

OVERSIGHT OF THE CLERK, SERGEANT AT ARMS,  
CHIEF ADMINISTRATIVE OFFICER, AND INSPEC-  
TOR GENERAL OF THE HOUSE OF REPRESENT-  
ATIVES

---

HEARING  
BEFORE THE  
COMMITTEE ON HOUSE  
ADMINISTRATION  
HOUSE OF REPRESENTATIVES  
ONE HUNDRED ELEVENTH CONGRESS  
SECOND SESSION

---

Held in Washington, DC, Wednesday, April 28, 2010

---

Printed for the use of the Committee on House Administration



Available on the Internet:  
*<http://www.gpoaccess.gov/congress/house/administration/index.html>*

---

U.S. GOVERNMENT PRINTING OFFICE

57-844

WASHINGTON : 2010

---

For sale by the Superintendent of Documents, U.S. Government Printing Office  
Internet: [bookstore.gpo.gov](http://bookstore.gpo.gov) Phone: toll free (866) 512-1800; DC area (202) 512-1800  
Fax: (202) 512-2104 Mail: Stop IDCC, Washington, DC 20402-0001

COMMITTEE ON HOUSE ADMINISTRATION

ROBERT A. BRADY, Pennsylvania, *Chairman*

ZOE LOFGREN, California,

*Vice-Chairwoman*

MICHAEL E. CAPUANO, Massachusetts

CHARLES A. GONZALEZ, Texas

SUSAN A. DAVIS, California

ARTUR DAVIS, Alabama

DANIEL E. LUNGREN, California,

*Ranking Minority Member*

KEVIN MCCARTHY, California

GREGG HARPER, Mississippi

JAMIE FLEET, *Staff Director*

VICTOR ARNOLD-BIK, *Minority Staff Director*

## **OVERSIGHT OF THE CLERK, SERGEANT AT ARMS, CHIEF ADMINISTRATIVE OFFICER, AND INSPECTOR GENERAL OF THE HOUSE OF REPRESENTATIVES**

**WEDNESDAY, APRIL 28, 2010**

HOUSE OF REPRESENTATIVES,  
COMMITTEE ON HOUSE ADMINISTRATION,  
*Washington, DC.*

The committee met, pursuant to call, at 11:17 a.m., in Room 1310, Longworth House Office Building, Hon. Robert A. Brady [chairman of the committee] presiding.

Present: Representatives Brady, Lofgren, Capuano, Davis of California, Lungren, and Harper.

Staff Present: Tom Hicks, Senior Election Counsel; Matt Pinkus, Professional Staff/Parliamentarian; Kyle Anderson, Press Director; Joe Wallace, Legislative Clerk; Greg Abbott, Professional Staff; Darrell O'Connor, Professional Staff; Shervan Sebastian, Staff Assistant; Victor Arnold-Bik, Minority Staff Director; Karin Moore, Minority Legislative Counsel; Salley Collins, Minority Press Secretary; Katie Ryan, Minority Professional Staff; and Mary Sue Englund, Minority Professional Staff.

The CHAIRMAN. We now will convene the House Administration Committee oversight hearing with the officers of the House and the acting inspector general. They will have the opportunity give us an overview of current activities and plans for new initiatives.

Each of them reports to and meets with members of the committee on a regular basis in their weekly staff meetings to keep us apprised of ongoing events which may require direct oversight involvement by this committee.

The House has developed a strong professional staff for its internal management. And the institution, as it operates today, has the flexibility to respond to new challenges and to incorporate new technologies while retaining its historical identity and traditions.

I would like to ask our ranking member, Mr. Lungren, if he has any statement before I introduce our panel.

Mr. LUNGREN. Thank you very much, Mr. Chairman.

I think this is an important and appropriate hearing, and I thank you for holding it. We do have a responsibility to have these hearings to find out from the officers of the House about their operations and to raise questions that may have been raised by other Members with us and that we have raised, as well.

One of the things that I think is important for us to do is to make public those things that we have done, all of us, in attempt-

ing to be good fiscal stewards. And I think it is important for us to say on the record those things that we have done in our various capacities and the various officers of the House in terms of ensuring that we have been trying to operate budgets in as prudent a way as possible. We owe it to ourselves, we owe it to our constituents to do that.

I have been concerned about some of the comments I have received from some other Members about some of the services that they have received. One of the things that I have been concerned about is the level of staff training that is going on, the way financial counselors have been assigned. And one of the things that concerns me is how we moved some of our training away from here in the Capitol complex to the—I call the Ford Building the out-reaches of the Capitol complex, making it considerably difficult for us to attract staff people over there because of the difficulty that they have in coordinating that with the work that they have.

We all know that our staff oftentimes need to respond to particular requests, immediate requests that they receive from Members of Congress. And it is very helpful to have them as close as possible in those circumstances. And I have been informed that, in May alone, staffers interested in attending 11 of the 36 courses offered will have to go over to the Ford Building and have it there, when, in the past, we have had those particular courses offered right here.

And among those classes that are sent over there is one that I think is extremely important to Members of Congress, and that is instructing our staff on how to manage the MRA. There is nothing that can get a Member in more trouble than mismanaging the MRA. And there are some very specific nuances that, frankly, are not caught anywhere else except here in the House of Representatives. The new employee orientation, staff assistant 101 and intern 101, those are essential programs.

One of the things I would bring up—and I wonder if there is any attention to this with respect to the interns—is, I have at least heard anecdotally that we have had an increase in the number of—well, I don't know if I would call it an increase. There have been a number of instances in which staff-led tours have become only staff-led tours to the film that is available over at the CVC. And then some people have come out with groups as large as 50 and found out whoever the staff person was that brought them over there is no longer there, and then we have our folks that I affectionately call the “red coats” trying to pick up the slack.

And I just wonder in the program that we have, in terms of intern orientation, whether or not we are—or whatever it is, staff orientation—whether or not we are making it clear that when we in this committee decided that we wanted to ensure that staff-led tours continued, we meant staff-led tours, not staff leading them over to the film and then leaving them and then causing difficulty not only with the red coats having to then try and pick it up, but, as I understand, then, the flow that we have created for those tours is interrupted.

And this has just come to my attention. So I think it is one thing that we need to do.

I would like to specifically commend the efforts of the Office of the Inspector General. I think that that office has been very diligent in assisting us in attempting to eradicate what we call waste, fraud, and abuse. Their audit, advisory, and investigative services have helped to ensure the efficiency and effectiveness of the House.

The Clerk of the House, that office is charged with carrying out a lot of things that are important to Members. And I look forward to hearing your testimony.

Mr. Livingood, thank you for being here. I understand you had to do some travel to make sure you got back here in time. We appreciate that.

And, Mr. Beard, we appreciate your attendance here, as well. And I look forward to hearing from all of our officers at this hearing.

Thank you very much, Mr. Chairman.

The CHAIRMAN. Thank you.

Anybody else want to make a statement?

I noticed our dear friend, our technical director, Sterling Spriggs, is here. I understand that we were going to be sent a note, but I would rather put you on the record. I am on Armed Services with about 72 Members, and there are 72 monitors. We authorized that. Can we authorize maybe, like, nine more monitors here?

I feel embarrassed that I am the only one that can see what is going on. And I learned a long time ago that knowledge can be a horrible thing. I would like all my colleagues to know what is going on on the House floor. So it can't be that much more expensive to get about eight more monitors for us.

Mr. SPRIGGS. Consider it done.

The CHAIRMAN. Thank you. Thank you so much.

I would like now to introduce to everyone our panel here.

The Clerk of the House, Lorraine Miller, who was elected to that position in 2007. Madam Clerk, I know that this week marks a significant milestone in your efforts to increase access and transparency to our House proceedings by introducing HouseLive, an interactive tool providing live stream of the House floor. I look forward to hearing your testimony on this and other initiatives to better increase service to Members, staff, and the general public.

Wilson—I didn't ever know that—Bill Livingood is a neighbor of mine, grew up right near where I grew up in Philadelphia, and then left on to much better things, unlike me. But anyway, Wilson Livingood, Bill Livingood has served as the Sergeant at Arms for the House since 1995.

Let me take the time to say that your office did a great job in maintaining security for the House and its Members by providing access to visitors seeking to lobby and communicate during recent events which generated strong public interest in our legislative activities. And I am eager to hear about continued security improvements.

We will then hear the testimony from Chief Administrative Officer Dan Beard, who has served in that post since 2007. As the House moves forward to provide greater transparency to the public, the Office of the CAO has taken a significant recent step by providing the statement of disbursements, SOD, online. And I look for-

ward to hearing about this and other methods to provide greater efficiency within the House.

Last but not least, Terry Grafenstine is our acting inspector general for the House. We appreciate the seamless continuity that you have provided since Inspector General Cornell's retirement in 2009. Your office overview and evaluation provides greater efficiency and management of our House operations. And I look forward to your testimony.

And now I would like to ask the Honorable Lorraine C. Miller if you would please pull that microphone, push that button, and you are on.

**STATEMENTS OF THE HON. LORRAINE C. MILLER, CLERK, U.S. HOUSE OF REPRESENTATIVES; THE HON. WILSON LIVINGOOD, SERGEANT AT ARMS, U.S. HOUSE OF REPRESENTATIVES; THE HON. DANIEL P. BEARD, CHIEF ADMINISTRATIVE OFFICER, U.S. HOUSE OF REPRESENTATIVES; THERESA GRAFENSTINE, ACTING INSPECTOR GENERAL, U.S. HOUSE OF REPRESENTATIVES**

**STATEMENT OF THE HON. LORRAINE C. MILLER**

Ms. MILLER. Thank you, Chairman Brady and Ranking Member Lungren and the members of the committee. Good morning. It is absolutely my pleasure to be with you this morning to give you a snapshot of the operations of the Office of the Clerk.

Let me begin by—as you know, our organization supports the legislative activities of the House. And so I wanted to give you kind of a brief overview of how you guys have been operating. It is kind of illustrative of what we are doing.

In the first session of the 111th Congress, you held 2,190 hearings. In the second session, as of Friday, April 16, the House held 648 hearings.

Roll call votes: In the first session of the 111th, we held 991 roll call votes. In the second session of the 111th, as of last evening, we held 226 votes.

For bills and resolutions introduced in the House: We have introduced 6,805 bills and resolutions. We have passed, in the 111th, 1,235 bills. We have enacted into law, public laws—in the 111th, 160 bills have been enacted into law.

So you can see from that we have been pretty active as a legislative body.

For funding year 2011, our budget request to the Appropriations Committee is \$29,299,000. On the personnel side of that, we are requesting \$23,284,000, which includes two new FTEs for software development, which will bring our total FTEs for the Office of the Clerk to 263. On the non-personnel side, our request is for \$6,015,000. That will take care of our operational—our licenses that we have to pay for, all of the equipment that we use.

I want to kind of highlight some of the accomplishments that we feel that we have done over the last 3 years.

We have hired a new deputy clerk for our page program, Maria Lopez, who is here in the audience.

Maria, raise your hand.

Maria has the oversight of our page program.

As the chairman mentioned, on Monday of this week we went live with our HouseLive, as I like to call it, which is a beta Web streaming service that will offer online realtime video of the House of Representatives sessions.

Last year, you will remember we installed new LED technology on the summary board in the Chamber. We expect to complete that project upon adjournment of the House this year. And we will continue to work with the committee on the timing and the installation of that new LED technology on the main display boards.

The Office of the Clerk launched a new oral history Web site in December of last year. Our Web site includes interviews with our former clerk, Don Anderson; the first African American page; Irving Swanson, who was the reading clerk who took the roll call votes to declare war on Japan, Germany, and Italy in 1941. We will upgrade those and more oral histories will be displayed on our Web site.

We also coordinated the hosting of the World e-Parliament Conference in November of last year. Approximately 25 secretary generals of parliaments around the world convened here at the House of Representatives to learn more about technology and the innovations occurring. Many of the members on this committee participated in that.

I also wanted to bring to the committee's attention some of our operational activities that you might find of interest.

Lobbying disclosure: As a result of the Honest Leadership and Open Government Act, the Office of the Clerk implemented a new lobbying disclosure system that now has approximately 5,000 lobbying registrant entries, representing some 20,000 clients currently registered with the Office of the Clerk. Furthermore, there are approximately 15,000 individual lobbyists now registered in the Clerk's new lobbying contribution system.

The new law requires that each lobbying registrant, as well as each individual lobbyist, file a quarterly report with the Office of the Clerk disclosing certain contributions. In the second half of 2009, we received over 50,000 electronically filed forms.

We have been very vigilant about the records of the House. In 2009, our archival staff processed 3,150,400 official records of the House of Representatives. In addition, the first large-scale transfer of electronic records was completed last year when a committee transferred all of its records—all of its records—of the 110th Congress, which was about 19.7 gigabytes, electronically.

Our legislative computer services: We will purchase additional hardware and software to meet the increased demands on the Clerk's server form. More people than ever rely on the Clerk's Web site for legislative information and updates. Our Web site currently averages about 300,000 to 500,000 hits per week, depending on the legislative schedule. And with this increased traffic and expanded information, new services that will be available on the Clerk's site, we must ensure that our hardware and software are sufficient to meet these needs.

We are working on trying to upgrade the House Library. We are working with the Architect of the Capitol to find a suitable space. We have records in three different locations—here, in the Cannon, in the Madison Building—and we are trying to combine that. And

we are trying to do something that is digital. Not that we need large stacks, but we need an area where we can—one-stop shopping for anything you want to know about the House of Representatives.

We are engaging in one new project with the Document Room, and that includes the shelving of it. During the fiscal year 2011, the first phase of the project is planned to purchase and install a high-density mobile shelving system in the House Documents Room. This will increase our storage for our House Documents Room and hopefully for the Library. We anticipate that this will remove all of the antiquated and cumbersome metal boxes that we have been using in the Documents Room for—it seems like centuries, but years.

At this point, we are—we have a lot of projects that we have ongoing. And I think, at this point, I would like to stop there and welcome any questions that the committee may have. Thank you.

[The statement of Ms. Miller follows:]

The Honorable Lorraine C. Miller  
Clerk of the House

Statement before the Committee on House Administration

April 28, 2010

Chairman Brady, Ranking Member Lungren and Members of the Committee on House Administration, I appreciate having an opportunity to testify and support your hearing on "Oversight of the Office of the Clerk". I believe we have an important story to tell.

The Clerk's office has enjoyed a close relationship with the Committee on House Administration and we appreciate the support we have received.

As you know, the Office of the Clerk oversees the operations of the House Floor and the support functions necessary to carry out legislative processes – duties this office has discharged faithfully and competently for more than two hundred years. As Clerk of the House for the past three years, I believe there is no higher calling than the support of the Members of the House and the day-to-day business operations of the U.S. House of Representatives.

#### ACCOMPLISHMENTS

The Office of the Clerk has achieved major milestones in the last three years. A few of our accomplishments are:

- Hired Deputy Clerk Maria Lopez, to oversee the House Page Program. Recently, we hired a new Director of Page Residential Life.
- Installed new LED technology on the summary boards in the House Chamber. This same new technology will be added to the main displays in the Chamber upon adjournment.
- Launched "HouseLive", a web streaming service that will offer online, real time video of House of Representatives sessions, to include archives of the 111<sup>th</sup> Congress.
- Coordinated the hosting of the World e Parliament Conference in November, 2009. Approximately twenty-five Secretary Generals of Parliaments around the world convened at the House of Representatives to learn about technological innovations occurring within Parliaments. Most discussions centered on best parliamentary practices.
- Launched the oral history website that includes interviews from a former Clerk, the first African American Page, Irving Swanson, the reading clerk who took the roll call votes to declare war against Japan, Germany and Italy in 1941, among others.

- Initiated annual organization-wide Office of the Clerk Town Hall meetings. As there are nine different departments, many of the staff did not know each other and the Town Hall meetings offer an opportunity to share the goals for the year and seek the input of staff in improving our operations to better serve the Members, Committees and Hill staff.

Please allow me to highlight the essential operations that support the Legislative processes in the House. They include the electronic voting system (EVS), legislative information management system (LIMS), Legislative Computer Operations (LCS), and Official Reporters, Legislative Operations and the Capitol Service Groups.

## **Floor Related Office of the Clerk Operations**

### **ELECTRONIC VOTING SYSTEM (EVS)**

As you know, the main display in the House Chamber was originally installed in 1976. In August 1987, the doors and wiring harnesses were replaced. In 2003, the vote indicator lights were upgraded to Light-Emitting Diode (LED) technology. Finally in December 2008, the main voting displays were upgraded to add 20 new slots. As with any technology, age plays a major role in the increased risk of failure.

In the current main display, Member nameplates located in the doors need to be manually rearranged whenever there is a change in membership. This is a time-consuming process and puts additional stress on the doors. As a result, the Legislative Computer Systems (LCS) group within the Office of the Clerk found an excellent alternative to upgrade existing display technologies.

In August 2009, we replaced the summary displays in the House Chamber with denser, higher resolution LED technology. This replacement permits more descriptive information to be displayed on votes in progress. We are working with the Parliamentarian's office to determine the appropriate language for placement on these new displays.

We are moving forward with the replacement of the main displays in the House Chamber. The same vendor that supplied the new summary displays is manufacturing the modules for the new main displays, and we anticipate that installation will take place later this year.

### **LEGISLATIVE INFORMATION MANAGEMENT SYSTEM (LIMS)**

The Legislative Information Management System (LIMS) is critical to the legislative operations of the Office of the Clerk. Major enhancements and improvements continued in this program in 2009. Major improvements were made to allow more efficient production and distribution of the Legislative Activity Guide (LAG). Additionally, substantial software enhancements were installed on the LIMS system

which will allow us to proceed with the upgrade of major LIMS components. This will include modernizing the LIMS user interfaces and increased use of eXtensible Markup Language (XML) for data exchange with other legislative entities. Finally, we completed major enhancements to the Executive Communications reports.

We will continue to enhance the LIMS system. We are entering into a contract with an outside firm to make needed changes to several critical LIMS components used by our Legislative Resource Center (LRC). Because of its wide use across the divisions of the Office of the Clerk and the House community, we plan additional improvements including an upgrade of development software used by LIMS and an increase of the capacity of systems that process and store legislative information. This is an on-going process that is beginning now and will continue into 2011.

### **LEGISLATIVE COMPUTER OPERATIONS**

In 2009 we procured a network data archiving solution in response to vastly increased data storage requirements. This will allow files that are not being actively used to be moved to an online archive area that is not associated with our primary network storage.

We also began the process of replacing all of the computer workstations in the Clerk's office as part of our regular 3-year replacement cycle. Additionally, we procured, configured, and deployed laptops to critical Clerk personnel to be used in the event of a campus-wide outbreak of the H1N1 virus and emergency preparedness. The laptops will help to ensure that our business functions can continue by providing remote access to those staff most needed to support legislative business.

### **OFFICIAL REPORTERS**

The Official Reporters provide an accurate, substantially verbatim record of Chamber debate and proceedings which are published in the *Congressional Record* each day of session. In addition, the office provides reporting and transcription services for all House Committees and Subcommittee hearings, field hearings and weekly Leadership press conferences.

### **LEGISLATIVE OPERATIONS**

The duties of the Office of Legislative Operations include receiving and processing official papers, compiling and publishing the minutes of daily House proceedings, operating the electronic voting system, overseeing the recording of votes, preparation of messages to the Senate regarding legislation that has passed the House, the reading of bills, resolutions, amendments, motions and presidential messages to come before the House and the publishing of the *Daily Digest* of the *Congressional Record*.

### **CAPITOL SERVICE GROUPS**

The Capitol Service Group has become an essential part of Floor and Member centered operations. The Capitol Service Group consists of the following:

- The Lindy Claiborne Boggs Congressional Women's Reading Room
- Members and Family Committee Room
- Congressional Prayer Room
- Democratic and Republican Cloakrooms

## **Additional Office of the Clerk Operations**

### **HOUSELIVE**

HouseLive is a new service the Office of the Clerk will be offering to the House community and the general public. This web streaming service will offer an online, real time video of sessions of the House of Representatives. In addition, video archives of the 111<sup>th</sup> Congress will be available that are searchable by keyword. The live service was launched on Monday, April 26.

HouseLive will provide many new options for Members, including access to tools for creating video clips from House Floor speeches (such as video for use on other platforms such as their own website, web video player, YouTube, etc.). The service will include an automated podcasting service to turn video into audio. In addition, it will be possible to dynamically link items of legislation in a document to the related video. The new House Floor video services will be integrated with our current legislative systems and management process avoiding the need for additional resources or a prolonged learning curve.

This service will maximize transparency and will increase public awareness of legislative proceedings. In 1979, CSPAN created a new era of increased access to the House of Representatives through cable television. In the same way, HouseLive will provide broader access to the House of Representatives using current popular technology. The applications of the service will allow Members to use innovative options to provide legislative information to constituents and the general public.

### **ELECTRONIC FILING SYSTEMS**

Implementation of the Honest Leadership and Open Government Act of 2007 (S.1) continued to be a major focus of the Office of the Clerk. The new lobbying disclosure system was developed to allow individual lobbyists to file contribution reports. As a result, there are approximately 5000 lobbying registrant entities representing some 20,000 clients currently registered with the Office of the Clerk. Furthermore, there are approximately 15,000 individual lobbyists now registered in the Office of the Clerk's new lobbying contribution system. Additional servers and one additional FTE have been added to manage the additional responsibilities. Lobbying reports are due on a quarterly basis as opposed to the previous semi-annual reporting periods. The new law requires that each lobbying registrant, as well as each individual lobbyist, file a report with the Office of the Clerk disclosing certain contributions. Federal Election Campaign Act

(FECA) contributions as well as contributions to presidential libraries, inaugural committees, and other funds used to pay for events for Members of Congress must be reported. In the second half of 2009 alone we received over 50,000 electronically filed forms submitted to the Contribution and Reporting systems.

In addition to the success of the systems above, full electronic reporting of financial disclosure and gift travel reporting should be implemented hopefully at the beginning of the 112<sup>th</sup> Congress. We are consulting with the Committee on Standards to determine what additional resources may be needed to implement this plan.

### **HOUSE PAGE PROGRAM**

The Page Program is a sacred responsibility of the Office of the Clerk. I am pleased to introduce Ms. Maria Lopez, the new Deputy Clerk of the Page Program. Ms. Lopez comes to us from the Langley School in Virginia, and came aboard in August 2009. In the past week, we have identified a new Director of Page Residential Life. He will be joining our staff within the next few weeks.

During last year's summer session, the Page School developed an academic component. The initial effort was successful last year and we plan a more expanded version for the upcoming summer Page program. Under Ms. Lopez's leadership and with the direction of the Page Board, we are setting a strategic course for the Page Program for the 21<sup>st</sup> Century.

### **EMERGENCY PREPAREDNESS**

The Office of the Clerk has continued to highlight the importance of Emergency Planning activities by working with staff from the House Sergeant At Arms and Chief Administrative Office to conduct alternative-chamber relocation exercises. In 2009, the Office of the Clerk participated in two successful off-site alternate chamber exercises that included the testing of our interfaces with the Secretary of the Senate and Government Printing Office. We also participated in the Eagle Horizon Exercise in May with the White House. The Office of the Clerk participates in periodic House and Senate Officer Meetings as well as the Monthly Hill Emergency Planners Meeting that include representatives from the Architect of the Capitol, the Government Accountability Office, the Government Printing Office, the Library of Congress, the Office of the Attending Physician, and the U.S. Capitol Police. Together this group has developed a Master Congressional Exercise Calendar for 2010.

### **VACANT CONGRESSIONAL OFFICES**

Thus far, the 111<sup>th</sup> Congress, the House experienced nine vacancies (Illinois 5<sup>th</sup>, New York 20<sup>th</sup>, California 32<sup>nd</sup>, California 10<sup>th</sup>, New York 23<sup>rd</sup> Florida 19<sup>th</sup>, Pennsylvania 12<sup>th</sup>, Hawaii 1<sup>st</sup> and New York 29<sup>th</sup>. In the 110<sup>th</sup> Congress, there were 14 vacancies due to the resignation or death of a Member. The administration of these offices is a statutory responsibility of the Clerk, requiring time and resources of the Office of the Clerk to

ensure the appropriate operation and management consistent with public law and the Rules of the House.

### **HISTORICAL SERVICES**

The Office of the Clerk continues to make tremendous progress in fulfilling our support of the House's archival, historical and curatorial needs. We are experiencing an increase in committee and Member needs and responding to more inquiries and calls for assistance than in any previous year. The requests range from archival assistance to questions of historical precedence. I anticipate our level of contact to grow in FY2011, as we aggressively provide more historical and preservation services to Member offices.

Official records of the House, under the Clerk's care since 1789, continue to grow in size and complexity. In 2009, the archival staff processed 3,150,400 official House records. This is the largest number ever processed in a congressional first session. In a harbinger of changes to come, this year the Clerk received the first large-scale electronic transfer of committee records. We have been preparing for this expansion for some time. The House Archivist and staff of the Center for Legislative Archives spent over a year in close collaboration with House committee staff to craft recommendations of organizing, transferring and preserving electronic records. These recommendations are flexible enough to accommodate the needs of different committees, and robust enough to ensure that these official papers will be available whenever they are needed by the committees and public for decades to come.

Paper records are increasing, too, as the number processed this session attests. To provide for their care, we have undertaken the first expansion of the House's archival storage in three decades. We are engaging in a major renovation of existing space will double our capacity to store recent records on site, while we are working with the National Archives to ensure that our long-term storage there keeps pace with the needs of Congress. To support this growth, in 2009 we hired a second professionally-trained archivist in the Office of History and Preservation.

The Office of the Clerk provides guidance to Members about their records management, as well, following the dictates of H.Con.Res. 307, passed in 110<sup>th</sup> Congress. This resolution expresses the sense of the Congress encouraging Members to take all necessary measures to manage and preserve their Congressional papers. As part of outreach efforts to assist Members, the archival staff consulted with 29 Representatives in 2009, and anticipates that we will double that number in 2010.

Demand for historical information, from House Members, committees, and the general public, continues to grow. The Office of History and Preservation published over 125 new pieces of historical material in print and on the web in 2009. Thus far, we received over a million visits to our history web pages. Additionally, the staff responded to over 900 history questions from Members and constituents, more than in any previous year. Furthermore, 2009 marked the largest number of requests for historical presentations ever received by the Clerk, some 140 presentations. These requests are

more than the previous four years combined. To accommodate the growth of historical presentations, we added an additional historian to our staff.

Most prominent among the Office of History and Preservation's recent historical projects is the 2009 launch of the House's official oral history website. The oral history project is the fruit of an oral history program that began in 2005 and has over 100 hours of interviews with long-time staff. Some of the memories we've recorded are from House Pages from the 1930s and 1950s; former Clerk of the House Donnalld Anderson; Irving Swanson, the reading Clerk who took the roll call votes to declare war against Japan, Germany and Italy in 1941; and ABC news consultant, Cokie Roberts, a child of two former Members of Congress. The site features full text interviews; audio and video clips; biographies; images; and lesson plans. In its first month, it was the most popular history web site in the House. Four additional interviews are planned for publication in the next few months.

The Clerk is the custodian of art and historical artifacts in the House. In that capacity, the curatorial staff coordinated close to 800 moves of artwork in 2009, the most ever in a first session of Congress. Five official portraits entered the House Collection in 2009: former Speaker J. Dennis Hastert, former Appropriations Chairman Jerry Lewis of California, former Armed Services Committee Chairman Duncan Hunter of California, former Representative Shirley Chisholm of New York, and former Representative Florence Kahn of California.

#### **CAPITOL VISITOR CENTER**

December 2, 2009, the Capitol Visitor Center (CVC) completed its first year of operation. The Office of the Clerk's role in the CVC included Co-Chairmanship of the Capitol Preservation Commission, work on the exhibition and other educational elements, as well as scholarly review of all products being considered for the gift shops. With our counterparts in the Secretary of the Senate's office, the curatorial staff has reviewed over 1,000 books and products, culling the appropriate from the questionable. Historical and curatorial staff in the office of the Clerk helped the CVC educators craft programming goals, informational brochures and educational materials. As the CVC staff moved from planning to operations in 2009, our involvement in providing advice and support for CVC exhibit and program staff has continued. The Clerk's Office of History and Preservation staff continue to be the House's experts on historical and artistic content, shaping the new material presented in the exhibit and the educational materials presented to congressional staff, teachers and students visiting the CVC. Working with CVC staff, seminars and training sessions were held for over 4,000 congressional staff and interns in 2009.

#### **SLAVE LABOR TASK FORCE**

During the 111th Congress, the Office of the Clerk was instrumental in working with the House and Senate's Slave Labor Task Force to make recommendations to the Congress on how best to recognize the contributions of enslaved African Americans who built the U.S. Capitol.

The task force convened in November 2007 and adopted recommendations that will ensure that every visitor to the Capitol will be made aware of the sweat African-American slaves put into the construction of the building. Many of these measures have been adopted already. Commemorative actions include the installation of one of the original building stones quarried by slaves, in or near the CVC and Capitol. In addition, we will continue our educational on-line exhibitions and teaching materials. Of particular note, staff anticipates the installation of commemorative plaques, to be placed on portions of the original Capitol walls on the House and Senate sides, where enslaved African Americans quarried them over two centuries ago.

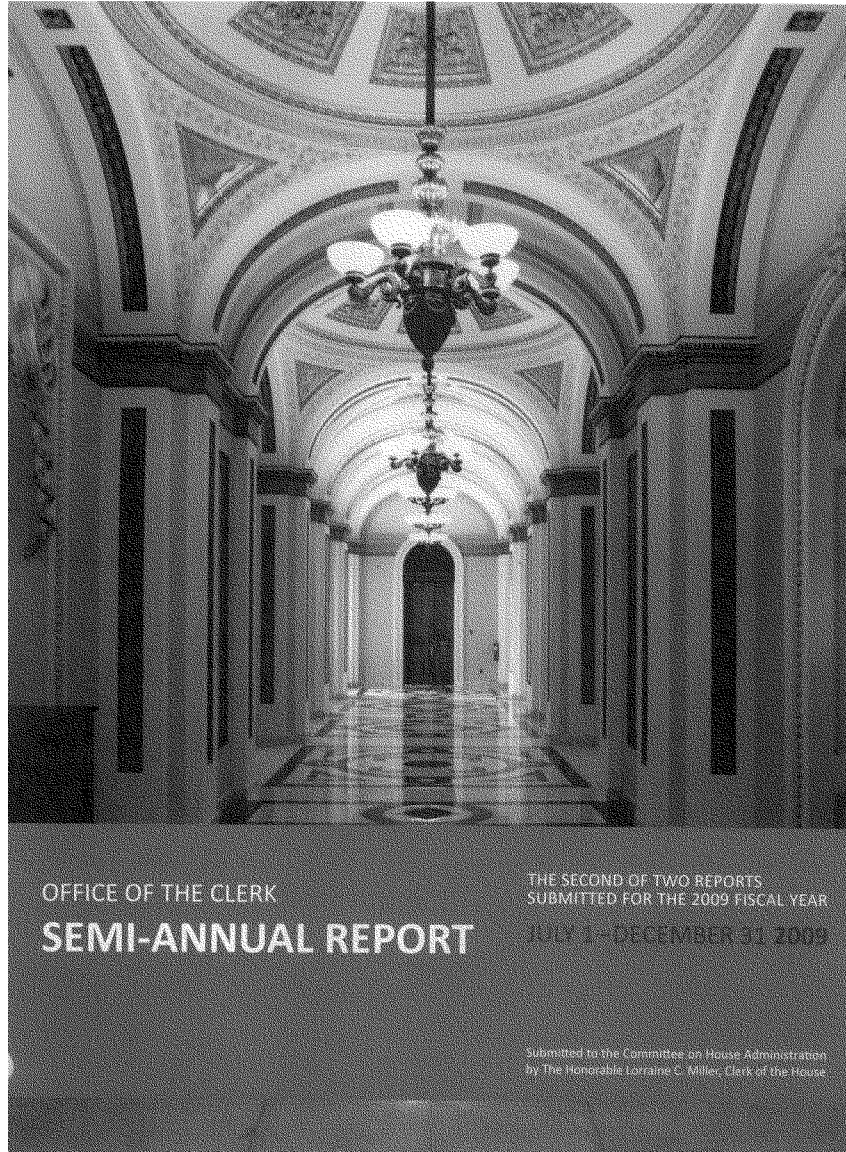
### **HOUSE LIBRARY UPDATE**

Under Rule II of the Rules of the U.S. House of Representatives, the Clerk of the House is charged with the responsibility of maintaining two copies of printed documents of the House, and the House Journal in the library for use by Members and staff. Historically, the Clerk has maintained a legislative and legal reference library since the Second Congress in 1792. Since the 104th Congress, library services are provided under the Legislative Resource Center (LRC). The House Library collections are located in three locations, the Cannon House Office Building, the Madison and Adams buildings of the Library of Congress. Presently, the House Library is a legislative, law and general reference library that provides information services to House Members and staff, the House Parliamentarian, House committees, legislative and general counsel, constituents and other government entities.

The Office of the Clerk has a detailed recommendation for modernizing the library. First, the library needs to improve and preserve the collections located in the Cannon, Madison and Adams buildings. The book collections in all three buildings need to be evaluated for re-binding or digitizing. Currently the House Library is starting to digitize the House Calendar. Second, the Cannon and Madison libraries need an adequate ventilation system

Third, the Office of the Clerk is working with the AoC to find a suitable space for a full functioning House Library Reading Room. When the space is acquired, it will need to be retrofitted in order to function as a state-of the art digital library. The Library will need more databases, books, computer hardware and software in order to function as an admirable and valuable one-stop research facility that has its total focus on the U.S. House of Representatives. We are in the initial stages of development and in cooperation with the Architect of the Capitol.

As I hope you can see, the vastness of the Office of the Clerk operations touch nearly every operational aspect of the U.S. House Representatives. The Committee can be assured that our office will remain a cooperative and willing partner in support of House operations. I welcome any questions or suggestions the Committee may have.



OFFICE OF THE CLERK  
**SEMI-ANNUAL REPORT**

THE SECOND OF TWO REPORTS  
SUBMITTED FOR THE 2009 FISCAL YEAR  
JULY 1-DECEMBER 31, 2009

*Submitted to the Committee on House Administration  
by The Honorable Lorraine C. Miller, Clerk of the House*

## CONTENTS

<b>CLERK'S CORNER</b>	<b>1</b>
<b>ABOUT THE OFFICE OF THE CLERK</b>	<b>2</b>
Mission   Vision   Historical Overview   Duties   Leadership Team	
<b>GENERAL OPERATIONS AND INITIATIVES</b>	<b>4</b>
Immediate Office Highlights   Vacant Congressional Offices	
<b>111TH CONGRESS ORGANIZATIONAL HIGHLIGHTS</b>	<b>5</b>
Boards and Commissions	
<b>FLOOR AND REPORTING SERVICES</b>	<b>7</b>
Office of Official Reporters   Office of Legislative Operations	
<b>PUBLIC AND HISTORICAL INFORMATION AND RESOURCE SERVICES</b>	<b>13</b>
Office of History and Preservation   Legislative Resource Center	
<b>TECHNICAL, PUBLICATIONS, AND WEB OPERATIONS</b>	<b>23</b>
Legislative Computer Systems   Office of Publication Services	
<b>LEGAL AND PAGE SERVICES</b>	<b>31</b>
Office of House Employment Counsel   House Page Program	
<b>CAPITOL SERVICE GROUPS</b>	<b>35</b>
Lindy Claiborne Boggs Congressional Women's Reading Room Members and Family Committee Room   Congressional Prayer Room Democratic and Republican Cloakrooms	
<b>PERSONNEL</b>	<b>37</b>
<b>FINANCIAL SUMMARY</b>	<b>39</b>

## CLERK'S CORNER

Pursuant to provisions of the Rules of the House, it is my pleasure to present the Office of the Clerk *Semi-Annual Report*. This report encompasses the Clerk's office operations from July 1, 2009, through December 31, 2009.

