgrades to the Senate "swamp" site in the North Legislative Egg supported news coverage of the Supreme Court's historic decision regarding healthcare. Similarly, the Russell Rotunda media area, also recently upgraded, con-

tinued to be heavily used by Senators for interviews with broadcast and cable TV outlets.

Radio and Television Gallery staff also assists Senators in their regular use of the Gallery's studio, located across from the Senate Chamber on the 3rd floor of the Capitol. In 2012, the studio hosted media events relating to raising the debt ceiling, healthcare legislation and immigration reform. Renovations are currently being discussed to upgrade the Studio's lighting to LED and the audio system, and adding backdrops for conducting exclusive interviews.

Internal Communications

In this age of instant communications and ongoing security concerns, keeping the Senate community informed has taken on added importance. In 2012, the SAA shifted some personnel to create a small, but highly-focused, Office of Internal Communications (OIC) to streamline communication within the SAA organization and to the rest of the Senate community. OIC provides SAA employees and other members of the Senate community with timely, accurate and useful information that highlights SAA services and furthers efficiency and effectiveness. The office supports consolidated communications; better promotion and utilization of SAA services; and more clear, consistent and accurate organizational messages, especially for major announcements and "breaking news" affecting the SAA organization. OIC coordinates communication efforts through multiple channels—print, online, and (most recently) social media.

OIC manages and maintains the Notice system, and distributes Notices to the Senate community. During 2012, OIC sent nearly 550 such Notices on a wide range of topics. Also in 2012, the SAA worked to launch an e-Dear Colleague system, in which Senators' messages to their colleagues can now be sent electronically. This system is saving the Senate on printing and paper costs, and is getting information to recipients much faster than the old paper-based distribution system. OIC has sent more than 100 e-Dear Colleague messages since the program began in February 2012.

OIC also performs the important function of reviewing and editing publications that are distributed from the SAA to our employees and to other Senate stakeholders. During 2012, staff reviewed approximately 250 publications for content and grammar. In addition, OIC publishes the SAA Source, an employee newsletter which is distributed every other week to more than 900 employees across the SAA organization.

In addition to traditional print and e-mail documents, the OIC also oversees online communications. Over the past year, staff has redesigned, maintained, and continuously updated two important Web sites: the SAA homepage on Webster, which accessible to the entire Senate community; and the SAA community (intranet) page, which is accessible to SAA employees. Both of these online resources are providing critical and timely information on a variety of topics, and are helping to bring SAA services closer to our customers.

Finally, OIC has worked closely with the Deputy ASAA for Capitol Operations to research, develop, and launch the SAA's initial foray into social media. Like many of our Legislative Branch counterparts, the SAA is using social media to communicate with our employees, customers, and the public, and to receive feedback from them. Social media has become an important element of our everyday communications efforts and has been used successfully during the Inauguration and other special events over the past last year.

In September 2012, the SAA launched our official Twitter account: @SenateSAA. We recently surpassed 1,200 followers, posted more than 1,000 tweets, and have generated in excess of 4,000 hits on the www.senate.gov Web site as a result of our tweets. The Senate community and the public have responded well since we joined the "Twitter-sphere," as evidenced by the numerous tweets that have been re-tweeted and our growing number of followers. And we are continuing to research other potential social media applications for the SAA organization. For example, we are planning the launch of an SAA Facebook page intended to help highlight the work of our employees and expand the level of engagement with employees, partners, and customers.

SENATE OFFICE OF EDUCATION AND TRAINING

The Senate Office of Education and Training provides training and development opportunities for Senate staff in Washington, D.C., and the States. There are two branches within the office: the Education and Training branch and the Health Promotion branch.

The Education and Training branch offers training opportunities for all Senate staff in areas such as management and leadership development, human resources

management, legislative and staff information, new staff and intern orientation, and training support for approved software and equipment used in Washington, D.C., and State offices. This branch also coordinates and provides major training events for State and D.C. staff.

Training and education are delivered through instructor-led classes; one-on-one coaching sessions; specialized vendor-provided training; Internet and computer-based training; Webinars; video teleconferencing; informal training and support services; documentation, job aids, and quickcards.

The Health Promotion branch holds seminars, classes, and screenings on health and wellness issues. This branch also coordinates an annual Health Fair for all Senate employees and plans blood drives throughout the year.

Capitol Hill Training

The Office of Education and Training offered over 900 classes and events in 2012, drawing over 9.500 participants. This office's registration desk handled over 25,000 e-mail and phone requests for training and documentation.

We also provided 225 customized training sessions for 610 staff members. These sessions ranged from in-depth training of Senate office System Administrators, to conflict resolution, organizational development, and all office meetings for Member offices. We provided individual consultation on Web site development and office systems training.

We coordinated the Aides for the Senators-Elect training. This consisted of eight sessions with 20 to 30 staff at each session. This orientation will be continued in 2013.

The Senate's Intern Program is also a focus of the office. We provide training for intern coordinators as well as ten orientation and training sessions for approximately 1,500 interns.

State Office Training

The Office of Education and Training provided 94 learning opportunities to State offices for which 2,625 State staff registered. Our office continues to offer the State Training Fair Program and video teleconferencing and Webinars as a means to train State staff. In 2012 a session of a State Training Fair was attended by 32 State staff. We held our first virtual State training fair in the fall. We held 20 sessions attended by 120 State staff. We also conducted the State Directors Forum, which was attended by 32 State Administrative Managers and Directors, and a Constituent Services Forum attended by 58 State staff. We held a conference for outreach staff that was attended by 48 staff. Additionally, the office offered 10 video teleconferencing classes, attended by 110 State staff registered, and offered 25 Webinars that were attended by over 200.

We provide over 4,000 Internet-based training courses covering technical, performance, and language skills and an online research library of 19,900 publications. This allows staff in both D.C. and the States to take training at their convenience. To date, 826 D.C. and State office staff have registered and accessed 1,780 different lessons and publications using this training option. Education and Training also provides over 100 Senate-specific self-paced lessons that have been accessed over 4,800 times.

In the Health Promotion area, 2,200 staff participated in 60 health promotion activities throughout the year. These activities included lung function and kidney screenings, eight blood drives, seminars on health-related topics, and the Annual Senate Health Fair. We also coordinate Weight Watchers, Yoga, and Pilates sessions using the revolving fund for health promotion.

We continue to develop job-specific training and resources for Senate staff. Currently we are developing training for Legislative Directors, Legislative Correspondents, Schedulers, and Chief Clerks. We successfully trained each office in the Senate on the use of the new Watson phone system. We used a variety of learning methods, including online, documentation, classroom, and individual coaching.

We recently deployed a new Learning Management System. This provides Senate staff with a user-friendly method for finding and registering for training. It has become a part of our Education and Training portal, which provides a variety of means for staff to obtain the training and documentation they need.

In the coming year, we will expand online training options for Hill and State staff. We are planning for additional training for security and mental well-being in the State offices, job-specific training and, as the need arises, training on Floor policy and procedures.

Cost Saving Impacts

The Office of Education and Training continues to look for ways to use technology to enhance customer service while at the same time reduce costs. Recently, for ex-

ample, we eliminated all printed announcements and calendars in favor of online and electronic documents. We have expanded our offerings of video teleconferencing and Webinars to include State and D.C. offices. We continue to add self-paced training modules to our catalog to allow State and D.C. staff to learn at their own time and place. Our Virtual State Training Fair has reduced travel costs to the State offices, yet provides a method of sharing ideas and training among the State offices. Our new Learning Center, created by SAA staff, reduces he support costs of our commercially-purchased system.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) continues to offer a variety of services to staff, and their family members, Pages and interns. In 2012, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 254 employees took a mental health on-line screening; 2,740 employees attended an EAP training activity; and 2,220 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, or financial issues.

Early problem recognition and referral is a critical component of the EAP. To that end, EAP counselors work closely with Senate managers and supervisors. Through presentations, handouts, and individual consultations, the EAP supports managers and supervisors who are addressing challenging employee or staff issues. In 2012, EAP consulted with 252 managers or supervisors.

An invaluable characteristic and goal of EAP services is to utilize outreach to effectively serve our client base. Working toward this goal in 2012, EAP hired an Administrative Specialist to act as an accessible resource liaison to the Senate community. Among other tasks, this position provides administrative support to the EAP counselors and works to enhance resource development and program outreach for our clients. In addition, EAP continued to update materials on a wide array of mental health topics while offering a variety of time-sensitive and community-focused training programs, including video teleconferencing programs for State offices. Last year EAP also continued to hone, expand, and utilize the skills of the 32-member Senate Peer Support Team through a series of presentations, trainings, and informational lectures.

With regard to specific incidents in 2012, the EAP responded to a multitude of events, including the emotional needs and concerns that arose from those impacted by Hurricanes Sandy and Isaac; the Aurora, Colorado, and Newton, Connecticut, shooting tragedies; threatening mail incidents; the death of Senator Inouye; the deaths of employees and the family members of employees; and employees and offices who requested support after other critical incidents.

