

## LEGISLATIVE BRANCH APPROPRIATIONS FOR FISCAL YEAR 2020

WEDNESDAY, APRIL 3, 2019

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

The subcommittee met at 3:24 p.m., in room SD-124, Dirksen Senate Office Building, Hon. Cindy Hyde-Smith (Chairman) presiding.

Present: Senators Hyde-Smith, Murphy, and Van Hollen.

UNITED STATES SENATE SERGEANT AT ARMS AND  
DOORKEEPER AND  
UNITED STATES CAPITOL POLICE

OPENING STATEMENT OF SENATOR CINDY HYDE-SMITH

Senator HYDE-SMITH. Good afternoon. The subcommittee will come to order.

I would like to welcome everyone here to our second fiscal year 2020 budget hearing for the Legislative Branch Appropriations Subcommittee. I apologize we are late getting started. We had a vote on the floor. But hopefully everyone will join me when they have an opportunity to run over here like I did.

Today we have with us the Honorable Michael Stenger, Sergeant at Arms of the Senate, and Matthew Verderosa, Chief of the U.S. Capitol Police.

I appreciate your willingness to appear before the subcommittee today, and I certainly look forward to your testimony.

The vital services provided by both of your agencies enable Members of Congress to do our jobs and maintain an open democratic process. We appreciate what you and your teams do every day to protect us, our staff, and the millions of people who visit our Capitol each year.

Also, I'd like to thank you both for you taking the time to meet with me before this hearing and letting me know a little bit more about your agencies.

The total budget request for the Sergeant at Arms is \$214.6 million. This represents an increase of \$3.8 million, or 1.8 percent, above the fiscal year 2019 enacted level. This funding level includes an increase for the Senate IT Help Desk contract, continues the protection of our networks, and provides for the services that support the day-to-day operations of the Senate.

The Capitol Police request for fiscal year 2020 totals \$463.3 million, an increase of \$7 million, or 1.5 percent, above the fiscal year 2019 enacted level. This increase supports an additional 57 sworn personnel to continue to meet the needs of the Capitol Police Board's 5-year plan to cover known vulnerabilities and mission expansion. It also covers expenses associated with supporting the Republican and Democratic National Conventions, which will be in 2020.

I look forward to our discussion today and learning more about the requests from your agencies. And when Senator Murphy gets here, we will certainly recognize him.

Okay, I am going to go ahead and get started, and if you want to go ahead, we can start with you, as giving an opening statement, the Honorable Michael Stenger.

**STATEMENT OF THE HON. MICHAEL C. STENGER, SERGEANT AT ARMS  
ACCOMPANIED BY:**

**JENNIFER HEMINGWAY, DEPUTY SERGEANT AT ARMS**

**DICK ATTRIDGE, CHIEF OF STAFF**

**BRIAN MCGINTY, ASSISTANT SERGEANT AT ARMS, OFFICE OF SECURITY AND EMERGENCY PREPAREDNESS**

**JOHN JEWELL, ASSISTANT SERGEANT AT ARMS, CHIEF INFORMATION OFFICER**

**KRISTA BEAL, ASSISTANT SERGEANT AT ARMS, CAPITOL OPERATIONS**

**MIKE CHANDLER, ASSISTANT SERGEANT AT ARMS, OPERATIONS**

**TERENCE LILEY, GENERAL COUNSEL**

**ROBIN GALLANT, CHIEF FINANCIAL OFFICER**

**KATRINA SIMS, EXECUTIVE ASSISTANT**

Mr. STENGER. Thank you, Chairman.

Chairman, Ranking Member Murphy, and distinguished Members of the subcommittee, thank you for the opportunity to appear before you today and present the Sergeant at Arms 2020 budget request. I ask that my formal testimony be submitted for the record.

The budget request reflects a modest increase of 1.8 percent over the fiscal year 2019 enacted budget. We continue to remain good stewards of the funds entrusted to us by providing oversight and management, and, most importantly, focusing our resources on the operational needs of the Senate.

Safety and security of the Senators, their staff, and visitors, both here and abroad, and ensuring the legislative process goes unimpeded remains our top priority. I can provide this support because of the talented leadership I have behind me: Jennifer Hemingway, my Deputy; Dick Attridge, my Chief of Staff; my Assistant Sergeant at Arms, Brian McGinty; John Jewell; Krista Beal, and Mike Chandler. On my executive staff, I have with me today: Terence Liley, my General Counsel; Robin Gallant, my Chief Financial Officer; and Katrina Sims, my Executive Assistant.

Preparing for emergencies and protecting the Senators and their staff remains the primary mission of my Security and Emergency Preparedness Directorate. Through exercises and drills, we continue to train Senate staff on threats and how to react to them. My request provides us with the funds necessary to continue with this mission. It will further allow us to connect the Joint Emergency

Mass Notification System with the new digital signage throughout the Senate buildings.

My Intelligence and Protective Services maintains collaborative partnerships with the United States Capitol Police and the many law enforcement and intelligence agencies. These partnerships have proven to enhance our situational awareness with the Senate community, particularly during significant events and activities at the Capitol and State office locations.

My budget request affords the necessary funding to plan for these events, such as the upcoming Republican and Democratic National Conventions and planning for the fiscal year 2021 Presidential Inauguration.

We recently created the Office of Member Outreach and Security Coordination to work closely with the Capitol Police to implement security initiatives and provide ongoing guidance to Members and their staff when planning and attending events. We will continue developing this office to ensure the Senators and their staff have the most current information on issues, such as threat level, specific areas of concern, and local law enforcement contact information.

Cybersecurity threats remain a significant risk for the Senate. In 2016, we developed a cybersecurity awareness program to provide real-time actionable information to users. We will continue developing and refining assessments for offices following industry and government's best practices to mitigate risk.

We have collaborated with academia, including Virginia Tech, Harvard, and Carnegie Mellon University. We intend to expand our partnership in protection approach through expanded collaboration with Northern Virginia Community College, the University of Maryland, George Mason University, and George Washington University. Further, we plan to continue awareness sessions with the offices.

We have consolidated all State office support providing State offices one point of contact for assistance. The State Office Support Program provides staff training to the State offices on topics such as "Responding to an Active Shooter" and "Stop the Bleed." Our budget supports continuation of these efforts.

Developing and implementing a hybrid cloud strategy remains another key goal. Such strategy will allow us to move appropriate applications to the cloud after analyzing data protections. We are recompeting the support contract for the IT Help Desk to provide the Senate community with more highly trained technicians and improved responsiveness. We are in partnership with the Secretary of the Senate on a multiyear project to modernize the financial management information system. The first three modules are scheduled for initial implementation this year, which will allow for the retirement of the legacy system.

A number of day-to-day support operations ensures the Senate can conduct business in a safe environment. For example, mail security and postal handling serves a critical safety function for the Senate. Our chamber operations, recording studio, and media galleries support the ability for Senators to communicate with their constituents and help ensure transparency in the legislative process.

To conclude, the Sergeant at Arms proudly serves the Senate with an array of departments that supports the legislative process. The fiscal year 2020 budget request enables us to continue to provide solid security and logistical support, posturing us to plan for requirements in future years.

We look forward to working closely with you and the subcommittee staff and thank you for your continued support.

This concludes my opening remarks. I will be happy to answer any questions. Thank you.

[The statement follows:]

PREPARED STATEMENT OF HON. MICHAEL C. STENGER

Chairman Hyde-Smith, Ranking Member Murphy, distinguished Members of the subcommittee; I appreciate the opportunity to testify in support of the Sergeant at Arms' budget request for fiscal year 2020.

The SAA respectfully requests \$214.6 million in appropriated funds; a 1.8 percent increase from the fiscal year 2019 enacted level. This level of funding supports our continued focus on the safety and security of Senators while providing a range of technical and administrative services. Our requested increase will allow us to make needed investments in our information technology infrastructure and support our 920 full-time equivalents.

As I begin my second year as Sergeant at Arms, I am pleased to share, with your continued support, how we have made steady progress in meeting our mission.

EMERGENCY PREPAREDNESS

We continue to educate, train, and exercise emergency plans and procedures to ensure Members and staff are equipped with the necessary knowledge, skills, and tools to prepare for, mitigate, respond to, and recover from a variety of emergencies. Using guidelines from the Congressional Accountability Act, we worked with Senate offices to update 115 Emergency Action Plans during fiscal year 2018 that provide detailed evacuation routes and elevator locations for the mobility-impaired. Further, we assisted 25 offices with drafting their continuity of operations plans strengthening the Senate's ability to continue performing its essential functions during and after disruptive events. We also supplied and maintained emergency supply kits, annunciators, and escape hoods, offering personalized preparedness, alert notification, accountability, and equipment training. We distributed guides informing staff on how to respond to threatening situations, protestors, and other emergencies. With infants and children now visiting in the Senate Chamber, we added baby escape hoods and coordinated with the Architect of the Capitol (AOC) to have infant chest pads included with Chamber Automated External Defibrillators.

Readiness and protection of Members, staff, and visitors remains our primary focus. Working with the United States Capitol Police (USCP), we conducted over 30 annual evacuations, shelter in place and internal relocation drills, as well as the first offsite Chamber exercise allowing staff to observe and participate in realistic emergency scenarios and gain an appreciation of law enforcement responses. Further, we trained more than 3,000 staff on essential topics, including protective actions, emergency action planning, and ALERTS/Remote Check-In procedures. The *Responding to an Active Shooter* class, which is taught with USCP, remains our most popular course on how to react and what to expect from law enforcement. For fiscal year 2019 and fiscal year 2020, we plan to host Preparedness Fairs and invite response organizations during the September recess. This fair teaches staff about the services local emergency response organizations provide. Being prepared for emergencies at work and at home ensures a resilient work force. During protests and medical emergencies, the SAA uses a Mapping Tool that allows us to view Senate office building floorplans, identify room ownership, and gather contact information for impacted offices. We plan to expand this tool to create an 'incident' view, allowing us to observe data from multiple floorplans and buildings over an extended period. We also plan to analyze the Senate Emergency Operations Centers (SOCs) to update and standardize capabilities, replacing outdated equipment and developing a mobile SOC capability to support emergencies when building access is denied.