The Office of the Clerk successfully concluded the first session of the 111th Congress by meeting its goals, objectives, and challenges during the last six months. We effectively upgraded the Electronic Voting System summary boards to expand the legislation description fields, improve the resolution quality, and increase confidence in the functionality of the technology.

On the personnel front, the Clerk's Office has brought aboard a Deputy Clerk charged with managing the day-to-day operations of the House Page Program and its future strategic planning.

The Office of the Clerk spearheaded a House-wide effort to host the 2009 World e-Parliament Conference during the month of November.

These are just a few of the highlights of the last six months. You will find much more detail within the pages of the Office of the Clerk *Semi-Annual Report*.

The Office of the Clerk looks forward to its continued service to the House of Representatives and the American public.

With every good wish,

A handwritten signature in black ink, reading "Lorraine C. Miller". The signature is written in a cursive, flowing style.

**LORRAINE C. MILLER**  
CLERK, U.S. HOUSE OF REPRESENTATIVES

## ABOUT THE OFFICE OF THE CLERK

### OUR MISSION

The mission of the Office of the Clerk is to provide the procedural assistance and support necessary for the orderly conduct and dissemination of the official business of the U.S. House of Representatives.

### OUR VISION

Through defined goals and objectives, the office works to achieve its vision to be an organization of highly professional staff that leads in providing innovative legislative services and support to the House of Representatives while protecting the integrity and traditions of the institution.

---

## THIRTY-FIVE

CLERKS HAVE SERVED SINCE APRIL 1, 1789

The number of individuals who have served as Clerk of the House since April 1, 1789. Thirteen Clerks served as U.S. Representatives or U.S. Senators prior to or after their service as a House Officer.

---

### HISTORICAL OVERVIEW

The Office of the Clerk originated in the opening days of the First Congress, when, following the election of the first Speaker, the House moved to elect a Clerk. The Clerk and assistants to the Clerk provided then, as now, administrative support for the constitutionally mandated requirements and other tasks related to official legislative operations of the House. Over the decades, other support operations were assigned to the Clerk as the House increased in size and complexity, culminating in the early 1990s, with the Clerk providing financial, personnel, and asset management services to the House, in addition to core legislative services. Following a series of reorganizations in the mid-1990s, the House reassigned the bulk of the financial and asset management services to a new officer entity, with the Clerk continuing to provide traditional core legislative support.

### THE DUTIES OF THE OFFICE

The Clerk is charged by the Rules of the House and federal law to administer, on behalf of the House, a range of legislative services. The Clerk prepares the roll of Members-elect, calls the Members-elect to order at the commencement of each Congress, calls the roll of Members-elect, and, pending the election of the Speaker, preserves order and decorum and decides all questions of order. The Clerk prepares and distributes at the beginning of every session a list of reports required to be made to Congress, notes all questions of order and decisions thereon and prints these as an appendix to the Journal of each session of the House, and prepares and prints the House Journal after each session of Congress. The Clerk attests and affixes the seal of the House to all writs, warrants, subpoenas, and formal documents issued by the House; attests to the passage by the House of all bills and joint resolutions; and certifies their accuracy. The Clerk receives messages from the President and from the Senate at any time that the House is not in session and prepares and delivers messages to the Senate and otherwise as commanded by the House.

The Clerk retains, in the official library, a permanent set of books and documents generated by the House. Pursuant to provisions of federal law, the Clerk serves as the point of entry for various mandated filings and is responsible for public disclosure. The Clerk manages the office and supervises the staff of any deceased, resigned, or expelled Member until a successor is elected. Pursuant to Rule VII, the Clerk acts as custodian of all noncurrent records of the House.

The Clerk is responsible, under the supervision and direction of the U.S. House of Representatives Fine Arts Board, for the administration, maintenance, and display of the works of fine art and other similar property that belong to the Congress and are for use in the House wing of the Capitol, the House Office Buildings, or any other location under the control of the House (P.L. 100-696). In addition, pursuant to the rules of the United States Preservation Commission, the Clerk may be requested to provide staff support and assistance to the Commission.

## LEADERSHIP TEAM

The Office of the Clerk delivers services through nine functional areas, encompassing House Floor and reporting services, technical and publications services, information and resource services, and auxiliary services.

### LORRAINE C. MILLER, CLERK

DEBORAH SPRIGGS, DEPUTY CLERK   ROBERT REEVES, DEPUTY CLERK   MARIA A. LOPEZ, DEPUTY CLERK

The Immediate Office provides overall management of the functional areas, including coordination with House IG audits and various boards and commissions. It directly administers many of the official processes critical to the organization of a new Congress, including receipt of Certificates of Election, Oaths of Office, and Oaths for Access to Classified Information. The Immediate Office also supervises vacant congressional offices, processes orders for reproduction of public and private laws, and administers the House Page Program and leases of official vehicles.

FRANCES CHIAPPARDI, CHIEF  
KEVIE NILAND, DEPUTY CHIEF

The Office of Legislative Operations is the organizational authority for the oldest of the Clerk's legislative services: compiling and publishing the minutes of daily House proceedings; operating the electronic voting system and overseeing the recording of votes; preparing messages to the Senate regarding legislation that has passed the House; reading the bills, resolutions, amendments, motions, and presidential messages that come before the House; and preparing summaries of floor and committee activities, which are published in the daily digest of the *Congressional Record*.

GOLDEY VANSANT, CHIEF  
BOB MADDOX, DEPUTY CHIEF

Legislative Computer Systems provides the technical and information technology support for all elements of the Office and administers the House Electronic Voting System (EVS). It interfaces with other electronic information service providers critical to House operations and provides technical support for initiatives, including the Document Management System Initiative.

R. DALE THOMAS, CHIEF  
CORLISS CLEMONT-JAMES, DEPUTY CHIEF

The Legislative Resource Center is the Clerk's hub for statutory registrations and filings, public information and legislative documents, and library services. It manages a library in excess of 125,000 volumes of official congressional publications. The LRC annually responds to approximately 100,000 inquiries, processes over 30,000 official filings, and distributes congressional documents.

GLORIA LETT, COUNSEL  
ANN ROGERS, DEPUTY COUNSEL

The Office of House Employment Counsel provides House employers with legal advice and guidance relating to employment policies and practices, provides legal representation to House employing offices in federal court and before the Office of Compliance with respect to complaints filed under the Congressional Accountability Act, and provides training to House employing offices regarding a wide array of employment issues.

FARAR ELLIOTT, CHIEF  
MATT WASNIEWSKI, DEPUTY CHIEF

The Office of History and Preservation collects, preserves, and interprets the heritage of the House through historical, curatorial, and archival services to the House. Historical publications include the Biographical Directory of the United States Congress, along with other publications mandated by the House. OHP curates the House Collection. This includes acquisition and care of collection objects, processing of artifact loans, and services to Members and staff. This office also processes the records of the House, oversees their eventual safe transfer to the national archives, and provides advice to committee staff and Member office staff on records management.

JANICE WALLACE-HAMID, CHIEF  
HUGH J. SCOTT, DEPUTY CHIEF

The Office of Publication Services processes the official printing requests of the House, manages the Clerk's Web sites, provides design services for official House publications, and compiles various House informational publications, such as the House Telephone Directory, the Capitol Directory Cards, official House lists, the list of nominees, and election statistics for congressional office and the Office of the President.

JOE STRICKLAND, CHIEF  
BILL ODOM, DEPUTY CHIEF

The Office of Official Reporters is responsible for the daily reporting and transcribing of the debates and proceedings that constitute the House portion of the *Congressional Record* and for the reporting and transcription of House Committee hearings.

MARIA A. LOPEZ, DEPUTY CLERK  
THOMAS SAVANNAH, PRINCIPAL, PAGE SCHOOL  
ERICH KOEHLER, DIRECTOR, RESIDENCE HALL  
ROSE KEATING, MAJORITY CHIEF PAGE SUPERVISOR  
PEGGY SAMPSON, MINORITY CHIEF PAGE SUPERVISOR

The Page Program currently sponsors four sessions per fiscal year: fall semester (September through January), spring semester (January through June), and two three-week summer programs. The program includes the House Page Residence Hall, the House Page School, and work responsibilities within the House.

## GENERAL OPERATIONS AND INITIATIVES

### HIGHLIGHTS

Provisions of Public Law, the Rules of the House of Representatives, custom, and tradition dictate the duties and responsibilities of the Clerk for the organization of the 111th Congress and related activities.

The mission and vision statements of the Office of the Clerk reflect that "... the Office of the Clerk is to provide procedural assistance and support necessary for the orderly conduct and dissemination of the official business of the U.S. House of Representatives.

Through defined goals and objectives, the Office works to achieve its vision to be an organization of highly professional staff that leads in providing innovative legislative services and support to the House of Representatives while protecting the integrity and traditions of the Institution." Our dedication to achieving our mission and realizing our vision for the Office of the Clerk was demonstrated through our strategic planning for our 2010 annual Town Hall Meeting for all the Clerk's staff and honoring of two staff members at the House Officer and Inspector General Recognition Ceremony on September 25. The Officers and staff received an informative and entertaining speech by Cokie Roberts.

The Office of the Clerk continued to highlight the importance of Emergency Planning activities by working with staff from the House Sergeant at Arms and Office of the Chief Administrative Officer to conduct alternative-chamber relocation exercises. In 2009, the Office of the Clerk participated in two successful off-site alternative-chamber exercises that included the testing of our interfaces with the Secretary of the Senate and Government Printing Office. We participated in periodic House and Senate Officer Meetings, as well as the monthly Hill Emergency Planners Meeting that includes representatives from the House of Representatives, Senate, Architect of the Capitol, Government Accountability Office, Government Printing Office, Library of Congress, Office of the Attending Physician, and United States Capitol Police.

The Office of the Clerk coordinated with Chairman Dale Kildee and Vice Chairman Rob Bishop to convene two Page Board meetings on September 10 and December 16. The Office also participated in extensive planning and preparation meetings in an effort to contain the H1N1 virus outbreak within the Office of the Clerk, with intense focus on the high-risk group of the House Pages.

On November 16, the Clerk presided over a meeting of the Advisory Committee on the Records of Congress in her role as chairperson.

The Clerk, along with the Secretary of the Senate, Nancy Erickson, and the Public Printer, Robert Tapella, commemorated the "greening" of *Congressional Record* paper on September 23.

The Clerk represented the office at the portrait unveiling of Speaker Hastert, September 11th Congressional Remembrance Ceremony, Presidential Address to Joint Session of Congress, Dedication Ceremony of the Helen Keller Statue, Congressional Gold Medal Ceremony in Honor of Edward William Brooke, and the Joint Meeting of Congress with Chancellor Angela Merkel. Additionally, the Clerk hosted the Chestnut and Gibson families and House and Senate Leadership before the Capitol Police Memorial Service. The Clerk also addressed the Capitol Police Graduating Class on October 2.

The Office of the Clerk organized and participated in the new-Member orientations for Member-elect Judy Chu, Member-elect John Garamendi, and Member-elect William L. Owens.

### VACANT CONGRESSIONAL OFFICES

PURSUANT TO THE RULES OF THE HOUSE, THE CLERK SUPERVISED THREE CONGRESSIONAL OFFICES:

STATE, DISTRICT	REASON FOR VACANCY, SUCCESSOR
California, 32nd	The <b>Honorable Hilda Solis</b> resigned effective February 24, 2009; the seat was filled by <b>Representative Judy Chu</b> in a special election held on July 14, 2009.
California, 10th	The <b>Honorable Ellen Tauscher</b> resigned effective June 26, 2009; the seat was filled by <b>Representative John Garamendi</b> in a special election held on November 3, 2009.
New York, 23rd	The <b>Honorable John McHugh</b> resigned effective September 21, 2009; the seat was filled by <b>Representative William L. Owens</b> in a special election held on November 3, 2009.

# 111TH CONGRESS ORGANIZATIONAL HIGHLIGHTS

## BOARDS AND COMMISSIONS

### CAPITOL VISITOR CENTER

The Office of the Clerk remained involved in CVC operations throughout the reporting period. With the end of the first year of operation, the CVC has a great deal of its "test and adjust" period completed. Nonetheless, some Clerk activities have continued and are expected to continue in 2010.

The Office of the Clerk continued to provide curatorial and historical support for the CVC. The senior historian in the Office of History and Preservation, along with his Senate counterpart, has developed themes for rotation of documents in the CVC exhibition and vetted all rotation text. The Clerk's staff developed and conducted 140 training sessions for 4,491 congressional staff who will be leading tours of the Capitol, and continue to be involved in CVC training. Additionally, the Clerk's staff worked with its Senate counterparts to review books and products for sale in the CVC gift shops.

In 2010, the Office of the Clerk's historians and curators will continue support in the same areas, as well as assisting in the development of online training for staff, intended to supplement and partially replace the existing training program.

### HOUSE FINE ARTS BOARD

One official House portrait was unveiled in the second half of 2009, that of former Armed Services Committee Chairman Duncan Hunter of California. This addition to the House Collection brings the number of portraits entering the collection in 2009 to five: former Speaker J. Dennis Hastert; former Appropriations Chairman Jerry Lewis of California; former Armed Services Committee Chairman Duncan Hunter of California; the first African-American woman in Congress, former Representative Shirley Chisholm of New York; and the first woman to serve on the Appropriations Committee, former Representative Florence Kahn of California.

Additionally, the Office of the Clerk worked with twelve current or former Members who are in the process of commissioning portraits that mark their service as House Committee Chairmen. In the coming months, several portraits are likely to reach completion.

The Clerk's curatorial staff conducted over 600 moves of artwork during the second half of 2009, more than in some entire calendar years. In addition, staff cared for more than twenty loaned works of art in the Capitol, as well as providing assistance in the care of many National Statuary Hall Collection statues in the newly opened Capitol Visitor Center.

### ADVISORY COMMITTEE ON THE RECORDS OF CONGRESS

The Advisory Committee on the Records of Congress (ACRC) met on November 16, 2009, at the National Archives. With this meeting, the Clerk of the House chairmanship of the committee continued. It will pass to the Secretary of the Senate in the 112th Congress. The successful meeting included reports from the House and Senate Archivists and the Center for Legislative Archives, as well as a robust discussion of electronic records issues.

The next meeting of the ACRC will be in June 2010.

### SLAVE LABOR TASK FORCE

During the 106th Congress, the House and Senate created a special task force concerning the contributions of slave laborers in the construction of the United States Capitol (S. Con. Resolution 130, agreed to October 24, 2000). The task force's charge has been to study the contributions of enslaved African Americans in building the U.S. Capitol, and to make recommendations to the Congress concerning appropriate recognition of these contributions.

In the second half of 2009, the Clerk's office continued its involvement with the task force as it worked with the Senate and the Architect of the Capitol (AOC) to develop implementation plans for the task force's recommendations, submitted to House and Senate leadership in 2008. Efforts were focused on two of the recommendations. One, the placement of plaques on original exterior walls of the Capitol, moved close to completion. Work on design and placement came to completion, and fabrication of the plaques will continue in 2010.

Also during the reporting period, the Architect of the Capitol began design work on markers in Emancipation Hall in the Capitol Visitor Center, which acknowledges the role that slave labor played in the construction of the United States Capitol. It will include stone which was quarried by slaves in the construction of the Capitol. The working group of the House Curator, Senate Curator, AOC Curator, and AOC architects will continue as the design moves closer to readiness for consideration by the appropriate oversight committees.

## **FLOOR AND REPORTING SERVICES**

## OFFICE OF OFFICIAL REPORTERS

JOE STRICKLAND, CHIEF BILL ODOM, DEPUTY CHIEF

### HIGHLIGHTS

The Office of Official Reporters provides professional reporting and transcription services for the daily production of the *Congressional Record* and for all official hearings of House Committees and Subcommittees, field hearings, and Leadership weekly press conferences.

**In-House Reporting Production Increase:** As a result of cross-training, new work assignment schedules, and efficient staff allocation, the office increased the percentage of reporting work performed by in-house employees from 48 percent in 2008 to 54 percent in 2009. Despite an 18 percent increase in total transcript pages produced in 2009, our expenditure for Supplemental Reporting and Transcription contractors increased only 7 percent.

**District Work Period Assignments:** Reporting services are provided to the House regardless of the legislative schedule and, during the second half of 2009, Official Reporters were frequently called upon to provide services during District Work Periods and House recesses as a result of the continuing investigative work of the Committee on Standards of Official Conduct as well as out-of-town field hearings.

**New Capitol Office Space:** In August, renovations of our Capitol offices were completed and, with the resumption of session in September, floor staff returned to a newly designed and more efficient office environment.

**Unique Training Opportunity:** The annual conference of the National Court Reporters Association was held in Washington, DC, in August. Thirteen of our Official Reporters were able to participate in the continuing education seminars and programs as part of their Training Plans, which was a unique opportunity provided by the conference's local venue. We also hosted the Executive Board of NCRA for a tour of the Capitol Visitor Center and the Capitol.

**President's Joint Meeting Health Care Address:** Official Reporters covered President Obama's special Joint Meeting address to Congress on September 2.

**Staff Changes:** Two retirements impacted our staff during the second half of 2009. Our Systems Specialist responsible for electronic transmission of the *Congressional Record* to the Government Printing Office retired at the end of August, and a long-term Committee Transcriber retired at the end of December. The Systems position was filled by promotion of a qualified in-house staff member, and his position was filled by promotion of an in-house Production Assistant. The resulting Production Assistant vacancy was filled through outside recruitment. The Transcriber position remains open.

**State-of-the-Art Steno Machine Acquisition:** The office acquired 16 new Diamante computerized paperless steno machines during the last half of 2009. These new machines represent the latest technology in accurate, reliable voice-to-text transcription. They provide triple digital backup of shorthand, English translation, and recorded audio. Through real-time translation, the Reporters' shorthand is displayed as translated English, making readback more accurate. Audio is synchronized with text to speed up transcription. An additional tranche of machines will be added to the inventory in 2010.

### PLANS FOR THE NEXT REPORTING PERIOD

- **Cross-training:** The fourteenth of seventeen Committee-trained Official Reporters will begin cross-training for duty in the House Chamber in January. Additional emphasis will be placed on redundancy in all key positions, including training for our new Production Assistant to assist with the quality-control functions performed on all incoming Vendor transcripts.
- **New Supplemental Reporting and Transcription Contract:** Work will begin in January to develop and post an RFP soliciting Supplemental Reporting Vendors interested in assisting with Committee overflow work. The current contract will end September 30, 2010, and the new contract must be awarded and in place to take effect October 1, 2010.
- **HouseLive:** Discussions have begun to devise an operational plan that will enable Official Reporters' staff to efficiently request corrections to the streaming text accompanying video of the House floor proceedings being webcast on the Clerk's new HouseLive site.

## COMMITTEE HEARINGS SUMMARY

### HOUSE COMMITTEE HEARING TRANSCRIPT WORK

	JUL-DEC '09	JUL-DEC '08	FULL YEAR 2009	FULL YEAR 2008
Number of Hearings	846	475	1,996	1,714
In-House Percent	58%	58%	54%	48%
Vendor Percent	42%	42%	46%	52%
Vendor Cost	\$261,856	\$135,111	\$678,158	\$620,333
Vendor Pages	30,319	16,735	79,490	74,360
Avg. Page Rate	\$8.63	\$8.07	\$8.53	\$8.34
In-House Pages	37,941	22,043	83,668	63,610
Total Pages	68,260	38,778	163,158	137,970

The House remained in session until December 18, 2009, and, as a result, House Committees held 371 more hearings during the second half of the year when compared to the second half of 2008. This represents a 78% increase in the number of hearings held in the comparable period last year and a 76% increase in the number of pages produced.

However, in-house Official Reporters continued to cover 58% of all hearings during the last six months of 2009 despite this increase in volume, the same percentage as that recorded in the last six months of 2008. Vendor pages increased 81%, and Vendor costs increased 98%.

#### 2009 FIGURES IN SUMMARY COMPARED TO 2008 TOTALS

▲ 16.4%	▲ 20,058	▲ 18.3%
COMMITTEE HEARINGS	IN-HOUSE PAGES	TOTAL PAGES

#### FULL YEAR 2009 FIGURES REVEAL:

- 16.4% increase in Total Committee hearing count when compared to 2008
- 18.3% increase in total pages produced in 2009 when compared to 2008
- 9.3% increase in Supplemental Reporting expenses when compared to 2008
- 6.9% increase in Vendor pages for 2009 as compared to 2008
- 31.5% increase in in-house Official Reporter pages for 2009 as compared to 2008
- \$678,158 full year Supplemental Reporting expenses from a budgeted \$1,000,000—a savings of \$321,842 for the year.

## CONGRESSIONAL RECORD

### BYTES AND EXTENSIONS TRANSMITTED ELECTRONICALLY TO GPO

#### TOTAL TEXT BYTES

▼ 15,258,246	▲ 23,098,967
JUL-DEC 2008	JUL-DEC 2009

There was a 51% increase in total text bytes submitted electronically to the Government Printing Office in the production of the daily *Congressional Record* when compared to the same period in 2008.

Likewise, there was a 37% increase in e-extension and *Congressional Record* inserts submitted electronically to GPO during the second half of 2009.

#### E-EXTENSION BYTES

▼ 1,957,535	▲ 2,682,428
JUL-DEC 2008	JUL-DEC 2009

## CLOSED CAPTIONING OF HOUSE FLOOR PROCEEDINGS

LEGISLATIVE YEAR	HOURS OF CAPTIONING JULY–DECEMBER	HOURS OF CAPTIONING FULL YEAR
2009 111th 1st Session	663 hours, 20 minutes	1,270 hours, 2 minutes
2008 110th 2nd Session	327 hours, 56 minutes	918 hours, 49 minutes
2007 110th 1st Session	665 hours, 5 minutes	1,496 hours, 12 minutes
2006 109th 2nd Session	333 hours, 55 minutes	854 hours, 25 minutes
2005 109th 1st Session	509 hours, 2 minutes	1,079 hours, 46 minutes

National Captioning Institute provided 663 hours and 20 minutes of on-air closed captioning of House floor proceedings during the second half of 2009. The House was in session 41 days during this period.

NCI's caption accuracy and reliability during the second half of 2009 was 99.75%, which exceeded the contract's minimum requirement of 98.6%. Contractor costs totaled \$373,500 for the last 6 months of 2008.

## FIELD HEARINGS

House committees held 5 field hearings during this 6-month reporting period that were covered by outside Vendors. Expenditures for Field Vendor coverage of these hearings totaled \$3,923.00, down from \$7,752 during the same period in 2008.

JULY–DECEMBER 2009	NUMBER OF FIELD HEARINGS	TOTAL EXPENDITURE JULY–DECEMBER	TOTAL PAGES	AVERAGE PAGE RATE
2009	5	\$3,923.00	491	\$7.98/page
2008	11	\$7,752.38	1,109	\$6.99/page

In-house covered field hearings during the fourth quarter numbered 2:

JULY–DECEMBER 2009	NUMBER OF FIELD HEARINGS COVERED BY IN-HOUSE OFFICIAL REPORTERS	TOTAL EXPENDITURE JULY–DECEMBER FOR IN-HOUSE OFFICIAL REPORTERS	TOTAL PAGES IN-HOUSE	ESTIMATED PAGE RATE	SAVINGS FROM USING IN-HOUSE OFFICIAL REPORTERS VS. VENDORS
2009	2	\$590.48	220	\$2.68	\$1,128.52

## OFFICE OF LEGISLATIVE OPERATIONS

FRANCES CHIAPPARDI, CHIEF KEVIE NILAND, DEPUTY CHIEF

### HIGHLIGHTS

The Office of Legislative Operations has provided support for the execution of the Clerk's legislative duties for more than two centuries. These duties include receiving and processing official papers; compiling and publishing the minutes of daily House proceedings; operating the electronic voting system and overseeing the recording of votes; preparing messages to the Senate regarding legislation that has passed the House; reading the bills, resolutions, amendments, motions, and presidential messages that come before the House; and preparing summaries of Floor and Committee activities, which are published in the *Daily Digest* of the *Congressional Record*.

- Kristen Brandon, Assistant Tally Clerk, was the recipient of the Officers and Inspector General of the U.S. House of Representatives Employee Excellence Award for the Office of the Clerk.
- The tally clerks processed 9,204 well votes during this reporting period. The Interim 1 *Calendars of the United States House of Representatives and History of Legislation* for the First Session of the 111th Congress was printed.
- Participated in the IG audit of the Legislative Information System (LIMS).
- Lawrence McLaughlin joined the journal section as an assistant journal clerk.
- Five discharge petitions were filed during this reporting period for a total of eight discharge petitions filed for the First Session of the 111th Congress.
- The bill clerks processed 1,763 introduced measures.
- Legislative Computer Systems provided Legislative Operations with laptops to be used offsite in the event of a campus shutdown. Data was successfully transmitted to GPO for printing in the *Congressional Record*.

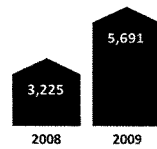
### PLANS FOR THE NEXT REPORTING PERIOD

- **Enrolling Clerk:** Renovation of enrolling section to accommodate new printers.
- **Journal Clerk:** Transmission of the 2008 Journal to GPO in February 2010. Implementation of the online application for Discharge Petitions.
- **Tally Clerk:** Production and delivery of the Member Legislative Activity Guide (LAG) for the period July through December 2009. The LAG is scheduled for a January 29, 2010, delivery.
- **Reading Clerk:** Hire the newly hired reading clerk.
- **Training:** Cross-training in the bill and journal clerk sections, and digest clerks.

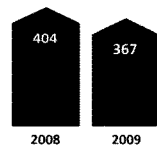
## COMPARATIVE STATISTICS

TASKS	JUL-DEC 2009	JAN-JUN 2009	TOTAL 2009	TOTAL 2008	TOTAL 2007
<b>Measures Introduced</b>	<b>1,763</b>	<b>3,928</b>	<b>5,691</b>	<b>3,225</b>	<b>6,194</b>
Bills	1,300	3,104	4,404	2,410	4,930
Joint Resolutions	8	58	66	26	75
Concurrent Resolutions	65	160	225	165	278
Simple Resolutions	390	606	996	624	911
<b>Electronic Votes</b>	<b>514</b>	<b>477</b>	<b>991</b>	<b>690</b>	<b>1,186</b>
Yea-and-Nay Votes	281	254	535	471	648
Recorded Votes	231	221	452	216	529
Quorum Calls	2	2	4	2	6
Vacated	0	0	0	1	—
<b>Measures Reported</b>	<b>264</b>	<b>103</b>	<b>367</b>	<b>404</b>	<b>507</b>
<b>Measures Engrossed</b>	<b>300</b>	<b>652</b>	<b>952</b>	<b>525</b>	<b>1,237</b>
<b>Measures Enrolled</b>	<b>42</b>	<b>45</b>	<b>87</b>	<b>134</b>	<b>174</b>
<b>Discharge Petitions</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>14</b>	<b>4</b>

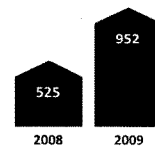
MEASURES INTRODUCED



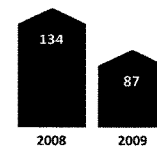
MEASURES REPORTED



MEASURES ENGROSSED



MEASURES ENROLLED



**PUBLIC AND HISTORICAL INFORMATION  
AND RESOURCE SERVICES**

## OFFICE OF HISTORY AND PRESERVATION

FARAR ELLIOTT, CHIEF MATT WASNIEWSKI, DEPUTY CHIEF

### HIGHLIGHTS

The Office of the Clerk's curatorial, archival, and history staff, in the Office of History and Preservation (OHP) saw a number of lengthy projects come to fruition during this reporting period. OHP began the House's oral history program five years ago, and in December 2009 launched a major Web site devoted to House oral histories. The Office of the Clerk's curators also oversaw the commission of the House's official portrait of the 51st Speaker, J. Dennis Hastert, which was unveiled in July. The office created "Call to Order!", an exhibit of historic Speakers' gavels for October installation in the Capitol. In preparation for the first renovation of official House records storage since 1980, OHP sent over three million House records to secure offsite storage.

### ART AND ARTIFACTS

- **Portraits:** Former Speaker J. Dennis Hastert's official portrait took its place in the Speaker's Lobby in July, following an unveiling in National Statuary Hall. Additionally, the Office of the Clerk worked on eleven Chairmen portrait commissions currently underway.
- **Exhibits:** Gavels used by Speakers of the House from Sam Rayburn to Nancy Pelosi were highlighted as part of a new exhibit in the Capitol.
- **Collections activity:** Several major works were conserved in this reporting period. Nine important paintings of 19th-century forts were repaired and rehung in the Capitol, and the very large portrait of Supreme Court Justice John Marshall from the 1800s was removed for much-needed conservation.

### ARCHIVES

- **New Staff:** Archival Technician Alison Truelock joined the Office of the Clerk in August. This event is a landmark in the development

of the House's archival staff. For the first time, all of the Clerk's archivists are professionally trained and holders of advanced degrees in information science, leading to enhanced services to committees, leadership, and Members.

- **House and Senate Records:** The Advisory Committee on the Records of Congress met in November, with Clerk of the House Lorraine C. Miller chairing the group for the 111th Congress.

### HISTORY

- **Oral History Web site:** The House's first oral history Web site launched in early December, featuring interviews dating to the 2004 start of the House's oral history program. Interviewees include House Pages from the 1930s and 1950s; former Clerk of the House Donald Anderson; Irving Swanson, the reading clerk who took the roll call votes to declare war against Japan, Germany, and Italy in 1941; and Cokie Roberts, a child of two Members of Congress. The site features full text interviews; audio and video clips; biographies; images; and lesson plans. In its first month, it was the most popular history site in the House.
- **Reference Highlights:** Art and history staff in the Office of the Clerk answered more than 400 reference questions, which pushed its annual service figure to a record of approximately 920 requests that were handled by the department.
- **Weekly Historical Highlights:** Approximately 50 more House history vignettes were added to this popular page, that was redesigned in the summer of 2009.

## PLANS FOR THE NEXT REPORTING PERIOD

### ART AND ARTIFACTS

- Continue work towards completion of collections storage space in the CVC.
- Unveil and install additional committee chairmen portraits.
- Produce online exhibits on the Speaker's Offices over time and the works of artist Seth Eastman in the House of Representatives.

### ARCHIVES

- Complete renovation of records storage to double storage capacity.
- Plan and execute the semi-annual meeting of the Advisory Committee on the Records of Congress.

- Host Committee Records Management Forum for House staff in March.

### HISTORY

- Continue initial research for *Hispanic Americans in Congress*, the next book in the congressionally mandated series on minorities and women in Congress.
- Update oral history Web site with additional interviews.
- Continue adding essays to the database of Historical Highlights. To date, 75% of all calendar dates have a "This Date in House History" essay.
- Continue work on redesigning the twelve-year-old Biographical Directory of Congress Web site.

## COMMITTEE AND OFFICER RECORDS

TASKS	JUL-DEC 2009	JAN-JUN 2009	TOTAL 2009	TOTAL 2008
House Records Transferred to Clerk (total pages)	292,000	2,135,200	2,427,200	700,800
House Records Processed by Clerk and Sent to National Archives (total pages)	3,150,400	328,800	3,479,200	3,278,400
Loan Delivery from NARA to Clerk (total pages)	51,200	30,400	81,600	64,000
Loan from Clerk to Committee (total pages)	28,800	24,000	52,000	15,200
Loan Returned from Committee to Clerk (total pages)	10,400	12,000	22,400	16,800
Loan Returned from Clerk to NARA (total pages)	124,800	8,800	133,600	44,000
Requests for Empty Archives Boxes	19	71	90	208
Consultations	5	9	14	33
Archival Information Requests	22	44	66	93

**3,150,400** NUMBER OF HOUSE RECORDS PROCESSED FOR ARCHIVING

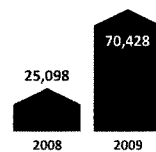
## MEMBER RECORDS

TASKS	JUL-DEC 2009	JAN-JUN 2009	TOTAL 2009	TOTAL 2008
Consultations	6	23	29	62
Courtesy Storage Requests	9	5	14	24
Reference Requests	16	43	59	127

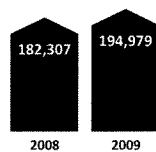
## WEB STATISTICS

### VISITS TO ONLINE ART AND HISTORY INFORMATION

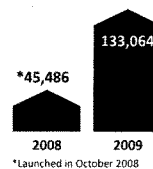
#### BIOGRAPHICAL DIRECTORY OF CONGRESS



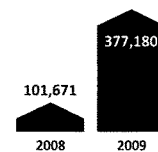
#### WOMEN IN CONGRESS



#### BLACK AMERICANS IN CONGRESS



#### ART AND HISTORY



## HOUSE COLLECTION OF ART AND ARTIFACTS

TASKS	JUL-DEC 2009	JAN-JUN 2009	TOTAL 2009	TOTAL 2008
House Collection Acquisitions	311	89	400	623
House Collections Installed, Moved, Stored	649	132	781	1,038
House Collection Conservations	11	2	13	13
Loan Objects in the House	22	19	41	31
House Objects Reproduced in Publications	33	79	112	72

**242%** INCREASE IN COMMITTEES' USE OF HOUSE RECORDS THIS PERIOD

## HOUSE HISTORY

TASKS	JUL-DEC 2009	JAN-JUN 2009	TOTAL 2009	TOTAL 2008
New Publications (Print and Web material)	42	87	129	159
Scholarly and Public Presentations	55	85	140	42
Reference Questions	416	506	922	831
Updates to Online Biographical Directory of the United States Congress	777	890	1,667	267
Updates to Clerk-run Web sites	35	70	105	56

### INTEREST IN HISTORY

2009 marked the largest number of requests for history presentations ever received by the Clerk, larger than the previous four years combined. 81% of visitors to the opening Art and History page of the Clerk's Web site stayed to explore more about House history.

**1,667** NUMBER OF 2009 UPDATES TO THE ONLINE BIOGRAPHICAL DIRECTORY OF CONGRESS

**775,651** VISITS TO HISTORY WEB PAGES ON THE CLERK'S WEB SITE

# LEGISLATIVE RESOURCE CENTER

R. DALE THOMAS, CHIEF   CORLISS CLEMONT-JAMES, DEPUTY CHIEF

## HIGHLIGHTS

### PUBLIC INFORMATION

In July 2009, one Public Information Specialist was promoted to Assistant Registration and Compliance Clerk, and another Public Information Specialist was promoted to Executive Communications Clerk.

On August 24, 2009, two new staff members joined the Public Information section as Public Information Specialists. One staff person is stationed in the Ford Document Room, and one staff person is stationed in B-106 Cannon.

The Manager of Public Information resigned effective September 11, 2009. On September 14, 2009, a Registration and Compliance Clerk was promoted to the position of Manager of Public Information.