APPENDIX A—FISCAL YEAR 2014 BUDGET REQUEST

ATTACHMENT I

FINANCIAL PLAN FOR FISCAL YEAR 2014
OFFICE OF THE SERGEANT AT ARMS—UNITED STATES SENATE
EXECUTIVE SUMMARY

[Dollar amounts in thousands]

	Fiscal year 2014 vs. fiscal year 2013			
	Fiscal year 2013 budget	Fiscal year 2014 request	$ Amount	% Incr/Decr
General Operations & Maintenance:				
Salaries	$69,182	$68,000	($1,182)	−1.7
Expenses	75,353	74,230	(1,123)	−1.5
Total General Operations & Maintenance	144,535	142,230	(2,305)	−1.6
Mandated Allowances & Allotments	41,505	40,254	(1,251)	−3.0
Capital Investment	1,041	....	(1,041)	−100.0
Nondiscretionary Items	5,985	5,516	(469)	−7.8
Total	193,066	188,000	(5,066)	−2.6
Staffing	936	904	(32)	−3.1

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a fiscal year 2014 budget request of $188,000,000, a decrease of $5,066,000 or 2.6 percent compared to fiscal year 2013. The salary budget request is $68,000,000, a decrease of $1,182,000 or 1.7 percent, and the expense budget request is $120,000,000, a decrease of $3,884,000 or 3.1 percent. The staffing request is 904.

We present our budget in four categories:
—General Operations and Maintenance (Salaries and Expenses);
—Mandated Allowances and Allotments;
—Capital Investment; and
—Nondiscretionary Items.

The general operations and maintenance salaries budget request is $68,000,000, a decrease of $1,182,000 or 1.7 percent compared to fiscal year 2013.

The general operations and maintenance expenses budget request for existing services is $74,230,000, a decrease of $1,123,000 or 1.5 percent compared to fiscal year 2013.

The mandated allowances and allotments budget request is $40,254,000, a decrease of $1,251,000 or 3 percent compared to fiscal year 2013. This budget supports State office rents, $17,079,000; purchase of computer and office equipment, $10,118,000; voice and data communications for Washington, D.C. and State offices, $7,233,000; procurement and maintenance of member office constituent services systems, $3,686,000; wireless services and equipment, $1,082,000; and State office security enhancements, $701,000.

No capital investments are requested in fiscal year 2014.

The nondiscretionary items budget request is $5,516,000, a decrease of $469,000 or 7.8 percent compared to fiscal year 2013. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, $2,813,000; support for the payroll system, $2,308,000; and maintenance and necessary enhancements to the Legislative Information System, $395,000.

UNITED STATES CAPITOL POLICE

STATEMENT OF KIM DINE, CHIEF OF POLICE

ACCOMPANIED BY:
   MATTHEW VERDEROSA, ACTING CHIEF OF OPERATIONS
   RICHARD BRADDOCK, CHIEF ADMINISTRATIVE OFFICER
   FAY ROPELLA, ACTING INSPECTOR GENERAL

Senator SHAHEEN. Chief Dine.

Mr. DINE. Good morning. Chairwoman Shaheen, Ranking Member Hoeven, and members of the subcommittee, I'm honored to be here today, and I appreciate the opportunity to present the United States Capitol Police (USCP) budget request for fiscal year 2014. I would also ask that my written testimony be accepted for the record.

I'm joined here today by acting Assistant Chief Matthew Verderosa, our acting Chief of Operations; and Mr. Richard Braddock, our Chief Administrative Officer; as well as some members of my executive management team, as well as our acting inspector general, Fay Ropella.

I want to begin by saying that it is an honor for me to be sitting before you as Chief of the United States Capitol Police. Having been in this position for almost 6 months, I have observed the activity of the Department through an objective lens. I can say with no reservations that this organization is made up of extraordinarily professional and capable women and men who are dedicated to their work.

I have also come to appreciate the interest of Congress and especially this subcommittee in our success. On behalf of the Department, I'd like to thank you for the confidence and support you have shown the Capitol police over the years. You and your staffs have taken the time to work closely with the Department's leadership team and have shown a keen awareness of the complexity of our mission and the challenges we face.

I consider the United States Capitol Police to be America's police department, a premiere Federal law enforcement agency that works to ensure that the legislative process of our Government can function without disruption or lapses in security or safety. With your support and that of the Capitol Police Board, the Department has been successful and will continue our efforts to maintain the safest posture possible for the Capitol Hill community 24 hours a day, 365 days a year.

The recent terrorist bombings in Boston and the ricin attack here in Washington, DC, clearly underscore the need for us to remain vigilant at all times and maintain the highest level of readiness to deal with any such events should they occur.

The Department's funding levels have remained relatively stable in recent years, much to the credit of my predecessor's leadership and the sound, responsible management by my team of capable ex-

ecutive leaders. While we have seen some small increases due to expanding mission requirements, the Department has found efficiencies and reductions to offset many of the new requirements that we have addressed.

One project that has required additional resources is our implementation of the extensive radio modernization project. Your continued support of this critical officer safety program is greatly appreciated. The planning, building, and implementation of this system will eliminate considerable risk in our future capability to communicate and direct mission-critical activities.

Just like other large construction projects, this endeavor has involved many partners and a complex combination of needs and requirements. As anyone who has ever done home renovations will tell you, when you start tearing down walls or replacing utilities, you start to discover unexpected obstacles that can delay your progress. Throughout these challenges, the partnership that we have with the Architect of the Capitol and NAVAIR remains strong.

I know that this project has had evolving timelines and scopes. But I am confident that we are on track to get this project done in a timely manner, with a priority for doing it right. In fact, I am pleased to report to you that the Department was able, with your support, to include the O'Neill building in the project, with savings derived from the project.

The Department's fiscal year 2014 request reflects our continuous efforts at all levels of management to effectively and prudently manage our existing resources to achieve the best possible balance of staff versus overtime to meet mission requirements. We are constantly analyzing our workforce to align job functions, assignments, work load, risk management, and organizational readiness, along with the ever-changing threat assessments and mandatory mission requirements of a dynamic congressional community.

I am grateful for the women and men of the Department who have pitched in to take on additional workloads, as we have frozen hiring since the beginning of the fiscal year to meet reduced funding levels. In light of the fiscal constraints of the Department and the entire Federal Government, our fiscal year 2014 request again includes funding of only 1,775 of our 1,800 sworn authorized positions, and 370 of our authorized 443 civilian positions.

Three additional requirements are also included, which will cost just over $500,000, for the installation of security equipment and the services for the Dome rehabilitation project, the O'Neill building, and the radio modernization equipment rooms. The rest of the request is for the normal increases in costs in restoring annual leave levels reduced in previous fiscal years to meet immediate needs. The amount of the regular general expenses request is slightly lower from last year's request, despite these normal price increases.

As you are aware, the Department's current sworn staffing levels do not entirely provide the necessary resources to meet all of our mission requirements within the established sworn officer utility or the number of work hours in a year that each officer is available to perform work. Where necessary, we meet this requirement through the use of overtime.

We have been closely working with the Capitol Police Board and our oversight committees to review options to offset mission requirements, where possible, especially in light of reduced funding levels in fiscal year 2013, such as closing lower priority doors, which will reduce the total hours at posts and overtime costs.

With your support, the Department continues to successfully perform our operational mission and has achieved several key accomplishments over the last year, some of which have resulted in greater efficiencies for the Department, which included addressing several administrative challenges and improving corresponding business practices.

We continue to work to close audit recommendations and to address our material weaknesses from prior audits by working closely with our inspector general and the Government Accountability Office to address identified issues and providing evidence necessary to close findings.

In particular, I am pleased to report that the Department received for the first time in our history a second consecutive unqualified clean opinion on our financial statements. Also, thus far in fiscal year 2013, we have worked closely with the Office of the Inspector General to close 16 recommendations and have completed actions that we believe could lead to closure of another 11 recommendations.

Further, we are working on the resolution of a number of other recommendations in order to achieve efficiency and effectiveness of our administrative programs. The long-term resolution of recommendations related to internal controls, business processes, and material weaknesses remain the highest importance to our management team.

PREPARED STATEMENT

I am grateful for your time today. As I said earlier, we realize that we have to function within the parameters of the economic and fiscal realities facing our country in specifically the legislative branch. We will continue to work closely with you to make sure that we meet the needs of our mission in a reasonable and responsible manner. I appreciate the opportunity to appear before you today and would be glad to answer any questions you may have at this time.

Senator SHAHEEN. Thank you very much.

[The statement follows:]

PREPARED STATEMENT OF KIM DINE

Chairwoman Shaheen, Ranking Member Hoeven and members of the subcommittee, I am honored to be here today, and I appreciate the opportunity to present the United States Capitol Police (USCP) budget request for fiscal year 2014. I am joined here today by Acting Assistant Chief Matthew Verderosa, our Acting Chief of Operations, and Mr. Richard Braddock, our Chief Administrative Officer, as well as some of the members of my Executive Management Team and our Acting Inspector General.

I want to begin by saying that it is an honor for me to be sitting before you as the Chief of the USCP. Having been in this position for nearly 6 months, I have observed the activity of the Department through an objective lens. I can say with no reservations that this organization is made up of extraordinarily professional and capable women and men, who are dedicated to their work. I also have come to appreciate the interest of the Congress, and especially this subcommittee, in our success. On behalf of the Department, I would like to thank you for the confidence and

support you have shown USCP over the years. You and your staffs have taken the time to work closely with the Department's leadership team and have shown a keen awareness of the complexity of our mission and the challenges we face.

I consider the USCP to be America's police department: a premier Federal law enforcement agency that works to ensure that the legislative process of our Government can function without disruption or lapses in security or safety. With your support and that of the Capitol Police Board, the Department has been successful and will continue our efforts to maintain the safest posture possible for the Capitol Hill community 24 hours a day, 365 days a year. The recent terrorist bombings in Boston and the ricin attack here in Washington, D.C., clearly underscore the need for us to remain vigilant at all times and maintain the highest level of readiness to prevent, deter and respond to any such events.