During fiscal year 2018 and fiscal year 2019, we expanded the Joint Emergency Mass Notification System (JEMNS) to support the Library of Congress (LOC) and Congressional Research Service, and finalized unification of the mass notification

systems throughout the Capitol complex. For fiscal year 2020, we plan to connect JEMNS with new digital signage throughout Senate buildings. Additionally, we are piloting a program with the Committee on Energy and Natural Resources to install an alert beacon in their hearing room that JEMNS will trigger. This beacon will provide a silent visual notification to the Chief Clerk who can determine a response to the emergency message. We are also leading the Joint Audible Warning System project to replace the outdated annunciator system and better protect life and safety with a target implementation date of fiscal year 2020. In fiscal year 2018, we led an effort to activate the first Joint Legislative Branch Call Center Plan to handle large call volumes during a mass casualty event. Our fiscal year 2020 budget request includes funds to develop the core services and capabilities of a Family Assistance Center.

We are also finalizing the modernization of an outdated radio system. These radios rely on a system of radio towers and repeaters that we maintain instead of commercial cell tower systems. We continue to collaborate with the House, USCP, AOC, and LOC to update, manage, and exercise joint communications plans and procedures for various additional communications devices. We are also working with the executive branch and other partners to continue to expand priority and preemption cellular services to select Senate users during highly congested events.

#### SECURITY PLANNING AND POLICE OPERATIONS

In coordination with USCP, we provide security and law enforcement support for the Senate community. This year's efforts included: (1) coordinating 1,227 Senate campus access requests; (2) working with the Committee on Rules and Administration and USCP to identify and publish numerous door and barricade restrictions during recess periods, special events, and holidays; and (3) representing the Senate on a joint Senate, House, USCP, and AOC campus security-working group. Additionally, we coordinated security coverage for 411 committee hearings and more than 50 Member-specific security requests.

My office provides real-time situational awareness through USCP Command Center support. Our staff are on duty all hours the Senate is in session and throughout normal business hours during periods of recess to allow for communications between my office, USCP, and the Senate community throughout routine operations, special events, and emergencies. Approximately 648 security events, a 74 percent increase over the previous year, were monitored through this program last year. My staff also provided security oversight and coverage during the State of the Union address, summer concert series, and demonstration activities in Senate office buildings.

In fiscal year 2020, we expect an increase in Member specific requests. My office stands ready to assist Member offices with coordinating security and law enforcement needs in either capacity.

#### INTELLIGENCE AND PROTECTIVE SERVICES

We recognize the value of maintaining collaborative partnerships with various Federal, State, and local law enforcement, intelligence, and force protection entities to synchronize information, identify security risks, monitor threat streams, and maintain situational awareness to ensure appropriate mitigation and prevention strategies are deployed to protect the safety and security of the Senate, domestically and abroad. Expanding social media platforms and the availability of open source materials allow individuals to spread malicious intents and activities to a large audience. We proactively research and analyze such material and engage with community partners and subject matter experts to maintain security-related situational awareness and identify threat data against Members, their families, and staff. We discovered approximately 130 comments of concern, which we referred to USCP resulting in 24 criminal threat violations, a 33 percent increase over the previous year. For fiscal year 2020, we anticipate social media awareness as well as threat discoveries to increase as social media platforms become a prominent communication method and open source intelligence technology develops further.

We collaborate with USCP and other law enforcement agencies to ensure appropriate notification and communication with specifically targeted Members and staff while continuously monitoring, evaluating, and conducting vulnerability, risk, and threat assessments to determine and apply suitable security measures and protective operations coverage. Additionally, we provide situational awareness for the Senate community regarding significant upcoming events or planned activities in and around the Capitol complex and State offices, which may adversely affect Senate business. Finally, we collaborate with USCP and other agencies to support contingencies; oversee security operations; and perform incident management and response action planning for major events including Inauguration, State of the Union,

Senatorial retreats, National Conventions, televised concerts, joint sessions of Congress, and other high profile National Special Security Events such as the Lying In State or In Honor of a government official in the U.S. Capitol Rotunda. Key events we will support in fiscal year 2020 are the Republican and Democratic National Conventions and the 2021 Presidential Inauguration.

#### OFFICE OF MEMBER OUTREACH AND SECURITY COORDINATION

We created the Office of Member Outreach and Security Coordination to collaborate with USCP and implement several security initiatives, law enforcement outreach efforts, and protective services objectives to ensure Members and their staff receive the necessary guidance, tools, and support when planning and attending national public events. Weekly emails to Administrative Managers, Chief Clerks, and Schedulers offer simple methods for requesting law enforcement coordination and security assessments to mitigate concerns at public events with Members in attendance. We provide offices with a final product highlighting the overall threat level, specific areas of concern, and local law enforcement contact information. This extensive outreach initiative has led to almost 218 Law Enforcement Coordination and Assessment requests, a 187 percent increase over the previous year, and we anticipate a similar activity level for 2020.

#### ID OFFICE

We partnered with multiple Senate divisions to manage ID badge requests. Almost 12,000 new and updated Congressional and Press IDs were issued during fiscal year 2018. We anticipate our fiscal year 2020 volume to be consistent with this requirement. In coordination with the Chief Information Officer, we intend to support various capabilities as outlined in the Homeland Security Presidential Directive (HSPD) 12, including email encryption, two-factor authentication, and secure remote network access throughout fiscal year 2019 and fiscal year 2020. We recently updated our badging software to meet National Institute of Science and Technology standards, which are considered best practices, and will proceed with upgrading badge production hardware to support the growing demand for Smart Cards and proximity-based IDs.

#### PARKING OPERATIONS

Parking Operations continues to plan for staff vehicle needs during ongoing renovations throughout the Capitol complex. Long-term construction projects such as the Russell Senate Office Building's exterior rehabilitation will continue to affect various permit holders over the next 4 years. In collaboration with the AOC, we remain committed on limiting disruptions during the Thurgood Marshall Judiciary Office Building garage renovation. During fiscal year 2020, we will upgrade the permit management application process to streamline enforcement, enhance collection efforts, improve accuracy and deliver real-time updates from field Parking Specialists.

#### CYBERSECURITY RESPONSE

We are in the fourth year of transforming cybersecurity from a reactive to proactive program defending the Senate. In the fiscal year 2018 budget, the Appropriations Committee authorized 56 contractor to FTE conversions. As of February 28, 2019, we on boarded 49 FTEs and expect to have all 56 on board by September 2019. We developed a Cybersecurity Awareness Program to provide real-time, actionable information to users. This 3-pronged Partnership in Protection approach focuses on continued awareness sessions to offices, expanded academic collaboration, and completed rollout of a commercial cybersecurity training platform. The result was the completion of 50 Cybersecurity Awareness sessions to member offices, available to both D.C. and State staff, committees and support agencies. To add, 100 percent of all Senate staff completed training on cybersecurity principles using the commercial training platform and to assess the effectiveness of training, we continue to perform phishing tests against users. We will continue providing this training throughout fiscal year 2020 and update it based on adversarial threats.

In fiscal year 2020, we intend to develop a methodology to perform advanced resiliency assessments for offices. These assessments—to include coordinated penetration tests, vulnerability assessments and advanced phishing assessments—will follow industry and Federal guidelines to determine the level of cybersecurity risk for Senate offices and provide suggested actions to mitigate risk.

## CIO SECURITY ENHANCEMENTS

We continue to work closely with offices on multi-factor authentication (MFA) to enhance the security of Senate IT infrastructure. With the help of input from Senate offices, we procured an MFA solution in November 2018. In fiscal year 2019, we integrated the MFA solution with our Privileged Access Management (PAM) and Virtual Private Network (VPN) solutions and started piloting its use with these services in the SAA and with several offices. The pilot will run through May. Provided the pilot meets our expectations, we will expand enrollment to all Senate offices, completing deployment in fiscal year 2020.

To address the ongoing need for increased security of highly privileged accounts, we expanded enrollment into PAM to include the accounts used to administer offices' Constituent Services Systems (CSS). PAM significantly increases the security posture of Senate information systems, protecting the most sensitive data by limiting exposure of privileged credentials and protecting access to those credentials with two-factor authentication. In March, we will begin offering PAM pilots to interested Senate Offices; we expect PAM to be a standard offering in fiscal year 2020.

The Identity and Access Management (IAM) program will enhance data security by centralizing the on-boarding, identity maintenance, access, and de-provisioning of identities requiring access to applicable Senate systems. IAM implementation is underway with planned deployment during August 2019 through 2020. With the increased adoption of cloud services across the IT landscape, this program can extend access and identity governance beyond the local on-premises systems to provide the same security to the cloud and support our increasingly mobile workforce.

## ENTERPRISE AND NETWORK SERVICES

Developing a hybrid cloud strategy remains a key goal during fiscal year 2019 and fiscal year 2020. We remain focused on a cloud strategy centered on moving appropriate software applications to cloud service after careful analysis of data protections. During fiscal year 2020, we will continue to evaluate bandwidth available to State offices and upgrade as necessary to support emerging technologies such as improved video conferencing capabilities between D.C. and a State office. We will also evaluate the feasibility of relocating the Alternate Data Center. Further, we will continue to replace, upgrade and modernize our infrastructure and products for some of our core offerings such as Internet protocol television, Domain Name Service/Dynamic Host Configuration Protocol, and VPN services. We have begun offering a full suite of virtualized solutions with the CSS being the most recent example. Which includes disaster recovery, enterprise backup and high availability.

The CIO supports the IT portion of our Continuity of Operations programs through a variety of IT-related functions. In September 2018, we awarded a contract and started executing a significant radio infrastructure project, permitting the Sergeant at Arms to communicate with multi-agency interactions on encrypted equipment during exercises and real-world events. The support includes our Mobile Communication Vehicles, network and phone communications for Alternate Chamber Operations, Leadership Coordination Centers, Emergency Operations Centers, and Briefing Centers. We provide secure communication support to Senate offices and committees as required. The fiscal year 2020 budget is postured to maintain this program.

## ENTERPRISE AND SYSTEM DEVELOPMENT SERVICES

We continue to support the Secretary of the Senate on implementing a modernized Financial Management Information System. Three new financial modules are scheduled for initial implementation this year, with the remainder planned for completion in fiscal year 2020 and fiscal year 2021. In an effort to modernize the legacy voucher signing application, we worked with the Secretary of the Senate to evaluate and deploy a new digital and electronic signature platform. This platform now supports the digital signing of Senate purchase card statements and vouchers. For fiscal year 2019 and fiscal year 2020, we will work with our customers to expand an electronic signature capability, thereby reducing manual efforts and streamlining business processes.