On November 2, 2009, one Document Production Clerk was promoted to House Journal Clerk in the Office of Legislative Operations. On the same day, one Public Information Specialist was promoted to the position of Document Production Clerk. Also on November 2, 2009, a new staff member joined the Public Information section as a Public Information Specialist.

In anticipation of the flu season, the Public Information section began a formalized cross-training initiative.

The Public Information section performed a full audit of all Gift/Travel documents. The section also updated the process of receiving and posting the Gift/Travel documents to the Clerk's Web site and developed a new quality assurance step.

Public Information also began an audit of Franking Advisory Opinions received by the Commission on Congressional Mailing Standards. That audit is ongoing.

### RECORDS AND REGISTRATION

During the period of July 1, 2009, through December 31, 2009, there were three major filing deadlines: July 20, 2009 (2nd Quarter LD-2 forms); July 30, 2009 (Mid Year LD-203 forms); and October 20, 2009 (3rd Quarter LD-2 forms).

There were approximately 700 Financial Disclosure Reports filed as of December 31, 2009.

There were 18,596 Second Quarter LD-2 reports filed, which constitute 99.12% of required filers.

There were 18,838 Third Quarter LD-2 reports filed, which constitute 98.30% of required filers.

There were 12,948 LD-203 Mid Year 2009 reports filed by Lobbyists, which constitute 86.32% of required filers.

There were 4,454 LD-203 Mid Year 2009 reports filed by Registrants, which constitute 88.46% of required filers.

There were 1,049 LDA Non-Compliance Letters for both LD-2 and LD-203 filings for the 2009 filing cycle, excluding the 4th Quarter 2009 LD-2 and Year End 2009 LD-203 filing periods.

There were 604 LD-2 and LD-203 filers referred to the U.S. Attorney for the District of Columbia for potential noncompliance with the LDA.

Records and Registration staff in conjunction with the Secretary of Senate's staff updated the LDA Guidance, which was posted on the Lobbying Disclosure Web page on December 23, 2009.

In October, two new Assistant Registration & Compliance Clerks joined the Records and Registration staff, replacing one retired employee and one promoted employee.

### HOUSE LIBRARY

The House Library became a Name Authority Cooperative Program (NACO) library. The Cataloging Librarians have submitted to the Library of Congress House Members' names and Committee names in a standardized format; the names are subsequently entered into the worldwide OCLC bibliographic database, which is utilized by the majority of libraries around the world.

The House Library staff researched and acquired WESTLAW, which is a legal database that includes legislative documents.

Another database, CQ Political Suite, was also acquired; it contains information about Congressional members and committees.

The House Librarian made a presentation at the e-Parliament Conference on "Enhancing Research Services for Members and Committees Through ICT."

The House Library staff provided information for the new kiosk located in B-106, 1st floor, the Legislative Resource Center. The library will be maintaining and updating information in the kiosk.

The House Library responded to 552 reference questions from July 1–December 31, 2009; the yearly total is 996 responses.

The Reference Department consistently updates lists to reflect changes that occur during the 111th Congress. The Seniority List has a completely new design.

The lists are as follows:

- **Seniority of Members**—located on the main page of the Clerk's Web site
- **Professions**—Accountants, Doctors, Engineers, Former Mayors, Lawyers, Military Veterans, Nurses, PhD Holders, and Social Workers
- **Freshman Members**
- **Minority Members**
- **Women Members**
- **Members' Religious Affiliation**

The House Librarian was appointed to the Advisory Committee on the Records of Congress hosted by the national archives.

The House Library staff continues to plan for a new physical location. Plans have been submitted to the Clerk of the House, detailing steps needed to move into a new library space and equipment needed to furnish the library.

The System Librarian has been redesigning and updating the Voyager online database in anticipation of including it on the Clerk's Web site.

The Digital Librarian has designed a new Excel spreadsheet that can be uploaded into the House Library database, which can be easily searched; it will contain information about each House Member. Some of the new information follows:

- Official Name
- Party
- State and District
- Gender
- Date of Birth
- Prior Profession
- Universities Attended
- Military Service

The Reference Department added 1,797 House Hearings to the Clerk's Web site in PDF format, with a yearly total of 2,630.

The Cataloging Librarian has drafted an in-depth retention policy describing the history of a publication, the number of copies the library should maintain, and the location of the publication.

The House Librarian and the Digital Librarian continue to meet with the Capitol Hill Webmasters group. Each meeting deals with state-of-the-art Web issues.

During this period, the House Library Web site accommodated 54,735 visitors, with a yearly total of 104,075.

The House Library Web site accommodated 104,274 page views with a yearly total of 200,594 page views. The House Library Web site continues to be viewed throughout the world; the top countries (outside the U.S.) visiting the House Library Web site are: Poland, Canada, the United Kingdom, and Germany.

The Cataloging Department continues to catalog the House Library collection and update records and upload them into the Voyager database. The department has finished cataloging all major sets of books located in room B-18 of the Cannon Library and has rearranged the books for easier retrieval. Each book has an individual bar code that is linked to a record in Voyager; this makes checking out books more efficient.

The Reference Department has added new relevant and up-to-date information on the Web site and is diligent in its efforts to keep the Hot Topics section current.

The House Library has begun sending the 110th Congress House Hearings to the GPO bindery. New procedures have been implemented for binding hearings.

The Cataloging Librarian is preparing the 109th Congress House Hearings for binding.

The Digital Librarian drafted and posted a Library Survey to the Clerk's Web site, which provided the library with constructive feedback.

The Digital Librarian drafted a proposal for the House Calendar digitalization project.

To keep an inventory of the hearings, the Cataloging Librarian has built a database for all hearings by committee; this includes published and unpublished hearings. This database also serves as an excellent finding aid.

The *Congressional Record* and the *Federal Register* were also prepared and sent to the bindery.

The Cataloging Department continues to add hyperlinks to catalog records for any free Internet versions of that publication.

The House Library staff continue to review video, audio, and summary links for [www.houselive.com](http://www.houselive.com).

The B-106 physical space has been completely renovated, with new carpets and desks.

The walls were painted, and the area was re-carpeted; this has brightened the work environment.

The House Library and the Clerk's Office of Publication Services (OPS) have worked out a weekly schedule to upload House Hearings to ensure that information on the Web site is current.

The House Library worked with the Library of Congress Geography Division to supply early maps that were located in the House Library

collection; the division plans to digitize the maps and enter them into its in-house database.

The House Library hired a new Library Clerk, who began on July 27, 2009.

## PLANS FOR THE NEXT REPORTING PERIOD

### PUBLIC INFORMATION

- The Public Information section will work with Legislative Computer Systems to create a program for the electronic submission of Gift/Travel reports.
- Public Information staff will update the process of receiving, maintaining, and responding to requests to view Advisory Opinions received from the Commission on Congressional Mailing Standards.
- The Ford Document Room will work with National Office Systems (NOS) to begin the first phase of implementing an electronic shelving system. The electronic shelving system will enable the document room to more effectively manage its high-density shelving needs and increase the safety of the work environment.

### RECORDS AND REGISTRATION

- Records and Registration will continue to revise the FDA Guidance and FD forms as needed.
- Explore a major redesign of the Financial Disclosure filing application, with the goal of creating an electronic FD filing application.
- Work with the Clerk's Legislative Computer Systems office to redesign FD-1 and FD-2

filing forms, with the goal of converting them to a Web-based filing application.

- Continue to cross-train new and experienced Records and Registration staff in all FDA and FD applications and procedures.

### HOUSE LIBRARY

- Work with OPS to redesign the House Library Web site for the 112th Congress.
- Continue to research and brainstorm ideas for a new library reading room space, determine what needs to be contained in that area.
- Make a database that includes the rare books in the House Library collection.
- Research ways to preserve the rare and fragile books in the collection.
- Review and purchase software for the House Calendar's digitalization project.
- Order more reference books for our library collection.
- Research and purchase older editions of books that would enhance the library's collection.
- Prepare an inventory of incomplete sets of materials in the House Library; implement a plan for completing all sets of materials.
- Review and order new databases relevant to the mission of the House Library.
- Cross-train library staff on all aspects of Library Services.
- Hire three new Library Clerks and train them on the policies and procedures of the House Library.
- Document the policies and procedures of the House Library, concentrating on areas where both departments share duties.
- Take an inventory and began to reorganize the Adams collection.
- Install a computer in Cannon B-18 for patron use.
- Research and review state-of-the-art libraries for ideas that can be utilized in the House Library.
- Add the Members database into the Web site.
- Research workshops or lectures that the library could make available to congressional staff and Pages.

**PUBLIC INFORMATION**

TASKS	JUL-DEC 2009	JUL-DEC 2008	TOTAL 2009	TOTAL 2008
<b>PUBLIC INFORMATION</b>				
Forms and Packets Distribution	518	135	1,116	378
Telephone Calls Received	11,877	5,605	23,456	20,089
Viewing of Public Records	696	185	990	745
Viewing of Franking Reports	82	34	129	87
Franking Advisories Received	2,862	764	4,992	3,807
Printed Reports—Cash Deposits	\$11,129.11	\$3,182.45	\$18,465.31	\$19,741.55

**WEB STATISTICS: VISITORS**

Speaker Authorized Foreign Travel	5,462
Franked Materials	1,856
Gift/Travel Reports	3,718
Office of Congressional Ethics	264

**SEARCHES PERFORMED: VISITORS**

Speaker Authorized Foreign Travel	3,645
Gift/Travel Reports	2,449

**WEB STATISTICS: PAGES VIEWED**

Speaker Authorized Foreign Travel	6,814
Franked Materials	2,171
Gift/Travel Reports	4,628
Office of Congressional Ethics	346

**SEARCHES PERFORMED: PAGES VIEWED**

Speaker Authorized Foreign Travel	6,809
Gift/Travel Reports	9,078

Please note: The compilation of Web statistics for the above categories began July 1, 2009.

**RECORDS AND REGISTRATION**

TASKS	JUL-DEC 2009	JUL-DEC 2008	TOTAL 2009	TOTAL 2008
<b>LOBBYING DISCLOSURE</b>				
Registrations Rec'd	2,438	3,414	6,283	5,225
Amended Registrations Rec'd	399	431	959	842
LD-2 Lobbying Reports	41,584	48,054	88,722	84,819
LD-203 Registrants Reports	4,713	4,804	9,160	4,804
LD-203 Lobbyists Reports	13,826	12,809	25,366	12,809
E-Filing Calls	3,228	5,733	5,902	9,430
FD & LDA Calls	8,157	4,382	12,173	19,323
<b>FINANCIAL DISCLOSURE</b>				
Original Reports	628	2,834	3,816	3,590
Amendments	77	194	248	463

**LIBRARY SERVICES**

TASKS	JUL-DEC 2009	JUL-DEC 2008	TOTAL 2009	TOTAL 2008
<b>PROCESSING</b>				
Discarded Books	6,759	2,206	13,036	4,735
Weeded Books	5,473	603	8,667	18,631
Shifted Books	42,731	701	63,453	19,671
Books Used in House Library	171	151	255	583
New Books Shelved	2,052	4,074	8,845	9,880
Processed Books	10,838	2,194	15,989	3,678
Donations Received	36	77	36	87
Donations Added	0	77	10	87
<b>VOYAGER (COMPUTER SYSTEM)</b>				
Deleted Items	1,344	58,445	42,727	66,060
Deleted Holdings	1,174	58,128	42,560	65,936
Deleted Bib Records	1,182	46,232	28,870	53,796
Bib Records Added	875	164	1,116	206
Original Bib Records Added	68	382	256	542
Added Holdings	568	552	1,001	735
Added Items	7,953	1,034	10,477	1,331
Authority Records Deleted	0	2,825	0	3,217
Authority Records Added	1,445	2,362	1,445	2,362
Modified Bib Records	1,013	626	1,206	637
Modified Holdings Records	22	7	37	12
Modified Item Records	174	3	207	8
Modified Serial Controls	97	158	97	158
Serials CKI	537	926	1,106	1,121
Added Serial Controls	15	3	21	18
CKO Books	62	1	66	8
CKI Books	69	0	70	6
Hearings/Prep Binding	0	491	491	—
Binding	6,441	0	7,362	0
Relinked Items	30	0	92	0
Patrons Added	5	0	6	0

**LIBRARY SERVICES**

TASKS	JUL-DEC 2009	JUL-DEC 2008	TOTAL 2009	TOTAL 2008
<b>REFERENCE</b>				
Questions Answered	552	607	996	1,045
Hearings Added to Web Site	1,797	0	2,630	1,221
<b>WEB STATISTICS: VISITORS</b>				
Library Home Page	19,358	19,193	39,140	24,508
Reference File Drawer	5,704	3,861	9,388	5,510
Popular Laws	5,850	3,615	9,378	5,160
Common Q&A	2,757	3,405	5,967	4,552
Library Collection	3,390	3,385	7,134	4,312
Hot Topics	6,122	7,971	9,185	8,702
Reference Desk	2,418	2,458	4,850	3,113
Resources	2,434	2,617	4,986	3,267
Resume of Congressional Activity	1,810	1,814	3,849	2,358
Members' Bookshelf	1,348	1,591	2,919	2,097
Committee Hearings	1,750	1,520	3,768	2,006
Q&A Index	1,794	1,689	3,511	2,169
<b>Total Visitors</b>	<b>54,735</b>	<b>53,119</b>	<b>104,075</b>	<b>67,754</b>
<b>WEB STATISTICS: PAGES VIEWED</b>				
Library Home Page	25,701	28,118	64,260	34,784
Reference File Drawer	15,663	13,201	28,260	17,484
Popular Laws	16,402	13,369	29,007	17,352
Common Q&A	3,252	3,799	6,981	5,110
Library Collection	3,958	3,822	8,157	4,888
Hot Topic Responses	8,152	9,800	12,197	10,621
Reference Desk	2,823	2,757	5,512	3,543
Resources	2,790	2,910	5,593	3,636
Resume of Congressional Activity	2,152	2,100	4,443	2,718
Members' Bookshelf	10,617	2,346	16,672	3,121
Committee Hearings	10,606	2,614	15,472	3,449
Q&A Index	2,158	1,881	4,040	2,985
<b>Total Page Views</b>	<b>104,274</b>	<b>86,717</b>	<b>200,594</b>	<b>109,691</b>

**TECHNICAL, PUBLICATIONS, AND  
WEB OPERATIONS**

# LEGISLATIVE COMPUTER SYSTEMS

GOLDEY VANSANT, CHIEF BOB MADDOX, DEPUTY CHIEF

## HIGHLIGHTS

### DOCUMENT MANAGEMENT INITIATIVE

Major efforts in the second half of 2009 included:

- Upgraded the House's XML editor for drafting bills, resolutions, amendments, and committee reports from Just Systems XMetaL 4.6 to XMetaL 5.5.
- Continued collaboration with the Senate and the Government Printing Office (GPO) on common standards and efforts to use the same XML authoring tools for converting XML to GPO proprietary format and displaying the XML files on the Web. This included changes to the tools to accommodate upgrading to XMetaL 5.5.
- Participated in the World e-Parliament Conference in Washington, DC, where we demonstrated our XMetaL editor and discussed other implementations of the XML standard.

### LEGISLATIVE INFORMATION SYSTEM (LIMS)

LIMS is used to track and disseminate legislative activity data.

- Software upgrades of Natural (programming language) and ADABAS (databases) in conjunction with Unix OS upgrade on LIMSPROD were completed.
- Modified, tested, and deployed program changes to allow Legislative Operations staff to directly submit a LAG (Legislative Activity Guide) request through LIMS.
- Modified, tested, and deployed program changes to email a requested LAG directly to the submitter.
- Completed enhancements to the Executive Communications reports. Enhancements include creating an electronic file (PDF) to replace the printed reports. These enhancements have not yet entered the testing stage.

### MEMBER INFORMATION SYSTEMS (MIS)

The MIS is the sole authoritative source for Member and committee information for the House of Representatives. MIS is used by the Office of Publication Services to maintain Member data and produce monthly publications.

- Completed and tested the DBF update procedure and down-stream processes dependent on the AdHoc data.
- Deployed the DBF update style sheets, database update batch job, and data transfer batch process.
- Disabled the legacy dBase AdHoc application.

### ELECTRONIC DISCLOSURE SYSTEMS

Major efforts in the second half of 2009 included:

- Successfully processed over 50,000 electronically filed forms submitted to the Contribution and Reporting systems.
- Completed the addition of a new lobbying issue code, Miscellaneous Tariff Bills (TAR), per a Senate request.
- Began development of Web-based disclosure forms that will replace the Adobe and IBM Viewer versions for filers.
- Made improvements to the Public Search Engine to provide better searching for the public.

### HOUSE TELEPHONE DIRECTORY

- Began gathering requirements to create an automated system for the House Directory.

### OPERATIONAL AREAS

- We installed new EVS summary displays, new PC workstations, and new printers in the House Chamber.
- We began deploying new PC workstations throughout the Clerk's offices.
- We provided technical support for the World e-Parliament Conference in November.
- A network data-archiving solution was delivered, and physical setup was completed.
- We installed the BigFix patch management system.
- We configured and deployed laptops to be used in case of a serious H1N1 event.
- We installed the hardware necessary to support the HouseLive project.

## PLANS FOR THE NEXT REPORTING PERIOD

### DOCUMENT MANAGEMENT SYSTEM

- Continue maintenance of the XML editor for our core set of users: House Enrolling Clerks, House Office of Legislative Counsel, and committees on Appropriations and Rules.

### LEGISLATIVE INFORMATION SYSTEM (LIMS)

Currently, the original LIMS components use terminal emulation (Entire Connection) to present character-based, user interface screens. The LIMS components to be modernized in the following effort are:

- Reports Due Congress (RDC)
- Legislative Information System (LEGIS)

- Committee Action Reporting System (CARS)
- Executive Action Reporting System (EARS)
- Enter into a contract and provide technical resources to create Web-based user interfaces to accommodate all functionality needed to replace the character-based screens currently being used within the aforementioned LIMS components. The modernization effort will use ApplinX (a Software AG product) and VB .NET technologies to create all user interfaces.
- Complete the testing stage of the enhancements to Executive Communications reports and deploy to production.

### ELECTRONIC DISCLOSURE SYSTEMS

- Continue to make system-wide enhancements to all aspects of the electronic filing process.

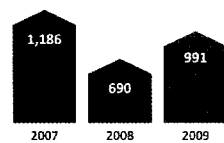
### OPERATIONAL AREAS

- Implement and activate the network data-archiving solution.
- Put HouseLive into production.
- Replace the main displays in the House Chamber.

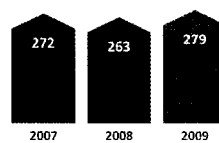
## COMPARATIVE STATISTICS

TASKS	JAN-JUN 2009	JUL-DEC 2009	TOTAL 2008	TOTAL 2007
<b>ELECTRONIC VOTING SYSTEM</b>				
Roll Call Votes Recorded	477	514	690	1,186
<b>AUDIO SYSTEM SUPPORT</b>				
Scheduled Chamber Tours	127	51	176	213
Unscheduled Chamber Tours	58	43	87	59
<b>Total Tours</b>	<b>185</b>	<b>94</b>	<b>263</b>	<b>272</b>
<b>MEASURES IN XML</b>				
Measures Posted to LIS	4,443	2,650	4,397	10,522

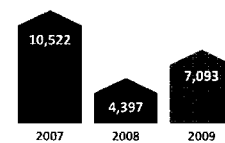
ROLL CALL VOTES RECORDED



TOTAL CHAMBER TOURS



TOTAL MEASURES POSTED TO LIS



## OFFICE OF PUBLICATION SERVICES

JANICE WALLACE-HAMID, CHIEF   HUGH J. SCOTT, DEPUTY CHIEF

### HIGHLIGHTS

The Office of Publication Services has completed a number of publication and graphic design projects during this reporting period. OPS compiled the official results for the 2008 Presidential and Congressional Elections. After the Clerk's approval, the official results were published and posted to the Clerk's Web site in July 2009. The office also compiled and published the Fall 2009 House Telephone Directory.

Currently, OPS is working with Legislative Computer Systems to develop a new database application for managing the data used to compile the House Telephone Directory. This new application will significantly improve the data entry, editing, and overall production times.

Additionally, the office assisted the Speaker's Office with a number of print products for several Congressional Gold Medal ceremonies. OPS also completed several significant design projects including the design for the semi-annual report, the cover of the fall phonebook and the redesign of the Page Program Handbook. Additionally, OPS was responsible for all of the overall look and feel, as well as the design and production, of all of the print products for the 2009 ICT e-Parliament Conference.

There were more than 600 public inquiries sent to the public Web site's email addresses, and 200 more emails were forwarded to the appropriate

Clerk office. In August, the new Kids in the House Web site was launched, along with a streamlined, database-driven version of the Women in Congress Web site. In October, redesigns to the Intranet and Extranet sites were launched. These sites underwent a complete restructuring of their architecture and all the content. In December, the all-new Oral History Web site launched, with an array of new multimedia features. OPS also designed a suite of widgets that provide the Clerk's content to Member sites and continued to maintain the Clerk's YouTube presence.

OPS is currently working with Granicus to develop a seamless design integration between the Clerk's site and the new HouseLive feature.

### PLANS FOR THE NEXT REPORTING PERIOD

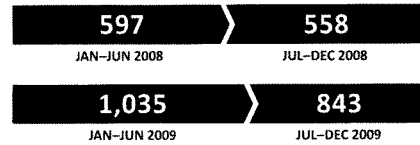
In the next reporting period, the Office of Publication Services will begin compiling the List of Nominees for the 2010 Congressional Elections, as well as the Summer 2010 House

Telephone Directory. The office will also develop and launch twenty new content modules on the Kids in the House site, complete a Web 2.0 branding strategy for

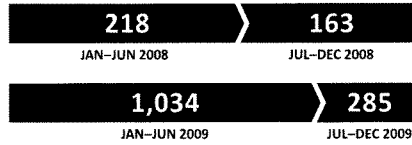
the Office of the Clerk, continue work on the Page Program branding strategy, and begin development of an updated design and architecture structure for the Clerk's Web site.

## MEMBERS' PRINTING REQUESTS

### PRINTING REQUISITIONS



### PROOF TRANSACTIONS



**1,878** REQUISITIONS JAN-DEC 2009  
111TH CONGRESS, 1ST SESSION

**1,319** TRANSACTIONS JAN-DEC 2009  
111TH CONGRESS, 1ST SESSION

## OTHER PRINTING REQUESTS

### PRINTING REQUISITIONS



**30 MEMBER WALLETS** SENT TO GOVERNMENT PRINTING OFFICE JULY-DECEMBER 2009

## STOCK USAGE FOR PRINTING

### LETTERHEAD AND ENVELOPES

PAPER JUL-DEC 2009  
17.5 x 22.5 100% RECYCLED — 25% RAG



TOTAL REAMS JAN-DEC 2009  
TOTAL USAGE

**7,611**

TOTAL SHEETS JAN-DEC 2009  
TOTAL USAGE

**15,218,000**

ENVELOPES JUL-DEC 2009  
NO. 10 REGULAR ENVELOPES (RECYCLED)



ENVELOPES JUL-DEC 2009  
NO. 10 WINDOW ENVELOPES (RECYCLED)

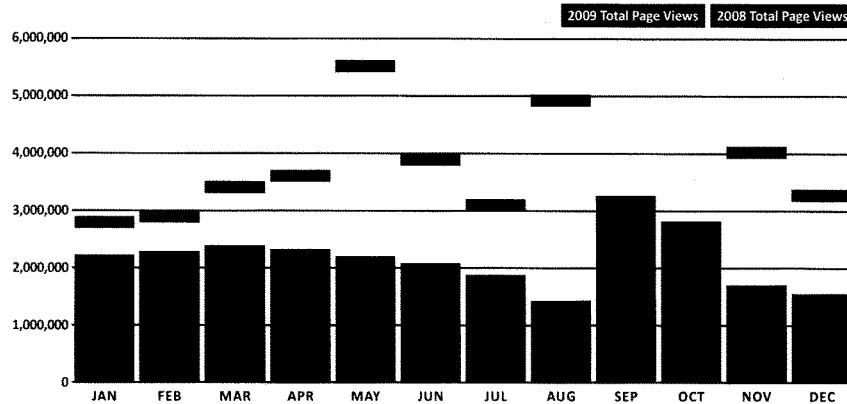


TOTAL ENVELOPES JUL-DEC 2009



## CLERK.HOUSE.GOV

### PAGE VIEWS



### SITE VISITS AND PAGE VIEWS

- In response to the vote on H.R. 3962, there were 271,160 visits to the site between November 7 and 8. The spike accounted for 33% of visits for the month of November.
- The page view spike in August was due to data-mining efforts by an external source, causing excess server traffic. The issue was identified and resolved by LCS.

### SITE VISITS

The number of times the site was accessed. This number includes multiple visits by the same user during separate sessions.

# 7,533,208

SITE VISITS JUL-DEC '09

### STATISTICS TRACKING

In an effort to provide more accurate and useful information, OPS began using a combination of industry-standard Web statistics tracking methodologies in August 2009. All Clerk Web sites are now tracked using Google Analytics, which uses page tags to provide greater control and increased flexibility in the types of data collected. Additionally, we continue to analyze server log files using Google Urchin.

## REFERRING MEMBERS

### TOP REFERRING MEMBER SITES

- ▶ **HARPER.HOUSE.GOV**  
Gregg Harper (MS-03)
- ▶ **TAUSCHER.HOUSE.GOV**  
Ellen O. Tauscher (CA-10)
- ▶ **MOORE.HOUSE.GOV**  
Dennis Moore (KS-03)
- ▶ **GRAYSON.HOUSE.GOV**  
Alan Grayson (FL-08)

## REFERRING SITES

While the first half of the year saw an increase in referring blog domains, the second half of the year displays an increase in social networking referrers. Of all sites that sent traffic to the Clerk's site, including popular search engines and house.gov domains, Digg.com referred the sixth-largest number of visitors.

### NEWS SITES

Foxnews.com  
Huffingtonpost.com  
C-span.org

### SOCIAL NETWORKING

Digg.com  
Facebook.com  
Twitter.com

## MOST POPULAR PAGE

### OFFICE OF THE CLERK WEB SITE

### FLOOR SUMMARY

# 455,178

PAGE VIEWS  
JUL-DEC '09

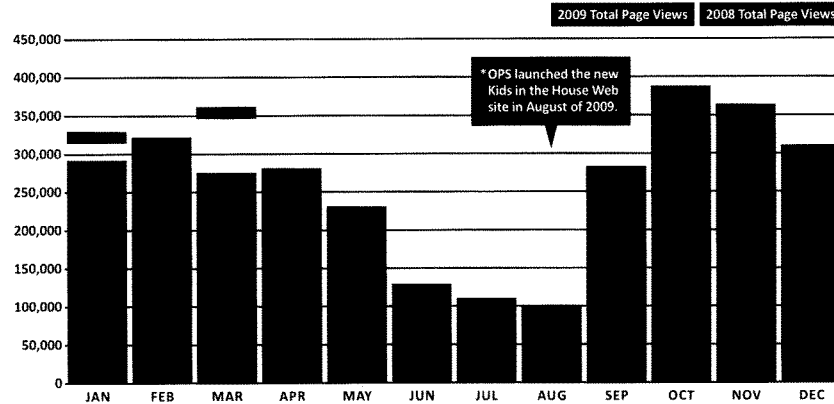
The Floor Summary was the most popular page on the site every month during this six-month time period. It accounted for 2.13% of all pages served.

# 942,655

TOTAL PAGE  
VIEWS '09

## KIDS.CLERK.HOUSE.GOV

### PAGE VIEWS



#### \*CHANGE IN USER ACTIVITY

Due to the launch of the new site, there is no complete dataset of statistics for the month of August. While visits and page views decreased, as expected, after the site launch, the trend line remains on par with the previous year's activity. User activity will increase as more content is developed and external sources link to new pages.

## 427,606

SITE VISITS JAN-JUN '09

## 287,144

SITE VISITS JUL-DEC '09

#### MOST POPULAR PAGE

KIDS IN THE HOUSE WEB SITE

- ▶ Young Learners:  
**WHAT IS CONGRESS?**
- ▶ Grade School:  
**HOW A BILL BECOMES A LAW**
- ▶ Middle School:  
**HOW A BILL BECOMES A LAW**
- ▶ High School:  
**HOW A BILL BECOMES A LAW**

The structure of the new site delivers age-appropriate content to four user groups: Young Learners (ages 4-6), Grade School (grades 1-5), Middle School (grades 6-8), and High School (grades 9-12). How a Bill Becomes a Law continues to be the most popular page for older visitors. Younger users are more interested in learning general concepts about Congress.

#### REFERRING MEMBERS

TOP REFERRING MEMBER SITES

- ▶ **FLEMING.HOUSE.GOV**  
John Fleming (LA-04)
- ▶ **DEFAZIO.HOUSE.GOV**  
Peter A. DeFazio (OR-04)
- ▶ **BUCHANAN.HOUSE.GOV**  
Vern Buchanan (FL-13)

#### REFERRING SCHOOLS

TOP REFERRING PUBLIC SCHOOLS

- ▶ **TRF.K12.MN.US**  
Thief River Falls Public School District  
Collin C. Peterson (MN-07)
- ▶ **PKWY.K12.MO.US**  
Parkway School District  
W. Todd Akin (MO-02)
- ▶ **PAGECOUNTY.K12.VA.US**  
Page County Public Schools  
Eric Cantor (VA-07)

## LEGAL AND PAGE SERVICES

## OFFICE OF HOUSE EMPLOYMENT COUNSEL

GLORIA LETT, COUNSEL ANN ROGERS, DEPUTY COUNSEL

The Office of House Employment Counsel (OHEC) operates as an in-house employment and labor law firm, providing House employers with legal advice and guidance relating to employment policies and practices, legal representation in federal court and before the Office of Compliance with respect to complaints filed under the Congressional Accountability Act, and training regarding a wide array of employment issues.

### HISTORY

Beginning in 1996, the Congressional Accountability Act (CAA) mandated that House employing offices comply with several labor and employment laws and established that each Member office, each committee, and each Officer is a separate employer for the purposes of these laws. To ensure that each employing office received individualized, confidential, attorney-client protected advice and counsel regarding CAA matters, the Committee on House Oversight (now the Committee on House Administration) created OHEC on April 30, 1996. In 2001, the CAA was amended to provide a statutory basis for OHEC attorneys to represent House employing offices in CAA litigation.

OHEC began with two full-time attorneys. However, as litigation, counseling, and training requests increased, OHEC added staff and now employs five full-time attorneys and two administrative professionals.

OHEC is administered by the Clerk under the bipartisan direction of the Chairman and Ranking Minority Member of the Committee on House Administration and is operated on a strictly nonpartisan basis.

### OHEC DOES NOT PROVIDE ADVICE TO EMPLOYEES.

### FUNCTION

Staffed by attorneys with significant experience in labor and employment law, OHEC provides services exclusively to House employers on a walk-in, call-in, or by-appointment basis. The services OHEC's attorneys provide fall into four primary areas:

### COUNSELING

OHEC attorneys are available to discuss:

- Employee Handbook Creation, Revision, and Review
- Employment-Related Policies and Procedures
- Family and Medical Leave Act (FMLA) Policies and Practices

- Employee Hiring, Retention, and Discipline
- Investigation of Employment-Related Misconduct and Complaints
- Overtime Pay Compliance and Eligibility
- Annual, Sick, Vacation, Military, and Other Leave Accrual and Usage
- Employment of Individuals With Disabilities and Reasonable Accommodation Issues
- Case-Specific Questions
- Any Other Issue Arising Under the CAA

### TRAINING

Training is provided by OHEC attorneys both in Washington, DC, and in district offices at no cost to employing offices on the following topics, among others:

- Overview of the CAA
- Prevention of Harassment in the Workplace
- Appropriate Use of E-Mail
- Conducting Effective Workplace Investigations
- Family and Medical Leave Act

### OFFICE OF COMPLIANCE REPRESENTATION

OHEC represents and advises employing offices with respect to Office of Compliance investigations, complaints, and safety, health, and disability access inspections.

### FEDERAL COURT LITIGATION REPRESENTATION

OHEC represents employing offices throughout all stages of federal court litigation, including the appellate court level.

## HOUSE PAGE PROGRAM

MARIA A. LOPEZ, DEPUTY CLERK

THOMAS SAVANNAH, PRINCIPAL, HOUSE PAGE SCHOOL

ERICH KOEHLER, DIRECTOR, RESIDENCE HALL

ROSE KEATING, MAJORITY CHIEF PAGE SUPERVISOR, PAGE SERVICE

PEGGY SAMPSON, MINORITY CHIEF PAGE SUPERVISOR, PAGE SERVICE

Pages have been serving in the House of Representatives for over two hundred years. While serving in the House, Pages live at the Page Residence Hall, a few blocks from the Capitol. During the academic year, Pages attend classes at the House Page School. Pages must be sponsored by a Member of Congress and must be at least 16 years old when they begin their term.

### HISTORY

The earliest known instance of boys being employed as messengers and errand runners was during the 20th Congress (1827–1829). The boys, many of whom were destitute or orphaned, were sponsored by Members, who took a paternal interest in them. In 1842 the House capped the number of Pages at eight; each was paid \$2 per day. However, as new states entered the Union and more Members entered the House, the number of Pages increased. Modern Congresses employ approximately 70 House Pages.

The first female Page was 14-year-old Gene Cox, the daughter of Representative Eugene Cox of Georgia, who served in her father's office on January 3, 1939, the opening day of the 76th Congress. Girls did not join the ranks of Pages permanently until May 1973, when Speaker Carl Albert of Oklahoma appointed Felicia Loopert.

In January 1959 five House Members sponsored an African American, James A. Johnson, Jr., of Illinois, as a special messenger for their offices, making him the first black who was eligible to attend the Capitol Page School. In April 1965 Frank Mitchell of Springfield, Illinois, became the first African American Page.

### CURRENT PAGE PROGRAM

#### PAGE SERVICE

Supervised by full-time adult employees of the House, Pages work as a team, not for individual Members. Pages' responsibilities include:

- Delivering correspondence, legislative materials, and small packages within the congressional complex
- Answering phones in the Members' Cloakrooms
- Preparing the House Floor for sessions

### PAGE SCHOOL

The Page School is located in the Jefferson Building of the Library of Congress. The academic year consists of the fall semester, which begins in September after Labor Day and continues through the end of January; and the spring semester, which begins at the end of January and continues through the first week in June. The Page School is fully accredited through the Middle States Association of Colleges and Schools and is based on a year-long curriculum, in which one-half credit is awarded for each semester of work in a course. The Page School also sponsors Washington Seminars, which feature field trips and speakers. These seminars are usually held on Saturdays, and attendance is mandatory.

### PAGE RESIDENCE HALL

Situated a few blocks from the Capitol and the Library of Congress, the Page Residence Hall is staffed by a director and five assistants, all adults who live on-site. Each room is furnished, with a private bath, and houses three to four occupants.

## **CAPITOL SERVICE GROUPS**

The Capitol Service Groups, which have supported Members of the House of Representatives for almost a century, help maintain the Lindy Claiborne Boggs Congressional Women's Reading Room, the Members and Family Committee Room, the Congressional Prayer Room, and the Democratic and Republican Cloakrooms.