Our mission is to protect the facilities you work in and around; to protect you and your fellow Members, your staff, the Capitol Hill community and the millions of visitors who come here to be a part of the democratic process on a regular basis. We consider all of the people and facilities we protect and the legislative business that we secure as one community that we serve. Although we are professionals who have dedicated ourselves to public service and public safety, the employees of the Department gain strength and encouragement from your recognition of our accomplishments.

While our overall mission and commitment is to protect the legislative process, our activities in response to more than 600 special events and demonstrations last year ensured that citizens were provided the opportunity to exercise their constitutional rights in an orderly and safe manner. I also believe that, through our efforts and our presence in the larger Capitol Hill neighborhood, we have played a role in the District of Columbia's lowest crime rate in years.

I would like to begin the specifics of my testimony by expressing again our appreciation to the subcommittee and the Congress for providing the salaries and general expenses funding for fiscal year 2013 to support our personnel and operations and for supporting our sequester plan, which has included door closures that may have some effect on you and your staffs, as well as visitors to the complex.

My management team and I are more than keenly aware that the economic conditions of our country and the fiscal situation in the Federal Government require that we manage ourselves and plan for our future responsibly and accurately. Having recently come here from local government, with more than 37 years of law enforcement experience, I can tell you that I have a first-hand understanding of the hardships being faced at all levels of government and by average citizens in communities across the country. Therefore, I believe it is our responsibility to submit a budget request that is accurate, reasonable, responsible, and based on critical requirements necessary to mitigate and address both identified and emerging threats and risks. Our fiscal year 2014 budget request focuses on those critical mission requirements necessary for the Department to address the security of the Congress, so that it may conduct its Constitutional responsibilities in an open and safe manner without disruption from crime or terrorism.

Our mission-focused request is grounded in the four USCP strategic goals that describe our mission and frame our budget planning:
—assessing the threat to the congressional community;
—taking proactive measures to mitigate the threat so as to prevent disruption to the legislative process;
—responding in the event of a disruption so that the Congress can continue to operate; and
—ensuring that we employ appropriate and efficient support, business processes and controls; while providing personnel with the requisite skills, resources and tools to deliver our mission in an effective manner.

The Department's funding levels have remained relatively stable in recent years, much to the credit of my predecessor's leadership and sound responsible management by my team of capable executive leaders. While we have seen some small increases in the budget due to expanding mission requirements, the Department has also found efficiencies and reductions to offset many of the new requirements that we have addressed.

One project that has required additional resources is our implementation of an extensive Radio Modernization Project. Your continued support of this critical officer safety program is greatly appreciated. The planning, building, and implementation of this system will eliminate considerable risk in our future capability to communicate and to direct mission-critical activities. Just like other large construction projects, this endeavor has involved many partners and a complex combination of needs and requirements. As anyone who has ever done home renovations will tell you, when you start tearing down walls or replacing utilities you start to discover

unexpected obstacles that can delay your progress. Throughout these challenges, the partnership that we have with the Architect of the Capitol and the Naval Air Systems Command (NAVAIR) remains strong. I know that this project has had evolving timelines and scopes, but I am confident that we are on track to get this project done in a timely manner, with a priority for doing it right. In fact, I am pleased to report to you that the Department was able, with your support, to include the O'Neill Building in the project with savings derived from the project.

At this time, I would like to offer the subcommittee an overarching summary of our fiscal year 2014 request. I will follow this summary with a discussion of specific budget items of particular significance to you and the Department.

The Department's fiscal year 2014 request totals $363 million and represents an overall increase of 7 percent, or $25 million more than the fiscal year 2013 continuing resolution funding level of $338 million.

As with other law enforcement agencies, personnel salaries and overtime represent the majority of our budget each year. After all, we are a service organization, and we need the dedicated and trained professionals to provide that service.

The Department's fiscal year 2014 personnel request reflects our continuous efforts at all levels of management to effectively and prudently manage our existing resources to achieve the best possible balance of staff versus overtime to meet mission requirements. We are constantly analyzing our workforce to align job functions, assignments, workload, risk management, and organizational readiness along with the ever-changing threat assessments and mandatory mission requirements of a dynamic congressional community. I am grateful to the women and men of the Department who have pitched in to take on additional workloads as we have frozen hiring since the beginning of the fiscal year until we know the final appropriation level for this fiscal year. In light of the fiscal constraints of the Department and the entire Federal Government, our fiscal year 2014 request again includes funding for only 1,775 of our 1,800 sworn authorized positions and 370 of our authorized 443 civilian positions. These are the staffing levels we maintained during fiscal year 2012, but have had to reduce even further during fiscal year 2013 due to the sequester. These reductions have had an impact on our civilian workforce, who have taken on expanded workloads and strained our ability to resolve longstanding internal controls weaknesses as rapidly as we might like.

The personnel request for fiscal year 2014 represents an overall increase of 7 percent over the fiscal year 2013 continuing resolution funding level.

As you are aware, the Department's current sworn staffing levels do not entirely provide the necessary resources to meet all our mission requirements within the established sworn officer utility or the number of work-hours in a year that each officer is available to perform work. This "utility" number is used to determine overall staffing requirements, and balances the utility of available staff with annual salary and overtime funding along with known mission requirements such as post coverage, projected unscheduled events such as demonstrations, late sessions, holiday concerts, et cetera, and unfunded requirements that occur after the budget is enacted, such as unforeseen critical emergency situations. Because of the need to fill the mission requirement gap through overtime, the Department has struggled to pull our sworn personnel offline to conduct training. In order to achieve mandatory training, we must utilize overtime to ensure that the officers may be offline for training, while meeting our daily mission requirements. There are flexibilities in other law enforcement agencies in offsetting or deferring daily requirements to allow for training that our unique mission does not afford.

Thus, mission requirements in excess of available personnel must be addressed through the identification of efficiencies such as post realignment and/or reductions, technology, and cutbacks within the utility. Where necessary, we meet this requirement through the use of overtime. Understanding the fiscal concerns related to the budget impacts resulting from overtime, particularly in light of the sequester, we have been working closely with the Capitol Police Board and our oversight committees to review options to offset mission requirements where possible, especially in light of reduced funding levels in fiscal year 2013, such as closing lower priority doors, which will reduce the total hours at posts and overtime costs.

The Department is currently implementing an action plan that is simultaneously evaluating our staffing processes to find more efficiency through information-based management, while developing training and guidance for supervisors on methods for reducing overtime. At the same time, we are considering enhancements to a number of policies and procedures that have an indirect impact on overtime needs. During this process, we have been working closely with staff from the Government Accountability Office, briefing them on our progress and gaining advice and guidance from them along the way.

At the requested funded staffing levels, the Department's fiscal year 2014 overtime projection is approximately $32.8 million, which is $5.5 million less than our overtime request for fiscal year 2013. This amount will cover base mission requirements, support of non-reimbursable events at the Library of Congress and an offset to allow for appropriate security staffing so that sworn employees can be backfilled while they attend necessary and mandatory training.

The second area I want to cover in some detail is our requested general expenses budget, which includes protective travel; hiring, outfitting, and training of new sworn personnel; supplies and equipment; management systems; and other non-personnel needs. We are requesting $65 million for general expenses, which is an increase of $3 million over the continuing resolution level. Three additional requirements represent a portion of this increase, just more than $500,000, for installation of security equipment and services for the dome rehabilitation project, the O'Neill Building, and the radio modernization equipment rooms. The rest of the increase results from normal increases in costs and restoring annual levels reduced in previous fiscal years to meet immediate needs. In many cases, this requested funding restoration is for the training of our civilian employees, many of whom have not had training in the last 4 years, to ensure that their skills remain high in order to achieve our mission. Our civilian employees are as critical to the success of our organization as are our sworn employees, and need to be supported as such. The amount of the "regular" general expense request is slightly lower from last year's request and we will continue to identify areas that we can target for further efficiency or elimination.

With your support, the Department continues to successfully perform our operational mission and has achieved several key accomplishments over the last year, some of which have resulted in greater efficiencies for the Department, which include addressing several administrative challenges and improving corresponding business practices.

In fiscal year 2012 the Department screened more than 12.8 million people entering congressional buildings (including more than 2.3 million visitors to the Capitol Visitor Center); affected more than 700 arrests; conducted more than 119,000 K–9 sweeps; and screened nearly 23,000 vehicles. In line with our close connection to the congressional community, we also held more than 1,800 community outreach visits. These are just a few examples of the many services and enforcement activities that are conducted daily to ensure the success of the Department's core mission.

For the third year in a row, the Department has implemented uniform procedures to effectively measure and justify U.S. Capitol Police planning, program, and resource requirements through a comprehensive, standardized, and repeatable management process, which we call the "Force Development Business Process." It provides for a transparent decisionmaking process, including reviews and approvals by an Investment Review Board made up of key agency management, and provides a structure that is results-driven and based on meeting operational needs. We also formalized a process for program evaluations for selected existing programs, which we plan to expand in the future. In addition, in order to ensure the accuracy of our budget request, our fiscal year 2014 budget went through multiple layers of review and validation, and is traceable to supporting documentation for each budget element.

Further, we continue our work to close audit recommendations and to address our material weaknesses from prior audits by working closely with our Inspector General and the Government Accountability Office to address identified issues and by providing the evidence necessary to close findings. In particular, I am pleased to report that the Department received, for the first time in our history, a second consecutive unqualified "clean" opinion on our financial statements. Also, thus far in fiscal year 2013, we have worked closely with the Office of Inspector General to close 16 recommendations and have completed actions that we believe could lead to closure of another eleven recommendations. Further, we are working on the resolution of a number of other recommendations in order to achieve efficiency and effectiveness of our administrative programs. The long-term resolution of recommendations related to internal controls, business processes and material weaknesses remains of the highest importance to our management team.