Working with Senate office staff, content providers and our colleagues in the office of the Secretary of the Senate, we collaborated to redesign and redevelop Webster, replacing the content management system; developing a new, more responsive services directory; and improving the user interface to expose valuable information more readily.

## IT SUPPORT COMMUNICATIONS

In fiscal year 2018, the SAA began expansion of the digital signage system to approximately 60 locations within the Hart, Dirksen and Russell buildings, with 54 new locations added over the next 5 years. The expanded digital signage system will display graphical wayfinding information and emergency notifications in addition to existing directory information and hearing schedules.

The multi-year effort to upgrade and modernize the State office telephony infrastructure for all 470-plus State offices is underway and the first 50 offices have been completed. We expect to complete an additional 145 offices in fiscal year 2019 and approximately 220 in fiscal year 2020. It will provide each State office with new hardware, increased flexibility, a feature-rich voicemail platform, and additional security at a lower cost.

We are currently evaluating the legacy telephone system for the Capitol and Senate buildings and plan to upgrade it, as well as the adjunct systems. This Unified Communications and Collaboration (UCC) platform will upgrade existing Voice Over IP telephone switch and associated subsystems, including, but not limited to, voice mail, instant messaging, contact center, integrated voice response systems, audio/video conferencing, and any other collaboration tools that support Senate offices. We have issued a Request for Proposal for subject matter experts to assist in requirements development and design for a new UCC platform and expect responses in mid-April. Our fiscal year 2020 budget requests reflects our estimated increase for this upgrade.

The IT Help Desk addressed approximately 11,000 questions from Senate users annually in D.C. and State offices, taking trouble reports and coordinating the activities of the technicians who respond to and resolve the problems by phone, online and in person. In addition, the installation team completed more than 6,600 installation projects over the past 12 months. Since December 2017, we have coordinated the procurement efforts for the re-compete to this contract scheduled to begin in fiscal year 2020. Based on lessons learned and user input, we have adjusted the deliverables to provide the Senate community with more responsive service from more highly trained technicians. The focus for the new contract includes: introducing more stringent Service Level Agreements with the vendor to increase customer satisfaction and adding Service Level Objectives to the performance based work statement to better measure success. The fiscal year 2020 budget supports this planned improvement, which will assist Senators and staff in meeting their responsibilities.

## CONTINGENCY PROGRAMS

We aim to improve continuity capabilities in the event of relocation, and we manage contingency planning efforts, to include the Senate's ability to operate an Alternate Chamber. Operational plans are developed and refined under the direction of the Joint Congressional Continuity Board and with the executive branch to sustain a common approach to continuity preparedness. We undertook several new classified planning initiatives in fiscal year 2018, which required comprehensive coordination. SAA staff facilitated open and constructive working relationships with critical partners and made significant progress on development of capabilities to ensure execution of our essential functions with minimal investment. This will ensure constitutional functions continue unimpeded during a contingency event.

Our comprehensive exercise program underwent a transition in fiscal year 2018, resulting in a program focused specifically on continuity. The continuity exercise program conducted over 14 exercises, tests, and guided discussions. One example during fiscal year 2019 included the successful execution of a Mobile Capabilities Exercise with joint continuity partners such as the Secretary of the Senate, Party Secretaries, House, Architect of the Capitol, Government Publishing Office, and U.S. Capitol Police. This was a full-scale exercise conducted to evaluate the effectiveness of emergency plans that govern activities during a contingency event impacting the Senate Chamber. Exercise planners provided an objective, independent analysis of our programs and assisted in the validation and improvement of actionable plans by identifying strengths, improvement areas, and lessons learned. This approach continues to ensure we meet program goals in a manner that benefits all Senate and partner organizations. In fiscal year 2020, continuity staff anticipate exercising multiple classified programs as well as an exercise of the Senate Alternate Chamber in SH-216. This full-scale exercise will test the ability of the Senate to set up and operate an alternate Senate Chamber and select support offices in SH-216. Major components of this exercise will include an examination of the U.S. Senate Alternate Chamber Plan and the establishment of Chamber equipment, furnishings, broadcast, and connectivity to the Senate network.

## PRINTING, GRAPHICS AND DIRECT MAIL

We provide support to the Senate community through graphic design, printing, photocopying, mailing, document preservation, logistics, and secure offsite transfer of Senate material. As good stewards of fiscal resources, we reduced equipment maintenance costs by approximately \$125,000 through contract negotiation, saving more than \$1,200,000 by locally producing charts for Senate floor proceedings and committee hearings, and reducing postage by more than \$1,000,000 by pre-sorting and discounting 4.5 million pieces of outgoing Senate franked mail.

We continue to refresh and expand our hardware, software, and production equipment to maintain and enhance the products and services rendered to the Senate community. Through software updates and enhanced training, we will continue to provide more integral communication opportunities by using digital technology to create both print and digital solutions for Senate offices throughout fiscal year 2019 and into fiscal year 2020. We also expanded our graphic design consultation service, first offered to the Senate community in fiscal year 2018. Our talented graphic designers are available to provide creative and technical expertise, and have held over 170 consultations since inception in January 2018. Our fiscal year 2020 budget request will allow us to provide a similar level of support as well as upgrade existing infrastructure by replacing outdated lighting in the portrait studio and continue to monitor technological advances in image capture and production, with a specific focus on silent cameras.

## SENATE POST OFFICE

We test and deliver mail and packages to more than 180 locations within the Capitol complex, while providing a messenger service to multiple locations throughout the Washington metropolitan area. In fiscal year 2018, our office safely processed and delivered more than 8.7 million incoming mail items while intercepting 156 suspicious mailings that required an immediate response by the USCP. We prevented delivery of an additional 720 mailings bearing characteristics with the intent to disrupt Senate business and requiring further scrutiny by USCP.

Our office began replacing older *Postal Sentry* mail-screening workstations with the smaller *Sentry Air System* workstations in 2016. In fiscal year 2020 we intend to purchase additional mail screening workstations to ensure availability of the most current equipment for all State staff. Providing mail safety and security training for both D.C. and State offices remains vital to ensuring all Senate staff know how to respond to potentially dangerous situations. We offer the training through the web (static video), VTC, and webinars and accomplish it in coordination with our State Office Programs Group.

## CAPITOL FACILITIES

We support the work of the Senate by providing a clean, professional environment in the Capitol. Our Environmental Services Division cleans Capitol offices, hallways, and restrooms; moves furniture for offices; and provides special event setups for 15 meeting rooms in the Capitol and the Senate expansion space in the Capitol Visitor Center. The Furnishings Division provides furnishings, including stock and custom furniture, carpeting, and window treatments, to Capitol offices. They also provide framing services for Senate offices and committees. Their focus continues on realizing cost savings and improved efficiency, while maintaining the same level of service. Capitol Facilities ensures the highest level of service while the Senate is in session and has established standard operating procedures. Throughout fiscal year 2019 and into fiscal year 2020, we will focus on improving equipment to maximize safety and efficiency, and undergo upgrades to the online work order system that notifies staff of new work orders and tracks workloads.

## SUPPORT SERVICES

*Transportation and Fleet Operations*

We procure, manage, and maintain Senate vehicles; operate the Senate Daily Shuttle service; and provide the Senate with emergency transportation and logistics support. The fleet includes trucks, vans, buses, SUVs, electric vehicles, hand-capped-accessible vehicles, and Segways. In fiscal year 2018, staff transported more than 21,000 passengers through the SAA Shuttle Service and our fiscal year 2019 budget and fiscal year 2020 request have us postured to provide the same level of support.

*Photography Studio*

We provide photo-imaging services for Senate offices and committees. Our studio manages and maintains the Photo Browser application that provides Senate offices a secure, accessible archive to all photos accumulated during a Senator's term in office. Currently, the Photo Browser system contains more than 1.5 million photo image files. In fiscal year 2018, our staff photographed more than 110,000 images, produced more than 59,000 photo prints, and coordinated scanning for end of term archiving of more than 89,000 photo images for Senators leaving office. We are able to provide the same level of service in fiscal year 2020 as we did in fiscal year 2019 without any additional increase.

## STATE OFFICE OPERATIONS

We established State Office Operations in fiscal year 2018 to consolidate and streamline State office support functions. We execute all leasing, tenant improvement, project management, security, and emergency preparedness functions for over 470 Federal, commercial, and mobile Senate State offices across the United States. Our staff works closely with commercial landlords, the General Services Administration, and the Federal Protective Service to ensure Members' operational and security needs are met in their State offices. In 2018, we completed 87 relocation and renovation projects, coordinating construction, furniture, equipment, and delivery of IT services. We expect this number to double in 2019, as the team works to support new Members and all commercial lease renewals for the 116th Congress. In fiscal year 2020, our State office support will continue, focusing mainly on moving new Members into permanent space and supporting off-cycle renovations.

We remain committed to ensuring the safety of Members and staff, and continue to provide customized security systems, monitoring services, and enhanced office security construction designs to State offices without affecting Member office budgets. In 2018, we provided physical security enhancements to 24 new State offices, as well as enhanced security in 31 existing offices. Throughout fiscal year 2020, those numbers are expected to increase as we move new Members into permanent State offices and outfit each location with our recommended suite of security enhancements.

Emergency preparedness training and familiarity with security equipment equates to higher levels of compliance and readiness. In 2018, we trained more than 100 Office Emergency Coordinators, staff, and interns through 26 webinars, and provided security awareness briefings and active shooter training to 142 staff members at State offices. Our focus on readiness and training will continue through 2020. We have worked closely with U.S. Capitol Police to update our security awareness and emergency preparedness curriculum and have planned for a 100 percent increase in the travel in order to provide on-site training in State offices. We will also continue supporting the requirement for State offices to comply with the Congressional Accountability Act: assisting them with the development of recommended emergency action and continuity of operations plans.