---

**THE LINDY CLAIBORNE BOGGS CONGRESSIONAL WOMEN'S READING ROOM**

The Lindy Claiborne Boggs Congressional Women's Reading Room was opened in 1962 after Congresswoman Edith Green appealed to the Committee on House Administration to provide an area for the Congresswomen, as most facilities near the House Floor were for Congressmen. The space includes a powder room, a kitchen, and a sitting area.

---

**MEMBERS AND FAMILY COMMITTEE ROOM**

This space provides congressional families with reception rooms, kitchen facilities, televisions, couches, and a children's corner.

---

**CONGRESSIONAL PRAYER ROOM**

Located near the Capitol Rotunda, this nondenominational space is available to Members of Congress for retreat and reflection.

---

**DEMOCRATIC AND REPUBLICAN CLOAKROOMS**

The first House Cloakroom opened in 1908, coinciding with the opening of the first congressional office building. Initially, Cloakroom employees were responsible for hanging Members' coats and hats, but in 1915, Ben Jones began serving coffee and doughnuts "out of boredom." (The service later expanded to include sandwiches, soup, candy, fruit, and gum.) Jones's daughter, Helen Sewell, took over when her father passed away and served in the Cloakroom for over 70 years, until she died in July 2006. Food is still served in the Cloakrooms today, and Members use the spaces as lounges when they are away from their offices.

---

**PERSONNEL**

The Personnel Team works in partnership with the other divisions and management entities of the Office of the Clerk, the Office of Payroll & Benefits, the Office of House Employment Counsel, and the House Officers and Inspector General Personnel Task Force. This summary provides an overview of the Personnel Team's achievement in promoting a safe, positive, and productive work environment, which allows the office to successfully recruit and retain excellent staff, thereby supporting the goals and vision of the Clerk of the House.

The personnel team continues to work in collaboration with CHA, the Offices of the Sergeant at Arms, CAO, IG and OHEC on updates and additions to the House Officers' and IG Personnel Policies and Procedures. The team continues its work with LCS on migrating to the new People Trak Personnel System. In addition to this new database, we have begun the design and development phase of the Office of the Clerk Automated Time and Attendance Management System.

Combined with a number of sensitive, confidential and regular personnel and payroll processing requirements of the office, the personnel team continues to work closely with the Office of Payroll & Benefits to ensure all of our actions are processed accurately and on time. While working closely with the Division Chiefs and Leadership Team

of organization, the personnel team was instrumental in the recruitment process of filling the vacancies throughout the organization. The training program of the organization has been streamlined to ensure management requirements, employee development, and organizational goals are properly measured. A systematic tracking measure for all training courses has been implemented to prevent budget losses due to class cancellations. The team continues to plan and coordinate quarterly Sexual Harassment and Email Essential Training classes for new employees, while providing a comprehensive on-boarding orientation for each new employee. Building on our employee development efforts, the team, in conjunction with the Clerk and Deputy Clerks, continues reviewing organizational team building opportunities, which will further strengthen the mission and vision of the organization.

## PERSONNEL ACTIONS

APPOINTMENTS	13	TERMINATIONS	7
LEAVE WITHOUT PAY	5	TEMPORARY INTERN APPOINTMENTS	0
PAGE APPOINTMENTS	136	TEMPORARY INTERN TERMINATIONS	6
PAGE TERMINATIONS	72	TRANSFERS	13
POSITION RECLASSIFICATIONS/TITLE CHANGES	5	<b>TOTAL PERSONNEL ACTIONS</b>	<b>267</b>
SALARY ADJUSTMENTS	10		

## PLANS FOR THE NEXT REPORTING PERIOD

- The personnel team is aggressively working to populate the new People Trak Database, which will provide a seamless processing and reporting mechanism for the organization.
- The team will continue working closely with the Clerk, Deputy Clerks and Division Chiefs on the organization structure of each office to ensure their personnel needs are consistent with the operational needs of the organization, in preparation for the next budget planning cycle.
- In coordination with the House Officers and IG Personnel Policy Task Force, the team will provide updates to the Personnel Policies and Procedures, which is scheduled for printing and distribution by March 1, 2010.
- The team is working closely with the Clerk and Deputy Clerk on a number of new initiatives for the Page Program.
- In consultation with the Clerk and the Deputy Clerks, the team is working to expand our cross-training initiatives, consistent with the organization's training goals for 2010.

## FINANCIAL SUMMARY

**FINANCIAL SUMMARY****TOTALS FOR THE OFFICE OF THE CLERK**

OFFICE	PERSONNEL BUDGET YTD	PERSONNEL COSTS YTD	NON-PERS BUDGET YTD	NON-PERS COSTS YTD	TOTAL BUDGET YTD	TOTAL EXP'D YTD
Immediate	\$905,000	\$902,283	\$605	\$599,534	\$905,605	\$1,501,817
Service Groups	\$325,000	\$319,784	\$15,000	\$9,342	\$340,000	\$329,126
Page Program	\$1,440,000	\$1,434,826	\$110,000	\$102,294	\$1,550,000	\$1,537,120
Legislative Computer	\$1,280,000	\$1,271,824	\$615,000	\$609,572	\$1,895,000	\$1,881,396
Legislative Operations	\$1,150,000	\$1,145,438	\$25,000	\$22,153	\$1,175,000	\$1,167,591
Legislative Resource Center	\$1,165,000	\$1,158,340	\$205,000	\$201,598	\$1,370,000	\$1,359,938
Official Reporters	\$2,201,000	\$2,183,315	\$485,000	\$481,543	\$2,686,000	\$2,664,858
House Employment Counsel	\$481,000	\$478,540	\$30,000	\$25,194	\$511,000	\$503,734
Publication Services	\$480,000	\$473,046	\$45,000	\$38,501	\$525,000	\$511,547
History and Preservation	\$530,000	\$522,657	\$155,000	\$149,490	\$685,000	\$672,147
<b>Clerk Total</b>	<b>\$9,957,000</b>	<b>\$9,890,053</b>	<b>\$1,685,605</b>	<b>\$2,239,221</b>	<b>\$11,642,605</b>	<b>\$12,129,274</b>

**OBJECT CLASS****BUDGET FOR THE SECOND REPORTING PERIOD**

	BUDGETED	OBLIGATED
Salaries	\$9,957,000	\$9,890,053
Travel	\$30,000	\$24,410
Training	\$105,000	\$100,513
Equipment	\$835,000	\$826,964
Subscriptions/Reference Material	\$230,000	\$223,880
Supplies/Stationery	\$140,000	\$131,354
Miscellaneous	\$950,000	\$932,100
<b>Clerk Total</b>	<b>\$12,247,000</b>	<b>\$12,129,274</b>

**BUDGETED AND OBLIGATED**

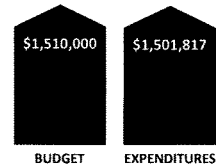
	<b>\$12,247,000</b>
<b>\$12,129,274</b>	
TOTAL OBLIGATED	TOTAL BUDGETED

**OFFICE FINANCIAL SUMMARY****TOTALS FOR THE SECOND REPORTING PERIOD**

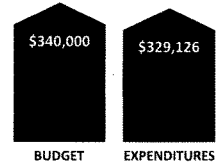
	POSITIONS	ACTUAL
Immediate	18	16
Service Groups	10	10
Page Program	94	85
Legislative Computer	25	25
Legislative Operations	26	24
Legislative Resource Center	33	33
Official Reporters	43	42
House Employment Counsel	7	7
Publication Services	12	11
History and Preservation	15	14
<b>Clerk Total</b>	<b>283</b>	<b>267</b>

**IMMEDIATE OFFICE****BUDGET FOR THE SECOND REPORTING PERIOD**

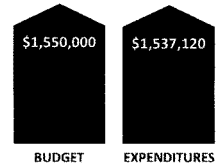
	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$450,000	\$455,000	\$905,000
Personnel Costs	\$449,467	\$452,816	\$902,283
Non Personnel Budget	\$510,000	\$95,000	\$605,000
Non Personnel Costs	\$509,136	\$90,398	\$599,534
Total Budget	\$960,000	\$550,000	\$1,510,000
Total Expenditures	\$958,603	\$543,214	\$1,501,817

**TOTAL BUDGET IN SUMMARY****CAPITOL SERVICE GROUPS****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$170,000	\$155,000	\$325,000
Personnel Costs	\$166,629	\$153,155	\$319,784
Non Personnel Budget	\$10,000	\$5,000	\$15,000
Non Personnel Costs	\$6,086	\$3,256	\$9,342
Total Budget	\$180,000	\$160,000	\$340,000
Total Expenditures	\$172,715	\$156,411	\$329,126

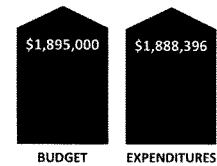
**TOTAL BUDGET IN SUMMARY****HOUSE PAGE PROGRAM****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$690,000	\$750,000	\$1,440,000
Personnel Costs	\$684,948	\$749,878	\$1,434,826
Non Personnel Budget	\$90,000	\$20,000	\$110,000
Non Personnel Costs	\$85,868	\$16,426	\$102,294
Total Budget	\$780,000	\$770,000	\$1,550,000
Total Expenditures	\$770,816	\$766,304	\$1,537,120

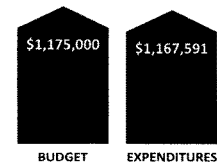
**TOTAL BUDGET IN SUMMARY**

**LEGISLATIVE COMPUTER SYSTEMS****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$630,000	\$650,000	\$1,280,000
Personnel Costs	\$629,760	\$642,064	\$1,271,824
Non Personnel Budget	\$565,000	\$50,000	\$615,000
Non Personnel Costs	\$563,892	\$45,680	\$609,572
Total Budget	\$1,195,000	\$700,000	\$1,895,000
Total Expenditures	\$1,193,652	\$687,744	\$1,881,396

**TOTAL BUDGET IN SUMMARY****OFFICE OF LEGISLATIVE OPERATIONS****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$570,000	\$580,000	\$1,150,000
Personnel Costs	\$567,568	\$577,870	\$1,145,438
Non Personnel Budget	\$20,000	\$5,000	\$25,000
Non Personnel Costs	\$17,479	\$4,674	\$22,153
Total Budget	\$590,000	\$585,000	\$1,175,000
Total Expenditures	\$585,047	\$582,544	\$1,167,591

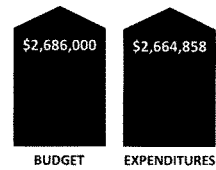
**TOTAL BUDGET IN SUMMARY****LEGISLATIVE RESOURCE CENTER****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$575,000	\$590,000	\$1,165,000
Personnel Costs	\$572,500	\$585,840	\$1,158,340
Non Personnel Budget	\$180,000	\$25,000	\$205,000
Non Personnel Costs	\$178,554	\$23,044	\$201,598
Total Budget	\$755,000	\$615,000	\$1,370,000
Total Expenditures	\$751,054	\$608,884	\$1,359,938

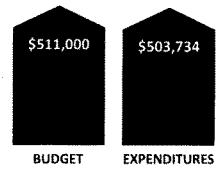
**TOTAL BUDGET IN SUMMARY**

**OFFICE OF OFFICIAL REPORTERS****BUDGET FOR THE SECOND REPORTING PERIOD**

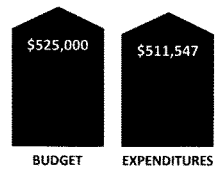
	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$1,101,000	\$1,100,000	\$2,201,000
Personnel Costs	\$1,100,616	\$1,082,699	\$2,183,315
Non Personnel Budget	\$390,000	\$95,000	\$485,000
Non Personnel Costs	\$386,978	\$94,565	\$481,543
Total Budget	\$1,491,000	\$1,195,000	\$2,686,000
Total Expenditures	\$1,487,594	\$1,177,264	\$2,664,858

**TOTAL BUDGET IN SUMMARY****OFFICE OF HOUSE EMPLOYMENT COUNSEL****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$241,000	\$240,000	\$481,000
Personnel Costs	\$240,400	\$238,140	\$478,540
Non Personnel Budget	\$25,000	\$5,000	\$30,000
Non Personnel Costs	\$20,983	\$4,211	\$25,194
Total Budget	\$266,000	\$245,000	\$511,000
Total Expenditures	\$261,383	\$242,351	\$503,734

**TOTAL BUDGET IN SUMMARY****OFFICE OF PUBLICATION SERVICES****BUDGET FOR THE SECOND REPORTING PERIOD**

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$240,000	\$240,000	\$480,000
Personnel Costs	\$236,643	\$236,403	\$473,046
Non Personnel Budget	\$35,000	\$10,000	\$45,000
Non Personnel Costs	\$32,499	\$6,002	\$38,501
Total Budget	\$275,000	\$250,000	\$525,000
Total Expenditures	\$269,142	\$242,405	\$511,547

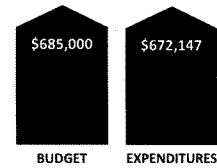
**TOTAL BUDGET IN SUMMARY**

## OFFICE OF HISTORY AND PRESERVATION

### BUDGET FOR THE SECOND REPORTING PERIOD

	JUL-SEPT	OCT-DEC	TOTAL
Personnel Budget	\$260,000	\$270,000	\$530,000
Personnel Costs	\$256,894	\$265,763	\$522,657
Non Personnel Budget	\$115,000	\$40,000	\$155,000
Non Personnel Costs	\$110,990	\$38,500	\$149,490
Total Budget	\$375,000	\$310,000	\$685,000
Total Expenditures	\$367,884	\$304,263	\$672,147

#### TOTAL BUDGET IN SUMMARY



## OBJECT CLASS

### BUDGET FOR THE SECOND REPORTING PERIOD

	JUL-SEP '09 BUDGETED	OCT-DEC '09 BUDGETED	JUL-SEP '09 OBLIGATED	OCT-DEC '09 OBLIGATED	TOTAL BUDGETED	TOTAL OBLIGATED
Salaries	\$4,927,000	\$5,030,000	\$4,905,425	\$4,984,628	\$9,957,000	\$9,890,053
Travel	\$25,000	\$5,000	\$22,007	\$2,403	\$30,000	\$24,410
Training	\$65,000	\$40,000	\$61,102	\$39,411	\$105,000	\$100,513
Equipment	\$805,000	\$30,000	\$800,912	\$26,052	\$835,000	\$826,964
Subscriptions/Reference Material	\$150,000	\$80,000	\$146,520	\$77,360	\$230,000	\$223,880
Supplies/Stationery	\$100,000	\$40,000	\$99,762	\$31,592	\$140,000	\$131,354
Miscellaneous	\$795,000	\$155,000	\$782,162	\$149,938	\$950,000	\$932,100
<b>Clerk Total</b>	<b>\$6,867,000</b>	<b>\$5,380,000</b>	<b>\$6,817,890</b>	<b>\$5,311,384</b>	<b>\$12,247,000</b>	<b>\$12,129,274</b>

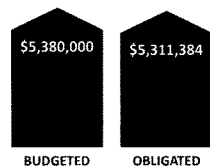
## OBJECT CLASS IN SUMMARY

### BUDGET FOR THE SECOND REPORTING PERIOD

#### CLERK TOTALS FOR JUL-SEP '09



#### CLERK TOTALS FOR OCT-DEC '09



#### CLERK TOTALS FOR JUL-DEC '09





<http://clerk.house.gov>

The CHAIRMAN. Thank you.

Wilson Livingood. You know you are going to hear that all the time from me.

#### **STATEMENT OF THE HON. WILSON LIVINGOOD**

Mr. LIVINGOOD. I have to stop and see who that is.

Good morning, Mr. Chairman, Mr. Lungren, and members of this committee. It is an honor to speak to you this morning.

And, before I begin, I would like to express my sincere gratitude to each member of this committee for their support for our office and to the Capitol Police. You enable us to provide a safer and more secure environment for Members, their staff, visiting diplomats, world leaders, and the many thousands of visitors who come here each year. And no one entity can do that alone, and I appreciate that support. It makes a difference for all of us.

As an overview, the Sergeant at Arms consists of the following divisions: administrative and immediate office; police services and special events; Chamber security; information services; House garages and parking security; the new House Security Office; and the newly created Office of Emergency Management.

We administer the distribution of the Members' pins, spouse pins, Member congressional plates, the staff identification badges. Then we oversee security on the House floor and galleries, and administer all ticketed events taking place in the House Chamber. Additionally, we oversee security in the House garages and administer the distribution of parking permits at the beginning of each new Congress.

Working in conjunction with the United States Capitol Police, my office coordinates logistics for all major events involving Members of Congress. As the chief law enforcement officer of the House of Representatives, I am tasked to review and implement all issues relating to the safety and security of Members of Congress and all the visitors, staff that come to the Capitol complex, including the Capitol complex itself. Most of our efforts are focused in this direction.

This morning, I would like to provide you with a summary of some of the efforts that the Office of the Sergeant at Arms is currently working on.

In the administrative and immediate office, our staff has begun work for the preparation for the 112th Congress, to include designing and producing the Member and spouse identification pins for distribution in January of 2011.

In addition, we are developing a more robust outreach program for gathering Member emergency contact information. We collect this vital information at the beginning of each new Congress so we can reach out and advise Members in an emergency situation. And we deeply appreciate each Member's timely response to our request.

Our appointments desk: In cooperation and coordination with the Senate appointments desk and the Capitol Police, we have implemented a new official business visitor badge for the Capitol. Standardization of these badges with the Senate and the Capitol Police provides the Capitol Police with a much more visible way to verify

and enforce official business visitor policies with one type of badge instead of two or three different types.

**Chamber security:** We are currently preparing for the upcoming joint meeting with the President of Mexico on May 20th. In addition, we continue to review emergency evacuation plans and procedures from the House floor and galleries, and we will shortly be having an evacuation drill.

Since the opening of the Capitol Visitor Center, the CVC, we have been able to accommodate an increasing number of visitors going to the House Gallery. The CVC has accommodated over 3 million visitors since its opening in December of 2008. In the same span of time, we have accommodated nearly 500,000 visitors into the House Gallery. The opening of the CVC has allowed our Gallery visitors to be staged in a comfortable, climate-controlled, and secure environment. The process of staging the House Gallery line, instead of outside, where it is now—it is in the CVC—has allowed us to maintain a higher level of security in and around the House Chamber.

**Our House garages and parking security:** The office is currently coordinating with the Architect of the Capitol in their upcoming renovation of the East Underground Garage. Additionally, we are in the process of reviewing and evaluating the design of the 112th Congress parking permit. As always, we look to enhance the security features on these decals and will work closely with the committee in the upcoming months.

**Our House Security Office:** The Office of House Security is currently implementing a classified document management system to securely manage, track, and store all classified materials maintained by this office.

Additionally, we have commenced an introductory operational security—that is called OPSEC, operational security—briefing for all House staff, which is designed to educate staff on protecting sensitive material and sensitive information. This introductory briefing is our initial approach to bolster OPSEC awareness throughout the House of Representatives.

**The Office of Information Services:** We are continuing with the installation and configuration of a new ID badge production system. This will be a more secure system and will enable ID Services staff to more effectively process and issue identification badges to House staff and contractors.

Information Technology has also begun the initial work on a complete redesign of the House Sergeant at Arms Web site. Changes will include incorporating a content management system to better manage the data on the site, integrating the former OEPPPO Web site into the Sergeant at Arms Web site, and providing additional online forms for common requests made by the House for Sergeant at Arms services.

**Our police services and special events:** Over the past several months, the number of reported threats against Members has increased, but overall for the past year we are running just about where we did last year. I continue to monitor this on a daily basis and consult and coordinate with the United States Capitol Police on all of these issues to ensure the safety and security of all Members.

Preparations are being made for the 29th Annual National Peace Officers Memorial Service, to be held on the west front of the Capitol at noon on May 15th. This solemn service honors the 116 law enforcement officers who died in the line of duty in 2009.

We are preparing to receive, as I said earlier, the President of Mexico in a joint meeting of Congress on May 20th at 11:00 a.m.

Initial meetings have been held for the annual Memorial Day and July 4th concerts, which are held on the west front of the Capitol. Both of these events are large-scale and well-attended.

Our Office of Emergency Management: On February 1st, 2010, at the direction of this committee, the former Office of Emergency Planning, Preparedness, and Operations was reorganized within the Sergeant at Arms Office and renamed the Office of Emergency Management. This transition is expected to help clarify roles and responsibilities for emergency management. Specifically, this transition clarified the Sergeant at Arms' responsibilities regarding coordination of life safety and continuity of government programs within the House after coordination with the other officers.

I have been charged to make sure that procedures are in place and personnel trained for emergencies that may require Members, staff, and visitors to evacuate, shelter, relocate, or take other action based on scenarios ranging from accidents to natural disasters to criminal or terrorist events. I have assigned OEM the duty to ensure that effective plans are in place, coordinated, and appropriate information is provided and communicated to Members, staff, officers, visitors, leadership, to all.

Similarly, I have been requested to coordinate House planning to ensure that the essential government functions, given any contingency, are coordinated with the other House officers, as well as my office. In addition, I ensure that the House Sergeant at Arms Office functions are able to continue in an emergency. I have directed OEM to actively implement strategies to coordinate the House continuity program, including the effective integration of leadership, committees, Members, House officers, and all other House offices continuity planning and preparedness efforts. I have directed OEM to ensure the House program is coordinated with the rest of the legislative branch and the executive branch continuity community.

OEM has been fully engaged in implementing the House Sergeant at Arms' continuity program responsibilities; is beginning to re-implement a comprehensive, coordinated House continuity program; and is engaged with the Senate and other legislative branches, executive and judicial branch elements, House organizations, and even local jurisdictional authorities through a variety of life safety and planning processes.

In closing, Mr. Chairman, Mr. Lungren, and members of the committee, thank you for the opportunity to appear before this committee. Let me assure you of my longstanding commitment to provide the highest-quality support services for the House of Representatives in the safest and most secure environment possible.

It has always been my goal and that of the House Sergeant at Arms to remain vigilant and security-conscious at all times. I will continue to keep the committee informed of all my activities.

I will be happy to answer any questions you may have at a later time here.

[The statement of Mr. Livingood follows:]

**Statement of the Honorable Wilson Livingood  
Sergeant at Arms, U.S. House of Representatives  
Before  
The Committee on House Administration**

**Wednesday, April 28, 2010**

Good morning Mr. Chairman, Mr. Lungren, and members of this committee. It is an honor to speak to you this morning. Before I begin, I would like to express my sincere gratitude to each member of this Committee for their support for this office. You enable us to provide a safer and more secure environment for Members, their staff, visiting diplomats and world leaders, and the many 1000s of visitors who come here each year.

As an overview, the Sergeant at Arms office consists of the following divisions: Administration/Immediate Office, Police Services and Special Events, Chamber Security, Information Services, House Garages and Parking Security, the House Security Office, and the newly created Office of Emergency Management.

Through each of these divisions, I am able to administer the distribution of Member pins, Member Congressional plates, and staff identification badges. I oversee security on the House Floor and Galleries and administer all ticketed events taking place in the House Chamber.

Additionally, I oversee security in the House Garages and administer the distribution of parking permits at the beginning of each new Congress.

Working in conjunction with the United States Capitol Police, my office coordinates logistics for all major events involving Members of Congress. As the chief law enforcement officer of the House of Representatives, I am tasked to review and implement all issues relating to the safety and security of Members of Congress and the Capitol complex. Many of our efforts are focused in this direction.

This morning, I would like to provide you a summary of some of the efforts that the Office of the Sergeant at Arms is currently working on.

- **Administration/Immediate Office** – Staff in the Immediate Office have been working on preparations for the 112<sup>th</sup> Congress to include designing and procuring the Member and Spouse Identification Pin for distribution in January 2011. In addition, we are developing a more robust outreach program for gathering Member Emergency Contact information. We collect this vital information at the beginning of each new Congress and deeply appreciate each Member's timely response to our request.
- **Appointments Desk** – In coordination with the Senate Appointments Desk and the United States Capitol Police, we have implemented new official business visitor badges. Standardization of these badges with the Senate enhances the United States Capitol Police's ability to verify and enforce our official business visitor policies and

procedures.

- **Chamber Security** – Chamber Security staff are currently preparing for the upcoming Joint Meeting with the President of Mexico on May 20<sup>th</sup>. In addition, we continue to review emergency evacuation plans and procedures for the House floor and galleries.

Since the opening of the Capitol Visitors Center (CVC) we have been able to accommodate an increasing number of visitors going to the House Gallery. The CVC has accommodated over 3 million visitors since it's opening in December of 2008. In that span of time we have accommodated nearly 500,000 visitors into the House Gallery. The opening of the CVC has given our Gallery visitors the ability to be staged in a comfortable, climate controlled, and secure environment. The process of staging the House Gallery Line in the CVC, has allowed us to maintain a higher level of security in and around the House Chamber.

- **House Garages and Parking Security** –The Office of House Garages and Parking Security is currently coordinating with the Architect of the Capitol in their upcoming renovation of the East underground garage. Additionally, we are in the process of reviewing and evaluating the design of the 112<sup>th</sup> Congress parking permit. As always, we look to enhance the security features of these decals and will work closely with the Committee in the upcoming months.
- **House Security Office** – The Office of House Security is currently implementing a classified document management system to securely

manage, track, and store all classified materials maintained by this office. Additionally, we have developed an introductory Operational Security (OPSEC) briefing for all House staff which is designed to educate staff on protecting sensitive information. This introductory briefing is our initial approach to bolster OPSEC awareness throughout the House of Representatives.

- **Office of Information Services** – The Division of Information Technology is continuing with the installation and configuration of the new ID badge production system. This new system will provide ID Services with a more secure system, and will enable ID Services staff to more efficiently process and issue identification badges to House staff and contractors.

Information Technology has also begun the initial work on a complete redesign of the Sergeant at Arms website. Changes will include incorporating a content management system to better manage the data on the site, integrating the former “OEPPPO” website into the Sergeant at Arms website, and providing additional online forms for common requests made by House staff for SAA services.

- **Police Services / Special Events**
  - **Threat Analysis** – Over the past several months, the number of reported threats against Members of Congress has increased. I continue to monitor this on a daily basis, and consult and coordinate with the U.S. Capitol Police on all of these issues to ensure the safety and security of all Members.

- Preparations are being made for the 29<sup>th</sup> Annual National Peace Officers Memorial Service to be held on the West Front of the Capitol at Noon on May 15. This solemn service honors the 116 law enforcement professionals who died in the line of duty in 2009.
- We are preparing to receive His Excellency Felipe Calderon, the President of Mexico, in a Joint Meeting of Congress on May 20, 2010 at 1100 AM.
- Initial meetings have been held for the annual Memorial Day and July 4<sup>th</sup> Concerts which are held on the West Front of the U.S. Capitol. Both of these events are large-scale and well-attended. We will be slightly modifying security arrangements for each event this year to enhance the safety of all who attend.
- **Office of Emergency Management** – On February 1, 2010, at the direction of this Committee, the former Office of Emergency Planning, Preparedness, and Operations (OEPPPO) was reorganized within the Sergeant at Arms as the Office of Emergency Management. This transition is expected to clarify roles and responsibilities for emergency management. Specifically this transition clarified the Sergeant at Arms responsibilities regarding coordination of life safety and continuity of government programs within the House of Representatives.

I have been charged to make sure that procedures are in place and personnel are trained for emergencies that may require Members,

staff, and visitors to evacuate, shelter, relocate, or take other protective actions based on scenarios ranging from accidents to natural disasters to malevolent events. I have assigned OEM the duty to ensure that effective plans are in place, coordinated, and appropriate information is provided to Members, staff, and visitors.

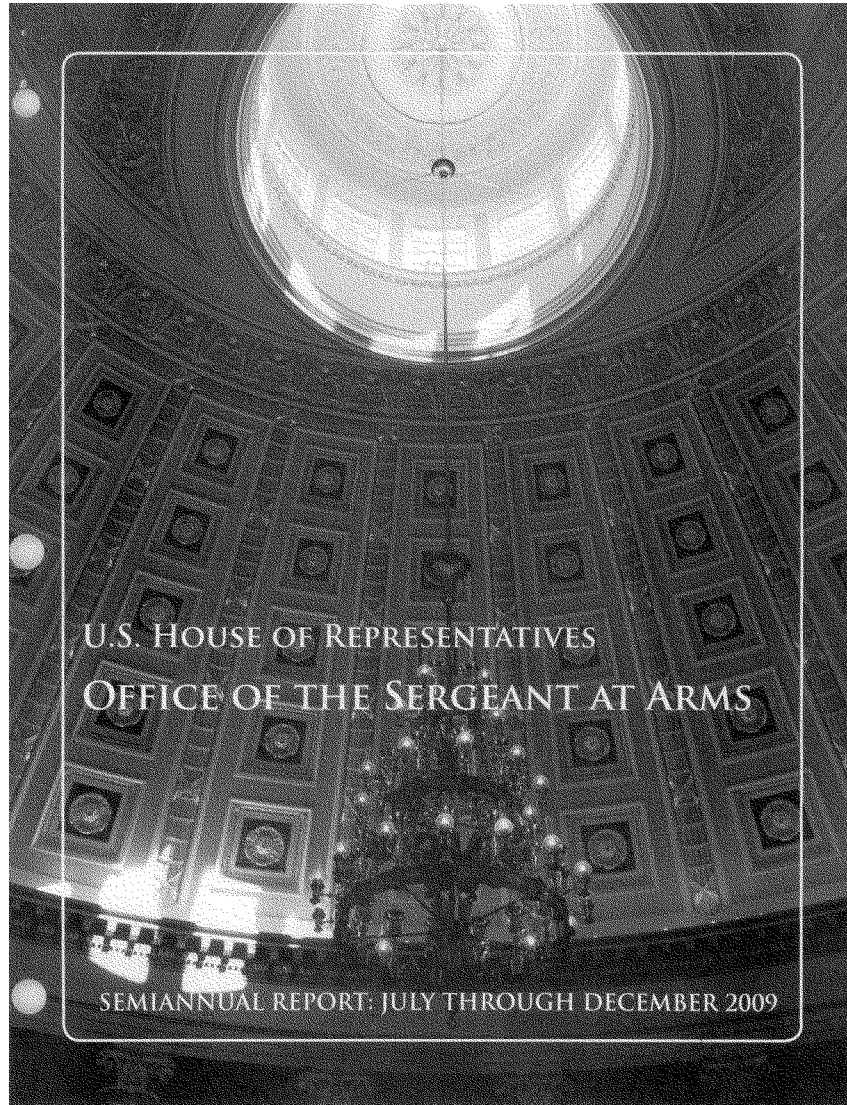
Similarly, I have been charged to ensure that the House is prepared to continue essential governmental functions given any contingency. In addition to duties to ensure the continuation of Sergeant at Arms functions during an emergency, I have directed OEM to actively implement strategies to coordinate the House continuity program including the effective integration of Leadership, Committee, Member, House Officer, and all other House offices continuity planning and preparedness efforts. I have also directed OEM to ensure the House program is coordinated with the rest of the Legislative Branch and Executive Branch continuity community.

OEM has been fully engaged in implementing the HSAA's continuity program responsibilities; is beginning to re-implement a comprehensive, coordinated House continuity program; and is engaged with the Senate and other Legislative Branch agencies, Executive and Judicial Branch elements, House organizations, and even local jurisdictional authorities through a variety of life safety and continuity planning processes.

In closing, Mr. Chairman, Mr. Lungren and members of the Committee, thank you for this opportunity to appear before the Committee. Let me

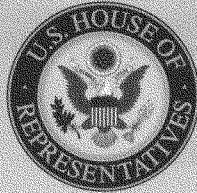
assure you of my longstanding commitment to provide the highest quality support services for the House of Representatives in the safest and most secure environment possible. It has always been my goal – and that of the Office of the Sergeant at Arms – to remain vigilant and security-conscious at all times. I will continue to keep the Committee informed of my activities.

I will be happy to answer any questions you may have at this time.



U.S. HOUSE OF REPRESENTATIVES  
OFFICE OF THE SERGEANT AT ARMS

SEMIANNUAL REPORT: JULY THROUGH DECEMBER 2009



I am very pleased to present the Semiannual Report for the Office of the Sergeant at Arms. This report covers the period July 1 through December 31, 2009 — an exciting and challenging time both for this office and the U.S. House of Representatives. Members of the House of Representatives and their staff expect the highest level of service and commitment from the employees who serve this institution. The employees of this office rose to the challenge throughout the last year with commitment, integrity, and dedication.

From the start of the 111<sup>th</sup> Congress and the 56<sup>th</sup> Presidential Inauguration and the coordination of the many activities that are involved with the first session of a new Congress, every Sergeant at Arms employee has worked diligently to ensure the needs of Congress have been met with professionalism and courtesy. A primary focus has been on improving service to Member offices, work which will continue throughout 2010.

Events at the end of 2009, reminded us of the real threat from terrorism which we face in today's world. As the chief law enforcement officer of the House of Representatives, I continue to focus constantly on all aspects of security and life safety. This office reviews emergency plans, schedules evacuation drills of the Capitol complex and individual office buildings, coordinates ongoing security enhancements as necessary, and works on a daily basis with the U.S. Capitol Police, in order to ensure that the safety of Members, staff and visitors remains at its highest possible level.

This report summarizes our mission and details and outlines future goals and initiatives for 2010. It is an honor for all of us to serve the U.S. House of Representatives.

A handwritten signature in cursive script that reads "Wilson Livingood".

Wilson Livingood  
Sergeant at Arms

## INTRODUCTION

### RESPONSIBILITIES

The Sergeant at Arms is elected on the first day of each Congress, and serves as a Constitutional officer of the U.S. House of Representatives. The Sergeant at Arms is the chief law enforcement officer and chief protocol officer for the House. The Sergeant at Arms is tasked to review and implement all issues relating to the safety and security of Members of Congress and the Capitol complex. Other duties include supervision of the House Floor and galleries, the House Appointments Desk, the House garages and parking lots, as well as administration of all staff identification badges and security clearances for all House staff. In addition, this office coordinates special events for the House of Representatives in conjunction with other House and Senate offices, the Capitol Police, and external entities.

The Sergeant at Arms has several joint responsibilities, both within the House of Representatives and in a shared capacity with the U.S. Senate. The House and Senate Sergeants at Arms, along with the Architect of the Capitol make up the U.S. Capitol Police Board. The Capitol Police Board serves as a liaison with the Capitol Police Department and oversees the policies and procedures to be followed by the Department. The Sergeant at Arms is also a member of the Congressional Accessibility Services Board that oversees the Office of Congressional Accessibility Services. The Sergeant at Arms also serves as a member of the House of Representatives Page Board.

### MISSION

The duties of the Sergeant at Arms are mandated in law, House rules, custom, and policies set by the House Committee on Appropriations and the Committee on House Administration in the exercise of their oversight roles. Under the authority of House Rule II, the Sergeant at Arms is an officer of the House of Representatives and the Chief Law Enforcement and Protocol Office of the House. The office is responsible for administering the security of Members of the House, Congressional staff, visitors, and property within the Capitol complex, while maintaining open access to the People's House. The Sergeant at Arms has the responsibility of maintaining order and decorum in the House Chamber under the direction of the Speaker of the House. The Mace, which is unique to the Office of the Sergeant at Arms, has been placed under its possession as the chief protocol mechanism to maintain order and decorum and is highly symbolic to the U.S. House of Representatives.