Before I close my remarks, I want to talk a little bit about our future. The Department has evolved from a lone watchman in the early 1800's to a professional and unique law enforcement and homeland security force. Over the past 12 years, we have adopted new capabilities to address our fluid threat environment. These changes have led to an increase in personnel, tools, special skills, and new levels of accountability. Now, we are in the midst of updating our Strategic Plan to ensure that our existing structures are sufficiently aligned and resourced to support our mission requirements into the future. Over the past few months the senior leaders

of the Department have been engaged in a scan of the internal conditions within the Department, as well as the environment in which we function and the outside influence on execution of our mission.

As we look towards the future, we will be transforming and strengthening our culture to continue to meet 21st Century challenges with a focus on results. We will be engaging you and our other stakeholders more as we further develop this new plan of action. Some of our transformational priorities include:

—improving our management and planning processes;
—improving internal and external communications;
—enhancing our future leadership capacity;
—establishing clear expectations and accountability for all personnel; and
—evolving the Department into an organization that learns from our experience and shares knowledge within our workforce.

These will be the foundations upon which we will build a nimble, data-driven, community-focused law enforcement agency for the future.

I am grateful for your time today. As I said earlier, we realize that we have to function within the parameters of the economic and fiscal realities facing the country and specifically the Legislative Branch. We will continue to work closely with you to make sure that we meet the needs of our mission in a reasonable and responsible manner. I appreciate the opportunity to appear before you today and would be glad to answer any questions you may have at this time.

Senator Hoeven, would you like to begin the questions?

Senator HOEVEN. I'd be happy to. Thank you, Madam Chairwoman.

Again, thanks for your testimony. Thanks to you for your leadership, and thanks to everybody in the room for the good work you do. And I know I express that sentiment on behalf of all the Senators. We all encounter you on a regular daily basis, and you're very professional. And I just want you to know we really appreciate it.

CAPITOL DOME RESTORATION

Mr. Ayers, one of the things that we included last year and did a lot of work on was the approximately $61 million for the Dome renovation, a very important project. And as you know, we spent a fair amount of time working to get it included, which I was very committed to and very pleased it's in there. I think it's incredibly important. It's certainly a symbol of our country and a symbol for the world.

That $61 million, that's a big project. When I look at your budget, you've got some increases in there. Obviously, with sequester, we're constrained in terms of what we're going to be able to appropriate for everyone. But specifically in your budget, does that give us some room, in that that's such a large project, that if we're looking at keeping you closer to that, the current funding level, that that gives you some room to get some other things done, when we look at your total funding, without the increases that you've got scheduled there in your presentation?

Mr. AYERS. Well, I think it does. In terms of that amount of money in our 2013 budget, that ceiling for 2014 enables us to get a number of additional projects done in 2014. So I think you're right.

Senator HOEVEN. And I think it's going to be really key that you prioritize within that. I think for everybody, my point is going to be the same. Obviously, in Terry's case, you've done a remarkable job on your budget, and I commend you for it, in tough circumstances.

But I think in the Architect's budget, it's going to be very hard, obviously, to provide the increase that you've indicated there. And so the key is going to be working with us to figure out how we prioritize. So once we have a better understanding what our allocation is going to be for the legislative branch, that we get the things funded that you want.

Now, we went after the Dome over and above, last year. And I think it merited special exception. The good part is we got it, it needs to be done. The other good part for you, though, is I do think it gives you some room in your budget. But I think that we really are going to have to look at some prioritization, and then we'll figure out what we can do based on the allocation that we end up with.

Mr. AYERS. I agree completely.

FISCAL YEAR 2014 FUNDING NEEDS

Senator HOEVEN. I think, you know, obviously, Mr. Gainer, in your case, you're in pretty solid shape. I don't know that we're going to have to do too much more with your budget. But both for Ms. Erickson and Chief Dine, my sense is we're going to have to figure out what we do from a service standpoint that you think works so that—same prioritization.

I guess my question that I would put to each one of you is, What services or hours would you change if we're not able to fund at the level you request? And maybe we can start with Ms. Erickson and Chief Dine.

Ms. ERICKSON. Well, I would like to just point out that my budget request for next year is less than my operating budget in 2008. And I think that we've had—and I give credit to my staff. We've developed a real culture in the Office of the Secretary of being very mindful of the limited resources that we've been given. And everything that my 26 departments do is a result of the legislative mandate or mandate by leadership.

And so, we consider everything a priority in my organization. I think the biggest difficulty that we will face going forward is beginning in 2008, we did start scrutinizing every vacancy, and we continue to do that. If sequestration should go forward, I think it will place a real hardship on our staff, who are handling additional responsibilities because of our inability to fill positions.

And an example of that is our Office of Public Records. The Congressional Budget Office had estimated that it would cost an additional $424,000 to implement the requirements of the STOCK Act. We haven't purchased any of the equipment that is recommended for implementing an electronic filing system. In addition, I haven't filled any of the FTEs that are necessary for implementing the STOCK Act.

We recently had a retirement, an individual who handled the Federal Election Commission filings. Those responsibilities are being taken on by our existing staff. So that would be an example. It is really hitting our staff in terms of juggling multiple responsibilities.

And we'll continue to do whatever we can to provide excellent customer service to the Senate community and fulfill our legislative mandates. Because like I said, we've developed a real culture in

our organization for cost cutting. Staff were coming to me just last week with ideas on how we can produce brochures in a more cost-effective manner. Our IT staff canceled duplicative word processing licenses that saved over $11,000. Our conservation and preservation folks found cheaper, but good quality, molding for framing, saving $3,700 a year. And I could go on and on, down to the State of the Union dinner that my office funds, and we used recycled decorations.

So I think our track record of——

Senator HOEVEN. They were very nice.

Thank you very much. I think, you know, the fact that my budget is lower than it was in 2008 speaks to the work that my staff has done. And I don't think that we've missed a step in serving the Senate.

I was going to give the Chief the same opportunity, but I know we're short of time, Madam Chairman.

So maybe, Chief, just briefly on the same subject. The point I'm getting at is I think you're going to have to prioritize between the number you've given us down to the sequester level. We're going to have to look at that, and you may have to make adjustments in services or hours. And then we'll get a top-line number, and then we'll have to make some decisions about how we work with you to get a final budget.

USCP SERVICE LEVEL ADJUSTMENTS DURING FUNDING LEVEL REDUCTIONS

Mr. DINE. Yes, sir. And our staff has done an incredible job doing just that. Obviously, the safety and security, that's our primary business. So during the course of these processes, we've cut a significant amount of funding, about one-half of that from overtime. The Capitol Police Board has been incredibly supportive during this process, as have you and your subcommittee.

As you know, we cut a number of posts. That was primarily the way we saved a chunk of that overtime. And we'll continue those efforts. We stopped hiring at the beginning of the fiscal year, actually before sequester took place, because we took that seriously and knew it was coming. We're not backfilling positions right now. We're engaging in savings from those efforts, as well as cutting a number of other processes operationally.

Senator HOEVEN. And to follow up on something Ms. Erickson said, I do try to point out whenever I can that we are basically back on discretionary spending at 2008 levels. And again, that reflects not only the good work you do, but the fact that you have truly found savings for the American people. So I want to express my appreciation.

Senator SHAHEEN. Thank you, Senator Hoeven.

Obviously, I'm sure Senator Hoeven agrees with me. I certainly hope that the Congress can address sequestration before it goes into effect for another year. I think it will have, as you all have pointed out, significant impacts on access of the public to the Capitol and also on our ability to preserve this Capitol for future generations. I certainly hope that we will be able to address this.

I wonder, I think we've probably got another minute or two before we have to close for the votes. But I wonder if each of you

could talk about, if we're not able to address sequestration before the 2014 budget year begins, what the most significant impacts will be on your budget? And I'll start with you, Mr. Ayers.

Mr. AYERS. Thank you, Madam Chairwoman.

I think in 2014, the most significant effort for us will be canceling contracts. Then we'll be canceling our cleaning contract in the Capitol Visitor Center. We will likely cancel our shuttle-bus service that moves employees and staff around the Capitol campus. So those are two good examples, very quickly, of contracts that we will have to eliminate in 2014 to meet our sequestration numbers.

Senator SHAHEEN. Thank you.

Ms. Erickson.

Ms. ERICKSON. Without additional funding for the Senate Information Services program, which provides the online research news services that Senate staff use to do their jobs, without additional funding, we will have to cut at least two services that are provided to staff. And that would be on top of two services that were cut in January 2012.

The second concern that I would have, going forward, as Terry mentioned, our staffs have gone without a COLA since 2010. We implemented in 2010, we suspended the payments that we provide to staff based on our merit performance program that we have. So our staff have gone a long time without an increase in their base salary. And the increases have been modest. And I think it's important that the Senate staff be recognized for their hard work with a cost-of-living increase.

Senator SHAHEEN. Thank you.

Mr. Gainer.

Mr. GAINER. Senators, we would continue to defer things that need to get fixed. It is the out-year impact that is going to eventually catch up with us. I think the biggest change is going to have to come from the Members, their staff, and eventually your constituents on what the expectations are on how quickly we can provide services for you so you can provide then for them. So we will be slowing down, trying to move to cloud computing, which sounds like a nice-to-have, but is significant how we try to increase energy savings, or from the different storage efforts we are managing.