## SENATE RECORDING STUDIO

In 2018, we provided 1,536 hours of gavel-to-gavel coverage of Senate floor proceedings, including live streaming and archiving of the proceedings on the Senate's website, [www.senate.gov](http://www.senate.gov). We also coordinate with other government agencies, such as the Voice of America and the Department of State, to provide hearings to a larger audience. Further, we enable Senators working in D.C. to communicate with their constituents and news outlets back home. In 2018, the Studio produced 1,635 television productions, an increase of over 57 percent from the previous year, and 1,088 radio productions. Throughout fiscal year 2019 and into fiscal year 2020, we have been systematically replacing the technical plant within the Recording Studio. Moreover, we are establishing a 30-year planning and programming document that will meet the audio/visual replacement needs for committee hearing rooms as well as other key meeting rooms within the Capitol complex.

## PERIODICAL PRESS GALLERY

The Senate Periodical Press Gallery serves the needs of accredited news reporters for magazines, newsletters, non-daily newspapers and online publications. Serving as a liaison between reporters, Senate officials, and law enforcement remains our primary responsibility. Media presence on Capitol Hill has increased dramatically over the past few years. Our staff helps maintain crowd control in the Senate subway and the Ohio Clock Corridor during votes and party caucus meetings. We also coordinate press coverage of hearings, news conferences, stakeouts, and other media events in the Capitol and Senate office buildings. In addition, we review new press

applications in consultation with the Executive Committee of Periodical Correspondents; renew approximately 1,000 press credentials each year; and maintain daily Senate floor logs on the Senate Periodical Press Gallery website ([www.periodicalpress.senate.gov](http://www.periodicalpress.senate.gov)), which tracks legislative activity, votes, and schedule updates. Reporters and Senate staff are also kept informed about Senate legislative activity on the Gallery's Twitter account (@Senate PPG), which grew over 20 percent in 2018 to 8,900 followers. Our 2020 budget request will allow us to continue providing the same level of service.

#### DAILY PRESS GALLERY

We issue approximately 1,600 credentials to journalists each year. As custodians of the largest press complex on Capitol Hill, we serve more than 100 reporters who work in the Press Gallery on a regular basis. Further, we control access to the Press Gallery inside the Senate Chamber, ensure gallery rules are followed, and coordinate with Senate committees on press coverage for hearings and other events around Capitol Hill. Our staff remains focused on modernizing services, streamlining the online credentialing process, and maintaining real time website updates on Senate floor proceedings and notifications to Senate staff and reporters via email and Twitter (@SenatePress).

#### PRESS PHOTOGRAPHERS GALLERY

Our 2020 budget request allows us to continue to provide support to press photographers and representing news organizations from across the United States and around the world serves as our primary duty to ensuring a liaison between news photographers and Congress. Since the House of Representatives does not have their own press Photographers Gallery, our staff supports the press photographers and Congressional staff at House news events and hearings. We support press logistics at many high profile hearings and events and coordinate with other SAA offices, the U.S. Capitol Police, and Senate and House offices to ensure press photographers have access without interfering with the duties of the Congress. Equally important is our coordination of the press logistic plans for continuity of government.

#### RADIO AND TELEVISION GALLERY

Our staff serves as the Senate's primary contact to the broadcast news, ensuring the Senate's broadcast coverage rules are followed. We function as liaison between Senate offices and the broadcast media. We issue approximately 3,500 credentials each year to television and radio reporters, producers, and technical personnel. We also maintain the studio and technical infrastructure Senators use for news conferences. In an effort to ensure live coverage capability, our staff conducts an extensive connectivity maintenance program, to include the fiber optic cabling throughout the Senate office buildings.

#### SENATE DOORKEEPERS

As Doorkeepers, we provide access to those with Senate floor privileges; enforce the rules of the Senate floor; and facilitate the needs of Senators, Senate floor staff, and Senate Pages. We provide support for a number of special events attended by Senators, their families, and special guests. Moreover, we process approximately 200,000 visitors from around the world each year and ensure they can visit the Senate Galleries safely. In keeping with safety, we also undertake emergency preparedness roles balancing access and safety in the Senate.

#### SENATE APPOINTMENT DESK

At the Senate Appointment Desk, we safely and efficiently process thousands of Senate guests each year for business meetings or other purposes. During fiscal year 2018, we processed approximately 230,000 visitors through our network of Appointment Desks located on the first floor of the Capitol, in the basements of the Russell and Hart Senate office buildings, and in the Capitol Visitor Center. Of these, more than 108,000 visitors were in the Capitol complex for official business or for a meeting with a Member, a Member's office, or a committee. In addition, more than 29,000 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information.

## HUMAN RESOURCES

Our office provides personnel services and advice to SAA managers and employees. In addition, we provide workers' compensation, ergonomic assessments, Americans with Disabilities Act accommodation requests, and recruitment services to the broader Senate community. During fiscal year 2018, the Senate Placement Office received 631 requests for recruitment assistance from Senate offices and processed 28,505 resumes from applicants seeking Senate employment.

Our fiscal year 2020 budget justification requests a small increase to support the transit subsidy program for our employees. Further, throughout fiscal year 2019 and fiscal year 2020, we remain committed to work in concert with the Secretary of the Senate to streamline our human resource efforts to leverage the efficiencies offered by improvements to the HR information system.

## JOINT OFFICE FOR TRAINING AND DEVELOPMENT

As the Joint Office for Training and Development, we provide training to all Senate staff so they have the resources and skills needed to perform their jobs. We average about 3,000 attendees for in-person classes and over 1,500 attendees for online courses annually. We facilitate conferences for State office staff, and provide customized training, facilitation services, and coaching to Member, committee, and support offices averaging, about 1,800 attendees each year. During fiscal year 2019, we will upgrade our online training and webinar software, validate the skills needed by Member and committee office staff, and continue to increase the library of online lessons created in-house.

The mandated Health Promotion section provides health promotion activities and events for the Senate community. Each year, this section coordinates and hosts the 2-day Wellness Fair, which averages about 2,000 participants in health promotion activities, including screenings for glucose, cholesterol, and blood pressure; exercise demonstrations; and seminars on topics, including healthy eating and cancer prevention. As of fiscal year 2018, we coordinated with the American College of Surgeons and the Stop the Bleed Coalition to provide bleeding control training for D.C. Senate staff. This lifesaving training started in fiscal year 2018 and will continue quarterly. Our fiscal year 2020 budget postures us to continue providing needed education and training for the entire Senate.

## EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offers a variety of emotional, behavioral and work-related support resources and services to staff, their family members, Senate Pages, and interns. In 2018, nearly 1 in 13 Senate employees used the services of an EAP counselor—an increase of 15 percent over the previous year and a 52 percent increase in hours spent in direct service to Senate Staff. Further, 245 employees took an online mental health screening, 45 managers requested a supervisory consultation; 2,355 employees attended an EAP training activity; and 1,951 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues. Because of the increase in Senate use of the EAP, we moved one FTE from another source during fiscal year 2019 to ensure the EAP was staffed to best support the Senate. We believe the fiscal year 2020 budget and FTE count will continue to provide the same high level of support to the Senate.

## CONCLUSION

I want to thank you for your bipartisan support to the SAA. The fiscal year 2020 Sergeant at Arms' budget request provides sufficient funding to maintain a focus on continual improvements to the security and support of the institution while remaining good stewards of taxpayer dollars. We will work closely with you to ensure we meet your needs in a timely and efficient manner.

Senator HYDE-SMITH. Thank you very much.  
Chief.

**STATEMENT OF HON. CHIEF MATTHEW R. VERDEROSA****ACCOMPANIED BY:**

**STEVEN SUND, CHIEF OF OPERATIONS/ASSISTANT CHIEF**  
**RICHARD BRADDOCK, CHIEF ADMINISTRATIVE OFFICER**  
**GRETCHEN DEMAR, GENERAL COUNSEL**  
**MICHAEL BOLTON, INSPECTOR GENERAL**  
**GUS PAPATHANASIOU, FRATERNAL ORDER OF POLICE CHAIRMAN**

Mr. VERDEROSA. Thank you and good afternoon, Chairman Hyde-Smith, Senator Murphy, and Members of the subcommittee. Thank you for the opportunity to present the Department's fiscal year budget for 2020. Our collaboration with the subcommittee and the Capitol Police Board has been key in our success in achieving our mission. I greatly appreciate the support that you all have given the Department and for your inherent understanding of our multifaceted mission to keep the Congress and the Capitol Complex safe and secure.

I am joined here today by my Chief of Operations, Assistant Chief Steven Sund, Chief Administrative Officer Richard Braddock, and my general counsel, Gretchen DeMar, as well as members of my Executive Management Team. I am also joined here today by Inspector General Michael Bolton, and USCP Fraternal Order of Police Chairman Gus Papathanasiou.

Our overall mission is clear: to maintain the level of protection necessary to balance access and security so that the Congress can fulfill its constitutional responsibilities. Over the past year, our officers have screened 11.2 million individuals at building entrances and interior checkpoints; we've managed an ever-increasing number of demonstrations which are approved for specific outdoor demonstration areas; we have secured and supported two Lying in State ceremonies and a Lying in Honor ceremony; and we managed responses to numerous instances of prohibited civil disobedience occurring across the Capitol Complex. In addition, we investigated numerous credible threats against Members of Congress.

Last October, our Hazardous Devices Team safely contained a pipe bomb at the Congressional Mail Facility, one of 16 that were sent to elected officials and public figures across the country. The suspect was linked to several of the devices by evidence obtained from the package sent to Capitol Hill. Our work contributed to the identification of a suspect, which assisted the FBI in apprehending him within days.

As law enforcement officers, we do not know what we may face each day. We train and prepare so that we can respond to any threat because lives depend on us. Our daily reality is that the Capitol Complex remains an attractive target to foreign and domestic terrorists. Each and every day we assess all potential risks and adjust our strategies to address the various threats. The Department continues to stay focused on ensuring that we stay current on the latest issues facing law enforcement, including new and emerging threats, and we're working to align the serious security realities with our strategic priorities within our available resources. Therefore, we have developed our fiscal 2020 budget request of \$463.3 million, which is an increase of 1.5 percent over last year's enacted levels with a focus on continuing to equip and prepare our workforce to be agile and responsive to the operations of Congress

and to keep the Capitol Complex safe and secure. Our request includes a base funding for 2,072 sworn and 442 civilian positions. The additional sworn personnel will be utilized to enhance the Department's ability to detect, impede, and address persistent threats that continue to increase and evolve.