The Office of the Sergeant at Arms risk management approach bases its safety and security decisions on the latest intelligence and the threat environment. The Sergeant at Arms, as a member of the Capitol Police Board, addresses security related operations throughout the Congressional community.

The Office of the Sergeant at Arms focuses its efforts on providing the maximum degree of support to Member offices coordinating constituent and protocol services as a highly

integrated, flexible, and focused organization.

## VALUES

The employees of the Office of the Sergeant at Arms are our most valued assets and have a shared responsibility in fulfilling the Sergeant at Arms Mission and Vision statement. The performance of every Sergeant at Arms employee is vital to respond adequately to the needs of our stakeholders — the Members of Congress and the staff who serve them. An organization's goals are based on the values it identifies and promotes.

- Teamwork
- Communications
- Competency
- Integrity
- Service
- Responsibility
- Respect
- Dedication
- Diversity
- Friendliness
- Professionalism

## VISION

Our Vision Statement identifies what we expect our organization to look like by 2014. Our strategic initiatives and actions identified in this plan will ultimately assist our organization reach the vision. The entire organization is committed to this vision in order to reach the next level of performance in carrying out our overall mission. The Office of the Sergeant at Arms vision includes the following:

1

The Office of the Sergeant at Arms will be the trusted, primary source for advice and direction on all security issues, studies, and projects that evaluate and enhance the physical security of the Capitol Complex.

2

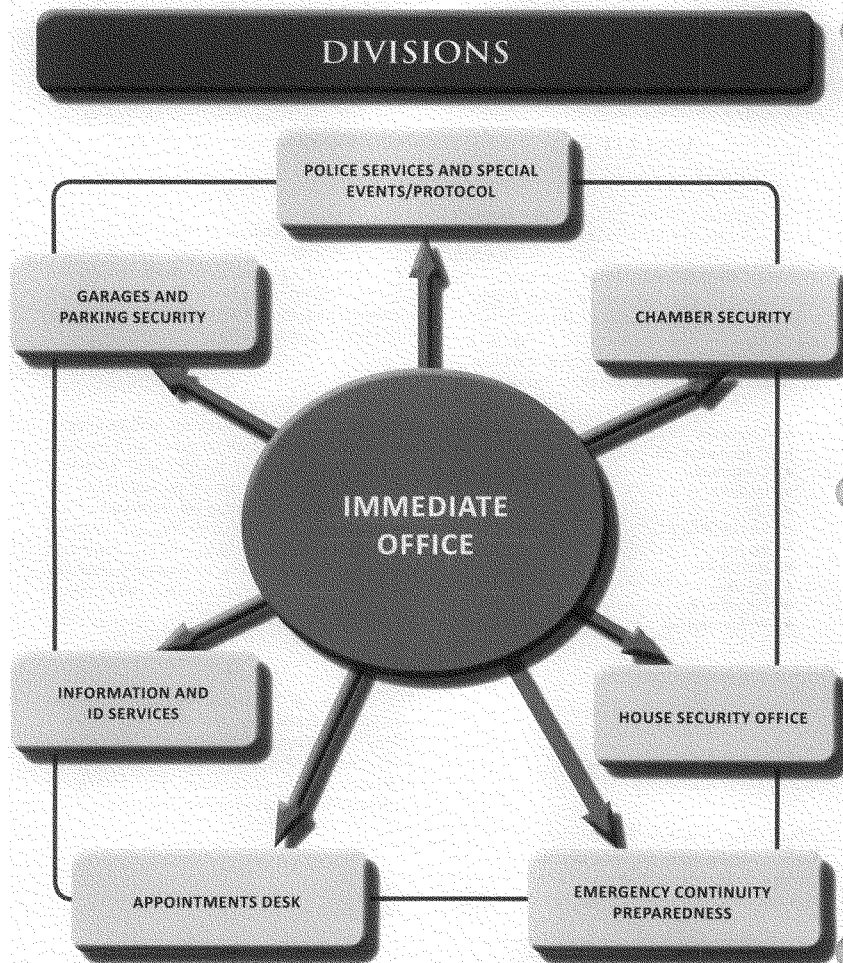
The Office of the Sergeant at Arms will be a well-managed security operation, with staff thoroughly trained and well equipped to ensure the security and safety of Members of the House, Congressional staff, and visitors and property within the Capitol Complex in all operating environments.

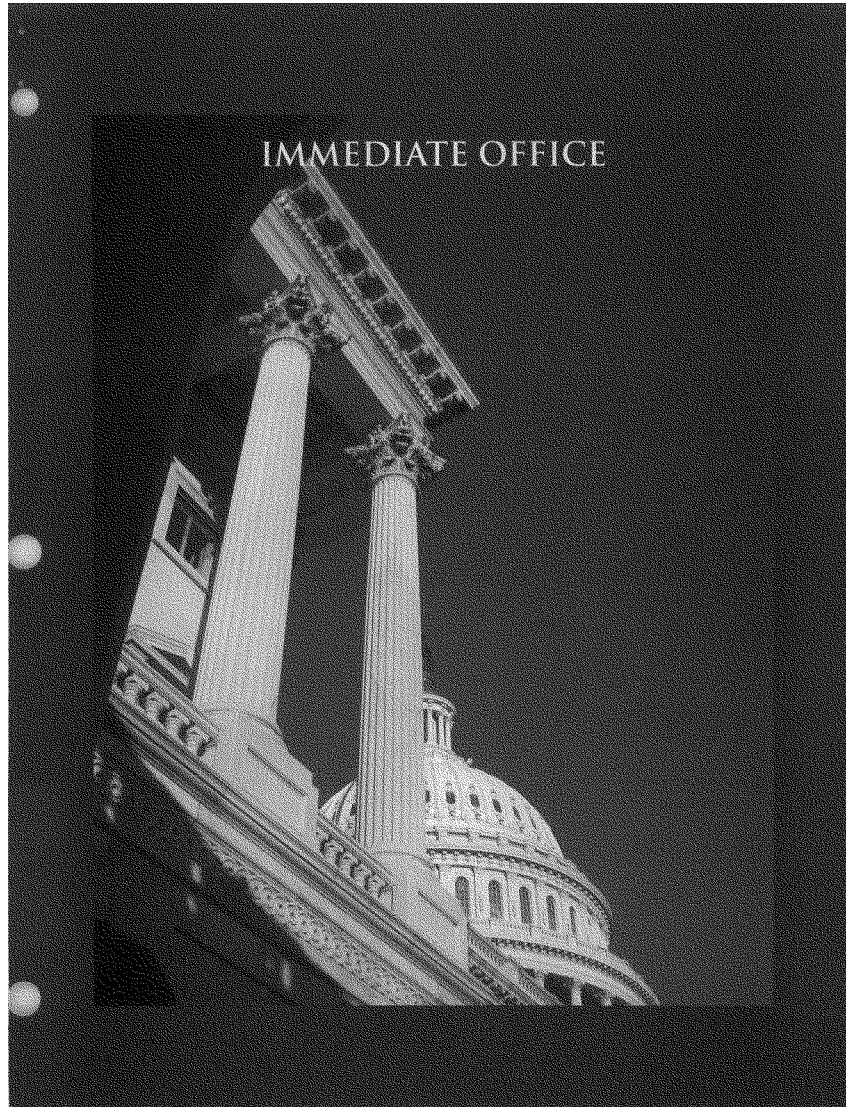
3

The Office of the Sergeant at Arms will be a highly integrated and focused organization, with forward-thinking leadership that inspires staff to deliver exceptional, responsive service through teamwork and collaboration in carrying out its mission. Clear communications, trust, teamwork, and coaching result in improved problem solving, leadership development, collaboration, and increased employee motivation, boosting performance and overall efficiency.

4

The Sergeant at Arms will maintain a positive workplace environment for staff and foster a culture that encourages professional and personal development, and expects and rewards superior performance. A positive workplace environment fosters professionalism among all employees.





## IMMEDIATE OFFICE

The Immediate Office administers and oversees all divisions under the jurisdiction of the Sergeant at Arms.

### ACTIVITIES AND ACCOMPLISHMENTS

- Chaired the House Officers' Personnel Policy Working Group. This task force reviews and updates House Officer Personnel Policies.
- Ongoing participation in the House of Representatives Student Loan Repayment Program.
- Increased office-wide participation in the Legislative Branch Recycling Working Group.
- Coordinated and oversaw the Sergeant at Arms Intern Program. Sergeant at Arms interns participate in Sergeant at Arms office activities and functions, in addition to observing various divisions of the U.S. Capitol Police.
- Assisted in the coordination and preparation of Dear Colleague letters regarding special events and other important notifications.
- Continued to monitor office expenditures to ensure fiscal responsibility.
- Maintained the 111<sup>th</sup> Congress Member Emergency Contact database.
- Assisted with major special events to include the President's Address to Congress in September 2009.
- Served as the lead in the planning and coordination of the third annual House Officer and Inspector General Employee Recognition Ceremony.
- Ensure staff compliance regarding House ethics training requirement for calendar year 2009.
- Coordinated with the Architect of the Capitol (AOC) to identify divisional items and related cost estimates to include in the AOC FY 2011 budget submission.
- Assisted in the coordination, development, and dissemination of numerous "Roam Secure" messages sent to Members and staff.

## GOALS AND INITIATIVES

- Continue participation in the House Officers' Personnel Policy Working Group.
- Continue participation in the House of Representatives Student Loan Repayment Program.
- Continue participation in the Legislative Branch Recycling Working Group.
- Coordinate and oversee Sergeant at Arms Intern Program.
- Continue to review and revise Personnel Policies and Procedures for the House Officers and Inspector General.
- Complete the update to the Sergeant at Arms Strategic Plan. This project is a thorough review and revalidation of the Strategic Plan first done after the events of 9/11.
- Begin preparations for the 112<sup>th</sup> Congress:
  - Begin design and procurement of the 112<sup>th</sup> Congress Member's Lapel Pin.
  - Begin design and procurement of the 112<sup>th</sup> Member's License Plate.
  - Prepare outreach program for Member Emergency Contact information.
- Continue to monitor office expenditures to ensure fiscal responsibility.

## APPOINTMENTS DESK

### ACTIVITIES AND ACCOMPLISHMENTS

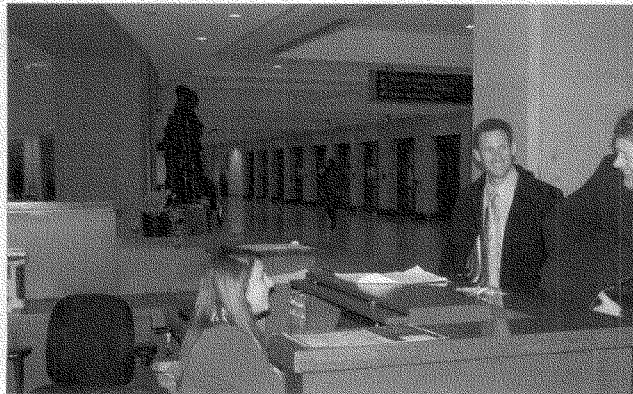
- Published an update of the Appointments Desk Brochure. This brochure is available in the immediate office and all Appointment Desk locations, and provides useful information on hours of operation and services offered to staff and official business visitors.
- Conducted initial meetings with Senate Sergeant at Arms Appointments Desk staff to begin coordination of the design of standardized Official Business Passes. The use of standardized passes between House and Senate will make verification and enforcement of these passes easier for the U.S. Capitol Police.
- Continued discussions and meetings with the Senate Appointments Desk to develop a Joint Policy and Procedures Manual.
- Assisted the Immediate Office with personnel staffing for numerous special events.

- During the reporting period, Appointment Desk personnel assisted more than 115,000 visitors in the U.S. Capitol, the House Office buildings and the Capitol Visitor Center. The table below provides a specific breakdown by month and entry point:

	South Door	Rayburn	Cannon	CVC Upper	CVC Lower
July	10,222	3,268	2,606	4,061	2,134
August	3,317	3,071	263	612	1,235
September	10,160	1,716	2,545	2,082	1,939
October	8,747	2,040	3,618	4,392	1,845
November	5,921	1,096	2,080	3,850	1,347
December	4,035	919	1,229	13,874	1,582
TOTAL	42,402	12,110	12,341	28,871	10,082
				TOTAL	115,888

## GOALS AND INITIATIVES

- Complete and implement new joint House and Senate Official Business Visitor Passes.
- Complete joint House and Senate Appointments Desk Policy Manual.



## POLICE SERVICES AND SPECIAL EVENTS



Sergeant at Arms Bill Livingston greets President Obama at the entrance to the Cannon Building — November 7, 2009

## POLICE SERVICES AND SPECIAL EVENTS

**P**olice Services and Special Events is responsible for a wide variety of services to Member offices. This division routinely handles approving and communicating requests such as:

- Planning and coordination for all special events held in the Capitol and in the House Office Buildings, including protocol assistance.
- Travel, transportation and U.S. Capitol Police security measures for Washington and other domestic area Congressional delegation trips, including town hall meetings.
- Coordinate U.S. Capitol Police threat assessments, as well as security assessments of Member District Offices. This also includes coordination of security awareness presentations for staff in Washington and in the District.
- Coordinate assistance for Committee hearings.
- Requests from Member offices regarding vehicle displays and special vendor outside deliveries.
- Press stakeouts and photography permits.
- In addition, this division monitored U.S. Capitol Police review and response to trends in demonstration activities throughout the Capitol Campus. This was done to ensure that Capitol Police was fully prepared for future demonstration activities whenever they occur.

## JULY

- Coordinated and oversaw security and logistical arrangements for the annual "Capitol Fourth" performance held on the West Front lawn, as well as the reception in Statuary Hall following the concert.
- Coordinated logistics and arrangements for the 11<sup>th</sup> annual Wreath Laying Ceremony on July 24, which honored U.S. Capitol Police Officer Jacob Chestnut and Detective John Gibson at the Memorial Door. Immediately following this event, guests visited the Memorial Tree, planted on the East Front in 2008. Numerous family members, Leadership, Members of Congress and staff attended this solemn event.



- Assisted with planning and preparations for the ceremony held in Statuary Hall on July 28 for the **Portrait Unveiling** of the 51<sup>st</sup> Speaker of the House, J. Dennis Hastert. Approximately 400 Members, staff and guests attended this event.

## AUGUST

- Coordinated security assessment and assistance for numerous requests from Member offices regarding town hall meetings during the August District Work Period.
- Advanced, planned, and coordinated Member transportation to the **Funeral Service for the late Senator Ted Kennedy** in Boston, Massachusetts. Upon return to the U.S. Capitol, a number of Members also participated in the Congressional tribute held on the Senate steps, as the hearse bearing



Senator Kennedy's remains was driven through the Capitol grounds for a final time.

## SEPTEMBER

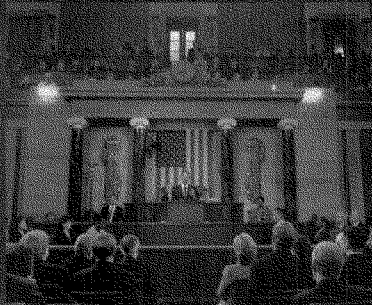
- Oversaw arrangements for the annual Labor Day Concert held on the West Front lawn.
- Assisted with security and logistical arrangements for the September 6 visit by the Dalai Lama to the Capitol Visitor Center. The Dalai Lama was the guest of the Lantos Foundation for Human Rights and Justice and the first recipient of their human rights award.



Dedication of the Statue of Helen Keller



Dedication of the Flight 93 Plaque



Joint Session, September 9, 2009



White House Press Corps in Hall of Columns, September 9



9/11 Memorial in Statuary Hall



"A Capitol Fourth" Concert, West Front of the Capitol

- Assisted with a dinner on September 8, held in the Library Of Congress, Jefferson Building. This event, honoring **Chairman Wu Bangguo**, the Chairman of China's National People's Congress, was hosted by the Speaker.
- On September 9, assisted with the arrangements for the **dedication of the Flight 93 Plaque** in the East Front Lobby. Immediately following this event, Members of Congress gathered in Statuary Hall for their annual 9/11 Memorial Tribute. Over 500 Members and staff attended the Statuary Hall tribute.
- Coordinated security and logistical arrangements for an **Address before a Joint Session of Congress** by President Obama on September 9.
- Over the week of September 23, coordinated security and logistical arrangements for the **Congressional Black Caucus Annual Legislative Conference** at the Washington Convention Center and other venues in the Washington area.
- Assisted with arrangements for an event held on the West Front of the Capitol on Saturday, September 26. This event, approved by concurrent resolution, was organized by the **White House Commission on Remembrance**, and was their 4th annual Ceremony. This ceremony remembers the Fallen Heroes in the military. Invited guests included Joints Chiefs and other Military Commanders, Members of Congress, Gold Star Families and friends.
- In coordination with U.S. Capitol Police House Division as mandated by the Committee on Legislative Branch Appropriations, developed a line reduction plan.

## OCTOBER



- On October 9, assisted with planning and logistics for the unveiling ceremony of the Statue of Helen Keller held in the Rotunda of the U.S. Capitol.

- Coordinated security arrangements for the annual Hispanic Caucus Gala held at the Convention Center in Washington, DC.
- Assisted with planning and logistics for a ceremony held on October 28 to award the Congressional Gold Medal Ceremony to former Senator Edward William Brooke. President Obama attended this event.

## NOVEMBER

- Assisted with the coordination of logistics and security arrangements for an Address before a Joint Meeting of Congress by Her Excellency Angela Merkel, Chancellor of Germany. This event was held on November 3 in the Hall of the House of Representatives.
- Coordinated all security aspects of the World E-Parliament Conference held in the Capitol Visitor Center the week of November 3. This event was attended by parliamentary leaders and members from over 100 nations.
- Assisted with the preparations for the November 4 Joint House and Senate Luncheon honoring His All Holiness Bartholomew Archbishop of Constantinople, New Rome and Ecumenical Patriarch.
- Coordinated security and logistical arrangement for a visit by President Obama on Saturday, November 7, to the Cannon Caucus Room.

## DECEMBER

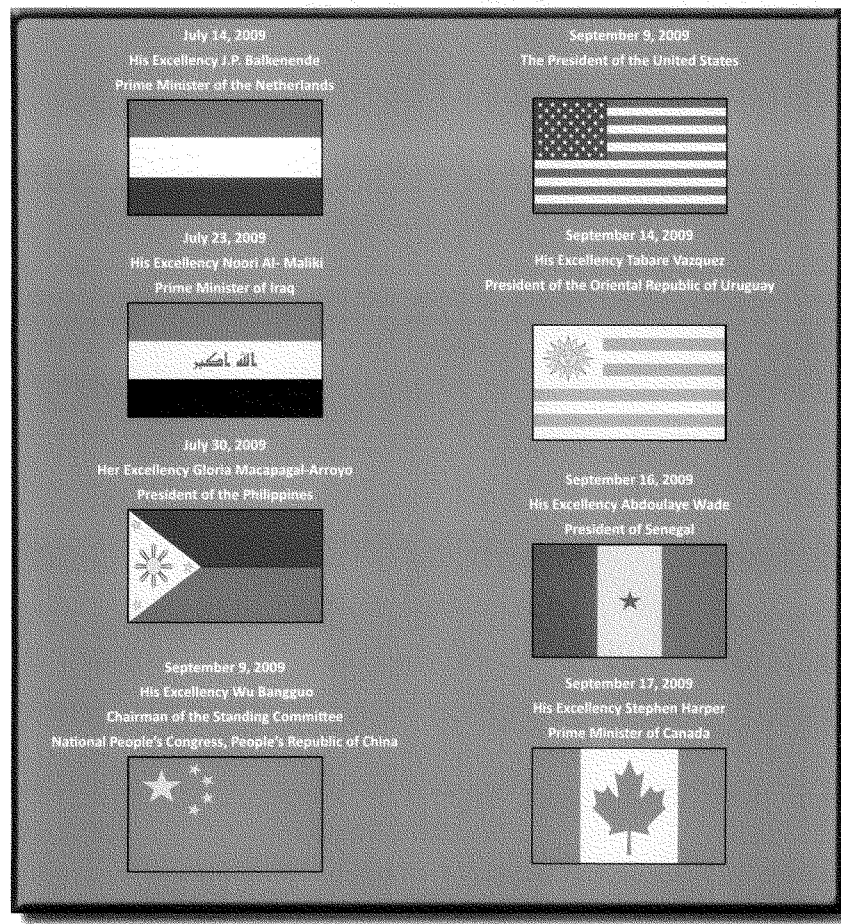
- Assisted with the logistical arrangement for the annual Christmas Tree lighting ceremony on the West Front lawn. This event was held on December 8.
- Began advance and logistical preparations for the annual Member off site retreats.
- Started initial planning for the annual State of the Union Message to Congress, with an anticipated delivery date in January 2010.

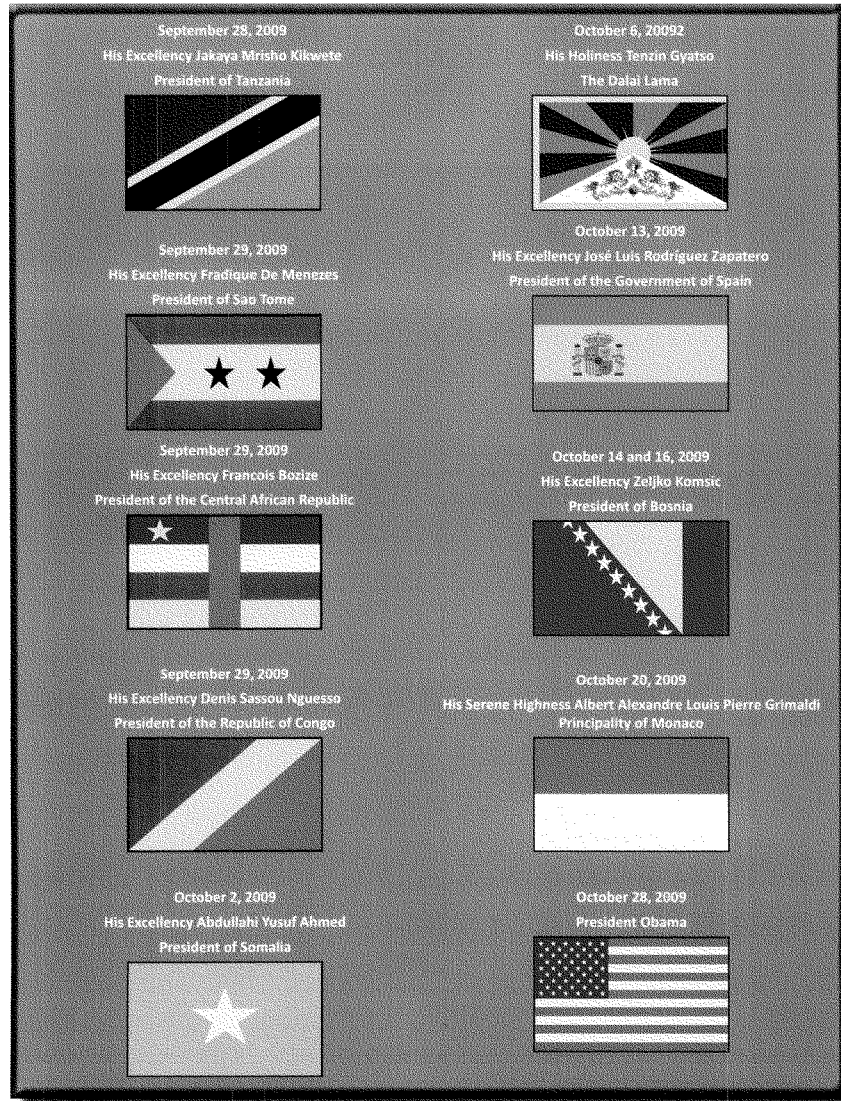
## MEMBER TRAVEL ABROAD

During the period July 1 through December 31, 2009, SAA staff coordinated security logistics for Member travel abroad. Worked with Member offices, the Department of State, and the military liaison offices to ascertain travel plans for Congressional delegations, directed the preparation of intelligence and security assessments from Department of Defense, Department of State, and U.S. Capitol Police, and, based on the threat level of countries visited, coordinated with the Department of State to request security coverage for delegations.

## FOREIGN DIGNITARY DELEGATIONS

During the period July 1 through December 31, 2009, Special Events planned and participated in all visits of high ranking foreign dignitary delegations to the House of Representatives. These visits included:





November 4, 2009  
His All Holiness Bartholomew  
Archbishop of Constantinople  
New Rome and Ecumenical Patriarch

November 4, 2009  
Dr. Ahmed Fathi Sorour  
Speaker of the Egyptian Parliament



November 5, 2009  
His Excellency Vaclav Klaus  
President of the Czech Republic



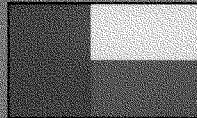
November 9, 2009  
His Excellency Benjamin Netanyahu,  
Prime Minister of Israel



November 25, 2009  
His Excellency Dr. Manmohan Singh,  
Prime Minister of India



December 2, 2009  
His Excellency Yayi Boni  
President of Benin



December 14, 2009  
His Excellency Michel Suleiman  
President of Lebanon



## DEMONSTRATIONS

Special Events reviewed all major demonstration applications and coordinated with the U.S. Capitol Police to determine security arrangements. Examples of the larger demonstrations which took place on the Capitol campus during the reporting period are listed in the following table:

July 16, 2009	Falun Dafa Group	2,000
July 22, 2009	Christians United for Israel	1,500
September 12, 2009	Freedom Walks	10,000
September 13, 2009	Solidarity Movement for a New Ethiopia	30,000
September 21, 2009	Abolhassan Zarandazchi	2,000
September 23, 2009	Lindsay McDannald	2,000
September 25, 2009	Darul Islam Elizabeth Inc	10,000
September 26, 2009	White House Commission on Remembrance	4,000
October 1, 2009	Every Child Matters Education Fund	1,000
October 3, 2009	Whitman-Walker Clinic	10,000
October 4, 2009	Army 10-Miler	21,000
October 9, 2009	Operation Shine and Pride Walk	1,000
October 9, 2009	NPT Breast Cancer 3-day	3,500
October 11, 2009	Sister to Sister Foundation	3,500
October 11, 2009	National Equality March	25,000
October 13, 2009	National Immigration Forum	5,000
October 15, 2009	MoveOn.org	1,000
October 17, 2009	D.C. Community Cycling Inc	10,000
October 21, 2009	Every Child Matters Education Fund	1,000

November 1, 2009	Sikh's for Justice	1,000
November 7, 2009	Children's Defense Fund	20,000
November 8, 2009	Race to End Women's Cancer	2,000
November 15, 2009	Where is My Vote D.C.	1,000



## CHAMBER SECURITY

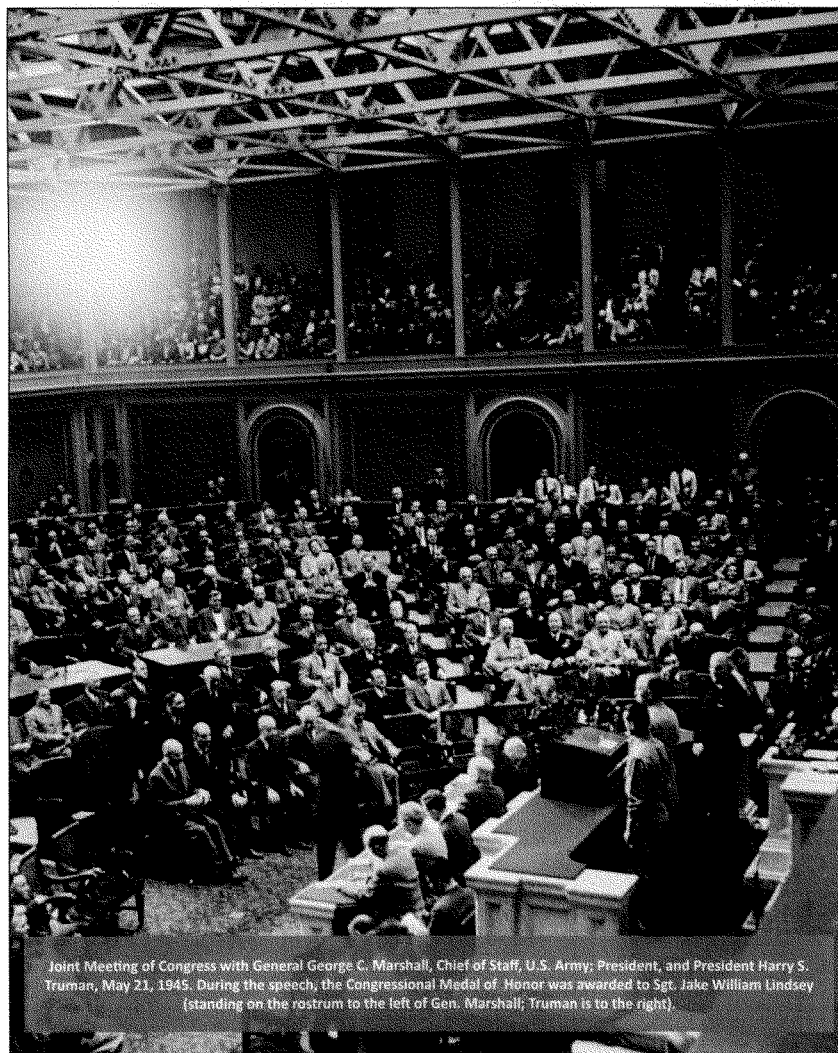
The Office of Chamber Security provides security for the House of Representatives by regulating admittance to the House Floor, both in and out of session. This division also administers all ticketed events in the House Chamber, distributes gallery passes to Member offices, and relays messages to Members on the Floor from staff and press.

## ACTIVITIES AND ACCOMPLISHMENTS

- Continued to evaluate and adapt CVC operations to enhance visitor flow to and from the Galleries. In coordination with the U.S. Capitol Police, various operational adjustments have been made to maximize flow, while maintaining safety and security. As an additional visitor amenity, television monitors have been installed in the CVC Gallery Staging Room which display the House while in session.
- Provided ticketing and support for an Address before a Joint Session of Congress by President Obama on September 9, and an Address before a Joint Meeting of Congress by the Chancellor of Germany, Angela Merkel on November 3.
- The Floor Message Service satisfied approximately 11,000 requests for Members on the Floor of the Hall of the House of Representatives.
- Accommodated over 1,000 staff-led tours on the Floor when the House was out of session.
- Provided access control for meetings of the Democratic Caucus and classified Member briefings.
- Participated in exercises related to the evacuation of the Chamber.

## GOALS AND INITIATIVES

- Continue to review all Floor evacuation and emergency procedures.
- Continue to review and refine the CVC Gallery staffing and access process.
- Study the feasibility of re-establishing full operation and control of the House Galleries.
- Begin preparations for the start of the Second Session of the 111<sup>th</sup> Congress, and the annual State of the Union Message in January 2010.



## INFORMATION SERVICES

The Information Services Division combines two sections, Identification Services and Information Technology.

### Identification Services

The Office of Identification Services provides identification badges to permanent and temporary staff, interns, pages, fellows, detailees, liaison offices, vendors, Architect of the Capitol staff, contractors and the immediate family and spouses of Members of Congress.

### Information Technology

Information Technology oversees the technological infrastructure of the Office of the Sergeant at Arms. This includes servers, computer workstations, laptop computing devices, and all communications devices (cellular phones, Blackberry devices and handheld radios).

## INFORMATION TECHNOLOGY DEPARTMENT

### ACTIVITIES AND ACCOMPLISHMENTS

- Participated in an alternate chamber exercise, monitoring the SAA IT infrastructure.
- Assisted the House Security Office procuring a content management system for managing classified documents for House offices.
- Continued meetings with vendors to develop a handheld, portable accountability system to be utilized during emergency situations.
- Participated with Senate SAA staff and the U.S. Capitol Police in the evaluation of a comprehensive notification system that would centralize electronic emergency notifications to staff.
- Procured pandemic telework kits that will enable essential SAA staff to operate at off-site locations, including from home.

## GOALS AND INITIATIVES

- Configuration and testing of Microsoft SharePoint Services 3.0. This will provide a repository for all SAA documents/forms and provide a more efficient means of searching for and finding documents.
- Assist the Office of House Security with the implementation of their new content management system.

## IDENTIFICATION SERVICES DEPARTMENT

### ACTIVITIES AND ACCOMPLISHMENTS

- Participated in an alternate chamber exercise, demonstrating mobile ID badging capabilities.
- Issued purchase order for a new badge production system to replace the current system.
- Continued meetings with representatives from the General Services Administration, Senate SAA staff, and staff from the Judicial Branch to develop an appropriate credential equivalent to the Executive Branch HSPD-12 card that will allow Legislative and Judicial staff access to GSA-managed office buildings.
- Participated with IG staff in a Management Advisory Review of ID Services procedures.
- Issued approximately 6,100 new ID badges to the House community during the reporting period. This includes approximately 4,600 House staff, vendors and Member family badges, 1,200 Architect of the Capitol staff and contractor badges, and 200 Liaison badges.

## GOALS AND INITIATIVES

- Oversee vendor implementation, testing and configuration of new ID badge production system
- Continue preparations to produce ID badges for Members-elect and their spouses at the New Member Orientation in November 2010

## GARAGES AND PARKING SECURITY

**G**arages and Parking Security is responsible for the safety and security of vehicles and pedestrians in all House garage and parking areas. House Garages and Parking Security assist the U.S. Capitol Police with Member and staff recognition and vehicle security inspections. Parking Security personnel check garages daily for proper permit parking, and garage and lot security. Garages and Parking Security staff monitor vehicle traffic in all parking areas and assist motorists with any vehicle emergencies.

**T**his office issues and administers parking and enforces the parking allocations set by the Committee on House Administration for each office, and approves and issues all temporary parking requests for House employees and guests. To do this, the office maintains a computerized database of individuals and vehicles authorized for parking, with supplementary files for each office authorized for parking. Parking Security also handles parking arrangements for reserved, handicapped, and car pool parking, as well as group/special event parking for morning and evening functions on the House side of the Capitol complex.

## ACTIVITIES AND ACCOMPLISHMENTS

- Provided emergency vehicle assistance for Members and staff on numerous occasions.
- Participated in a alternate chamber exercise, in coordination with the U.S. Capitol Police, which utilized a number of emergency vans.
- In coordination with the U.S. Capitol Police, completed refresher security and safety training for all personnel. This training was conducted at the Federal Law Enforcement Training Center at Cheltenham, Maryland.
- Completed vehicle familiarization training (i.e., jump starts, tire change and tire pressure checks) for all personnel with the assistance of the U.S. Capitol Police Vehicle Maintenance Division.
- Assisted the Architect of the Capitol with logistics and coordination of various construction projects.
- Working in coordination with the U.S. Capitol Police and the Office of Congressional Accessibility Services, established additional public handicap parking in House parking areas.

## GOALS AND INITIATIVES

- Coordinate with the U.S. Capitol Police and other entities to offer a variety of new and additional training courses for all employees.
- Begin preparations for the 112<sup>th</sup> Congress — select new decal design, gain approval and procure it, and prepare for issuing permits.



- Execute plans regarding interim space, for Members and staff assigned to the East and West Garages. This work is scheduled to begin in the fall of 2010, and parking reassignments will begin two weeks before work starts.

## OFFICE OF HOUSE SECURITY

The Office of House Security was established December 1, 2005, to serve as a centralized location for the U.S. House of Representatives to handle all security clearances, background investigations, and maintain control of classified documents.