We currently store the equivalent of 1.5 million four-drawer file cabinets right now with information continuously flowing through our equipment. So we're trying to go into virtualization to help with that. Each one of those little machines that someone has at their desk or elsewhere costs a significant amount of money to maintain. Those machines are getting old, and parts aren't always available. Over time we're going to gradually see services slowed.

I think the impact of sequestration is going to continue to increase gradually. Our staff have pulled together the same way you would if someone took a vacation or took a maternity leave to have a child. Everyone is pitching in, but eventually, the impact will catch up with us.

Senator SHAHEEN. Can I get you to comment? One of the things that struck me in your testimony was the increasing cost of the district offices that we have around the country and the challenge of continuing to cover those costs.

Do you see any way to address that?

Mr. GAINER. Well, there could be several ways to address that concern. I mean, for example, if everyone discontinued moving or expanding their offices for the remainder of this Congress, that would have an immediate impact. Each time a member changes or moves, a new lease or a change in the lease is required. Lease prices are continuing to rise. That is good for the economy, but bad for our budget.

Senator SHAHEEN. Thank you.

And Chief Dine, in about 1 minute, if you could respond, since the vote is closing here?

SEQUESTRATION IMPACT ON THE USCP 2014 BUDGET

Mr. DINE. I'll try to be brief. We were pretty lean already before sequester. I can tell you, with no cash awards, training was limited to just required training and those kinds of things. Non-personal expenses were regularly needed to be set aside just to meet salary and overtime needs. When you look at the cuts that we've already made for sequester, again, the number of post closures that the Capitol Police Board approved, and that we worked with you on as well. We're very grateful for the support of the board and our sub-committees.

The next big area was not filling the open positions or the attrition rate of our personnel positions. So, we stopped hiring at the beginning of the year. We have a resultant savings from 17 civilian and 41 sworn positions. We have 66 less sworn and 90 less civilians than were authorized. That has had a significant impact on operations.

We've cut contractors in the administrative systems at an additional 1 percent from each of our bureaus and office of general expenses, just to operate right now. Going into sequester, we're at extremely low levels for property supplies due to the sequester. We have to replenish some of that in 2014. Dignitary protection costs continue to rise. We'll need an increase over fiscal year 2013 just for us to operate.

We have to restore those training, recruiting, and outfitting costs of new recruits for fiscal year 2014 just to maintain the 1,734 sworn positions in addition to absorbing natural salary increases. We obviously have the two additional requirements, the O'Neill building that I mentioned, and the radio modernization room fit-out that must occur regardless of additional funding availability.

Finally, the new radio system will require annual operations and maintenance costs in fiscal year 2014 not currently covered in our fiscal year 2013 budget, approximately $5 million. Based on a savings of existing cuts in fiscal year 2013 going forward, where applicable, the needs I mentioned for 2014 will need an additional increase just to maintain existing operations.

So, moving forward, if this sequester continues, we may have to engage in additional post closures, and, worst-case scenario, furloughs and those kinds of things.

ADDITIONAL COMMITTEE QUESTIONS

Senator SHAHEEN. If there are any additional questions from members they can be submitted for the record.

[The following questions were not asked at the hearing, but were submitted to the agencies for response, subsequent to the hearing:]

QUESTIONS SUBMITTED TO TERRANCE W. GAINER

QUESTIONS SUBMITTED BY SENATOR JEANNE SHAHEEN

FISCAL YEAR 2014 BUDGET REQUEST: IMPACT OF SEQUESTRATION ON SERGEANT AT ARMS

Background.—As a result of sequestration, the Sergeant at Arms was granted authority to use the Voluntary Separation Incentive Payment (V–SIP) program as a means of reducing the number of employees in an effort to reduce salary requirements. The Sergeant at Arms had 52 employees participate in the V–SIP program and now is in the process of realigning its workforce to address the reduction in staff.

Question. Mr. Gainer, your organization implemented a voluntary separation incentive payment (VSIP) program this past spring in an effort to reduce your payroll to meet your post-sequestration salary budget. How much payroll funding will you save this year?

Answer. The savings for 2013 will be $1.7M. Additionally, we have had a hiring and salary freeze for some time that has saved about $1.3 million as staff retired or resigned and we did not replace them.

Question. How much will you save on an annual basis during fiscal year 2014?
Answer. The annual saving from VSIP in 2014 will be $4.7M.

Question. If the appropriated funding level for your salary account ion remains at a freeze in fiscal year 2014, will you still be able to avoid further RIFs and furloughs?

Answer. Yes, we structured the VSIP program so that we may continue to provide service effectively in 2014.

SEQUESTRATION AND RICIN INCIDENT

Background.—On April 16th a letter was intercepted at the off-site mail sorting facility located in Landover, Maryland, and tested positive for Ricin. The U.S. Capitol Police Hazardous Materials Response Team worked with the Senate mail handling facility, which is operated by the Sergeant at Arms, to ensure any hazards were contained and handled properly. The mail processing procedures the Senate Post Office has adopted since the 2001 Anthrax attack have worked well and prevented a ricin-laced envelope from arriving on Capitol grounds. This incident immediately followed the bombings in Boston which led to heightened security around the Capitol complex.

Question. Mr. Gainer, I was not a Member of this body a decade ago when the Senate suffered through ricin and anthrax attacks. Clearly, the protocols that were put into place after the 2001 Anthrax and ricin attacks worked, and a ricin-laced envelope was prevented from arriving on Capitol grounds. Can you update me on the status of the off-site mail processing facility and any lessons learned from last month's incident?

Answer. All mail properly delivered to the Senate via the United States Postal Service, as well as certain commercial delivery services such as FedEx and UPS, are received at our off-site mail and package processing facility. At the processing facility, mail is x-rayed, visually inspected, and undergoes a series of advanced technical examinations in order to ensure it contains no hazardous materials. The ricin letter which was detected in our facility during this processing, while safely contained within that facility, required a number of steps to be taken in order to ensure the facility was completely decontaminated before it could be put back into service for mail processing. That was accomplished in about 2 weeks, during the course of which our mail processing personnel exercised their continuity of operations plan by coordinating with and processing Senate mail at the House's mail processing facility.

All of the mail which was in the processing area at the time the ricin letter was discovered was considered to be contaminated, requiring it to be digitally scanned, printed, and delivered to Senate offices. The original contaminated mail had to be destroyed. We are currently developing an after action report which will include a listing of our lessons learned. I can tell you now that one of the key lessons we learned is that the planning and preparation which went into the development of this off-site mail processing facility paid huge dividends. No staff member was harmed by the illicit substance and the legislative process suffered no interruption due to the receipt of tainted mail.

Question. What impact does responding to an incident like the ricin incident last month, have on your resources, particularly while you are operating under sequestration?

Answer. The impact on the SAA budget is minimal as the Mail Facility is designed to contain the contaminant. In fiscal year 2012, it cost $329,000 in expenses to operate our off-site mail processing facility. Due to the ricin event, the Post Office purchased electronic equipment and a fair amount of stationery supplies, none of which was in our current expense budget, to execute our digital scanning plan and ensure all mail was still delivered to its intended recipients. All in all, our response to this incident cost us around $15,000. There was a higher cost to our external support agencies which facilitated the facility decontamination effort. Their costs are likely to be well over $100,000.

How many total State offices are there? Answer. 456

To date, how many Postal Sentry units have been mailed to offices? Answer. 338
What is the cost of a Postal Sentry? Answer. $680

SEQUESTRATION AND BOSTON INCIDENT

Background.—Both the Sergeant at Arms and the U.S. Capitol Police are charged with responding to and preventing attacks to the Capitol Complex. In terms of Member State offices, the Sergeant at Arms is responsible for overseeing the security as well as office leases.

Question. In light of what happened in Boston last month, is our complex adequately protected from backpack bombs and similar devices?

Answer. In conjunction with the Capitol Police, we maintain a robust security program and protocols designed around best practices and support from industry leading experts to appropriately protect the Capitol complex from backpack bombs or similar improvised explosive devices.

Question. What steps have you taken to ensure the safety of the complex for staff and visitors in light of the Boston incident?

Answer. The security protocols mentioned above consist of overt measures such as x-ray machines, magnetometers, USCP officers, K9 units, and explosive detection devices when entering buildings within the campus, and during large events, such as the July 4th, Memorial Day, and Labor Day concerts. Covert measures are also utilized to detect such devices around the complex, which I would be happy to discuss in a closed session due to the sensitive nature of these sources and methods.

Outside of the buildings, the Capitol complex is an open environment where visitors can move about the campus freely and unscreened. This open environment makes preventing such attacks that occurred in Boston last month very difficult. Current protocols consist of trained USCP detection officers, specialized K9 explosive detection units strategically placed throughout the campus, monitored CCTV cameras, as well as other covert detection sources and methods used to detect not only IEDs but individuals who may be carrying such devices. Additionally, my office routinely coordinates with our law enforcement and intelligence community partners at the Federal, State, and local levels on a daily basis to discuss sources and methods used to help mitigate the threat of a Boston like attack. Most recently, my staff observed several backpack security search initiative programs conducted by New York Police Department (NYPD), Washington Metropolitan Area Transit Authority (WMATA), and Amtrak Police Department (APD) to discuss best practices currently utilized by other industry leading agencies to further enhance our protocol and procedures here on Capitol Hill.