We're also requesting one civilian position, an additional civilian position, for the Office of Inspector General to conduct additional work related to cyber infrastructure and financial audits. In addition, our request includes funding for protective travel, the hiring and training of new sworn personnel, the management systems and technologies updates, and required supplies and equipment. This funding will also address increases in operating costs due to the required protective services and travel needed to secure the 2020 National Republican and Democratic Conventions as well as support the preplanning and preparation for the 2021 Presidential inaugural ceremony.

Chairman Hyde-Smith, the type of policing that our police officers engage in is not typical of most police departments. Our officers interact with thousands of people each day, and they do it in a highly visible environment, and they balance this public interaction with the need to be prepared at all times to respond to potential threats and other emergency situations. We understand that working for Congress requires both maintaining an impeccable work ethic and accountability. In this regard, I want to assure the subcommittee that my team and I will continue to work closely with you and your staffs to ensure that information about the Department and its operations is provided in a timely and consistent manner.

I'm honored to lead an organization that takes such pride in our mission and great responsibilities which we bear. Mission focus is key to our ability to be successful, to serve and protect, and to ensure that our employees go home safe every day.

Again, thank you for your continued support of our Department and the workforce as we carry out our important mission. And I thank you for the opportunity to discuss the Department's 2020 fiscal year budget request. I'm pleased to answer any questions that you have.

[The statement follows:]

PREPARED STATEMENT OF HON. CHIEF MATTHEW R. VERDEROSA

Chairman Hyde-Smith, Senator Murphy, and Members of the subcommittee, thank you for the opportunity to present the United States Capitol Police (USCP) budget request for fiscal year 2020. I am joined here by some members of my Executive Management Team, as well as my Executive Team: Chief of Operations, Assistant Chief Steven Sund; Chief Administrative Officer Richard Braddock, and General Counsel Gretchen DeMar. Also joining me are Chief Financial Officer Dominic Storelli; Inspector General Michael Bolton; USCP Fraternal Order of Police (FOP) Chairman Gus Papathanasiou, and USCP International Brotherhood of Teamsters Chair Karen Gray-Thomas.

Mr. Chairman, the support of the subcommittee, the Congress, and the Capitol Police Board has contributed to our success in achieving our mission, as well as our ability to recognize and address the dynamic nature of current threats. We greatly appreciate the support that you and your staff have given the Department, for your collaboration with our leadership team, and for your innate understanding of the complexity of our mission and the challenges we face.

Since 1828, the United States Capitol Police has steadfastly protected the United States Capitol. In fact, in 1801, a lone watchman, John Golding, was charged with

taking “as much care as possible of the property of the United States,” before construction was completed on the Capitol Building.

In the 191 years that have passed, much about the Department has changed, but our mission is fundamentally the same: To protect the Congress—its Members, employees, visitors and facilities—so it can fulfill its Constitutional and legislative responsibilities in a safe, secure, and open environment.

We consistently work to maintain the level of protection necessary to balance access and security. Over the past year, the Department has managed an ever-increasing number of demonstrations; has secured and supported two Lying in State ceremonies and a Lying in Honor ceremony; has swiftly responded to critical incidents and civil disobedience, most notably during the Senate Judiciary Committee hearings last fall; and, has investigated numerous, credible threats against Members of Congress or the U.S. Capitol.

In 2018, USCP officers screened 11.2 million individuals at building entrances and interior checkpoints. On any given day, there are numerous permitted activities in the various outdoor approved demonstration areas. Daily, the Department facilitates the free exercise of First Amendment rights of individuals and coordinates these activities based on Capitol Police Board regulations under the *Traffic Regulations for Capitol Grounds*.

With the addition of pre-screener officers at numerous posts outside of the Senate and House office buildings, we have increased our abilities to better secure and screen at building access points, and thereby reducing the Capitol Complex’s exposure to threats. Officers are posted to observe the public entering the buildings; provide direct communications with the interior officers in the event of an emergency; engage observed armed individuals; and, serve as a visible deterrent to those desiring to attack an entrance. The ultimate goal in deploying the pre-screeners is to identify and mitigate threats before they reach the interior security screening checkpoints. An added benefit to utilizing pre-screeners is that they also monitor and manage the lines of people queued to enter the buildings. The Department is sensitive to ensuring a positive visitor experience and our officers re-direct visitors to other entry doors for screening, which also enhances their overall safety and security.

In October, our highly-trained Hazardous Devices Section personnel safely contained a pipe bomb at the Congressional Mail Facility, one of 16 that were sent to elected officials and public figures across the country. Our team also worked with the FBI to ensure that evidence was preserved to assist in the FBI identifying the suspect. The FBI Director noted that the suspect was linked to several packages from a fingerprint lifted from the package sent to Capitol Hill. This work led to the apprehension of the suspect within days of delivery of the pipe bombs.

Our special agents in the Investigations Division are aggressively pursuing all leads and investigating threats from many sources. As a result of the June 2017 baseball practice active shooter incident, there is a heightened awareness by Members and their staffs of how important it is to be aware of their surroundings and the actions of others for their own personal safety and security. Individuals are now more apt to report unusual activities. We have continued to see the number of threat assessment cases that we open and investigate grow each year.

The Department maintains a significant, visible presence throughout the Capitol Complex and other venues where groups of Members are assembled. This includes having a security presence even where we are not physically located. We routinely collaborate with the Senate and House Sergeants at Arms to assess Members’ State and district office security and provide recommendations on ways to improve and enhance security measures and practices. We also continue to provide security awareness briefings for both local and district staff.

As law enforcement officers, we do not know what we may face each day. We train and prepare so we can respond to any threat in an instant because lives depend on it. We must be cognizant of any potential threats at all times. The reality is that the Capitol Complex remains an attractive target to foreign and domestic terrorists; therefore we must continually assess the risks and adjust our strategies for addressing any threat. We are constantly working to ensure that the Department’s tactics do not become predictable or routine, and that our personnel are always prepared. It is with this in mind that we have worked to align these security realities with our strategic priorities and resources.

The Department continues to grow and transform to address new and emerging threats. We have also made great strides in implementing law enforcement best practices to further our strategic efforts as a model law enforcement agency. Therefore, we have developed our fiscal year 2020 budget with a focus on continuing to equip and prepare our workforce to be agile and responsive to the operations of Congress, and keeping the Capitol Complex safe and secure. Our fiscal year 2020 re-

quest is \$463.3 million, and represents an increase of only 1.5 percent over fiscal year 2019 enacted levels to meet mandatory salary requirements, overtime for critical training, and general expenses.

The Department's greatest assets are its employees. And, for this reason, the Department is committed to working closely with the Capitol Police Board and Congress to ensure that we continue to invest our resources into training, updating and replacing key equipment and systems, and ensuring that our employees have the tools they need to successfully do their jobs as well as advance their careers within the Department. The Department implemented a number of new initiatives over the last year that I believe will enrich our employees' professional and personal development. These initiatives include, but are not limited to, a new performance evaluation and communication system; promotional processes for the ranks of Deputy Chief, Inspector, Captain, Lieutenant, and Sergeant; a new employee recognition program; anti-discrimination and anti-harassment training; and more opportunities to attend professional development training and conferences.

As Chief, it is my goal to recruit and retain officers who reflect the makeup of those working in and around the U.S. Capitol as well as those visiting and engaging in the legislative process. It is also imperative that we build a strong leadership bench to build upon the Department's legacy with a clear eye toward its future. In the coming months with guidance and assistance from our Diversity Officer, the Department will be implementing a formal mentoring program as well as a peer support program. We also will be updating the Department's strategic plan to specifically include diversity, equity, and inclusion within the plan's overall goals and objectives. Further, the USCP will be developing sub-strategic plans addressing human capital management, recruiting and retention, training, succession planning and career development, and diversity, equity, and inclusion. These consolidated efforts will help to ensure that the Department continues to provide a holistic framework to imbue these efforts into all aspects of the Department.

As with all law enforcement agencies, personnel salaries and overtime make up the majority of our annual budget. We regularly analyze our workforce distribution to align job functions, assignments, workload, risk management, and organizational readiness, along with the threat assessments and mandatory mission requirements, within a dynamic environment.

Our fiscal year 2020 budget includes base funding for 2,072 sworn and 442 civilian positions. These additional sworn personnel will be utilized to enhance the Department's ability to detect, impede, and address threats that currently exist and continue to evolve. Additionally, we are also requesting one civilian position for the Office of Inspector General for the purposes of conducting additional work related to cyber infrastructure and financial audits.

To support these efforts, the fiscal year 2020 funding request reflects a 0.87 percent increase over the fiscal year 2019 enacted level for personnel costs. This increase is necessary to fund the overtime needs of the Department for the 2020 Republican and Democratic National Conventions.

As you are aware, the Department's current sworn staffing levels do not provide the complete and 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. This utility number is used to determine overall staffing requirements. It balances the utility of available staff with annual salary and overtime funding along with known mission requirements. These known requirements include post coverage and projected unscheduled events such as demonstrations, late-night sessions, and holiday concerts. The utility number also estimates unfunded requirements that occur after the budget is enacted, such as unforeseen critical emergency situations, and providing adequate police coverage of congressional hearings.

Because of the need to fill the mission requirement gap through overtime, the Department must also utilize overtime to ensure that officers can be offline for training, while meeting our daily mission requirements. There are flexibilities that other law enforcement agencies have to offset or defer daily requirements to allow for officer training that our unique mission does not afford us.

Therefore, 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. Based on the requested staffing levels for fiscal year 2020, the Department's overtime projection is approximately \$47 million. This amount will cover base mission requirements, Republican and Democratic National Convention support, our support of non-reimbursable events at the Library of Congress, and the ability for sworn employees to be backfilled while they attend mandatory and essential training.

For the Department's General Expenses budget, our request includes items such as protective travel; hiring, outfitting, and training new sworn personnel; supplies and equipment; management systems and technology upgrades; and other non-personnel needs. We are requesting \$85.3 million for general expenses, which is an increase of \$3.8 million over the fiscal year 2019 enacted level. This funding will address increases in operating costs due to the required protective services and travel needed to secure the 2020 Republican and Democratic National Conventions, as well as to support the pre-planning and preparation for the 2021 Presidential Inauguration ceremony.

As the Chief of Police, it is my fiduciary responsibility to look at every opportunity within the Department to accomplish our mission before asking for additional resources. In order to ensure consistent, transparent, and effective management practices, as well as measure our successes, we regularly benchmark our efforts to nationally recognized standards set by professional law enforcement organizations such as the International Association of Chiefs of Police, Police Executive Research Forum, and the Commission on Accreditation for Law Enforcement Agencies, Inc.