### ACTIVITIES AND ACCOMPLISHMENTS

- Performed 21 security education and awareness briefings, with 112 persons having attended in the past six months.
- Completed 74 terminations of security clearances that are no longer active.
- Forwarded 140 clearance requests to Department of Defense (DOD) and 16 SCI requests to the Central Intelligence Agency (CIA).
- Conducted 117 security clearance interviews for Member and Committee staff.
- Coordinated 86 office sweeps with the U.S. Capitol Police Technical Security Countermeasures Team.
- Passed 175 Congressional Staff clearances so that they may attend classified briefings and facilities.
- Provided assistance to the main office during special events and meetings.
- Conducted 21 Federal Bureau of Investigation Counterintelligence briefings for members and staff.

### EDUCATION AND OUTREACH

- Completed 14 Foreign Travel briefings for Members and staff traveling abroad.
- Continue to review and revise all in-house policy regarding security clearances and background investigations.
- Office of House Security staff completed training Federal Emergency Management Agency, Interagency OPSEC Support Staff (IOSS), Joint Counterintelligence Training Academy, Joint Military Intelligence Training Academy classes.
- Held second annual House of Representatives security conference with our security counterparts in the various Committees and Offices.
- Teamed up with the CAO and NSA to provide security education regarding computers, Blackberrys, and PDA's to the Speaker's Office and House Staff.

- The Office of House Security continued to meet on a quarterly basis with all Armed Forces liaisons to reintroduce services offered regarding Congressional and Staff Delegations.
- Met with Intelligence Community Legislative offices for "101-type" tutorials of each agency.

## GOALS AND INITIATIVES

- To absorb and house other House of Representatives Committee's and Office's classified information into a centralized database.



- Biannual Security Awareness Day.
- Begin hosting monthly educational expos by Intelligence Community members to provide better education to House staff regarding OPSEC, counterintelligence, and foreign travel.
- Continue to establish a formal Counterintelligence policy for the Office of House Security.
- Integrate secure technology into the Office of House Security, such as scanning classified information, enhancing security clearance process with DOD, and creating a new OHS website to better service Congressional staff.

## EMERGENCY CONTINUITY PREPAREDNESS

The Office of Emergency Continuity Preparedness was established on September 16, 2008. The Emergency Continuity Preparedness division provides strategic oversight and direction to Sergeant at Arms staff on all aspects of House emergency preparedness and response and coordinates emergency continuity preparedness program efforts with U.S. House of Representatives Officers. This office is responsible for developing and maintaining continuity of operations (COOP) plan and other continuity plans for the Office of the Sergeant at Arms.

## ACTIVITIES AND ACCOMPLISHMENTS

- Developed the Alternate Chamber Plan to provide guidance to SAA staff during the implementation of an alternate chamber.
- Planned for and participated in a relocation exercise from August 3-5, 2009 to exercise SAA plans and procedures and developed an after action report (AAR) to compile controller and participant observations and identify resulting recommendations and corrective actions.
- Developed daily novel H1N1 status reports, from August – December 2009, for the Sergeant at Arms with updated information and guidance from the Center for Disease Control and Prevention (CDC), Office of the Attending Physician (OAP) website, and other relevant open sources.
- Participated in an H1N1 influenza teleconference, led by the Office of the Attending Physician to disseminate the most up-to-date H1N1 information and guidance.
- Disseminated emergency preparedness guidance to SAA staff through the release of internal Pandemic Awareness e-mails to Division Leads and staff.
- Enhanced the SAA Test, Training, and Exercise (TT&E) After Action Report (AAR) Database by upgrading from a Microsoft Excel to a Microsoft Access format to more easily identify and track the status of action items and the point-of-contact through the forms, reports, and query features; linked each TT&E AAR to the action item catalog number identified in the database.
- Updated the SAA Family Preparedness Awareness Self Paced Training to include Pandemic Information to help employees prepare for an emergency and distributed among House Office Emergency Coordinators (OEC) to provide high level information regarding self and family emergency preparation and provide resources to obtain additional information, suggestions, and guidance
- Coordinated with the U.S. Capitol Police to conduct evacuation drills of the Capitol and all House Office Buildings.
- Participated in the Member Briefing Center (MBC) Guided Discussion between SAA and the U.S.

Capitol Police (USCP) to discuss plans and procedures for implementing an MBC, captured the discussion, protocol revisions, and improvement action items and developed an SAA/USCP MBC Guided Discussion AAR to identify improvement action items.

- Procured and assembled SAA Telework Go-Kits to enhance organization pandemic preparedness efforts and response efforts.
- Prepared alternate facilities by identifying and/or pre-positioning necessary SAA vital equipment, files, and infrastructure requirements.
- Conducted individual SAA Alternate Chamber team overviews to familiarize SAA staff with individual alternate chamber roles and responsibilities.
- Tracked and responded to more than 250 requests from District offices for Pandemic go-kits and information as a part of House efforts to prepare House and District offices for H1N1.
- Developed the Office of the Sergeant at Arms Initial Evacuation Response to identify the initial evacuation-based movements of critical SAA staff.
- Conducted and participated in a House Van Staging Meeting with the Director of the Garages and Parking Security Division in December 2009, to discuss the current vulnerabilities of House Van locations and identify most advantageous locations to stage the House Vans and pre-staged multiple House Vans to new locations to enhance the preparedness posture of House transportation.
- Continued process for procuring new House Accountability Device by meeting with vendor representatives, testing initial device and software prototype, and refining software requirements to improve the House's ability to account for House Members and staff during an emergency and special events.

## BUDGET INFORMATION



## FISCAL YEAR 2009

The following tables detail the Office of the Sergeant at Arms budget information for fiscal year 2010 as of December 31, 2009:

Office/Division	Personnel Budget	Personnel Costs	Non-Personnel Budget	Non-Personnel Costs	Total Budget	Total Expended
Sergeant at Arms	172,500	171,325	—	—	172,500	171,325
Immediate Office	1,690,500	1,666,836	1,033,000	1,028,917	2,723,500	2,695,753
Chamber Security	1,625,000	1,608,625	1,000	403	1,626,000	1,609,028
Parking Security	2,200,000	2,168,644	15,000	14,320	2,215,000	2,182,964
House Security	420,000	406,885	1,000	224	421,000	402,109
Information Services	812,000	800,671	208,000	200,998	1,020,000	1,001,669
Emergency Planning	175,000	137,898	2,000	—	177,000	137,898
<b>TOTAL (in dollars)</b>	<b>7,095,000</b>	<b>6,960,884</b>	<b>1,260,000</b>	<b>1,244,862</b>	<b>8,355,000</b>	<b>8,205,746</b>

Object Class	Budgeted	Expenditures
Salaries	7,095,000	6,960,884
Transit Benefits	17,000	16,492
Travel	17,000	16,021
Rent, Communications, Utilities	165,000	163,432
Printing	5,000	4,693
Other Services	445,000	441,339
Supplies and Materials	205,000	201,630
Equipment	406,000	401,255
<b>TOTAL (in dollars)</b>	<b>8,335,000</b>	<b>8,205,746</b>

## FISCAL YEAR 2010

The following tables detail the Office of the Sergeant at Arms budget information for fiscal year 2010 as of December 31, 2009:

Office/Division	Personnel Budget	Personnel Costs	Non-Personnel Budget	Non-Personnel Costs	Total Budget	Total Expended
Sergeant at Arms	172,500	43,125	—	—	172,500	43,125
Immediate Office	1,856,500	435,169	1,006,000	560,399	2,862,500	995,518
Chamber Security	1,757,000	437,968	2,000	—	1,759,000	437,968
Parking Security	2,337,000	572,089	15,000	2,456	2,352,000	578,545
House Security	491,000	122,656	2,000	119	493,000	122,775
Information Services	887,000	206,430	725,000	614,833	1,612,000	821,263
Emergency Planning	256,000	39,118	2,000	—	258,000	39,118
<b>TOTAL (in dollars)</b>	<b>7,757,000</b>	<b>1,856,555</b>	<b>1,752,000</b>	<b>1,177,757</b>	<b>9,509,000</b>	<b>3,034,312</b>

Object Class	Budgeted	Expenditures
Salaries	7,757,000	1,856,555
Transit Benefits	—	—
Travel	21,000	2,043
Rent, Communications, Utilities	230,000	21,563
Printing	3,000	107
Other Services	551,000	523,096
Supplies and Materials	217,000	16,115
Equipment	730,000	614,833
<b>TOTAL (in dollars)</b>	<b>9,509,000</b>	<b>3,034,312</b>

## STAFFING LEVELS

The following tables detail the Office of the Sergeant at Arms staffing levels as of December 31, 2009:

Office/Division	Authorized	Filled	Vacancies
Immediate Office (Includes Police Services, Special Events and the Appointments Desk)	23	21	2
Chamber Security	32	32	0
Parking Security	43	42	1
House Security	6	6	0
Information Services	11	10	1
Emergency Continuity Preparedness	2	1	1
<b>TOTAL</b>	<b>117</b>	<b>112</b>	<b>5</b>



The CHAIRMAN. Thank you. I thank the gentleman.  
The Honorable Daniel Beard.

**STATEMENT OF THE HON. DANIEL BEARD**

Mr. BEARD. Thank you, Mr. Chairman.

I would like to submit my testimony for the record and make some observations about the past year for the Office of the Chief Administrative Officer.

The CHAIRMAN. Without objection.

Mr. BEARD. I am very proud of the work performed by the 675 individuals who work in the office. They work for everyone and, in a sense, are kind of service agnostic. They work long hours, provide incredible service, and they are very proud of the role that they play in the legislative process.

Over the last year—the Clerk mentioned a snapshot of her activities. Well, I would like to highlight four areas where I think that we have had some challenges and some successes in our activities.

The first is in the area of employee benefits. We, as an institution, are better off if we have an employee base who has been here for a long time and there isn't a high turnover rate. We can't compete with the private sector in the area of salary, but we certainly can provide a good benefit package to our employees.

So I have been very pleased to work with the committee to raise the student loan repayment level over the past year and to work to establish a tuition and professional fees reimbursement program, as well as the Child Care Affordability Program.

I would also like to point out that we have initiated this year the Wounded Warrior Program, which provides a program to provide assistance to Members. We have placed 31 wounded warriors, veterans of the Iraq and Afghanistan wars, in Member offices. One works in my office. And we have 15 working in Republican offices and 15 in Democratic offices, so I would call that a very bipartisan program.

The second area that we have invested considerable time and energy in is in greening the Capitol. The Speaker gave us a challenge to reduce our energy consumption by 50 percent over 10 years and to try to eliminate our carbon footprint. We have worked to do that by purchasing wind energy for all of the electricity. All the electricity comes from wind energy projects. We have switched from coal to natural gas in our power plant. We have consolidated servers. We have renovated data centers. And we have, as Mr. Lungren mentioned, moved to compostable food service waste, as well as banning Styrofoam and plastic in our food service operation.

But I think equally important, over the last year, we have invested a considerable amount of time and energy and effort to the My Green Office program, where we have reached out to 272 offices here in Washington and 177 district offices to encourage them to adopt 15 actions which ultimately will help save energy and save operating costs.

A third area where we have had significant challenges in the last year is in the area of IT security. Most people don't realize that the House handles approximately 1.1 million e-mails a day. And we have hundreds of thousands of attempts on a monthly basis to get

into our systems. And it is a challenge to work to defend and keep that system vibrant and reliable.

I want to especially thank the Speaker and the Republican leader. The chair and Mr. Lungren have been very supportive of efforts over the past year. We have upgraded hardware and software, encrypted information, and better protected sensitive House information. We are scanning equipment before and after Members go overseas and improved security training for House employees. These changes benefit every Member because our system is only as secure as our weakest link.

Finally, the fourth area I wanted to highlight is the improved accessibility for Members and staff to new technology. I can't think of a more difficult and challenging activity than keeping up with the ever-changing technology, electronic technology, IT technology that is coming out. It is simply—it is like a race where we are running on an treadmill, trying to stay ahead of the technological developments. It is a constant challenge for us.

Seven years ago, we didn't have any of these BlackBerrys, and yet today we have 9,000. We not only have to make them secure, but we have to be able to assist Members and support them. Last year, iPhones weren't used in a business setting, and yet over the past year we have explored with a number of different businesses ways to make iPhones secure. And we will be able to help Members use iPhones, enable Members to use iPhones, going forward.

We have also improved the access of technology and the accessibility of technology to Members and to district offices. I think it is important to remember that we serve district offices from Pango Pango and Guam all the way to, you know, Anchorage and Honolulu and Bangor, Maine, and Florida and everywhere else. So we have 900 district offices, and we have worked hard to link those into our IT systems so that they have the capability to be able to participate in an effective way.

I think today that we are better wired, better equipped, better protected, and better served in the technology area. But it is a race, and it is one that will be ongoing and will be very difficult for us to keep up with over the next few years.

So those are some of the highlights of the past year. I would be more than happy to answer questions as we go forward. Thank you.

[The statement of Mr. Beard follows:]



**Chief Administrative Officer's "Oversight of the  
Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the  
House of Representatives" Testimony**

**Testimony**

**Daniel P. Beard**

**Chief Administrative Officer**

**U.S. House of Representatives**

**Before the**

**Committee on House Administration**

**April 28, 2010**

**Summary**

Mr. Chair and Members of the Committee: I am pleased to appear before you to discuss the variety of achievements and improved business practices of the Office of the Chief Administrative Officer. This testimony will highlight the dedication and hard work these 675 employees deliver every day. Among their many accomplishments, these fine men and women keep our computer networks safe, make our share of the Capitol campus a national model of sustainability and keep this institution's financial records publically transparent and in order -- all while providing Members, Committees and staff outstanding support, customer service and successful transitions.

**House Information Resources**

In 2009, the Speaker issued broad instructions to improve the transparency and full disclosure of financial information to the public. On November 30, the CAO posted the third quarter Statement of Disbursements (SOD) on House.gov, the first SOD to be



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

provided electronically. CAO staff also developed a comprehensive set of support materials, providing educational references about the SOD to staff, media and the general public.

The new electronic version has allowed us to reduce the printed copies of the SOD by approximately 220 sets. Additionally, as of October, all Member Offices and Committees can now receive their Monthly Financial Statements electronically. The electronic delivery mechanism saves staff time and resources as well as more than 85,000 sheets of paper each month.

Last summer, the Speaker and Republican Leader also directed my office to undertake a series of improvements in information systems security efforts. These improvements included enhancing a centralized patch management system that has closed almost three million vulnerabilities -- and improving the CAO's laptop and data encryption program to better protect mobile data from unauthorized access.

The CAO has further enhanced its security program by implementing a secure configuration management program. This program improves protection of the House computer network by validating that each computer, server and printer is compliant with House security policy and technical standards. Currently, 85 percent of Member Offices are participating in this program. In addition, the CAO improved security for the 8,500 BlackBerry devices in use at the House by instituting a password policy and scanning the devices before and after international travel to determine if changes have been made. In



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

2010, these efforts will extend beyond the House campus with security awareness training for DC-based and District Office staff.

These enhancements have significantly improved the CAO's security posture against increasingly bold and sophisticated hackers and other malicious users.

In response to a January 2010 joint Leadership request to assess security for public-facing Web sites, the CAO developed additional security measures for Member and other House public Web sites. The public site plan will expand the number of available vendors and reduce the time required for development and publication of Web sites.

In addition to providing support for House Web sites, CAO has been centrally funding the acquisition of news and information services for Member and Committee use on the Web and in print. We have an initiative underway to identify and contract for a range of optional news and information services for Members and Committees to greatly enhance this offering. A project is also underway to support and improve House.gov, HouseNet and other Web sites, with the intention of making them better information resources for the public and House staff.

The infrastructure of House.gov has also been substantially improved, now able to withstand much higher demand by the general public, as evidenced by the optimal performance achieved during the recent health care debates.



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

Enhancements have also been made for the main District Offices that, when fully implemented, will double the bandwidth to remote District Offices at no extra cost.

We are continuing to work on campus-wide wireless access. Wireless access is now available to House employees and guests in the Ford House Office Building conference rooms and the Longworth cafeteria (WiFi access is expected next month in the Rayburn cafeterias also). We anticipate installing as many as 760 wireless access points in Member and Committee offices over the next three years. These installations will make the current infrastructure more robust and accessible.

Last fall, CAO launched Employee Express, a convenient online system that allows staff to make changes to health insurance, Thrift Savings Plan (TSP), TSP Catch-Up and Combined Federal Campaign contributions. Employee Express is a self-service option that eliminates paper processing, making it a more accurate and sustainable method for benefits processing. The next phase of this program will allow new House staff to make their initial benefit elections through Employee Express.

FinMart Financial Reports, a new Web-based system allows offices to view and analyze financial and inventory reports as well as monthly payroll certifications. Information is available upon demand and can be downloaded and sorted in Excel. Training sessions for financial points of contact began in November through the House Learning Center.

The Member Centralized Services initiative consolidated the computer servers for 150 offices by the end of 2009, significantly reducing the energy and resources required



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

for computer operations. In October, the House's mainframe system was retired after more than 10 years of careful planning. This resulted in significant energy and efficiency savings.

Additionally the Office of the Chief Administrative Officer has: begun supporting iPhone devices, fully readied the House's computer infrastructure to support the implementation of the Atlas project, entered the final stages of preparation for migrating Members and staff into Exchange 2007, developed a plan to support the technology needs of Members and their staffs through "Live Chat," and provided over 160 offices a data storage solution through the House Hosted Services.

The Atlas project is on track to go live at the start of the fiscal year, October 2010. The new system will allow House offices to submit a purchase request or payment request online, attach supporting documentation and track the status of their submissions. They will also have access to real-time budget information through online inquiries. The new system supports business continuity and enhances greening efforts by reducing paper flow and providing remote access for transaction processing.

**Green the Capitol**

The CAO and the Architect of the Capitol have been working together toward the Speaker's goal of making the House campus a model of sustainability and energy efficiency. Under the Green the Capitol program, the House seeks to reduce its energy consumption by 50 percent over a 10-year period. The program is exceeding the five percent annual goal of reducing House energy consumption. This effort, overseen by the



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

Committee on House Administration, has positioned the House as a leader of sustainability within the Federal government.

Highlights of the Green the Capitol program over the past year include:

- The successful implementation of the My Green Office program, through which the CAO held Member and Committee Office consultations that have included over 5,000 House staff. So far, 404 green office consultations have been held -- on Capitol Hill and in the Districts -- focused on effective sustainability practices;
- The execution of the House Green Expo 2010, held two weeks ago, which highlighted the partnership between the CAO and AOC and attracted approximately 1,500 staffers interested in learning how they can be more green in the workplace;
- The decrease of the House's carbon emissions by more than 74 percent, achieved by purchasing renewable wind energy for the House's electricity needs and by burning natural gas rather than coal at the Capitol Power Plant;
- A House-wide effort to consolidate computer servers, resulting in a reduction in energy consumption in the main data center from 500 kWh per hour of electricity to 125 kWh per hour;
- The offering of a new computer server hosting service, which saves energy and money in Member Offices. It eliminates the need for in-office computer servers as their functions are transferred to high-capacity servers in the main data center.



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

- The significant emphasis on increasing the amount of recycling and decreasing the amount of landfill-directed trash produced at the House, through staff education and working with the AOC to make sure all bins are clearly labeled. (In 2009, over 1,800 tons of paper and 46 tons of bottles and cans were recycled. Assets, Furnishings and Logistics now recycles a range of materials from sawdust and wood scraps to carpets and drapes. Several CAO offices are piloting a zero waste initiative and all CAO employees will be enlisted in an effort to eliminate waste by 90 percent or more by the end of 2010);
- The sale of only 100-percent post-consumer recycled content paper in the House Office Supply Store;
- Recent revision of procurement guidelines, supported by the Committee, to incorporate sustainability and life-cycle assessment into the procurement process;
- The opening of a new dry cleaning vendor, who was awarded a contract in December, and who uses green processes to dry clean clothes, eliminating the emission of toxic air pollutants used by most traditional dry cleaners;
- The use of a pulper to process food services waste (including all containers and utensils, which are fully-compostable) into compost-ready material. (More than 1,500 tons of waste has been turned into topsoil, some of which went into the recent landscape renovation outside the Ford House Office Building);
- A complete redesign of the Green the Capitol Web site, a portal through which the general public can become informed about how the House, and specifically the



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

Member and Committee Offices, are committing to sustainability practices.

**Work/Life Benefits**

The CAO recently centralized Transit Benefits, which are no longer charged back to each individual office. Benefit enhancements currently under development include a Child Care Affordability Program and a Tuition Reimbursement and Professional Dues benefit.

Additionally, the CAO has continued to enhance the benefits for House staff by working with the Committee to increase both the annual and lifetime caps for the Student Loan Repayment Program. The House's student loan program now parallels the Executive Branch program with an annual cap of \$10,000 in benefits and a lifetime cap of \$60,000. In calendar year 2009, more than 3,000 House staff participated in the program.

The CAO recently worked with the AOC to renovate the outdoor play area at the House Child Care Center.

In June and July Member Offices participated in the 2009 House Compensation study, conducted by the CAO. A total of 199, or 45.1 percent, of the offices responded, representing an increase of 13.1 percent over the 2006 response rate.

In December 2009, the CAO also conducted the 2009 U.S. House of Representatives Benefits Satisfaction Survey, the results of which are being analyzed and used to develop appropriate action plans.



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

The CAO also continues to run the annual Summer Enrichment Program, a service to employees of the House which allows their children insight into where their parents work and gives them a broader context for the significance of Washington, DC.

The CAO has selected an outside consultant to ensure that the organization is promoting a culture of diversity. After a thorough review of 35 proposals, the Ivy Planning Group has been selected to assist us in addressing this important initiative.

**Wounded Warrior Program**

Established by the CAO in February 2008, the House Wounded Warrior Program has funded 50 fellowships for the purpose of providing employment opportunities to wounded or disabled veterans who have served on active duty since September 11, 2001.

Since its inception, a total of 33 veterans have been hired, with two having already transitioned into full time positions in other government agencies. Currently two fellows are assigned to positions in Washington, DC, while the other 29 are located in Congressional offices nationwide. The remaining 19 unfilled fellowships have been assigned to Members and are in various stages of the staffing process.

Feedback from Members who have already placed veterans in this program has been overwhelmingly positive. The majority of these fellows are working as Veterans Caseworkers, interacting with veterans in the Districts and advocating on their behalf to the Department of Veterans Affairs and other agencies.



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

The success of the Wounded Warrior Program is evidenced by the fact that there are currently five Congressional Members waiting to participate as fellowships are completed or become vacant -- and the list is growing.

**Modernizing Our Hearing Rooms**

Since FY 2002, House committee rooms have been undergoing audio and video upgrades through the Committee room renovation program. In this digital age, Members and their constituents have come to expect higher broadcast and recording quality and digital archiving and distribution capabilities.

Fifteen committee rooms have been upgraded. The remaining five are currently in the design phase, with installation dates to be determined by the Chairs of the committees.

More recent accomplishments include:

- The completed installation of an audio sound reinforcement system for the Subcommittee on Defense Appropriations, Capitol H-405 hearing room;
- The completion of audio/video and multimedia system installation for the Committee on Armed Services, Rayburn 2118 hearing room. (The Armed Services main hearing room is the first standing Committee to received integrated individual touch-screen technology for Members).

Projects also underway include:



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

- An audio system design for the HC-5 multipurpose meeting room in the Capitol, as requested by the Appropriations Committee, with a projected completion in late June 2010;
- The installation of audio/video system for the Subcommittee on Armed Services, Rayburn 2212 with a projected completion date of May 17, 2010. This hearing room is also designated for audience overflow for Armed Services main hearing room Rayburn 2118.

**Secure Mail Review**

On February 13, 2009, the Chairman and Ranking Member of the Subcommittee on Capitol Security directed me to review the House secure mail program and policies and provide a summary of findings and recommendations. The CAO presented findings and recommendations in September of 2009. We have met with key stakeholders and are currently working to implement those recommendations that allow us to more efficiently and effectively serve the CAO's customers without impacting the security of House mail.

**Demonstration Projects**

Last year, the CAO received initial funding for a series of energy conservation and sustainability projects. These projects include new ways of using energy more efficiently, generating electric power in a more sustainable manner and lowering the costs of existing renewable power systems. This program is being undertaken in cooperation with the AOC, Lawrence Berkeley National Lab and the Department of Energy. We



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

received nearly 40 proposals to demonstrate innovative energy efficiency and conservation technologies on the House campus.

The importance of this program transcends the House's need to acquire better energy-saving technologies. This initiative also directly supports American companies at the forefront of green technology. By allowing these companies to showcase their developing technologies on Capitol Hill, the visibility of their respective industries will increase, fueling green job creation – a priority for both the Speaker and the President.

Legislative Branch Appropriations has provided funding for these Energy Demonstration Projects, however this funding awaits authorization.

**House Food Service Programs**

A variety of actions have been taken within the House food service programs to provide top quality food and value to the entire House community. We worked with Restaurant Associates to create value meal packages. A number of tools have been used to keep staff informed of the value meal program including signage at the stations that are running specials, posting specials on the menu Web page, and using Twitter to communicate specials and value meals.

Several other value meal programs have been designed and are in the final stages of development. The CAO, in collaboration with Restaurant Associates, is now working on a timeline for their implementation.

**Transition Activities**



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

We are undertaking a slightly different approach to the 112<sup>th</sup> Transition from previous Transitions. In past years the CAO waited until early in the calendar year of a transition to begin preparations. For the 112<sup>th</sup>, the CAO began as soon as the 111<sup>th</sup> was completed. Our new thought process is to make the Transition a normal part of everyday business and not a project that affects us at the end of the year every two years for a few months.

We are building partnerships with the CHA, AOC and other House Officers. Our goal is to improve Transition each time through communication, proper planning and solid processes.

Of particular note, the CAO is working with this Committee currently to greatly streamline Transition communications through the use of Web-based information modules intended to quickly provide Members and their staffs with the information they need, prioritized in order of importance. The resulting forms and paperwork will then be centrally processed through a new Transition Office, scheduled to open in October, 2010.

**Payroll and Benefits**

The CAO's Office of Payroll and Benefits has instituted changes aimed at improving quality of service, operational efficiency and transaction accuracy.

The effectiveness of these changes is reflected in improved customer satisfaction numbers: from 77 percent a year ago to 92 percent today.

We have worked hard to improve external communications through the complete overhaul of all Payroll and Benefits information on HouseNet as well as through direct



**Chief Administrative Officer's "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer and Inspector General of the House of Representatives" Testimony**

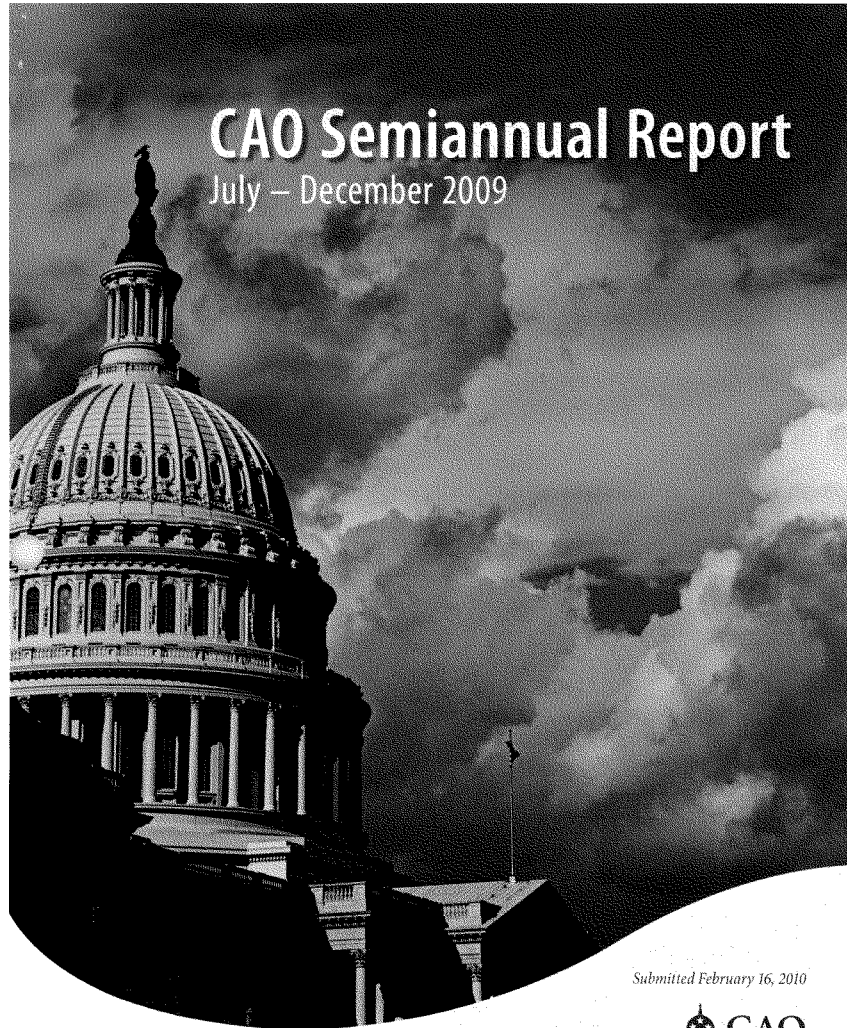
House Office outreach. All of the Payroll and Benefits content was revised and structured in a way that best serves all of the payroll points of contact within Member and Committee offices.

Additionally, several new customer-facing programs were launched, such as MyPaylinks (a Web site where employees can view their benefit information and make changes to their payroll profile) and Employee Express (a Web site where House staff can view and make changes to their benefits).

Internally, employees were encouraged to play a greater role in the effort to improve operations. One way this was accomplished was to stress the importance of training and to support employees through a variety of training classes.

**Closing Remarks**

Mr. Chairman, my testimony highlights the work being done by the talented employees of the Office of the CAO. I have submitted with this testimony our last semi-annual report to the Committee, which offers a greater level of detail on some of the topics contained herein. I'd be happy to answer any questions you might have.



Submitted February 16, 2010



Printed on 100% post-consumer recycled paper.

## Credits

Photographs courtesy of Karissa Marcum, Deputy Press Secretary, the CAO Office of Photography and the CAO House Graphics Studio.  
Document design and layout courtesy of CAO House Graphics Studio.

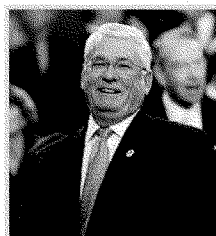
## LETTER FROM DAN

During the past six months, the Chief Administrative Office has accomplished a variety of major achievements and improved its business practices.

This report highlights many of those successes, but it can only begin to capture the dedication and hard work that CAO staff put into everything they do.

They ensured the safety of our computer network, made our campus a national model of sustainability and kept the House's financial books in order, among other essential functions.

The commitment of my 600-plus employees ensures that the House of Representatives operates efficiently.



Dan Beard, Chief Administrative Officer.

I am very proud of that fact.

Of course, providing excellent service to the entire House community doesn't happen without coordination among all levels of the organization.

Some of the innovative projects and programs we asked CAO employees to take on were difficult to execute and required them to think more innovatively. I challenged CAO employees to question conventional wisdom and embrace positive change.

Much to my delight, although not to my surprise, my employees were quick to respond with excellence.

So, I would like to take this opportunity to thank our hardworking employees, who give so much of themselves in support of this great institution.

A handwritten signature in dark ink that reads "Dan Beard". The signature is fluid and cursive, with the first and last names being more prominent.

Daniel P. Beard  
Chief Administrative Officer

## TABLE OF CONTENTS

### Green the Capitol

Getting the Green Light .....	1
Greening Member Offices: Member, Committee and Leadership Office Greening Program .....	1
Greening Member Offices: District Office Greening Program .....	2
Shrinking the Carbon Footprint of House Information Resources .....	2
Leading by Example: Greening the CAO .....	3
Reusing and Recycling in Assets, Furnishings and Logistics .....	5
Making Recycled Paper Official .....	6
Developing Interactive Educational Approaches and a New Website .....	6
Working to Relight the Capitol Dome .....	6
Collaborating on Energy Savings and Sustainability Projects .....	6

### Work / Life

Reimbursing Tuition and Professional Dues .....	7
Improving Child Care .....	7
Conducting the House Compensation Study .....	9
Measuring Benefits with the House Benefits Satisfaction Survey .....	9
Enriching Children through Summer Program .....	9
Focusing on Well-being at the Annual Health and Wellness Fair .....	9

### Enabling Technologies, Pilots and Contracts

Handling Increased Volume in First Call .....	11
Offering Electronic Video Transfer .....	11
Taking and Printing the Official Photograph .....	11
Renovating the Salon .....	11

Greening the Cleaner.....	13
Extending the Fitness Center Contract.....	13
Posting the Statement of Disbursements Online.....	13
Making Monthly Financial Statements Available Electronically .....	13
Improved FinMart Reporting Tool.....	15
Implementation of New Tool Improves Benefits Processing .....	15
Installing Wi-Fi Access .....	15
Retiring the House's Mainframe.....	15

### **Emergency Preparedness**

Communicating During an Emergency .....	17
Responding as a Team .....	17
Training, Testing and Exercising.....	17
Supporting District Offices.....	17

### **Charts**

FY 2010 CAO Staffing .....	18
FY 2009 Budget to Actual Report .....	19
FY 2010 Budget to Actual Report.....	20

### **Features**

CAO Named Great Place to Work.....	4
500+ Years in the House .....	8
Green the Capitol Supports Members Beyond the Beltway .....	10
Making the World Look Good.....	12
New House Recording Studio Facility .....	14
Wounded Warrior Strives to Make Others Smile .....	16

## GREEN THE CAPITOL

### Getting the Green Light

In 2007, Speaker Pelosi established the Green the Capitol (GTC) program to make the House a national leader in resource stewardship and sustainable business practices. Since then, the program has spurred a fundamental transformation of perspective and behavior among the institution's thousands of employees.

### Greening Member Offices: Member, Committee and Leadership Office Greening Program

At the Speaker's direction, the Office of the Chief Administrative Officer (CAO) launched a GTC office greening effort in April 2009. In the months since, the program has reached nearly 3,000 House staff on Capitol Hill and hundreds more at District Offices throughout the country.

More than 100 specially trained CAO and Architect of the Capitol (AOC) employees are working to introduce House offices to the greening program.

Through consultations and workshops, they help staff understand the importance of taking resource conservation actions in their offices and making the House a leader in sustainable practices.

Between May 2009 and the end of the year, office greening teams met with approximately 200 Member, Committee and Leadership offices representing Republicans and Democrats from nearly all 50 states and various territories.

Greening teams keep in touch with a designated staff person at every office they visit.

These "Green Office Representatives" educate and encourage their colleagues to take greening actions. They also chart progress and update CAO office coordinators on their offices' participation in the program.

To make office greening as straightforward and quantifiable as possible, GTC created an interactive web-based tracking tool called My Green Office.

This website visually highlights more than 50 greening actions, from installing compact fluorescent light bulbs and smart power strips to purchasing only ENERGY STAR appliances and green office supplies. The actions are broken down according to ease of completion and greatest savings. "Core Actions" are those considered relatively easy to complete, while

"Stretch Actions" are more ambitious. "Already Green Actions" represent initiatives, such as installing solar shades and low-VOC (volatile organic compound) carpets, completed or underway by the CAO and AOC.