In the long term, my office, engaged with the other members of the Capitol Police board, initiated discussions on a Capitol Complex Security Initiative (CCSI). An essential portion of the CCSI initiative involves the "Capitol Gateway" which is a plan to secure the entire Capitol Complex. This initiative would allow visitors to move about the campus freely, however channeling visitors through designated security checkpoints located throughout the campus would ensure 100 percent security screening prior to entering the campus therefore mitigating the threat of an IED detonating within the Capitol Complex.

Question. Were any protocols or procedures changed for our State offices in light of the Boston and ricin incidents?

Answer. We work closely with the U.S. Capitol Police, local, Federal, and State law enforcement agencies in each of the 50 States and we remain up-to-date on mail threats that occur across the country, even those with no known nexus to Members, their staff or families. We communicate regularly with all 450 Senate State offices regarding threat notifications, safe mail handling procedures, and provide equipment and training at no cost to the State office that allows them to open and examine their mail safely. We also provide guidance for State staff on identifying and

handling suspicious mail to mitigate all threats prior to exposure. Our State office mail handling suggested procedures and protocols have been reviewed and vetted by external experts and have been deemed as some of the best practices in the industry.

PROTECTION AGAINST CYBER THREATS

Background.—The Sergeant at Arms spends approximately $1 million in salaries for IT Security staff, and $5.7 million in expenses related to cyber-security, of which $3.9 million is for the contractor supporting the Sergeant at Arms around-the-clock Security Operations Center. The remaining $1.8 million is for the purchase of software and hardware, and other professional services.

Question. In addition to dealing with attacks through our mail system, you have to work continually to ensure that our computer systems are secure against cyber attacks. What steps are you taking through our cyber security program to stay on the cutting edge of detecting and preventing threats to the Senate's computer systems?

Answer. The Senate cyber security program is a leader in detecting and preventing cyber threats, not only at the Senate, but across the Federal Government. Senate IT Security staff continuously work to improve in the areas of threat intelligence, malware analysis, network monitoring, vulnerability assessment, security patch management, and protective technologies. We actively engage with our cyber intelligence partners on a daily basis, which allows us to share information regarding the detection of advanced threats that may be unknown to the public. We analyze advanced malware and deploy countermeasures to enhance the security posture of the Senate. In turn, we share our findings with our partners, and we consume and assess their threat information, indicators, and warnings for applicability to the Senate. Additionally, we constantly collaborate with numerous Federal agencies and the intelligence community at both the unclassified and classified levels to discuss threats, lessons learned, and best practices.

Our Security Operations Center (SOC) monitors the Senate network, and we believe it is a center of cyber excellence. We continuously improve our systems monitoring technical capabilities and provide 24/7 security monitoring and analysis. We continuously refine our staff's cyber skillset which allows our staff to be agile and stay atop the ever changing cyber threat landscape and the newest technology. This allows us to leverage our threat intelligence and various protective technologies to detect advanced threats to the Senate network before they are able to spread or cause significant harm. We also provide a 24/7 incident response capability, allowing us to quickly react to and mitigate security incidents.

To better protect the Senate's networked resources, our vulnerability management team continually works with Member offices to identify vulnerable systems and to recommend and apply known fixes to thwart any system compromise attempts by our adversaries. Hackers routinely attempt to attack and exploit vulnerable software and poorly configured computers. Identifying vulnerabilities and misconfigured machines residing on the Senate network and applying known fixes are key components in preventing system compromises. Due to the success of our vulnerability management program we are expanding our vulnerability management program to assess the security of Senate.gov Web sites.

We have, to this point, significantly invested in our cyber security program to ensure we stay on the cutting edge to detect, deter, defend, and mitigate threats to Senate computer systems. As new cyber threats have emerged, our cyber program has changed to meet the need. We have continuously worked to ensure we are getting the most value out of our security investments by analyzing the cyber security defense landscape and then deploying strategic next generation capabilities.

Question. Do you and other agencies within the Legislative Branch share information on what types of attacks are taking place and how best to respond?

Answer. Yes. In the past year, we have analyzed more than 500 potential malware and have shared more than 1,000 tips with other intelligence organizations, including those within other Legislative Branch and Executive Branch agencies, raising the level of awareness and protecting the U.S. Government as a whole. Our analysis identified numerous previously unknown zero-day vulnerabilities that would have otherwise gone undetected and could have eventually compromised the Senate network. By working with other organizations, not only have we protected the Senate's IT environment, we have effectively raised awareness throughout the U.S. Government.

The types of attacks and incidents seen at the SOC are persistent and continuous and come from a variety of adversarial sources. We have shared attack information with agencies including but not limited to the House, Executive Office of the Presi-

dent, DHS, NSA, FBI, Office of the Secretary of Defense, Department of State, Department of Treasury and Supreme Court of the United States. Additionally, we host a quarterly Cyber Collaboration Working Group in which approximately 100 representatives from 35 agencies attend to share indicators, best practices, lessons learned and new threats.

Question. Do you and agencies in the Executive Branch share information on the types of attacks and best practices for responding?

Answer. Yes. Please refer to the previous response.

In the past year, we have analyzed more than 500 potential malware and have shared more than 1,000 tips with other intelligence organizations, raising the level of awareness and protecting the U.S. Government as a whole. Our analysis identified numerous previously unknown zero-day vulnerabilities that would have otherwise gone undetected and could have eventually compromised the Senate network. By working with other organizations, not only have we protected the Senate's IT environment, we have effectively raised awareness throughout the U.S. Government.

FISCAL YEAR 2014 BUDGET REQUEST AND 8 PERCENT REDUCTION IN SERVICES

Background.—The fiscal year 2014 budget request for expenses totals $120 million which is $10 million (8 percent) below the fiscal year 2013 enacted level not taking into account sequestration. Under this budget request, the Sergeant at Arms will maintain critical infrastructure, but will not provide for any major upgrades or expansion of services.

Question. Your fiscal year 2014 budget request for expenses reflects a reduction of $10 million from the fiscal year 2013 enacted level, and your budget request notes that while this funding level will allow you to maintain critical infrastructure, you will not be able to perform any major upgrades of systems or expand any services. Can you provide us with concrete examples of services that you will significantly reduce or eliminate as a result of the current round of budget cuts?

Answer. Note: The $10 million refers to expenses included in the fiscal year 2013 Continuing Resolution ($130 million versus the fiscal year 2014 request $120 million). In addition to reducing the day to day support for services, for several years, we have reduced budgets for replacing capital investment items, such as, printing equipment and data storage and network equipment. This is where we will need to restore funding at some time in the near future. We will work with the committee to provide justification for any such future requests.

Example of a specific cut—Granicus is a floor streaming solution that costs $200k annually for which funding is no longer available. Commercial services such as CSPAN provide the same type of service. The difference is that Granicus offers the ability to search on the closed captioning text.

Operational support to several Senate enterprise systems is being reduced due to cuts made to the number of contractors providing this support. Longer response times to operational issues and delays in providing new functionality or enhancements will be felt. Some of the major systems impacted are the Financial Management Information System (FMIS), Legislative Information System (LIS), Senate Messaging and Authentication Services (SMAS), and the SAA Asset Management System.

Capitol Exchange.—We have proposed to the House a reduction in hours for the Capitol Exchange. The Exchange would no longer operate overnight and weekends unless the Senate and/or House were in session.

CSS Contracts.—We removed the incentive and penalty clauses from the CSS contracts saving close to $600,000. Doing so means we must rely strictly on good faith efforts of the vendors to meet CSS service levels. Current funding levels will require a reduction in allotment for Member offices leading to reduced service and support.

Economic Allocation Fund.—Offices will have fewer funds to acquire technology. We had already reduced the per FTE allotment from $4000 to $3200 in fiscal year 2013. Sequestration required an additional across the board cut of 8.2 percent.

The $3200 is the agreed upon allotment for fiscal year 2014 as well.

We are reducing the number of choices that offices have from the catalogue, such as dropping upgrade support for Word Perfect.

Less frequent updates of enterprise systems (e.g. e-mail and virtual server systems) that require capital expenditures. Again this will deny us the ability to bring in new features, such as virtual desktop solutions for continuity of operations and the unified communications features offices are asking for.

We are facing user demand for increased storage capacities that we are not able to meet. We continue to explore options and are considering cloud storage which may face an acceptance challenge from offices. Also, refresh cycles for the blade

servers used for VMI may be affected. There will be increased hardware failures as the blade servers age.

No expansion of Internet service ultimately will impact end user experience as bandwidth demand increases.

Office and enterprise technical solutions will be hindered due to the lack of additional bandwidth to systems that require the 10 Gbps capacity that would have been provided by the planned but now on-hold network switch expansion.

No addition to our backup capacity is already causing us to decline requests to add additional servers for offices to this service.

We are at 90 percent capacity now and do not have funding to purchase additional capacity. In addition, we heavily subsidize the cost for offices. While we charge $800 for 125GB of storage, the actual cost must take into account three additional instances of the disk space for disaster recovery and backup requirements as well as controllers, cabinets, software, maintenance and support. If offices were to be charged the fully burdened cost, they would choose not to participate in VMI or the backup solution.

No technical refresh of the IPTV (TV on your PC) systems will result in no additional channels and no support of HDTV.

We will not be able to fund additional routers and switches required on an as-needed basis as more offices open, and the technical refresh of existing State office routers will be on hold, eventually leading to more network failures for these sites.