For the past 9 years, we have implemented uniform procedures to effectively measure and justify USCP planning, program, and resource requirements through a comprehensive, standardized, and repeatable management process that we call the "Force Development Business Process." It provides a transparent decisionmaking process that includes reviews and approvals by an Investment Review Board made up of key agency management, and it provides a structure that is results-driven and based on meeting operational needs. In addition, to ensure the accuracy of our budget request, our fiscal year 2020 budget went through multiple layers of review and validation, and is tied to supporting documentation for each budget element.

Our Executive Management Team, and the Department as a whole, has also benefited from the assistance of the USCP Office of Inspector General (OIG). The OIG routinely conducts audits, reviews, and investigations and makes recommendations to the USCP for business improvements, including audits of our programs that I have requested. The Department continues to make significant progress in closing OIG recommendations. Since the OIG was established in 2006, the Department has successfully closed 90 percent of the 416 recommendations made by the OIG.

I value the OIG's assistance in our efforts to further improve our operations and performance. Michael Bolton was selected in January by the Capitol Police Board to serve as the third USCP Inspector General. He had served as the Acting Inspector General since March 2018, and also served as Assistant Inspector General for Investigations since August 2006. I appreciate the OIG's assistance in our efforts to further improve operations and performance. I also am pleased to report that the Department received its seventh consecutive unmodified "clean" opinion on our fiscal year 2018 financial statements from the OIG. The long-term resolution of recommendations related to internal controls, business processes, and material weaknesses remains of the highest importance to me and our management team.

I also work closely with the Fraternal Order of Police Labor Committee leadership on a host of issues of mutual concern. We have collaboratively worked to implement policy and procedures, as well as address the concerns of the rank and file. While we sometimes see issues through different lenses, the Chairman of the Labor Committee and I both want what is best for our employees. We understand that working for a police department requires maintaining an impeccable work ethic and requires accountability as we, as United States Capitol Police officers, are held to a higher standard. We and our staffs work diligently to ensure that we come to a resolution on topics with the shared goal of supporting our overall mission.

Madam Chairman, the United States Capitol Police is the only police department in the Nation that does what we do and with the high visibility in which we do it. Mission focus will always be the key to our ability to be successful, to serve and protect, and to ensure our employees go home safe every day. The Congress relies on us to do our jobs so that you may do the people's work in a free and open manner.

In closing, I want to assure the subcommittee that the United States Capitol Police is committed to always being at the ready to ensure that the Capitol Complex is safe and secure. Our fiscal year 2020 budget request was developed with great thought and discipline to ensure that the necessary mission requirements were at the forefront of our planning and prioritization.

We will continue to work closely with you and the subcommittee staff to ensure that we meet the needs and expectations of the Congress, as well as our mission, in a reasonable and responsible manner. Again, I thank you for the opportunity to discuss the Department's fiscal year 2020 budget request, its priorities, and activities. I would be pleased to answer any questions that you may have.

Senator HYDE-SMITH. Thank you very much.

Now we will recognize Senator Murphy for any opening statements he may have.

Senator MURPHY. I'm happy to continue with the witness testimony or with questions. Thank you very much.

Senator HYDE-SMITH. Senator Van Hollen.

Senator VAN HOLLEN. Thank you just—thank you both for your service and I look forward to working with you and the Chairman and Ranking Member on the budget.

Senator HYDE-SMITH. Okay. I will start with my first question for Mr. Stenger. In the Sergeant at Arms budget request, it states that the Cybersecurity Division is working to develop a 5-year strategic plan to bolster the Senate cybersecurity posture and to modernize network infrastructure. How will that plan build on the investments that we've already made? And when do you envision having that completed?

Mr. STENGER. Mrs. Chairman, in 2016, we saw the need to develop, harden, and modernize our systems to make them more user-compatible. We have been moving forward since that time. By the end of 2019, we will be up to 91 percent of the hires that we were authorized. It's a difficult environment to hire in due to the technical expertise that we're looking for. It's very competitive. I'm sure when more technical companies move here, it's probably going to be even more difficult to hire and retain people.

So we move forward. We've recently worked with the Rules Committee to do a cyber awareness training program, which everyone was required to complete. I believe that in fiscal year 2020, when we move forward with this budget, we'll be ready to execute and implement the systems and the security systems that we talked about doing a year, year and a half ago.

Senator HYDE-SMITH. You have mentioned recently increased hiring with the Cybersecurity Division. Given the high demand that you just described with the technical expertise that you're looking for, and competition with other agencies, have we been able to hire the qualified staff we need for those initiatives as well?

Mr. STENGER. Mrs. Chairman, I think we have. We look at each hiring individually. We want to hire people that have the technical skills, the loyalty, and the desire to work here, even sometimes at a reduced salary that we can offer.

And the other thing that we have to be concerned about is ensuring we hire the right people. We are not just concerned about their technical skills, we are also concerned about the potential insider threat. You want to make sure you're hiring the right type of people here.

Senator HYDE-SMITH. And we appreciate that concern no doubt. Do we have any questions from anyone else?

Senator MURPHY. For both of our witnesses?

Senator HYDE-SMITH. Yes.

Senator MURPHY. Certainly. Thank you, Madam Chair.

I'm sorry that I was just coming from the vote, so I missed your prepared testimony, and so maybe I'm asking you to repeat some pieces of this.

## MEMBER SECURITY OFF-CAMPUS

Chief Verderosa, you and I have had a number of conversations over the years about security for Members off-campus. I think I heard you finishing maybe some prepared testimony. We set up in this last budget a new allocation of money to be used to stand up additional capacity to cover Member events off-campus. Can you just give an update onto how that money is being spent?

Mr. VERDEROSA. Certainly. We have been employing that funding in a number of ways based on the number of protective details. In 2018, we had a significant number of events. In 2019—we already have had 47 events. That is, 47 events and 6 law enforcement coordinations. That's about the number, I believe, that we did last year. We already have 69 future events prepared. We've spent about 65 percent of the appropriated funding for these particular National Capital Region events. We're working very closely with Mr. Stenger's office to ensure that we get the information.

I think there has been a great increase in the number of events, which we have become aware of in terms of protection coverage in this area. We look at protection from a global perspective, so it's not singularly putting DPD, dignitary protection agents, at an event. We look at the total assessment for the event, and we'll deploy those resources necessary. They can differ based on the venue, the type of event, the number of Members that are attending.

Typically what happens is we'll have a perimeter secure, we'll have the assets available to respond to any type of situation, whether it's an individual or group. We'll have protective intelligence teams out. We also have uniform presence as well as plain clothes presence. If the venue is required based on if it's an outdoor event, those types of things, we can have our tactical team respond as well as do hazardous device sweeps and canine sweeps prior to the event.

I think we have partnered very closely with not only the Sergeant at Arms office but also our local law enforcement partners. We recently hosted at COG, the Council of Governments, Chiefs Committee. We gave a briefing to the other chiefs in the area based on what our needs are, and we've solicited their assistance, and we've gained great assistance in the local areas in and around Washington, D.C., for those events which require us to not only deploy, but would require additional local response based on whether we know if there's any demonstration activity or any type of activity that would be handled in a non-protective way, such as local law enforcement action.

We're very appreciative of the funding that we have gained, and based on what we have in the hopper already in terms of future events, it's going to be very busy the rest of the fiscal year.

Senator MURPHY. And, Mr. Stenger, this obviously relies on the right information getting to Capitol Police. And there's a subset of activities that you know about, that you may be involved in, coordinating when there are big movements of Members for official activities. But, of course, there's a whole other set of activities that are political in nature in which you have big numbers of Senators or House Members in a particular place that may not involve immediate notification or the knowledge of the Sergeant at Arms.

How, if at all, have you changed your protocols in making sure that all of that information gets to the Capitol Police and the burden is appropriately placed on everyone, including Members' offices, to let the Capitol Police know when there are large gatherings of Members off-campus?

Mr. STENGER. Senator, we created a section in the Sergeant at Arms called the Member Outreach and Security Coordination Section, which sends out a message every week, every Monday, to the Members and the staff, chief clerks, chiefs of staff, schedulers, asking for any information they would have as to any activities, events with which the Member may be involved. If there are any concerns, or even if they don't have concerns, we ask them to provide that information. We coordinate that with our Situational Awareness Team, which scours the Internet for many things, such as threats or activities that are taking place. We do this in conjunction with the Capitol Police.

You're correct, the information that we really seek is from the staff as to what's going on. And they should never be hesitant to provide us something. It's no burden on us. We've created this unit. We work very closely with the Capitol Police. We encourage people, anytime there's an event to report it. It doesn't have to be in a State office, that can be right here in town. So we've had over 200 events shared since October 1, 2018. It's an 87-percent increase since we started sending out this notification and created this organization. We encourage people to continue to let us know.

Senator MURPHY. Thank you for that. And the need is there, as evidenced by those numbers.

And then, Mr. Stenger, again, you may have done this in your opening testimony, but can you just provide an update on the Senate working group that was convened to talk about the coverage for our personal devices? Senator Van Hollen and I have been in a couple briefings in the last few weeks that I think left all of us more concerned and more worried than we already were about the threats to our personal devices and has left me more befuddled as to why we don't just simply include these devices under the umbrella of what is protected by the services that you offer.

One of the options that I think was discussed at the working group level was to provide an opt-in ability for Members and Members' offices to receive services and advice from the Senate Sergeant at Arms. And so I guess my question would be, if that was the direction we were to pursue, do you have the capability to do that with current levels of support staff or would you need additional capacities?

#### SECURING PERSONAL DEVICES

Mr. STENGER. Yes, Senator, we facilitated the working group and had a number of members, as you're aware, that provided input. One of the things that I would give a little history on is that some years ago people would hack and try and get your financial information for financial benefit. Now they hack for information. They try to get information, whether it's hacking or just picking up a piece of paper with the information, because information about people and things has value. So you're right, it has expanded and will continue to expand because it's not only that these groups target

you, they will target your family members if they can get the information.

So the working group came up with five options, and each one requires more escalation with other groups, whether it's Rules or Appropriations. The easiest one to do, which we've already started to implement, is status quo with enhancements, which means we are going to be much more proactive by going out to talk to the staff and the Members and the folks up here about advisories, training, information sharing, and a few other things to make sure they're aware of the issues that are out there.