My Green Office allows users to set goals, record progress and measure both office and House-wide savings in four categories: energy, carbon emission reduction, landfill waste diversion and dollars.

### Greening Member Offices: District Office Greening Program

The office greening program's second phase has taken it beyond Capitol Hill.

During consultations at District Offices around the country, GTC teams encourage staff to participate in the program just as their Washington-based colleagues do. In addition to the current District Office Greening Actions Guide, staff at these offices will soon have access to a My Green Office website feature tailored for them.

### Shrinking the Carbon Footprint of House Information Resources

House Information Resources (HIR) has made significant progress in its effort to consolidate Members' computer servers. The effort improves both information security and energy efficiency. When the change is implemented House-wide, \$394,000 and nearly 3.3 million kWh of electricity will be saved annually. Recently completed data center renovations, such as unplugging an outdated and energy inefficient mainframe computer, will save an additional \$420,000 and 3.5 million kWh of electricity annually.



A blade frame server, right, uses far less energy than traditional servers.

### Leading by Example: Greening the CAO

Just as the House should serve as a symbolic example of sustainability to the nation, the CAO is striving to set a green standard for the House. The CAO is the logical choice for this role because its employees touch virtually every aspect of House operations, from the food in the cafeterias to the computers in the offices.

So far, GTC's office greening program has reached more than 40 CAO offices representing more than 30 departments. Managers are trained to green both their office spaces and their respective business units, designating one or more employees as a green office representative. The CAO as a whole is committed to achieving all of the more than 50 office greening program actions.

All CAO employees are educated and empowered to incorporate sustainability and environmentally conscious decision making in every facet of their working environments.

By the end of 2009, Green the Capitol had conducted workshops for all CAO departments. Additionally, follow-up consultations were scheduled to check progress and offer assistance.

Events like the internal shredding day held in November, where 13,500 pounds of material was recycled, illustrate the commitment CAO employees have to making House operations more sustainable.

The CAO recently launched a Zero Waste initiative, which will build on other CAO efforts to reduce, reuse and recycle.

Under a recently announced policy, all CAO employees will be enlisted in an effort to eliminate waste by 90 percent or more by the end of 2010. The initiative will involve a thorough overview of business practices, from office recycling to procurement.

The effort involves a fundamental rethinking of waste as a potential resource that can be fed back into the system, reducing costs and environmental impacts. This "cradle to cradle" approach looks far down the production stream to consider a product's inefficiencies, life cycle and reuses.

Its goal is to make landfills and incinerators obsolete.



The Zero Waste logo, designed by the CAO House Graphics Studio.

## CAO FEATURES:

### CAO Named Great Place to Work

For the second time in a row, The Washingtonian magazine has selected the CAO as one of the 50 Great Places to Work in the Washington, DC area. The magazine's biannual awards issue includes the CAO among a select group of employers with "truly exemplary workplace culture."

A panel of editors and writers chose the CAO from more than 200 companies and more than 13,000 random employee surveys. The panel considered CAO staff rankings of criteria including pay and benefits, challenging and interesting work, work-life balance, learning opportunities, financial stability, commitment to charity and community and recognition and respect given staff.

Chief Administrative Officer Dan Beard described the award as recognition of the organization's positive culture. "I am proud of our staff," Beard said. "Their teamwork and attitude made this honor possible."

Ali Qureshi, Deputy Chief Administrative Officer, described the honor as validation of the CAO's core values. "It's a testament to the fact that our staff are passionate about the institution they serve."

It helps that the organization is multifaceted, full of challenges. "We do so many things," Qureshi said. "There's never a dull moment. There's never a business as usual flavor to this place, nor should there be."

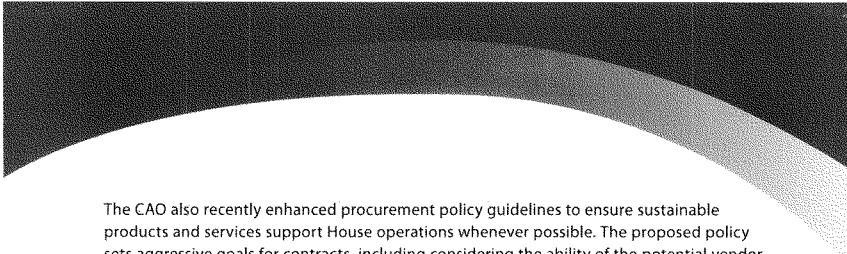
Of course solid pay and generous benefits are also draws amid the current barrage of bailouts, bankruptcies and layoffs.

In the larger sense, however, benefits only go so far, said Deputy Chief Administrative Officer Walt Edwards. "What makes things work is honest and timely feedback to employees about their performance, understanding that everyone makes mistakes and can learn from them and our constant coaching of employees to help them improve or advance."

The award should be a point of esteem for CAO employees.

Qureshi said: "This is about pride in helping the House function." ♦





The CAO also recently enhanced procurement policy guidelines to ensure sustainable products and services support House operations whenever possible. The proposed policy sets aggressive goals for contracts, including considering the ability of the potential vendor to provide goods and services that minimize greenhouse gas emissions and consumption of energy, water, materials and natural resources. The policy is currently waiting approval by the Committee on House Administration (CHA).

The CAO has also begun to transition to a low-emissions vehicle fleet.

The organization recently purchased a hybrid, electric-diesel truck. The truck is used to move furniture, supplies and equipment around campus and to offsite facilities.

### Reusing and Recycling in Assets, Furnishings and Logistics

The Assets, Furnishings and Logistics (AFL) department has recently implemented a number of successful and money-saving environmental programs.

For example, instead of being thrown away, refrigerators and office chairs are now refurbished using environmentally friendly cleaning products. The program has saved more than \$100,000 to date by extending the life of these assets, while reducing resource consumption and promoting local green jobs.

Other initiatives include recycling carpet and seat cushions, procuring environmentally friendly leather and using solvents, glues and cleaners that are low in chemicals.

AFL recycles their uniforms, which bear the House seal. The uniforms are shredded offsite and in some cases used for fuel. Government issued shoes are dismantled and the rubber soles are repurposed for projects like gym floors.

During the last six months of 2009, AFL and Central Receiving and Warehousing filled 56 requests for used office equipment.

Used equipment is technology that is no longer needed or has been replaced by the Member and/or Committee offices. Before that equipment can be reissued, it is tested and evaluated in accordance with HIR technical standards. These standards are set by HIR and approved by the CHA. The computers are then wiped clean of any data and operating systems using Department of Defense-approved software. Only equipment that meets or exceeds technical standards can be reissued; all other non-working or below-technical-standards equipment is sent to Government Services Administration (GSA) for resale or recycling.

### Making Recycled Paper Official

In October, the CAO, in partnership with the Speaker's office and the Government Printing office, announced that the Congressional Record will be printed on 100-percent post-consumer waste recycled paper.

### Developing Interactive Educational Approaches and a New Website

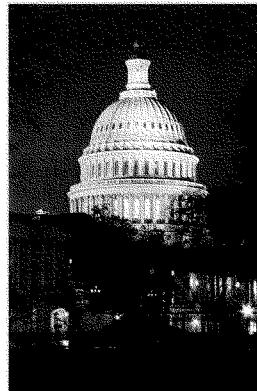
Green the Capitol, in partnership with CAO Communications, has increased its web presence in an effort to better communicate its message to the House community. The program now has active and growing communities on Facebook and Twitter and is about to officially launch a newly redesigned website.

### Working to Relight the Capitol Dome

Plans are underway to relight the Capitol Dome with energy efficient lighting. The lighting design, which will ultimately lead to a 70 percent reduction in electricity use, has been chosen. More precise controls will highlight the Dome's rich architectural details more effectively. The construction of the new design will be coordinated by the AOC.

### Collaborating on Energy Savings and Sustainability Projects

Green the Capitol continues to coordinate with the AOC to maximize the energy performance of House Office Buildings. The effort requires careful attention to water and energy consumption in the complex. The improvements will bring the CAO closer to its goal of reducing the House's energy usage by 50 percent in the next seven years.



The Capitol Dome shines during a lighting test.



## WORK / LIFE

### Reimbursing Tuition and Professional Dues

The CAO has drafted policies to offer tuition, professional dues and membership reimbursements to House employees.

The House has the authorization to pay or reimburse employees for the cost of academic degree training when the training contributes significantly to meeting an identified need, resolving an identified staffing problem or accomplishing strategic goals.

The proposed policy would also allow reimbursement to Members and House employees for conferences, seminars and professional training. The policy would pay for costs associated with obtaining a degree as well.

These policies are currently awaiting review by the CHA.

### Improving Child Care

The CAO recently worked with the AOC to renovate the outdoor play area at the House Child Care Center. The space provides a critical connection to nature and facilitates hands-on learning.

Renovation began in July of 2009 and was completed in September. The ribbon-cutting ceremony was attended by AOC officials, the CAO and families of the children. The playground includes plentiful shading, new surfacing, a water fountain, garden planters and equipment that allows the children to develop and test their skills with age appropriate challenges.

The new "safety surface" is comprised of 100-percent post-consumer recycled tire rubber. In fact, much of the material used in the renovation is recycled content.

The fiscal year 2010 appropriations budget provides funds for an income-based Dependent Care Assistance Program. Under the program, the House may subsidize a portion of the cost of child care incurred by eligible House employees.

The policy is currently awaiting review by the CHA.

## CAO FEATURES:

### 500+ Years in the House

The Summer of Love had just come to a close. Americans were transfixed by black and white images of a man walking on the moon. Easy Rider was in cinemas, and a little-known band called Led Zeppelin was on the radio. Richard Nixon was new to the White House, and an 18-year-old Jerry Bennett was new to the U.S. House of Representatives.

That was 40 years ago.

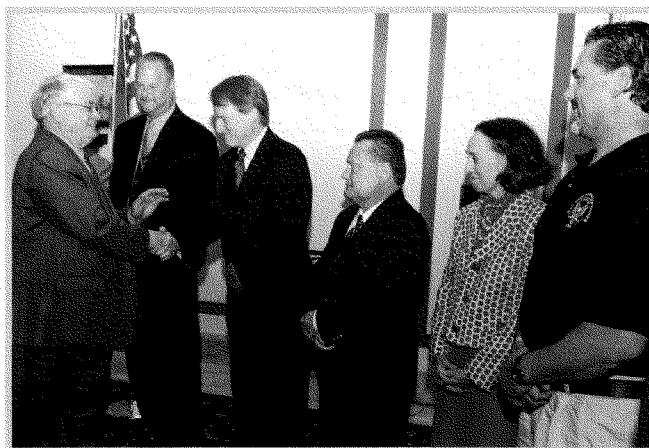
Recently, CAO Dan Beard honored Bennett and 18 other CAO employees for 25 years or more of service each. Collectively, they have worked more than 500 years in the House. Beard's fellow House officers, Sergeant at Arms Bill Livingood, Clerk Lorraine Miller and Inspector General James Cornell also honored employees from their departments.

Honored for 35 years of service were: Donald Reedy of AFL, Gloria Washington of HIR and Lea Fowlie of the House Learning Center.


Thirty-year veterans included: Patrick Bauley of the House Recording Studio, Timothy Claggett, Willie Roane and Peter Shipman of AFL, Alfreda Horton of the House Learning Center and Terry Rowe, head of the House Graphics Studio.

Rowe later recalled her early days working with a graphics-generating computer the size of a small room and a printer that took up to five hours to produce one poster. "You know, it feels like yesterday that I started." New creative challenges still keep things interesting for Rowe. "It's always exciting, there's always something new."

Quarter-century honorees included: Joseph Dean, John King and Dave Woodburn of AFL, Tina Agee and Thoa Nguyen of the House Photography Office, Pete Baer of CAO Advanced Business Solutions, Alan Deluca of HIR Facilities Management and Patrick Kenealy and Patty Mattimore of Administrative and Financial Services. ♦



Dan Beard, congratulating CAO employees for their years of service.



### Conducting the House Compensation Study

In June and July of 2009, Member Offices participated in the 2009 Compensation Study. The survey examined employment, organizational structure, benefits and other practices in the offices of Members of Congress. The survey was emailed to all Representatives' offices. A total of 199, or 45.1 percent, of offices responded, representing an increase of 13.1 percent over the 2006 response rate.

### Measuring Benefits with the House Benefits Satisfaction Survey

In December 2009, the CAO conducted the 2009 U.S. House of Representatives Benefits Satisfaction Survey. The Hay Group, a management consulting firm that specializes in employee surveys, was selected to partner with the CAO on this effort.

The goal of the survey was to discover how House employees viewed various benefits programs and offerings. Particularly, it asked employees to rate the importance, adequacy, value and competitiveness of each program.

The confidential responses will be analyzed and shared with House Leadership. The CAO will develop appropriate action plans based on the findings.

### Enriching Children through Summer Program

Approximately 60 children participated in the 2009 Summer Enrichment Program. Visits to the House and Senate floors, the White House, Ford's Theater and the Smithsonian American History Museum allowed the children to better understand not only where their relatives work, but also gave them a broader context of the significance of Washington, DC.

As the children navigated the treasures of our nation's Capital, they gathered many memories that will last them a lifetime.

### Focusing on Well-being at the Annual Health and Wellness Fair

On July 24, 2009, the CAO organization sponsored and coordinated the 12th annual House Health and Wellness Fair. Medical screenings and health and wellness exhibits were available. The fair highlighted organic, locally grown and heart-healthy food selections available in House cafeterias. As a result of the feedback from fair participants, additional screenings in bone density, oral health and women's health, along with expanded nutritional guidance will be added to next year's fair.

## CAO FEATURES:

### Green the Capitol Supports Members Beyond the Beltway

Green the Capitol is taking its message on the road.

The goal of the nationwide District Office Greening Pilot Program is ambitious: to make 900 District Offices energy efficient.

"This new push is significant in that the House of Representatives occupies millions of square feet of office space all over the United States, not just here in Washington, DC," said CAO Dan Beard. "The fact that many Members of Congress want to also make the offices in their home states more sustainable shows a tremendous amount of leadership and says to the constituents in their Districts, 'Saving energy is not just your priority, it's ours, too.'"

As part of the program, Members agree to make a series of operational changes such as using recycled paper and switching to Compact Fluorescent Light bulbs. Making the changes allows Member offices to conserve resources, energy and office expenses.

During the trip, GTC staff worked to green District Offices in California, Colorado and New Mexico. Reps. Markey, Polis, DeGette, Perlmutter, Coffman, Salazar and Lujan all participated.

"We're thrilled that Members from all over the country share our commitment to shrinking the House's carbon footprint," Robert Lane, executive director of Green the Capitol, said.

The program kicked off at the Lincoln Financial Field in Philadelphia with remarks from CAO Dan Beard, Rep. Robert Brady, Rep. Mike Castle, Rep. Jim Gerlach and Rep. Allyson Schwartz.

A similar initiative to make the DC-based offices of lawmakers more sustainable was launched on Earth Day. To date, 125 Members have signed up for "green consultations." ♦



Employees working in the District Office of Rep. John Salazar of Colorado.



## ENABLING TECHNOLOGIES, PILOTS AND CONTRACTS

### Handling Increased Volume in First Call

For the last six months of 2009, First Call assisted customers with 1,935 passport applications, an increase of 30 percent compared to the same time frame in 2008. During that same period, the customer service center also answered 27,484 phone calls, representing an increase of 22 percent from the same period in 2008.

### Offering Electronic Video Transfer

The House Recording Studio has also recently improved its process for delivering video. Until recently, the only way to deliver videos electronically was to buy satellite time and “beam it up.” Now, Members, Committees and officers no longer have to ship the videos overnight or pay for costly satellite time. Instead, they can opt to send broadcast quality video in a matter of seconds and with just the click of a button. The service is valuable to Members who want to send video to the local TV show in their District, for example. Members are able to save approximately \$150 per 15 minutes by using the web to send video, rather than buying satellite time. The program also offers a more environmentally friendly option, minimizing the need to create DVDs.

Since the service was launched in September, 77 Member offices have used it.

### Taking and Printing the Official Photograph

House photography took the official photograph for the 111th Congress in July.

A new printer, which can print up to 24-inches x 100-inches, was used to print out the official photo given to Members, eliminating the need to send them out to be printed.

### Renovating the Salon

After a thorough review, Tides LLC was awarded a contract to operate the House salon in December. The renovation, which incorporated energy efficient equipment, was a joint effort by the CAO and the AOC.

Tides will offer an updated array of services with little cost increase, as well as environmentally friendly hair and skin care products.

## CAO FEATURES: Making the World Look Good

When hundreds of dignitaries from around the world entered the Capitol Visitor Center auditorium everything seemed to be in place.

The event resembled a mini United Nations, hosting parliamentary leaders and members from Afghanistan and Algeria to Zimbabwe and Zambia. The three-day World e-Parliament Conference, organized by the Clerk's office, the UN and various other world bodies, explored how information and communication technology can improve government "representation, transparency, accountability, openness and effectiveness."

Of course, it takes people to make technology work. It was largely up to CAO staff to make sure the "e-parliament" was broadcast without a hitch to House cable channels. Put another way, HRS director Pat Hirsch and a small team of his engineers were responsible for making the world look good.

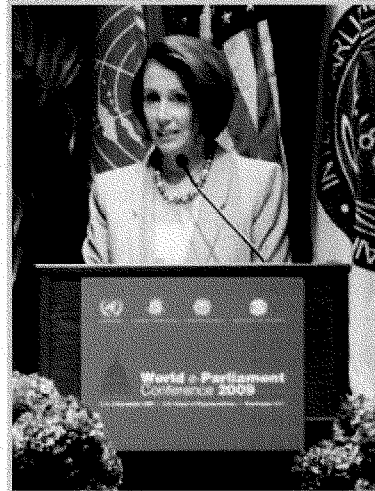
While various CAO staff volunteered to set up meeting rooms for the event, and HIR staff helped with various tech details, the audio-visual nuts and bolts were largely in the hands of House Recording Studio staff. That's hundreds of thousands of dollars-worth of equipment and the expectations of many politicians.

In the hours leading up to the conference's opening, Hirsch and his engineers scrambled to pre-set multiple camera shots, mix sound levels and feed video to the auditorium's giant stage screen from a mobile television production unit stashed in an audio-visual room behind the auditorium.

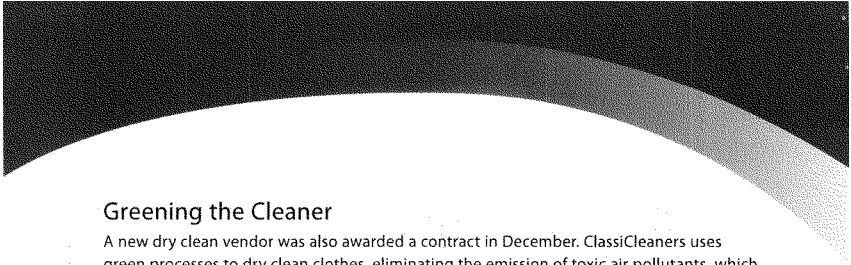
Then, with camera flashes going off around her, Speaker Nancy Pelosi arrived to give the opening speech. Calling the conference a "dialogue about how we can communicate with our people," Pelosi said it was time to catch up with a younger generation, to use tools such as Facebook, Twitter, blogs, text messages and Skype as paths to greater public engagement and accountability. At the House, technology will soon bring live Floor proceedings as well as Member spending statements online, Pelosi said.

The conference was above and beyond the HRS staff's already full weekly schedule of coverage for busy House Floor activity, German Chancellor Angela Merkel's speech to a joint meeting of Congress, solidly booked studio sessions and an upcoming weekend House session.

"We are all very tired," Hirsch said after the e-parliament. "I want to thank our entire staff for all the extra stress and work they endured this week. We really don't get any busier than this." ♦



Speaker Nancy Pelosi delivers the opening speech to the World e-Parliament Conference.



### Greening the Cleaner

A new dry clean vendor was also awarded a contract in December. ClassiCleaners uses green processes to dry clean clothes, eliminating the emission of toxic air pollutants, which are emitted by traditional dry cleaners.

The vendor opened for business in February.

### Extending the Fitness Center Contract

In October, the contract for Federal Operational Health to operate the House Staff Fitness Center (HSFC) was renewed. This was the fourth of five one-year-options that will expire in November of 2010. The HSFC includes a variety of free weights, circuit training and cardio equipment along shower facilities and towel service. Certified fitness professional staff lead classes and provide advice to HSFC members. The HSFC sustains a membership at any given time of approximately 1,430 members.

### Posting the Statement of Disbursements Online

In 2009, the Speaker issued broad instructions to improve the transparency and full disclosure of financial information to the public. On November 30, 2009, the CAO posted the third quarter Statement of Disbursements (SOD)s on House.gov.

The SOD has been published on a quarterly schedule since 1964. The information it contains has been available to the public and the press on a regular basis. The CAO developed frequently asked questions, a glossary of terms and "SOD at a Glance", an on-line training tool. These materials addressed inquiries from both staff and the general public.

Training sessions for financial points of contact began in October and continue through the House Learning Center.

### Making Monthly Financial Statements Available Electronically

All Member Offices and Committees can now receive Monthly Financial Statements electronically. In October 2009, the CAO made the documents available in order to save staff resources, time and more than 85,000 sheets of paper every month.

## CAO FEATURES:

### New House Recording Studio Facility

Imagine watching TV for a living. For hours on end, you watch soap operas (of a sort) on a bank of 10 LCD screens, each one 57 inches across. You control all the camera angles, what characters get the limelight and when.

That's more or less what the technicians at the House Recording Studio do. From now on, they'll be coordinating coverage of all House floor proceedings – dramatic and otherwise – from a sleek, new facility in the Capitol Visitor Center. C-SPAN (and Channel 24, for that matter) will never be the same.

At the facility's heart is a high-tech control room – think NASA ground control – outfitted with glowing monitors, miles of keyboards, forests of microphones and plenty of slick TV screens.

They are focused on mastering waves of procedures and protocols for a new digital operating system. The system will allow for high-definition video in surround sound. It's the department's first full-scale system update in 20 years. It went live when Congress resumed in September.

The new CVC facility, complete with an engineering room to process feeds and record content and a small, sound-proofed studio for Members, replaces the Recording Studio's antiquated Capitol basement facility. There, in a former horse stable, the old control room looks like a second-rate Star Trek set from the Sixties. It's cramped and crowded, with yellow and orange-red buttons, needle sound meters and faded chairs. Everything is analog. ♦



New House Recording Studio control room.

### Improved FinMart Reporting Tool

FinMart Financial Reports, a new web-based system allows offices to view and analyze financial and inventory reports and monthly payroll certification. In November 2009, the CAO began offering near-real-time reporting.

The enhanced process provides access to finance and purchasing information on demand and allows users to download and sort data into Excel.

Training sessions for financial points of contact began in November and continue through the House Learning Center.

### Implementation of New Tool Improves Benefits Processing

The CAO recently launched Employee Express, a convenient online system that provides access to staff benefits information regarding health insurance, Thrift Savings Plan (TSP), TSP Catch-Up and Combined Federal Campaign (CFC) contributions.

Using Employee Express, House staff can enroll in or make changes year round to their TSP and TSP Catch-Up elections. Additionally, during Open Season, House employees can make changes to their health insurance and can make a contribution to the CFC.

Employee Express also eliminates paper processing, making it a more sustainable option.

### Installing Wi-Fi Access

The CAO's HIR division is continuing to work on the backbone, design and support model for wireless access campus-wide. Current wireless locations include several access points in the Ford building. Wireless access for staff and guests will be available in House cafeterias starting with Longworth and Rayburn in February. Access will be extended to the other cafeterias as infrastructure permits. The CAO anticipates wireless access points in Member and Committee Offices to number 750 over a three-year period. The installations, supported by the AOC, will make the current infrastructure more robust and accessible.

### Retiring the House's Mainframe

In October of 2009, the House's mainframe system, which provided both production and test environments for more than 100 applications, was retired. The change came after more than 10 years of careful planning.

The transition from the mainframe computer has brought significant savings in energy and taxpayer dollars.

## CAO FEATURES:

### Wounded Warrior Strives to Make Others Smile



William Cooper.

Everyday that William Cooper goes into work he thinks of his fellow soldiers.

Cooper, a new fellow in the Wounded Warrior Program, said he owes it to his comrades and friends to do the best job he can do for Congressman Chaka Fattah.

Indeed, his debt of gratitude runs deep.

"Without those guys I served with, I would not be here today," Cooper said.

"That is what I am most thankful for, knowing my friends were willing to risk their own lives to keep me alive."

Cooper joined the Army in 2003 and was deployed to Iraq, where he was injured by an improvised explosive device.

The damage was so extensive that he had to have bones in his right arm and leg replaced with titanium.

"After 54 surgeries, numerous treatments, and a will to get better, I knew in my heart that everything was going to be okay," he said.

Cooper, who was discharged in 2007, said he has been humbled by his injuries and he now has a greater appreciation for life.

"I try and look on the bright side of everything," he said.

That passion extends to his job, where as a veteran's caseworker, he helps veterans who need housing or help navigating the sometimes complicated Veterans Affairs system.

Overall, his goal is to improve the lives of fellow soldiers.

"Some veterans come home and they feel lost and don't have a sense of belonging," he said, "I want to make sure that they know that someone cares about them."

When Cooper was accepted into the Wounded Warrior Program, he knew it was an opportunity for him to help others — and to improve his own life.

"It has been a life mission for me to help others first and get a smile out of a frown." Cooper said, "I'm just so very thankful to be here." ♦





## BUSINESS CONTINUITY AND DISASTER RECOVERY

### Communicating During an Emergency

Business Continuity and Disaster Recovery (BC/DR), in partnership with HIR, has implemented a new program to ensure critical staff have the most current BlackBerry PINS as an additional means of communication during an emergency.

### Responding as a Team

The CAO continues to invest in the readiness, training and education of the select critical staff serving on the CAO Emergency Response Team (ERT). BC/DR has developed a comprehensive and robust training program for 2010 to further ensure the CAO's preparedness.

### Training, Testing and Exercising

The CAO has tested and exercised its continuity capabilities to ensure it will be ready to provide services during a crisis or relocation.

### Supporting District Offices

In September, the U.S. territory of American Samoa was hit by a series of tsunami waves and sustained heavy damage. In the aftermath, Rep. Eni Faleomavaega formally requested assistance and resources from the CAO to assist in the recovery of his District Office. In response to the request, the CAO quickly assembled kits equipped with laptops, satellite phones and other necessary supplies. The kits were provided to two members of Congressman Faleomavaega's staff prior to their departure for American Samoa. The Office of the CAO assisted in coordinating their safe transport to the island and monitored recovery efforts to maintain situational awareness for the House.

## CHARTS

FY 2010 CAO Staffing Chart (as of 12/31/2009)

	Current FTEs	Vacancies	Total FTEs
Administrative & Financial Services	99	20	119
CAO Immediate Office and Galleries	47	5	52
Customer Solutions	245	27	272
House Information Resources	265	28	293
Operations Immediate Office	10	2	12
Wounded Warrior Program	26	24	50
<b>TOTAL CAO</b>	<b>692</b>	<b>106</b>	<b>798</b>

## CHARTS

### FY 2009 Budget to Actual Report (as of 12/31/2009)

CAO Group	Adjusted FY'09 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Chief Administrative Officer</b>				
Single-Year Funds				
Personnel	\$ 57,930,657	\$ 57,911,789	\$ 18,867	0.0%
Non-Personnel				
Total Operations	\$ 60,813,941	\$ 60,360,758	\$ 453,183	0.7%
Investments (PMO)	\$ 12,244,582	\$ 12,244,582	\$ -	0.0%
CAO-Wide Resources	\$ -	\$ -	\$ -	0.0%
Total Non-Personnel	\$ 73,058,523	\$ 72,605,340	\$ 453,183	0.6%
Total Single-Year Funds	\$ 130,989,180	\$ 130,517,129	\$ 472,050	0.4%
No-Year Funds				
Investments (PMO)	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
Total No-Year Funds	\$ 6,158,666	\$ 6,158,666	\$ -	0.0%
Total CAO Budget	\$ 137,147,846	\$ 136,675,795	\$ 472,050	0.3%
<b>BCDR</b>				
Single-Year Funds	\$ 12,438,000	\$ 12,324,844	\$ 113,156	0.9%
No Year Funds	\$ 8,722,374	\$ 8,722,374	\$ -	0.0%
Total BCDR Budget	\$ 21,160,374	\$ 21,047,218	\$ 113,156	0.5%

## CHARTS

### FY 2010 Budget to Actual Report (as of 12/31/2009)

CAO Group	Adjusted FY'10 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Chief Administrative Officer</b>				
<b>Single-Year Funds</b>				
Personnel	\$ 62,996,000	\$ 14,647,209	\$ 48,348,791	76.7%
Non-Personnel				
Total Operations	\$ 64,727,279	\$ 32,007,577	\$ 32,719,702	50.6%
Investments (PMO)	\$ 1,756,000	\$ -	\$ 1,756,000	100.0%
CAO-Wide Resources	\$ 1,000,000	\$ -	\$ 1,000,000	100.0%
<b>Total Non-Personnel</b>	<b>\$ 67,483,279</b>	<b>\$ 32,007,577</b>	<b>\$ 35,475,702</b>	<b>52.6%</b>
<b>Total Single-Year Funds</b>	<b>\$ 130,479,279</b>	<b>\$ 46,654,786</b>	<b>\$ 83,824,493</b>	<b>64.2%</b>
<b>No-Year Funds</b>				
Investments (PMO)	\$ 7,592,942	\$ 1,469,778	\$ 6,123,164	80.6%
<b>Total No-Year Funds</b>	<b>\$ 7,592,942</b>	<b>\$ 1,469,778</b>	<b>\$ 6,123,164</b>	<b>80.6%</b>
<b>Total CAO Budget</b>	<b>\$ 138,072,221</b>	<b>\$ 48,124,564</b>	<b>\$ 89,947,657</b>	<b>65.1%</b>
<b>BCDR</b>				
Single-Year Funds	\$ 19,673,000	\$ 6,850,876	\$ 12,822,124	65.2%
No Year Funds	\$ 7,444,889	\$ 1,190,187	\$ 6,254,702	84.0%
<b>Total BCDR Budget</b>	<b>\$ 27,117,889</b>	<b>\$ 8,041,063</b>	<b>\$ 19,076,826</b>	<b>70.3%</b>



The CHAIRMAN. I thank the gentleman.  
Ms. Theresa Grafenstine.

**STATEMENT OF THERESA GRAFENSTINE**

Ms. GRAFENSTINE. Thank you. Good morning, Chairman Brady, Ranking Member Lungren, and members of the committee. I am both pleased and honored to appear before you today in my capacity as the acting House inspector general.

I submitted my written comments for the record, so I will only take a few minutes to highlight some of the key points on the topic of governance and the administrative and service functions of the House and how the House Office of the Inspector General, or OIG, is an organization dedicated to this purpose.

The OIG's mission is to provide value-added recommendations for improving the performance, accountability, and integrity of House administrative operations. We do this by performing independent audit, advisory, and investigative services in a non-partisan manner. In carrying out this mission, the House OIG has established a track record of providing quality products to assist the Committee on House Administration in its oversight and governance responsibilities.

Oversight serves a number of overlapping objectives and purposes. It helps improve the efficiency and effectiveness of operations, and it helps provide a means to evaluate performance. It helps prevent fraud, waste, and abuse. It helps ensure that entities are operating in compliance with organizational policies and best business practices. And it can be a catalyst for positive change.

As such, the OIG has an important role in the general oversight of the administrative activities of the House. Over the past 16 years, the OIG has added value by working closely with the Committee on House Administration and the House officers to improve the operations of the House. In addition to providing traditional audit services, the OIG provides proactive analysis and guidance through its management advisory services. These advisory services have included work in the areas of emerging technology, systems development, business process improvement, and risk management.

Over the years, the Committee on House Administration has also asked the OIG to perform various investigative inquiries to respond to concerns of issues to the House. Recognizing this broader mission, your committee helped facilitate changing rules to the House at the beginning of the 111th Congress. Changes to House Rule 2 now formally recognize the OIG's advisory and investigative services and grant the OIG appropriate authority to carry out its mission. It also allows the OIG to better implement guidance and standards published in the GAO's government auditing standards.

Additionally, dividing the OIG into two branches, audits and advisories, provides the House with unique advantages. Audits and investigations help to ensure that administrative operations that are already in place operate in compliance with established rules and regulations. This supports the overall governance objective by ensuring that processes are working as intended. Advisories, on the other hand, look at processes that are ongoing; as decisions are being made. This helps to ensure that things like security, internal

controls, and risks are considered upfront; before systems are put into place or as administrative policies are being considered.

Whether audit, advisory, or investigation, we view it as our mandate to perform our reviews in such a way that they truly add value to our customers in the House. We focus on finding the cause of problems and working with the House officers to develop solutions that make sense. We do not perform our work in isolation. Instead, most of our work is collaborative, where we leverage the expertise of the House staff we are auditing to help ensure the recommended actions will achieve the desired results.

We also consider it noteworthy that many of our reviews were initiated at the request of our customers. You will rarely see such requests in other OIGs. And, in my opinion, the fact that our auditees come to us and ask for our assistance or to participate in their projects is the greatest measure of the value we are adding to the House.

So far, during the 111th Congress, the OIG has issued 27 audit and advisory reports. The OIG's objective, value-added reviews have helped managers to significantly improve House financial management, House administrative processes, House workplace safety and security, and the security of House IT infrastructure and data.

In addition, through the use of our Lean Six Sigma advisory services, the OIG has provided formal training to over 100 legislative branch employees. This training helps to create a sense of continuous improvement. It creates an environment where House employees are aware of process and inefficiencies, and it arms them with the ability to fix them on their own.

Currently, the OIG has 20 ongoing audits and advisories in various stages of completion. In addition, the OIG has made significant progress in streamlining its own processes and procedures to make its operations even more productive and efficient as it strives to be an example of high standards and cost-effectiveness. I believe that the OIG's efforts in all of these areas help contribute to the governance of House administrative processes.

Chairman Brady, Ranking Member Lungren, and members of the committee, I want to thank you for the opportunity to appear before you today. Please be assured that we will continue to focus on issues of strategic importance to the House and its ability to efficiently and effectively conduct its operations safely and securely.

At this time, I would be happy to answer any questions you may have.

[The statement of Ms. Grafenstine follows:]

**Statement of Theresa M. Grafenstine, Acting Inspector General  
Office of Inspector General  
U.S. House of Representatives  
Washington, DC  
April 28, 2010**

Chairman Brady, Ranking Member Lungren, and Members of the Committee, I am both pleased and honored to appear before you today in my capacity as Acting Inspector General of the House. Thank you for this opportunity to highlight the important work of the Office of Inspector General (OIG).

Oversight serves a number of overlapping objectives and purposes. It helps improve the efficiency and effectiveness of operations; provides a means to evaluate performance; helps prevent fraud, waste, and abuse; helps ensure entities are operating in compliance with organizational policies and generally accepted best practices; and, most importantly, can be a catalyst for positive change. The OIG is a significant contributor to the general oversight of the administrative activities of the House. The OIG's mission is to provide value-added recommendations for improving the performance, accountability, and integrity of House financial and administrative operations and technology by performing independent audit, advisory, and investigative services in a non-partisan manner. The House OIG has an established track record of providing quality products to assist the Committee on House Administration (CHA) in its oversight and governance responsibilities by utilizing a superior quality staff that initiates OIG projects through a rigorous, risk-prioritized selection process.