We have more than 450 routers in State offices that are no longer available to purchase. It will cost approximately $750k to replace all these units with newer models. Without funding, this initiative, which will take significant time to complete, is on hold. We have sufficient funding in place to handle daily moves, adds and changes only. We also have more than 500 switches in the State offices that will reach end of support in CY 2015. Though these switches may continue to operate, they are not capable of providing the type of support that is critical to supporting VoIP phones in those locations. Additional funding of at least $900k and time is required to complete this.

We make tactical upgrades to network interface modules that support PCs, servers, printers, IP phones, and wireless access points on an as needed basis, gauged by tracking traffic levels. These are on hold and users will experience degraded service on impacted devices.

We have 346 modules in use today that can be replaced with newer, higher performing modules. The cost for the entire initiative is approximately $1.2 million. We do have $700k earmarked in prior year funds that can be used to begin the process and take care of tactical upgrades. The larger concern is that from an infrastructure standpoint, if we wait for the requirement to surface, we're too late to react.

Campus network switches reaching end of life will not be replaced and will likely begin to fail more frequently and replacement parts will become scarce.

Planned network enhancements to half the State offices to support IP telephony requirements are without funding. The requirements will not be met in fiscal year 2014.

Our planned implementation of an IT Security Risk Dashboard is on hold. It is largely intended to improve productivity and reduce the level of effort for offices to maintain IT security risk situational awareness and respond accordingly.

See whitepaper.

The lack of funding to advance our e-mail IT security technology translates to a higher probability of malicious e-mail penetrating our layered defenses.

SAA staff positions lost—

Two positions whose primary duty was the processing of offices orders through the Technology Catalog and for CSS systems. Processing time has increased by 1–2 business days. With the extended installation and delivery service levels on our support contract, it adds more days to the overall timeframe.

Two positions that worked directly with the support vendor to ensure accuracy of orders, conduct site surveys and pre-installation meetings, and provide quality assurance.

A primary position related to continuity of government efforts. At least one effort is delayed as we look to train internal staff able to transition into the additional responsibilities required of this role.

Staff resources supporting our 24 hours a day, 6 days a week data center operations are at a critically low state, and we may need to eliminate tape backup service for offices due to not having staff to support this service.

We do not currently have in-house database administrator resources for two of our major database products. This is a result of our inability to provide competitive salaries while the private sector is growing, making these resources extremely challenging to replace.

Question. What will be the effect of budget cuts on the IT Support Contract?

Answer. To date, we have reduced support by relaxing service levels. Many Senate staff experience longer wait times to have computers installed and longer wait times to have their computers repaired. Specifically, the following has occurred:

—Two of six system consultant positions were eliminated.

—Two days were added to the service level period for DC installations (from 10 to 12).

—Four hours were added to the service level for severity 3 help desk calls from State offices (from 16 to 20 hours).

—The vendor Acquisition Supervisor and Product Delivery Manager positions were cut. A single position now performs both of these duties.

Question. Does your proposed reduced budget impact implementation of the new Senate Payroll System?

Answer. No, it does not. No cuts were made that would impact the new Senate Payroll System implementation.

Question. What is the status of the new Senate Payroll System?

Answer. We are working closely with the Secretary of the Senate to replace the current mainframe-based payroll system. This system has served the Senate well for almost 20 years, but now needs to be replaced with a state-of-the-art technical infrastructure that will provide for better supportability and enhanced functionality. Through a competitive process, Oracle Peoplesoft was selected as the new Human Resources/Payroll software. The systems integrator, Bart & Associates, has finished design and development and the system is in the final testing phase. Initial Phase I implementation is currently scheduled for September 2013. Phase I is replacement of the current mainframe-based payroll system functionality. Phase II is employee self-service capability and will follow within 6 months of the Phase I cutover. Phase III is currently unfunded, but will provide Human Resource management capabilities to offices and replace the existing stand-alone HR systems used by offices today.

Question. Can you discuss the specific impacts of a flat or lower budget on State office leases for Members as well as the Member technology allocation?

Answer. The State Office budget provides and pays for the rental of Federal, commercial, and mobile offices; office furniture; and space alterations in the home State. Continued budget reductions could interfere with the ability of the Sergeant at Arms to pay rent on existing office spaces and could lead to imposition of a moratorium on opening new offices, expanding offices, etc.

IMPLEMENTING A TRUSTED AGENT CREDENTIALING PROGRAM FOR CERTAIN STAFF

Background.—In March, Chief Dine and Sergeant at Arms Terry Gainer met with Members of the subcommittee at the request of Senator Hoeven and Senator Boozman to discuss the impact of the door closures and the long lines for entering the buildings in the morning. During that meeting Mr. Gainer mentioned that there was some preliminary discussions about providing some form of credentialing for certain staff whereby they would not have to wait in line to be screened which would also reduce some of the pressure on the screening lines.

Question. Back in March when we met to discuss the door closures and sequestration, you and Chief Dine mentioned the possibility of developing a "trusted agent" program whereby certain staff would not need to undergo the same level of screening every time they enter the building, and that this could be one way to reduce the pressure on the lines for entering the buildings if we continue to operate with door closures in place. Can you discuss this idea in a little more detail for us?

Answer. The goal of the concept is to identify certain Senate and U.S. Capitol Police personnel, through a series of suitability guidelines and checks that are authorized to bypass current Senate office building security screening procedures: Therefore, freeing up US Capitol Police to focus on visitors and those not meeting Trusted Agent status. A byproduct of the program could be expeditious access for staff that meet Trusted Agent status.

Question. What would some of the parameters need to be for staff to qualify?

Answer. Participation in the program would be strictly voluntary and open to all Senate staff, U.S. Capitol Police and AOC staff that work in the Senate Office buildings. Eligibility for the program would depend on a defined agreed upon vetting process that would be managed by the SAA, the U.S. Capitol Police, and the AOC. The vetting process could include some number of years of service at the Senate, an annual criminal history check and/or some level of background investigation— all leading to developing a significant level of trust.

Question. Would we need to invest in additional infrastructure or could we simply provide a different form of identification?

Answer. Conceptually, there would be no need for additional U.S. Capitol Police posts but certain entrances may be used exclusively for Trusted Agent participants. U.S. Capitol Police have preliminarily identified a desire to upgrade to new turnstiles and card readers for the Trusted Agent access points, similar to what are in place in many Executive Branch office buildings today.

Question. Would this type of program be of benefit to State offices as well?

Answer. State offices currently reside in either commercial office space with little or no screening outside the actual State office space or in Federal or court buildings that have a myriad of different security screening procedures by contract guards or Federal agencies. It may prove too cumbersome to effectively implement the program in State offices but we are studying the potential for use there.

CAPITOL POLICE FUNDING

Background.—The Sergeant at Arms for the Senate and the House are on the U.S. Capitol Police Board. In order to address sequestration, the U.S. Capitol Police instituted door closures throughout the Senate and House office buildings. The door closures alone will generate about $8.0 million in reductions in overtime pay. However, some Member offices have expressed displeasure with the long wait times for constituents trying to get into the buildings. In terms of staffing, the Department is operating at a reduced staffing level of 1,734 sworn officers (-41), and 353 civilians (-17), which will generate about $3.5 million in funding reductions for fiscal year 2013. Operating at this reduced level is currently doable because of the door closures. However, should the doors be reopened, there will be a significant impact on overtime expenses as the Department scrambles to hire and train back up to a level of 1,775 sworn officers.

Question. Mr. Gainer, I want to touch on the Capitol Police budget for a moment as it relates to the Senate. As a result of sequestration, the U.S. Capitol Police have instituted a series of door closures that are resulting in $8 million in reductions in overtime pay. Are there any lessons learned from this situation that could be applied on the Senate side for continued savings in the future?

Answer. When we initially looked at the sequestration reductions we considered several commonly used known factors to determine access throughput for any given door. We have since changed our approach to consider examining, on a continuous basis, small changes to staff and visitor access, such as Senate committees scheduling and current legislative topics as they relate to demonstration activity plus ongoing police activity outside the buildings that may impact pedestrian traffic to open doors. Additionally we worked closely with the U.S. Capitol Police and the Senate Committee on Rules and Administration regarding Member and staff suggestions to assist in expeditiously moving visitors and staff into the buildings during peak hours. This information was all used in adjusting our initial plan, providing better access for all under sequestration requirements, without adding any additional U.S. Capitol Police overtime hours.

Question. How often is a review undertaken of U.S. Capitol Police staffing needs in the Senate, in an effort to achieve efficiencies and reduce costs while maintaining security?

Answer. My staff works continuously throughout the year with the U.S. Capitol Police to identify, revalidate and make recommendations regarding existing U.S. Capitol Police posts on the Senate side of the campus. These assessments are done using a threat assessment risk/vulnerability mitigation process to ensure all staffed posts are needed to ensure the safety of the Members, their families, staff and visitors.

Question. In terms of the fiscal year 2014 budget and the possibility of a further sequestration, do you have any suggestions on ways to reduce either U.S. Capitol Police staffing or the costs associated with overtime as it relates to the Senate?

Answer. We understand and appreciate that we have made significant cuts that have impacted on some level of convenience to Members, staff and visitors but have yet to negatively impact the level of security given the current threat. We will continue to examine the U.S. Capitol Police Senate side staffing/posts through regularly scheduled threat assessments. We will continue to work closely with interested Members and staff as well as our Police Board counterparts to provide the required level of security based on threat, at a practical cost with as little impact to convenience as can be reasonable expected.