There was an old adage about an educated consumer or user is our best customer, and that's probably true of today's environment. The second level that we would go to is what you just discussed, where the Sergeant at Arms would seek cybersecurity companies to provide security from threats. That would be the next level up, but would require some changes to law and possibly a change in appropriations. I couldn't say at this time until I saw how in-depth we would do that and what level we would take it to, but each one after that requires a little bit more action, interaction, on our part. And I would imagine that as you step it up, there will be incremental increases in our budget requests. I think we would need to bring in all the others that have to decide to determine what legal and statutory changes would have to be addressed or enacted.

Senator MURPHY. I'll just make my case one more time for those that haven't heard it. I think we have a double standard today. I think that when there is a threat to our personal security that is serious enough for around-the-clock protection, we get it, really no questions asked. We have coverage here and we have coverage in our private life if there is a round-the-clock serious threat to our personal security.

We don't recognize that same standard when it comes to our cybersecurity. If there is a threat to our personal devices, we still tell Members they have to deal with that on their own time with their own budget. And so I simply think it's time to apply the same standard we do to personal physical security to cybersecurity, understanding that that may take changes in statutes, changes in rules, or changes in appropriation. I just think for all of the information we've got about how under threat our personal devices are at home and in our pockets, we should square this circle as soon as possible.

Thank you, Madam Chair.

Senator HYDE-SMITH. Senator Van Hollen.

Senator VAN HOLLEN. Thank you, Madam Chair.

And thank you both again for your work and thank you and your teams for your professional response to the pipe bomb threats last October. If I recall, one of the pipe bombs found its way into one of the mail sorting facilities in Capitol Heights, Maryland, and I think it was addressed to Congresswoman Maxine Waters. So I just—I know both of your teams had responsibility in different parts of that in responding to it, so thank you for that.

You know, my two colleagues here have really asked many of the questions I had, which relate to cybersecurity.

So let me just ask you, Mr. Stenger, and I know we're not in a—we're in open setting. But I think everyone recognized the threat

your team did. You hired more people. I understand your update on where you are on that hiring. What is your assessment right now of the threats, cyber attacks, made against Senate offices? In other words, efforts on a daily basis for folks to try to hack into the Senate systems, through Members or through our staff? What is your assessment of that threat today?

CYBERSECURITY

Mr. STENGER. Well, it continues. It continues to be a problem and it's a threat. People are going to want information, they want information about you, they want information about other people that has value. We continue to recognize the threat that's out there. We are looking at our systems and we're dealing with the intelligence community, with the law enforcement community, with the Capitol Police, and with the private sector—

Senator VAN HOLLEN. But can you—can you quantify that? I don't think it's—you know, classified, just sort of talk about what you sense on a daily basis in terms of the efforts to hack into the Senate systems.

Mr. STENGER. Well, it goes on. It would be hard to quantify how many, but it's a fairly substantial amount. I mean, these are almost like robocalls to some degree. It could be individuals up to organized groups, but they're not necessarily sitting there trying to do an individual phone hack or computer, it's almost like robocalling, they're just sending out. So these things go on 24 hours a day, 7 days a week. So it's difficult to say come up with a quantification of the numbers, but it's a large amount.

Senator VAN HOLLEN. How about foreign governmental threats, hacking efforts?

Mr. STENGER. Well, it's—it's kind of difficult for me to go into too much in an open hearing like this, but rest assured that information has value, so everybody recognizes that, and like I said, whether it's malicious actors that are individuals or organized groups or funded by someone else. Value is value. That is what they want. It is difficult for me to go into specifics here, but people want information.

USCP RELATIONSHIP WITH OTHER LAW ENFORCEMENT AGENCIES

Senator VAN HOLLEN. I would just, you know, share the sentiments expressed by Senator Murphy. It seems to me to be a vulnerability in the overall system when—when people could hack into some of the personal information devices.

To the chief, I know you work on a regular basis to establish good relationships with local law enforcement in States and around the country. How—how is that going? Do you feel that you're getting the kind of responsiveness that you need in terms of local law enforcement when you're, you know, trying to establish relationships? And do you try and work those relationships out before there is a specific threat?

Mr. VERDEROSA. We do, sir. We do. In the National Capital Region, it's very easy obviously. We meet regularly, particularly here in the District. I meet regularly with the Assistant Director in charge of the Washington Field Office of the FBI, with the United States Secret Service Director, Mr. Alles, Chief Newsham, of the

D.C. Metropolitan Police, the Park Police, and all of our partners. And, you know, our dignitary protection agents travel throughout the country with the congressional leadership, and we also cover numerous other Members when they're attached to CODELs or any other type of organized events.

But we also do, on a daily basis, outreach and security coordination for Member offices. We reach out. And part of that outreach and coordination is doing assessments of public events. We do an assessment of both open- and closed-source information, and we reach out to the local partners, whether it's a city police department, a sheriff's office, the State police, or even other Federal agencies when we have events that are occurring. So we virtually have feelers all over the country every day. For instance, since calendar year 2019, we've done 158 law enforcement coordinations, and we did 51 other outreaches to congressional offices, but part of that is contacting the local police departments.

I also attend national conventions, and I also meet with chiefs that come to Capitol Hill whether they are visiting Members of Congress or here visiting the city on a law enforcement issue.

We work very cooperatively. I find that we get, in virtually every instance, complete cooperation whenever we have a tasking or a request. In terms of our investigation and enforcement actions, when we reach out to another jurisdiction because there is a credible threat against a Member or direction of interest case, which we may also use local laws, when charging a suspect we get tremendous response. They partner with us when we deploy our agents. They will conduct interviews for us. They will do security checks of District and State offices as well as Member residences with a credible threat. And then, of course, we work hand-in-hand with the joint terrorism task forces. We have task force officers on a number of joint task forces. And we partner with the FBI on all of these threat investigations, and, you know, in terms of even with the U.S. Attorney's Offices throughout the country, we are partnered, we're embedded, and I couldn't ask—I couldn't be happier with the level of cooperation that we get.

Senator VAN HOLLEN. Thank you.

Can I have one?

So the Silver Spring incident, you know, the individual in Silver Spring, Maryland, was that a case that was on your radar screen for a while? How did—which law enforcement agency was first—

Mr. VERDEROSA. We worked with the FBI.

Senator VAN HOLLEN. Okay.

#### 5-YEAR PLAN FOR ENHANCED SECURITY

Senator HYDE-SMITH. Chief Verderosa, your budget request this year includes funding for the final year in the agency's 5-year plan to mitigate certain concerns and meet expanded mission requirements, such as the House garages and enhanced screening in the House and Senate chamber galleries. The plan would add an additional 57 sworn personnel for prescreening, dignitary protection, and intelligence needs in the fiscal year 2020 budget. What is the timeframe for having the mission requirements of the 5-year plan fully covered?

Mr. VERDEROSA. We should be able to complete the multiyear plan in 2020 based on the funding requests and the salary requests, assuming that our recruiting and our hiring process continues at the pace that it's at. We look at security from the global perspective in terms of keeping the threat as far away as we can. Working with the Board to close those vulnerabilities was very important. Also, to provide a visible physical deterrent at doors in the office buildings was a top priority. And we've been able to accomplish significant progress with that. And with the continued hiring and training in 2019 as well as the future in 2020, we should be able to complete that mission I believe on time, on budget, and on schedule.

#### OUT-YEAR COSTS TO SUSTAIN SWORN FORCES

Senator HYDE-SMITH. Great. While the requested increase for 2020 is relatively small compared to the requested increases in previous years, I worry that we will have additional costs in future years to sustain the size of the force, especially after adding another 57 sworn officers. Please tell us what we might expect in terms of costs to maintain a force this size in the years to come.

Mr. VERDEROSA. Sure. You know, based on the outlook in terms of our projections, we were fortunate this year because of the timing of our training classes that we were able to absorb the hiring costs within our 2019 budget and scheduled training to a point where we didn't need to ask for even half year funding for those individuals. We will be making a request in future years to support that salary level. And I don't have the exact dollar figure now, but I can certainly submit it to your staff and get you that number.

[The information follows:]

The additional out-year cost will be approximately \$4.8 Million in salaries and benefits to have 57 more officers on the force.

#### RECRUITING STANDARDS

Senator HYDE-SMITH. Okay. Again, noting the growth in recent years, have you been able to keep pace with recruitment while continuing to meet the standards we expect in our USCP officers?

Mr. VERDEROSA. I appreciate the question. Recruiting is a phenomenon in this area because there are so many law enforcement agencies that are vying for really good top-flight candidates. We partner with USAJobs and we have both an in-person and electronic process to attract candidates this year, and it is becoming increasingly difficult to find candidates that meet the standards. And the one thing I would note is that we don't lower our standards, we wait until we find the right people. And with that, we are able to go out, and we started a new program which takes officers who are in the field who meet certain criteria, have well-established records, who represent the Department well, to go out and partner with our background investigation team to recruit actively.

We've been fortunate. Over the last few years we haven't had to send our recruiters out. We target-recruit military and educational institutions, but we haven't had to do as much physical recruiting going out and going to the job fairs as we've done in years previous. We are starting up this program and we're going to actively seek

more candidates as we go forward now. It was time to make that adjustment.

#### IMPLEMENTING A MANDATORY FITNESS REQUIREMENT

Senator HYDE-SMITH. Okay. Chief Verderosa, in the report you provided to the committee outlining the feasibility of implementing a mandatory physical fitness program, you highlighted certain legal, logistical, and cost implications. What do you see is the biggest hurdle to implementing a mandatory fitness requirement?

Mr. VERDEROSA. There certainly are logistical, legal, and other essential function questions that have to be resolved before we can implement a physical fitness program. We're taking the approach with wellness in that we're looking at it from a greater perspective than just physical fitness.

One of the areas that we're going to focus on, in partnership with the Office of Employee Assistance and partnership with the House Wellness Center, we are looking at trying to relieve our officers of concerns and issues which affect their ability to be here at work, to be productive employees, and that goes into not only physical health, but also mental health, mindfulness, the wellness program, financial health, and we're looking at sort of a whole person perspective because if you have a focused, more efficient person who does not have to worry about day care, does not have to worry about a health issue for a family member, or any type of other distraction, then we have someone who is here, who is focused, who has clarity of thought, and who is able to respond. We also looked at, you know, any medical issues or any type of issues that are prevalent in our workforce.

The difficult part of implementing a required program is providing people with time and effort off post to prepare. For us, we work our mission requirements short-handed based on current FTE levels, so we work a tremendous amount of overtime, we work all over the country, and we have long hours. Our employees are here more with us than they are with their families in a lot of cases.

And what we try to do is focus and prioritize the time that they have on the clock to the really core prioritized mission. One of the things that we would need to do in order to implement a mandatory program is provide them opportunities to be physically fit, which is more time off-post, which is more time I have to backfill with overtime. I'd rather use those personnel for mission focus and then try to leverage all of the programs that we have to make them healthy.

We have a tremendous level of participation in our gyms. We have three gyms: one at the USCP training academy, and two here on the Hill. We have, you know, incentives in place and a lot of programs. We have a fitness coordinator that helps design programs for individuals. We're going to bring on a nutritionist to help people maintain a healthy lifestyle. And it's all part of the overall picture to make people more effective here at work. And I think we have a very good plan. I can certainly work with the staff to get you more details on our approach to this. But I'm very encouraged with some of the work that the House side is doing in terms of their wellness center, as well as some of the things that we're working on with our Diversity Office in terms of peer support and

a mentoring program, which all goes into the overall wellness of the individual.

I think we're in good shape. Again, if I saw an issue, if I saw officers needing medical attention, hospitals, and all that kind of thing, we would take a different look, a different approach. We've also surveyed a number of other agencies and looked at the pitfalls and looked at the priorities that they have had and how they implemented programs, and it really runs the gamut from a voluntary to mandatory with consequences, and which can be challenged in court and that kind of thing.

So it's really a larger program than just the physical aspect of it. I do appreciate the question, and it's something that we look at on a continuing basis.

Senator HYDE-SMITH. Thank you.

Mr. VERDEROSA. You're very welcome.

#### IT HELP DESK

Senator HYDE-SMITH. Mr. Stenger, you are asking for an additional \$3.4 million to improve the current IT Help Desk contract, which supports Senators' offices and committees with their IT needs. Will you explain to us the need for the increase and what improvements the Senate community can expect from this expenditure?

Mr. STENGER. Yes. Chairman, I think back in 2013 there was a large reduction in the staffing of the help desk, I think it was 35 percent. Since that time, they've lost another almost 30 percent of technical folks there, and their technical expertise has dropped since then. The program expires—or the contract expires in October of 2019. We have to find a replacement.

One of the benefits that we're hoping to get out of it is to draw stricter guidelines for what's acceptable as far as expertise and going out to support the community. I think customer service is very important, and customer satisfaction is very important. We have dropped in some of the levels of the technical expertise because of the drawdown. So we need to build that up. Technology continues to change on a daily basis, so it's always competing and trying to make sure that you have the most technically astute people.

I think the other benefit that you have on a help desk, that we have if we staff it correctly, is you have a core of subject matter experts that can advise your systems administrators on the system in a better fashion than maybe what's been taking place because of the continuing competition for those assets.

Senator HYDE-SMITH. And how does the IT Help Desk interact with or supplement the system administrators' in Senators' personal offices?

Mr. STENGER. They're the ones that would provide the support for any IT problem. You may have a system administrator that's not sure about something or doesn't have that technical expertise, they're able to call the help desk. Last year, the help desk handled 11,000 calls and 6,600 installations. So they're out there to assist your staff, the system administrators and others who may not have the expertise. That's why we're trying to build this core up.

Senator HYDE-SMITH. That sounds very helpful.

Any more questions?  
 Senator MURPHY. Just a couple more.

INTER-JURISDICTIONAL POLICE COMMUNICATION

Chief Verderosa, I believe my first year in the Senate, there was a tragic incident where a young woman from Connecticut drove her car through a number of jurisdictions ending up here on the Capitol grounds. And in surveying what had gone right and gone wrong, one of the challenges that was pointed out was the fact that she did, in a very short period of time, cross several law enforcement jurisdictions going from Secret Service to Metropolitan Police to Capitol Police. And it is very challenging to convey information when something is developing that quickly.

Without disclosing any protocols that should remain private, have there been changes put in place since that time? And is that an ongoing discussion to make sure that we are maximizing the speed with which information transfers when individuals are rushing from one jurisdiction to another that may be a threat to the campus?

Mr. VERDEROSA. Sure. Oh, absolutely. We have made great, great improvements in communicating with our partner agencies. One of the things that we do for the Metropolitan Police and for other police departments within the city, we have the ability to communicate over our radio system directly. We have the Metropolitan Police radio systems in our vehicles, so we can talk car to car. I can answer a call to their dispatcher. We get information immediately. We monitor their radios in our command center and we know what they're seeing.

We also have the ability to talk on a direct line to the core police departments' communication centers. So we have a phone that picks up in the Secret Service JOC and the FBI's Washington Field Office Dispatch Center. We also—and that phone also picks up for the Metropolitan Police and the United States Park Police.

So, when we have a multi-jurisdiction event, we no longer have to go through the series of notifying a dispatcher to call the supervisor; their watch commander talks directly to our watch commander. The information is put out immediately over our radio system, and we know what's coming. It's not perfect obviously because communication still has to flow, but I think we've made tremendous strides.

Our dispatchers have the ability to communicate basically with any police department over the radio in the National Capital Region over a unified radio channel. We have relationships and other police departments' radio frequencies on every officer's portable radio, to some extent, this includes Park Police, Metropolitan Police, and some of us have the Secret Service as well.

So I think the communication has improved greatly. We monitor and coordinate responses when other agencies have events. So say there's an event with the Secret Service down at one of their locations, whether it's the White House or any other event where they have jurisdiction. If it's a critical incident, we're going to send a commander to—or an intelligence agent to their command post, and they're going to get direct information. We'll know what's going on, we'll know who the subject is, and we can run those individuals

through our databases to ensure that if this threat to either the White House or one of the monuments is truly a threat, we're going to know if we have a threat against us based on this individual's personal identifiers.

PHYSICAL FITNESS REQUIREMENTS ACROSS LAW ENFORCEMENT  
AGENCIES

Senator MURPHY. And then the last thing, just to follow up on Senator Hyde-Smith's question about the survey you did on physical fitness, I think you raised an interesting question about whether there's a responsibility to provide time——

Mr. VERDEROSA. Right.

Senator MURPHY [continuing]. On the clock or not. When you surveyed other law enforcement agencies that did have some physical fitness requirement, did they all provide on-the-clock time for physical fitness, or did some of them expect or would we find examples of agencies in which their expectation was that physical fitness could happen off the clock?

Mr. VERDEROSA. Right. My recollection is that it ran the gamut from some did, some didn't. Certainly, remedial, if someone didn't pass a test, would be done in a programmatic way in that you have to meet certain benchmarks for improvement, and I believe that the remediation part, at a minimum, would be on the clock. But I can follow up with you and get you more specifics.

[The information follows:]

For those law enforcement agencies that we surveyed who have physical fitness requirements, not all of the details are known about the programs. This is in part due to the legal and logistical hurdles that these agencies have had and are continuing to work through to implement a program. However, we are aware that the United States Marshals Service authorizes up to three hours of training per week during duty time to participate in approved fitness-related activities in preparation of meeting physical fitness and ability testing standards.

Senator MURPHY. Okay. Thank you. Thank you, sir.

Thank you, Madam Chair.

Senator HYDE-SMITH. This concludes the Legislative Branch Appropriations Subcommittee hearing regarding fiscal year 2020 funding for the Senate Sergeant at Arms and the U.S. Capitol Police. I want to thank both of you for testifying today. I also want to thank you for the tour of the USCP command center when we had the State of the Union Address. You've both been so accessible to me, and I really appreciate that. You've been very kind and very, very accommodating. So I just commend you both for that.

ADDITIONAL COMMITTEE QUESTIONS

The hearing record will remain open for 7 days, allowing Members to submit statements and/or questions for the record, which should be sent to the subcommittee by close of business on Wednesday, April the 10th, 2019.

[The following questions were not asked at the hearing, but were submitted to the agencies for response subsequent to the hearing:]

## QUESTIONS SUBMITTED TO HON. MICHAEL C. STENGER

## QUESTIONS SUBMITTED BY SENATOR JAMES LANKFORD

*Question.* Are you aware of any existing technology, software, or application that could enable visual voicemail for the Senate's current telephone system? Do those capabilities exist?

*Answer.* While the current telephone system does not have the capability to convert voicemail to text, there are third party solutions available in the commercial marketplace.

*Question.* What steps would need to be taken to implement? And what would be the cost to implement? If these capabilities exist, why has the Senate not already adopted them?

*Answer.* Implementing visual voicemail would require additional equipment and resources with an estimated cost of \$2 million dollars. Given the capacity and lifecycle of the current telephone system, focusing resources on design, procurement and implementation of a new Unified Communications and Collaboration (UCC) system positions the SAA to better support the Senate's communication requirements as a whole.

*Question.* If these capabilities exist, why has the Senate not already adopted them?

*Answer.* The SAA is focused on a plan to transform constituent communications capabilities for Senate offices. This plan includes improving the constituent experience while increasing the Senate office capability to receive, process and act on the communications. The voice to text capability is just one example of what the SAA hopes to provide to each office.

*Question.* Under the SAA's request for proposal entitled Unified Communications and Collaboration (2019-R-029), are visual voicemail capabilities being considered in the business requirements for the new system?

*Answer.* Yes.

*Question.* If so, can SAA provide a timeframe of when visual voicemail will be available for use in offices?

*Answer.* We will work as quickly as possible to determine how the SAA might provide this capacity as part of our overall work to update the Senate telephone system. To that end, we will soon begin working with a competitively-selected vendor to develop the business requirements and design the system architecture.

## SUBCOMMITTEE RECESS

Senator HYDE-SMITH. The next hearing of the subcommittee will be held on Wednesday, April 10, at 3:15 p.m., in Dirksen 124, when we will hear testimony from the Congressional Budget Office and the Government Accountability Office regarding the fiscal year 2020 budget request.

Until then, the subcommittee stands adjourned.

[Whereupon, at 4:15 p.m., Wednesday, April 3, the subcommittee was recessed, to reconvene at 3:15 p.m., Wednesday, April 10.]