FISCAL YEAR 2014 BUDGET REQUEST

Background.—Terry Gainer, former Chief of the U.S. Capitol Police and Deputy Director of the DC Police Department, was sworn in as Sergeant at Arms (SAA) on January 4, 2007. SAA supports Senate offices with computers, phones, and blackberries. Its responsibilities include ensuring protocol for visiting dignitaries; Senatewide emergency and continuity of operations planning; operating the recording studio; and printing and mail services. Over the last few years, SAA has acquired a new warehouse and mail processing facility in Landover, Maryland, and operates an alternate computing facility in Manassas, Virginia (this facility is shared with the House and other Legislative Branch agencies).

Over the last decade, SAA has increased its security preparedness functions and information technology investments have risen dramatically. The proposed staffing level for the SAA is 819 (excludes 85 patronage), a reduction of 53 personnel from fiscal year 2012 levels.

The Sergeant at Arms budget request funds five departments:
—Capitol Division;
—Operations;
—Technology Development;
—IT Support Services; and
—Staff Offices.

SERGEANT AT ARMS FISCAL YEAR 2014 BUDGET REQUEST BY DEPARTMENT

[In $000's]

Department	FTE	Salary	Expenses	Department Total
Capitol Division	141	$15,182	$7,111	$22,293
Operations Division	333	21,044	22,547	43,591
Technology Development	138	14,919	29,728	44,647
IT Support Services	106	7,082	54,609	61,691
Staff Offices	101	9,773	6,005	15,778
Total S&E	819	68,000	120,000	188,000

Question. The fiscal year 2014 budget request for the Sergeant at Arms (SAA) is $188.0 million, which is a decrease of $15.3 million (7.5 percent) below the fiscal year 2013 enacted level and $5.1 million (2.6 percent) below the fiscal year 2013 final funding level including sequestration. The requested funding level is broken out as follows:
—$68.0 million for the Salaries account; and
—$120.0 million for the Expenses account.
The total SAA budget request is 7.5 percent below the fiscal year 2013 enacted level and 2.6 percent below the fiscal year 2013 enacted level including sequestration. How was the SAA able to reduce its funding requirements for fiscal year 2014 below the current funding level?

Answer. Given the sequester, we had little option but to reduce staffing significantly. We offered staff a buyout, which was very successful in reducing our salary costs for this year and for fiscal year 2014. The total annual savings from this buyout is $4.7 million. Prior to that, we had a hiring and salary freeze that saved about $1.3 million as staff retired or resigned and we did not replace them.

Question. What actions has the SAA taken to absorb the sequestration reductions?

Answer. As you know, we have offered a buy out to staff to reduce our salary requirements. We have reduced equipment purchases; reduced service hours and offerings; deferred capital equipment replacement. In the area of capital equipment replacement, we would suggest that continuing to defer equipment replacement cannot continue and we will seek limited funding in fiscal year 2015 to add back up storage and data network upgrades.

Question. Of the five departments funded in the SAA budget, the Capitol Division is the only one with a requested increase for fiscal year 2014. What priorities would be funded by this increase?

Answer. The increase is about $232,000. Among other functions, the Capital Division funds our security and continuity of operations offices. A portion of this increase supports the security staffing.

SUSTAINING CURRENT IT SYSTEMS

Question. The Sergeant at Arms (SAA) recently completed the installation of the new Watson telephone system and the migration of all offices onto the enterprise email and authentication systems. One of the biggest challenges facing the SAA is covering the expenses of the Senate's 454 State offices. The current cost is about $20 million a year, which continues to grow annually at a rate of about 5 percent.

I understand that the annual cost to the Sergeant at Arms for leases in the Senate's 454 State offices is approximately $20 million, and that cost grows annually at about 5 percent.

What drives this cost growth?

Answer. We consider the historical national increases in leasing costs when we anticipate our needs every year (unfortunately, the costs for leasing property rarely go down!). Generally, we anticipate a 5 percent increase in election years as that is a time when we know to expect more potential changes in the State offices, and a more modest 2.5 percent increase during non-election years. We have been able to maintain services in this area by depleting funds in multi-year allocations, which decreases our flexibility when presented with unanticipated costs. It also has a long-term impact on Capitol Hill operations as less funding is available for those projects while we are obligated to pay for leases in the States.

Lease costs are only one of the costs to support State offices. There are telephone and data lines that cost about $8 to 9 million per year; security costs between $2 and 3 million per year; and we furnish and equip all of the offices for the staff that use them. That varies by year, but we can expect it to be in the millions of dollars also.

Question. How can the SAA maintain current services in the State offices with a reduced funding request, while these costs continue to grow?

Answer. While funding is allocated specifically for State office rents, when the SAA's expense budget is cut repeatedly, we are compelled to take the reductions in other areas of the budget so as to ensure funding is available to meet rent obligations.

Question. Is there something that Members can do to help control these costs?

Answer. There are a number of things Members can do to help control these costs:
—Amend the statute (2 U.S.C., Sec. 59) which allocates a square footage allowance for State office space. Reducing the allowance will immediately reduce our costs.
—Voluntarily commit to pursue no more office moves or expansions for the remainder of this Congress. Every time an office is re-located or increases in size, our costs go up, especially given that not only do we support the leasing part of the arrangement but also the telecommunications, security and IT portions as well (when an office moves, phones and computers must be moved and re-established, and security enhancements must be re-developed).
—Consider amending the statute which allows a Member to only have one mobile State office. Some Members have advised us they would prefer to have the flexibility of using multiple mobile offices in lieu of numerous fixed sites in order to engage in outreach to a broader base of their constituents. We also lease mobile offices for Members but the number of those offices has historically been quite low (currently at 7). We believe Members could potentially lower their State office account requirements by utilizing more of the mobile option.

CYBER SECURITY

Question. The Sergeant at Arms (SAA) fiscal year 2014 proposed budget for Technology Development is reduced by almost 3 percent from fiscal year 2013 and the proposed budget for Information Technology (IT) Support Services is reduced by almost 4 percent from fiscal year 2013.

We see articles in the press almost daily regarding foreign governments and private groups trying to find avenues into the U.S. Government and/or private industry computer systems. Some have been successful in gaining entry into what were thought to be "secured systems". The potential damage has ranged from possibly exploiting classified data from the Department of Defense and defense contractors, to exploiting the personal financial data of American citizens contained in various financial institutions.

At a time when we know the U.S. Government is under attack by foreign entities intending to seek ways to do harm to the U.S., why would the SAA choose to make reductions in its IT budget?

Answer. Although we have reduced our overall IT budget to be in compliance, we have not significantly reduced our IT Security budget, nor have we reduced our staffing levels in that area.

Question. Does the SAA have sufficient information technology security practices in place to protect against sensitive data being released or extracted through computer networks by nation states, or other bad actors?

Answer. SAA IT Security deploys a defense in depth strategy that includes 24/7 monitoring of all Senate network resources. Further, reducing user privileges for daily work activities, combined with rigorous patch management processes, is a well-proven method of preventing a large percentage of the types of intrusion attempts we face on a daily basis. Carefully allocating and managing elevated privileges assigned to system administrators is a best practice that can be leveraged to safeguard Senate automation resources.

Question. What resources are necessary to increase SAA's IT security?

Answer. We have the resources to manage our current defensive in-depth IT Security strategy. As new technologies emerge in the cyber security area, we will have to evaluate their potential value in our environment and determine associated costs for deploying any that are deemed beneficial. Those costs and other resources needed can only be determined on a case by case basis.

CLOUD COMPUTING

Question. The Federal Chief Information Officer has outlined a 25 point plan that puts in place a cloud computing first strategy for all Federal information technology (IT) acquisitions. The plan boasts that cloud IT infrastructure creates the following benefits:

—*Economical:* Cloud computing is a pay-as-you-go approach to IT, in which a low initial investment is required to begin, and additional investment is needed only as system use increases.

—*Flexible:* IT departments that anticipate fluctuations in user demand no longer need to scramble for additional hardware and software. With cloud computing, they can add or subtract capacity quickly and easily.

—*Fast:* Cloud computing eliminates long procurement and certification processes, while providing a near-limitless selection of services.

Does the SAA currently utilize, or plan to use, cloud based information technology infrastructure to operate and deliver services?

Answer. Yes. We use cloud services to stream the video of the Senate floor proceedings and committee hearings as well as host Senate office and committee websites. We are in the process of offering a cloud based data and file synchronization service. We also have LoJack for laptops ready to go—to allow offices to locate, lock, delete and recover stolen laptops. We are starting to explore cloud storage options (which may face an acceptance challenge from offices).

Question. Would cloud computing throughout the Senate create savings and efficiencies that could permanently reduce IT costs for the SAA?

Answer. It could remove some of the up-front capital expenditure required to stand up services. There are often trade-offs in the use of cloud services including security of Senate information, level of support (e.g. response times), flexibility, and integration complexity which we will have to carefully explore.

Question. What resources might be necessary for SAA to evaluate whether or not cloud computing would be financial beneficial to the Senate?

Answer. We have staffing resources available to explore this by using a combination of CIO staff and consultant vendors. We are already looking into it as part of our ongoing architecture and integration functionality research.

CONCLUSION OF HEARINGS

Senator SHAHEEN. Thank you all very much for your testimony. Again I apologize that we have to cut the hearing short today. But this subcommittee looks forward to working with all of you as we go forward in these challenging budget times.

Mr. DINE. Thank you.

Mr. AYERS. Thank you.

Senator HOEVEN. Thank you.

[Whereupon, at 10:17 a.m., Thursday, June 6, the hearings were concluded, and the subcommittee was recessed, to reconvene subject to the call of the Chair.]