Supporting House Governance

Over the past sixteen years, the OIG has added value by working closely with the CHA and House Officers to improve the operations of the U.S. House of Representatives. During the 111<sup>th</sup> Congress, the OIG continues to provide objective advice and assistance as the House upgrades and improves its business processes, systems, and operations.

The OIG provides audit, advisory, and investigative services to the House and joint entities in a manner consistent with government-wide standards. Regardless of the type of project, the OIG includes recommendations of appropriate curative actions as part of its deliverable. On a weekly basis, the OIG briefs the Majority and Minority staffs of the CHA on concerns and issues, as well as the results of ongoing projects. The OIG reports the results of its oversight projects to the Speaker, the Majority Leader, the Minority Leader, the Chairman and Ranking Member of the CHA, and the officers and officials subject to the audit or review. The OIG also has specific reporting responsibilities to the House Leadership when financial irregularities or possible violations of House rules or laws applicable to the performance of official duties or discharge of official responsibilities are discovered.

#### Highlights of Activities During the 111<sup>th</sup> Congress

During the 111<sup>th</sup> Congress, the OIG has issued twenty-seven reports and other products that demonstrate the diverse range of services it offers: they included financial, performance, and information systems audits; management advisory activities and reports; and investigative services. The OIG's objective, value-added reviews have helped managers to significantly improve House financial management, administrative processes, workplace safety and security, and the security of the information technology infrastructure and data. In addition, through the use of Lean Six Sigma advisory services, the OIG has provided formal training to over one hundred Legislative Branch staff during the 111<sup>th</sup> Congress. This training has helped to create an environment of enhanced awareness of process inefficiencies and armed employees with methods to eliminate them.

Currently the OIG has twenty ongoing audits, advisories, and investigations in various stages of completion. In addition, the OIG has made significant progress in streamlining internal OIG processes and procedures to make its operations even more productive and efficient as it strives to be an example of high standards and cost effectiveness.

The House is an evolving environment that exists within an evolving world. As such it is subject to emerging security threats; it is continuously developing and implementing new technologies and processes that are subject to risks and inefficiencies; and, like all organizations, it is capable of benefiting from evolving best practices, shared experiences, and diversity. The OIG, in collaboration with the CHA, continues to do its part to contribute to a more effective and efficient House support structure by identifying and helping mitigate significant risks to the House and highlighting opportunities for improving the efficiency of House operations. Some of these efforts include: (1) monitoring contractor performance; (2) enhancing security policies and procedures; (3) operating in a secure virtual environment; (4) examining business continuity and disaster recovery plans; and (5) streamlining administrative support functions, such as management reporting, payroll and benefits support, financial counseling, and badge issuance.

#### OIG Organization and its Relation to Governance

The OIG provides support to House governance activities by performing audits, advisory and investigative services in coordination with the CHA. The OIG executes these activities through deliberate processes using highly skilled professional staff. The OIG staff consists of twenty-one experienced and dedicated professionals who have extensive public and private sector work experience. The staff is divided among executive management, three audit/advisory/investigation divisions, a quality assurance/contract services division, and administrative staff. All audit, advisory, and quality assurance staff hold advanced degrees or professional certifications including Certified Information Systems Auditors (CISA); Certified Public Accountants (CPA); Certified Internal Auditors (CIA); Certified Information Systems Security Professionals (CISSP); Certified Fraud Examiners (CFE); Certified Government Auditing Professionals (CGAP); Certified Government Financial Managers (CGFM); Information Technology Infrastructure Library (ITIL) Certified; Project Management Professionals (PMP); Certified in the Governance of Enterprise Information Technology (CGEIT); Doctor of Law (JD); Master of Business Administration (MBA); and Lean Six Sigma Master Black Belt, Black Belts, and Green Belts.

Executive Management. The Inspector General (IG) and two Deputy Inspectors General (Deputies) are responsible for ascertaining, formulating, and recommending policies, plans, and programs for audits and advisory services. They provide policy direction to, supervision of, and coordination for audits, advisories, and investigative reviews of the financial and administrative functions of the House. These reviews help to ensure the House financial and administrative functions incorporate sound internal controls, policies and procedures promote efficiency, reduce risk of asset loss, streamline processes, and help ensure the reliability of financial operations and compliance with House rules, laws, and regulations. The IG and Deputies work with House management to provide value-added audit and advisory services, and through practical and actionable recommendations, strive to improve the economy, efficiency, and effectiveness of House operations. The IG and Deputies ensure each audit and advisory is designed to detect and help prevent fraud and abuse in House administrative support programs and operations. This layer of management provides an essential connection between the OIG and House leadership levels. This ensures that OIG activities are properly aligned to House strategic initiatives and that risk assessment for project prioritization includes future development projections as well as the current state. OIG executive management also oversees project activities to ensure that they are executed in an unbiased, non-partisan manner. Division of the organization into two units with responsible deputies ensures that the more collaborative advisory projects are maintained distinct from the industry-standard audits. Note that, despite the collaborative nature of an advisory project, whenever financial irregularities or possible violations of House rules or laws have been discovered, the OIG has executed its defined reporting responsibilities to House Leadership.

Information Systems Audit Division. The Information Systems (IS) Audit Division is responsible for performing audits of computer security, operating systems, information systems, network hardware and software, and the information resources management function in the House. The IS Division consists of a director, an assistant director, and three auditors. On average, the IS staff each have 18 years of public and private sector work experience in information systems audits. The audits performed by the IS Division generally fall into one of two areas: information assurance or emerging technology.

*Information Assurance* - These audits assess the confidentiality, integrity, and availability of House information resources and evaluate the adequacy and effectiveness of House policies and procedures related to information systems. Information assurance audits include reviews of the House information security posture, operating systems administration and implementation, input and output controls in application systems, and network infrastructure assets that support House information management functions. Examples of information assurance audits that the IS Division has completed during the 111<sup>th</sup> Congress include: (1) Network Penetration Test of the Architect of the Capitol, (2) Operating System and Application Review of the Legislative Information Management System, (3) House Information Resources Certification and Compliance Program, and (4) Wireless Network Security Review.

*Emerging Technology* - These reviews evaluate efforts to reengineer House processes through the acquisition of new information technology to support the transmission, collection, storage, and manipulation of data. Emerging technology audits are identified and planned to coordinate with the information technology strategic plans developed by the House Officers. These reviews seek to ensure that the most appropriate systems or

solutions are implemented. Evaluation factors include cost effectiveness, performance, and delivery schedule requirements of the House. The auditors work closely with House managers to uncover and discuss potential issues as soon as possible. In this way, the House receives maximum benefit of the auditors' expertise in security, internal controls, and best business practices. Examples of ongoing or recently completed audits of emerging technology include: (1) House Information Security Enhancements, (2) Exchange 2003 Implementation Monitoring, and (3) Security Review of the Virtual Environment.

Performance, Financial Audits, and Investigative Services Division. The Performance, Financial Audits, and Investigative Services Division (PF&I) is responsible for all performance and financial audits of the House and its joint entities in order to evaluate the effectiveness of internal controls, the economy and efficiency of operations, and the detection and prevention of fraud and abuse in these operations. The PF&I Division consists of a director, two assistant directors, and three auditors who collectively possess an average of 16 years of public work experience. The audits performed by the PF&I Division generally fall into one of three areas: 1) Financial Management; 2) House Operations; and 3) Health, Safety and Security. With the coordination of the CHA, this division also executes investigations into sensitive allegations of fraud, waste, and abuse in the operations of the House.

*Financial Management* - These audits review the effectiveness and efficiency of House financial operations. A major portion of this effort involves the oversight of an independent certified public accounting firm's annual audit of the House Financial Statements. The objective of the annual financial statement audit is to express an opinion on whether the financial statements are free of material misstatement and on the effectiveness of internal controls over financial reporting. In addition, the Division performs periodic performance audits in the financial management area to help ensure the House has adequate internal controls over financial operations. Examples of financial management audits that are either ongoing or have been issued during the 111<sup>th</sup> Congress include: 1) Audit of Duplicate Payments and 2) Administration of the Transit Benefit Program.

*House Operations* - These audits evaluate the efficiency and effectiveness of the House administrative functions and the adequacy of internal controls over the functions, to include benchmarking these functions against "best business" practices. Examples of areas we have reviewed under House Operations include: 1) contract administration; 2) procedures over House employee in and out processing; 3) opportunities to reduce wireless costs; and 4) controls over shared employees.

*Health, Safety and Security* - These audits evaluate House policies and procedures, implementation, and administration of programs that ensure a safe and secure workplace for the Members, staff, contractors, visiting public, and other individuals for whom the House is responsible. Key areas we have reviewed in the Health, Safety and Security category include: 1) Emergency Evacuation Planning and Procedures; 2) Controls Over ID Cards; and 3) Parking Security.

*Investigations* - Generally through the result of audit outcomes, advisory activity, or anonymous tips, the OIG, in coordination with the CHA, executes investigations into sensitive allegations of fraud, waste, and abuse in the operations of the House.

Management Advisory Services (MAS) Division. The Management Advisory Services (MAS) Division provides advisory services to the House community. The MAS division currently consists of a director, two assistant directors, two management analysts, and a process improvement specialist. The MAS division staff members have an average of 18 years of public and private sector work experience. In general, MAS conducts advisories designed to evaluate the effectiveness of system development and project management practices or to identify and recommend business process improvements by applying lean management principles. MAS also applies and assists in the application of six-sigma concepts and other process improvement methodologies. Additionally, MAS advises management on meeting its objectives using a risk-based approach. It is noteworthy that 100-percent of management advisory projects under the 111<sup>th</sup> Congress are management or CHA requested; this is a testament to the externally recognized value and impact of these projects.

*System Development Life Cycle (SDLC)* -- To reflect the House's shift from developing customized systems to adopting commercial-off-the-shelf (COTS) software packages, MAS helps mitigate risk by working closely with House managers as they navigate through the system design and configuration process. MAS focuses on high-risk system implementation areas, such as application security, data conversion, reporting, testing and system interface requirements to ensure appropriate controls are considered during the system configuration phase in order to avoid costly redesigns once the system is in operation. Examples of SDLC advisories that the MAS division has conducted during the 111<sup>th</sup> Congress include (1) Governance of the PeopleSoft Implementation Project, (2) Transition to Exchange 2007, (3) Digital Mail Business Continuity/Disaster Recovery Capabilities, and (4) Implementation of Member Virtualized Servers.

*Business Process Improvement* – MAS works with House business process owners to dramatically improve the quality, availability, efficiency, and cost-effectiveness of business processes within the House through the use of Lean Six Sigma and other business process improvement methodologies. Methodologies focus on understanding the House's current business processes, identifying required outcomes, and collaborating with stakeholders in process-redesign in order to reduce overall costs, provide more efficient use of scarce resources, and better support Member, Committee, and House offices. Examples of ongoing or completed business process improvement projects during the 111<sup>th</sup> Congress include: (1) Evaluating the Financial Counseling and Payroll/Benefits Processes, (2) Streamlining Opportunities for Franked Mail, (3) Mail Operations Review for the Distribution and Usage of Bulk Mail, and (4) Re-engineering the Architect of the Capitol Management Reporting Metrics.

*Cost/Benefit Analyses* - Provide management and the CHA with an independent assessment of the total implementation and operational costs, as well as both the tangible and intangible benefits, associated with specific House initiatives. Examples of cost/benefit analyses that the MAS division has conducted during the 111<sup>th</sup> Congress include: (1) Transition to Compact Fluorescent Lighting (CFLs), (2) House Composting Program, (3) Solar Investment, and (4) Energy Savings Performance Contracts.

Information Systems, Quality Assurance, and Contract Services (ISQACS) and Administrative Divisions. These two divisions consist of three dedicated staff members who perform duties that are largely behind the scenes but are integral to the success of the OIG. The Administrative Division is responsible for all administrative operations in support of the auditors, management

analysts, division directors, and executive management to ensure they have the resources, training, and guidance to focus on the OIG's primary mission of providing audit, advisory, and investigative services. The Director of the Information Systems, Quality Assurance, and Contract Services (ISQACS) division is responsible for providing support to the staff in administration, security, and operational continuity of the OIG's information systems; computer assisted audit techniques and support on information systems topics; independent referencing of audit and advisory reports; and is the OIG Contracting Officer's Representative in all matters dealing with contracting for services, purchases of equipment on contract, and contract management. He has over 22 years of auditing experience. While all of these duties are important, the portion that most supports the governance process is his independent referencing responsibilities. Independent referencing is the quality assurance process of (1) ensuring that the quality of workpapers and supporting documentation meet *Government Auditing Standards* and (2) reviewing every OIG product and mapping statement of fact back to supporting documentation. From a governance perspective, this provides assurance that OIG products are accurate and reliable.

#### Conclusion

Chairman Brady, I wish to thank you, Ranking Member Lungren, and the Members of the Committee for this opportunity to present an overview of how the OIG structure and products support quality governance and process improvement in the House. The OIG looks forward to continuing our role of providing value-added advice and counsel to the Committee on House Administration, House Officers, and joint entities of the House as we focus on issues of strategic importance to the House and its ability to efficiently and effectively conduct its operations in accordance with best business practices. We are proud to be able to serve the People's House in this way. I would be happy to answer any questions you may have.

The CHAIRMAN. Thank you.

Without objection, following the hearing, the record will remain open for 10 days so that Members may submit additional questions in writing to the witnesses appearing before us today, and hopefully we will receive your responses.

I have just a few questions real quickly.

To the Honorable Lorraine Miller, how much does it cost—and I don't expect you to be able to answer this, but what does it cost to keep the House open per hour?

Well, I am around, you are around. You can tell me later. I was just curious what it costs with all the—I know that the building is always secured somewhat, but there must be many more people on staff—the elevator operators, the Sergeant at Arms, yourself, the clerks, you know, everything that has to happen. I am sure that the offices are—there are more detailed offices when we are in session, when that light is lit, when Lady Liberty is lit.

I mean—

Ms. MILLER. Mr. Brady, to be perfectly honest with you, I don't have a good idea. We could try to find out. I know that there have been inquiries about the amount, but I can't give you a good answer at this time. But I can find out.

The CHAIRMAN. I appreciate that. It was just a curious thing. I would like to know what it costs us to work here, you know, how much it costs per hour, just so I can—I would just like to know. Thank you.

Wilson. You know I am not going to let that go. We had some major activity over the last month or so, you know. Were there any incidents—and I want to commend you on how you handled it. You know, I do believe that everyone should have an opportunity to say nice things or say anything about us. We do work for them.

But, any incidents that, you know, we need to help you be able to take care of? I know that there was a lot of activity out there. And I do commend you again for the way you handled it. Any comments on that? I mean, is there anything we can do to be able to help you?

Mr. LIVINGOOD. Well, it was—

The CHAIRMAN. A challenge.

Mr. LIVINGOOD [continuing]. Quite a time, because I think that Congress—

The CHAIRMAN. Excuse me. I was a Sergeant at Arms for 11 years, so I know how hard it is for you to deal with those issues when they are dealing with the egos of such as us, you know.

Sorry. Go ahead.

Mr. LIVINGOOD. But I think, during that period, Congress was faced with—all of you and the whole House and the Senate—just an outpouring, I think, of public opinion as the public exercised their right to make their opinions known to Congress. The crowds that came up here were large and, at times, vocal. Nothing new; we have had that many times in the past.

I think the long lines, a little unusual, materialized at every door to the House office buildings—long lines, I mean long—because people came from where they were participating in their outpour, one way or the other, and went to the House buildings. And we had to bring in—or the police manned extra magnetometers to try to

get them into the building. And they were successful. Extra officers were posted throughout the building to answer questions and provide directions.

I think we were somewhat surprised at the size of the crowd in comparison to the permits that we had received by the Capitol Police. I think there was more crowd size than estimated. And then, additionally, other crowds spontaneously appeared and converged on the Capitol grounds without permits.

The Gallery access was open, and we brought in extra police there so that we had more space in the Gallery. We opened most every sector of the Gallery. And I believe the Capitol Police did an excellent job, and I am proud of their performance, as always, and their commitment to ensuring a safe environment.

There were lessons learned. And I think we had three or four lessons learned during that period, if I may. And we always have lessons learned after every exercise or every situation, but that is good. That means that we care, and that means we want to change. And no two exercises or events are the same, trust me; they are all different.

I think that we need to be—my office and special events people—a little more forward-thinking in dealing with leaders of various interest groups and work with them to gauge crowd-size intentions and more firmly establish ground rules of behavior. Based on information gathered from these leaders, Capitol Police manpower needs to be more flexible and mobile in dealing with changing crowd dynamics.

And I think one of the important things—and this is what we have been working on, the last group that we had here, the last large group—is the outreach to the House community should be more proactive.

Mr. LIVINGOOD. We continue to work towards improving this outreach, and you will see a change in that. I firmly believe you can't overcommunicate. People accuse you of overcommunicating. To me, in certain ways, there is no such thing. The more they know, the better off everybody is. It is just a different philosophy, I feel.

Ms. MILLER. May I address that?

The CHAIRMAN. Certainly.

Ms. MILLER. I attended the Secretaries-General of Parliaments conference a few weeks ago, and this came up as a huge issue. This is not just a phenomenon that we are experiencing, but also in Parliaments around the world. I think if you notice in the Post today, they talk about a disturbance within the Parliament in Kiev.

So Bill is absolutely right. We have to pay attention to this, and we have to plan ahead of the curve, because people are being very active and very vocal in their opinions to their legislatures.

Mr. BEARD. If I could jump in, too, just some numbers that I found interesting. Normally we receive on a daily basis approximately 200,000 phone calls. During the one week in March, we received 500,000 phone calls a day.

The CHAIRMAN. Did anybody call anybody else but me?

Mr. BEARD. They got me, too.

The CHAIRMAN. I feel like I got all of them.

Mr. BEARD. During one 6-day period during the debates on health care, we had 217 million hits on house.gov, which is way be-

yond anything we have ever received before. So it is not only a physical presence, but it also is an electronic presence, if you will.

The CHAIRMAN. Thank you. I appreciate that.

Mr. Beard, while you are speaking, through various programs with yourself in cooperation with the Architect of the Capitol, what are the cost savings that you are incurring for the House?

Mr. BEARD. Well, I just want to add sort of generally, when I was here a couple of years ago, we talked about the Green the Capitol program and getting the Architect and our office on the same page. I think we have done that, and we have done that very well. Both the Acting Architect and myself have worked hard at that, and it is demonstrated by our issuing a joint report a week ago explaining the state of affairs with respect to greening the Capitol.

We now undertake weekly meetings with the Architect's Office to make sure we are working in concert with one another and not duplicating efforts, and I think we have made accomplishments in that regard.

I think it would be very difficult to calculate benefits and costs associated with the greening effort, but I will say in the IT area particularly we saved a considerable amount of money and reduced our energy needs as a result of new technology, consolidation and other activities.

So, I think that net-net, it has been, I think, a very positive thing. The leadership that we have shown nationally and internationally, I was just with the Coca Cola Company, who is going to be installing new vending machines in the House of Representatives which are the latest in technology, and they have reduced their carbon emissions by 99 percent in those machines and reduced their energy consumption by 15 percent over the energy-efficient machines they already have installed here in the House.

So this is something that is happening both at the corporate level and also the government levels as well.

The CHAIRMAN. Thank you. I appreciate all of you.

Mr. Lungren.

Mr. LUNGREN. Thank you very much, Mr. Chairman. I appreciate this. I wondered before you became chairman and I became ranking member what these positions were like, and I have finally figured them out. We are the javelin catchers of the House of Representatives, because every complaint that a Member has comes to us first. So I will pass some of them along.

One of the things I would just like to put on the record is something that the Capitol Police Chief has told me on several occasions when he was describing the march on Washington that took place in September by the Tea Party group. He said it was the first march he had ever seen in which the grounds of the Capitol were cleaner after the demonstration than before.

He was out there on the Capitol steps and asked one of the members of the Tea Party, who was evidently a marshal cleaning up or policing the trash area, he said, why are you doing it? And he said, sir, we did not come to our Capitol to trash it.

I thought that was a great comment. The fact that we have a lot of people coming here or calling us is actually a tribute to our system, rather than a criticism—not to suggest that any of you criti-

cized it, but sometimes the press doesn't fully understand, I think, what we are seeing here.

A couple of things. Mr. Beard, it is kind of difficult being a Member of Congress these days in some ways in terms of dealing with some of the problems that are out there with the economy. When I was going over your, I guess it is semiannual report, you included in there a copy of an article that appeared in the Washingtonian Magazine which talks about something which is great, which is working in the Capitol is one of the best places to work. But in there they said this: "Of course, solid pay and generous benefits are also draws amid the current barrage of bailouts, bankruptcies and layoffs."

Frankly, that kind of a statement is not very helpful to Members of Congress when dealing with their constituency, that we are bragging about the fact that we pay big time here amid the barrage of bailouts, bankruptcies and layoffs. I would just hope that whoever you've got putting that stuff out would pay attention to that.

The other thing is you mentioned that we had so many calls coming in. I was here in the Reagan years when our system crashed at that time, when Ronald Reagan would say, let them know how you feel, and they did.

As a matter of fact, I recall a time when I was waiting to go to the floor of the House, I was waiting for the elevators, and someone you folks may have heard of, Charlie Wilson, was standing next to me. Charlie Wilson said—and I will clean up his language a little bit—Charlie Wilson said, that President of yours, if he comes out against making love, I will have to vote for him. For Charlie Wilson, that would have been the greatest sacrifice in history. But the point was our telephone system collapsed, the mail did.

When we had it this time in terms of all of our systems being overloaded, your press guy says to the press about the inability of constituents to get through on the phone, well, for everyone who doesn't get through, they will just say to themselves, I will try again tomorrow.

I will tell you, if a member of my staff said that to a constituent who said they couldn't get through, I would be pretty upset. I am concerned that that reflects a lack of a sense of urgency about what we are about, and that kind of a comment either was totally off base, or it reflects an attitude that I find very difficult to accept, because then I have to go, or every other Member has to go, and distance themselves from the comment from your chief press person about how this place operates.

Were you aware of that statement?

Mr. BEARD. No. But I think that the important thing to remember about the phone system is the phone system didn't melt or not work. It worked, but 20 to 30 percent of the time, people that were phoning were getting busy signals. But when they phoned back, whether that was 5 minutes later or an hour later or the next day, they did get through eventually.

It is not only a limited capacity on the part of the physical infrastructure of the phone system, but it also is the inability in Member offices to have enough people to answer the phone. Like you, we had during that period hundreds of phone calls into our office

simply because they couldn't get into Member offices or couldn't get the phone answered.

So I think it has caused us to do an after-action report of that period of time to see what it is we need, and we need to explore things like voiceover IP as a possible alternative when we have large volumes of calls into the House.

Mr. LUNGREN. That would be helpful. It just doesn't help when someone cavalierly says, well, if they don't get through, they will call again tomorrow. I just want you to know that. If my staff member said that, I would be very upset.

Again, I say I am a javelin catcher; I receive complaints of every type. Somebody complained the other day that we have a sign on the east steps of the Capitol going up saying "Members Only," and it is corroded. So I have to deal with that as well as people talking about whether they are getting reimbursed for certain payments.

But one of the groups that I pay attention to is the House Chiefs of Staff Association, and they sent a letter to you April 5th, which they copied to me and to the chairman, raising several concerns about the operation of the CAO's Office and the relationship with Member office operations as reflected in their membership, that is the Chiefs of Staff Association.

Let me just ask you, have you received complaints prior to this letter?

Mr. BEARD. I am sorry, from whom? Anybody?

Mr. LUNGREN. From the organization.

Mr. BEARD. From which organization, the Chiefs of Staff?

Mr. LUNGREN. That is the one I am talking about.

Mr. BEARD. Yes, I got their letter, and they said that they—I think there was an offhand reference in there that they were having difficulty meeting with me. I phoned them repeatedly and told them I am ready to meet with them at any time. But, yes, they wrote me about a year ago, I think, and they wanted to talk about financial counseling and reimbursement. And I am more than willing to meet with them at any point. I think I am scheduled at this point to meet with them.

Mr. LUNGREN. Well, let me ask you, are you engaging with them on their proposal on creating a working group with the CAO?

Mr. BEARD. Since I haven't met with them, I am not engaged with them, but I am more than happy to work with any working group. We work with a group of administrators, office administrators, and we work with the financial contacts in the individual committees who I will be meeting with, and also the Chiefs of Staff as well.

Mr. LUNGREN. Okay. I guess I don't understand. You have or have not met with the Chiefs of Staff Association is my question?

Mr. BEARD. I have not met with them, but I have a meeting scheduled.

Mr. LUNGREN. Well, I hope you would, because I appreciate your meeting with members of the committee, but Chiefs of Staff represent Members in their personal offices, and I would believe that they might have some effective and important observations about the inter workings between their offices and your office, and I would hope you would be open to that rather than being resistant to it.

Mr. BEARD. I am not at all resistant to it. I think it is important to point out we have 503 or 504 individual employing authorities in the House of Representatives. So, yes, I do have to listen to the Chiefs of Staff organization, but also we have committees, and then we also have all the officers. And in our financial counseling area, it is important for us to maintain a certain integrity and internal controls that are important to the IG as well as the auditors here.

Oftentimes we are asked to do things that we simply cannot do or aren't in the best interests—aren't the best business solution to a particular item. This is a unique environment where our customers are very close to us, so we have to be careful with that.

Mr. LUNGREN. Okay. It sounds like you are rendering a criticism on the Chiefs of Staff.

Mr. BEARD. No.

Mr. LUNGREN. And, frankly, if that is your view, that is your view. I would not only resist that, I would take umbrage at that. To suggest that somehow you can't listen to the Chiefs of Staff because they are asking you to do something illegal or improper or in some way wrong, frankly, I just don't accept that at all.

According to the Chiefs of Staffs Association, they have asked you on numerous occasions to meet, and you failed to meet with them. Now you tell me you are going to, but then you turn around my question and suggest they are asking you to do something they are not supposed to do. There is no suggestion of that in my question at all.

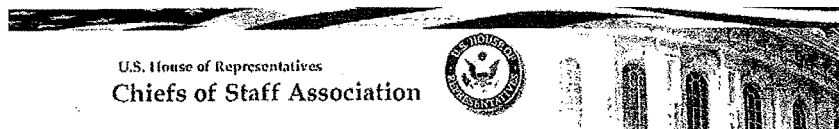
Frankly, the last time I looked, Members of Congress are elected. We make up this House of Representatives, and I thought the CAO was to work for the Members to make their job better, to serve their constituents. That is what I was elected to do. That is what I look to your office to do.

Frankly, I don't look to your office to tell me that you won't even meet with me, and I am talking about that generally, because somehow you are afraid that I am going to ask you to do something you shouldn't do. That is not the suggestion in this letter at all. There is nothing in this letter that suggests that. And to suggest that somehow the IG sitting next to you is the person making it difficult for you to respond affirmatively to a request by those of us—the Chiefs of Staff are the people that we have determined are our top people running our staffs.

I am just sorry, but, frankly, I find your response not only odd, I find it insulting to Members and to their staffs. And I would hope you would be a little more willing to work with Members and not then question what it is they are asking you to do before you even meet with them, and to put that on the record here.

I am finished, Mr. Chairman.

The CHAIRMAN. I thank the gentleman.



April 5, 2010

The Honorable Robert A. Brady  
Chairman  
Committee on House Administration  
1309 Longworth House Office Bldg  
Washington, DC 20515

The Honorable Dan Lungren  
Ranking Member  
Committee on House Administration  
1313 Longworth House Office Bldg  
Washington, DC 20515

Dear Chairman Brady and Ranking Member Lungren:

The House Chiefs of Staff Association (HCoSA) is a registered CSO, with a bipartisan membership of Chiefs of Staff and Staff Directors from across the House of Representatives. We focus on issues relevant to the effective operation of our offices and committees, and the House of Representatives.

We would like to share with you some specific concerns about the way in which the Chief Administrative Officer (CAO) has managed the most critical functions of his operation.

We believe that an effective, responsive support structure is a vital part of our ability to serve our Members and constituents. We also believe that as the CAO's only customers, we are entitled to have our views and opinions heard, listened to and incorporated into the decision making process of that office. Regrettably, that is not the case. For example, financial and payroll counselors are arbitrarily reassigned outside of the standard end-of-Congress changes, and critical staff-training program programs offered for many years by the Congressional Management Foundation have been eliminated with neither prior notice nor adequate plans for replacement services. These decisions directly impact our operations and the effectiveness of our Members' ability to represent their constituents; yet we have continually been denied the opportunity to comment or provide input until the "11<sup>th</sup> hour," when implementation was either imminent or already in place.

The most pressing issue facing the CAO resides in the Finance Office. In 2010, when children are scanning documents and sending e-mail, it is inconceivable that we remain dependent on a financial system that requires manual submission of receipts and key-stroke entry of invoices. We are unable to access basic online bill-pay and vouchering systems – the same systems widely utilized by small-town public utilities and department stores. The existing system – CAPS – is DOS-based and does not include any of the basic online features. And while Atlas has been highly touted, it is our understanding that it lacks basic functionality and, in some ways, is more limited than our current system.

These are just a few examples of our concerns. We have repeatedly offered to serve as a sounding board for the CAO as new policies and procedures are considered. (Some of our

members have been Chiefs of Staff on the Hill for decades, and we can offer a wide institutional memory.) We have extended invitations to the CAO to attend our Board Meetings and have proposed the development of a CAO/HCoSA Working Group. On more than one occasion, the CAO has declined to meet with us, and sent his Chief of Staff instead. This approach tarnishes the bipartisan and consensus-oriented manner that we believe should be adhered to by all of the House Officers.

We remain committed to working with the Office of the CAO to ensure that the administrative functions of the House adequately support our Member Offices. We remain vested in a cooperative process and are receptive to additional mechanisms to achieve this goal. Ultimately, we all serve the American taxpayers – our constituents. But in order to effectively do so, the Office of the CAO must acknowledge that we – the Member Offices – are its ultimate customer and its inability to effectively meet our needs hampers our ability to do the People's work.

Greater emphasis must be placed on understanding the culture of this institution and considering the broader impact of decisions made and policies implemented. The Office of the CAO must become more responsive to Member Office needs and incorporate a decision-making process that reflects those needs as operational priorities.

We look forward to further discussion about these issues, and stand ready to provide any additional assistance and information you request.

Sincerely,



George S. McElwee  
President, House Chiefs of Staff Association

HCoSA Officers:

President, **George McElwee** – *Office of Congressman Charles W. Dent*  
Vice President (Professional) – **Stan White**, *Office of Congressman Robert A. Brady*  
Vice President (Social) **Craig Roberts** – *Office of Congressman John Shimkus*  
Treasurer, **Jedd Moskowitz** – *Office of Congressman Gary L. Ackerman*  
Secretary, **Glen Downs** – *Office of Congressman Walter B. Jones, Jr.*

HCoSA Regional Representatives:

Region 1(CA): **Stacey Leavandosky** – *Office of Congresswoman Zoe Lofgren*  
Region 2 (AK,AS,AZ,CO,GU, HI,ID,MT,ND,NV,NM,OR,SD,UT,WA,WY): **Jay Martin** – *Office of Congressman Dennis Rehberg*  
Region 3(AR,LA,OK,TX): **Jacqueline Ellis** – *Office of Congressman Al Green*  
Region 4 (IA,IL,KS,MO,NE): **Adam Magary** – *Office of Congressman Donald Manzullo*  
Region 5 (IN,MI,MN,WI): **Bill McBride** – *Office of Congressman Vernon J. Ehlers*  
Region 6 (AL,DC,KY,MS,PR,TN,VA,WV): **Armstrong Robinson** – *Office of Congressman Geoff Davis*  
Region 7 (FL,GA,NC,SC): **John Arieale** – *Office of Congressman Ander Crenshaw*  
Region 8 (OH,PA): **Michelle Anderson-Lee** - *Office of Congressman Chaka Fattah*  
Region 9 (CT,DE,MA,MD,NJ,RI): **VACANT**  
Region 10 ((ME, NH, NY, VI, VT): **Ned Michalek** – *Office of Congressman Eliot L. Engel*

The CHAIRMAN. Ms. Lofgren.

Ms. LOFGREN. Thank you, Mr. Chairman. I do have a couple of questions.

Obviously we are all here and will look at the transcript, but I don't think Mr. Beard was suggesting that the Chiefs of Staff had asked anything improper. I think he is just noting we are all elected, but if we ask for something that is not permitted within the rules, we can't do that, and we all know that. So that is how misunderstandings, I think, get started.

I want to talk about the House Child Care Center, if I could, Mr. Beard. We have, I think, a waiting list. I saw an article in one of the local Hill rags recently talking about the inability, actually the glass ceiling for women in staff positions. A big issue about that is child care.

So I would like to know how many are currently enrolled, if you know that; how long is the waiting list; obviously there is a need for additional capacity. How would we increase the capacity; what would be the cost implications? Could we recover it through fees or even through grants?

I know recently someone not on my staff who was expecting. They put their name on the list as soon as they found out they were expecting, and they still hadn't made it into the center by the time they gave birth. So can you respond to that?

Mr. BEARD. The capacity of the child care center in the Ford Building is 70 children.

Ms. LOFGREN. Seven-zero?

Mr. BEARD. Seven-zero. But it is important to recognize—and then we have to staff that operation. The demand—the largest demand that we have has been for the youngsters under 2 years old. We have currently 170 people on our waiting list, 170 families I should say, because in some cases they may have a request for more than one child to participate.

Ms. LOFGREN. So about three times the number—assuming you have families with more than one child, three times the number of people on the waiting list as we have in the facility.

Mr. BEARD. Yes. And in 2007, we did a very thorough study of the backlog, the waiting list. I think what is important to observe about the waiting list is you can't buy yourself out of the waiting list. It costs in capital costs somewhere between \$2.7 million and \$5 million to build a new daycare center, and that doesn't even count being able to staff the center. The ratios for kids under 2 is greater than others.

Ms. LOFGREN. I would like to take a look at that study. But one of the things I have always done, I have served on a school board, I served in local government, and now I have served here in the House, and every place I have served, I have opened child care centers. In every place I have served, I have been told it is too expensive and these very high capital costs, and every place I served I found out you could do it for a lot less and end up with something that is quite nice.

So I would like to take a look at that study and follow up with you. I know that staffers who have children or are expecting are putting their names on waiting lists at the Library, at the Senate, everywhere. People are desperate. It really has not only an adverse

impact, but it means that we can't really fully usually take the benefit of female staffers as we could, and that hurts the House, and it hurts the country.

I would like to talk a little bit, if I could, about the network, House network drives. My staff has told me that there have been more network drive disruptions these past few weeks than usual, and it has prevented staff from accessing constituent mail databases, sometimes for hours at a time.

Do you know what the sources are of these disruptions, and what are you doing to resolve them?

Mr. BEARD. We have two sources of disruption. One has been power supply, which is under the jurisdiction of the Architect of the Capitol. We have been working with the House Superintendent on that. But in our drives in the consolidated area, we have encountered a number of problems. We pulled in both the companies and our engineers have been working on it to identify the problem. We think we have identified the problem, and everything is up and running now, and we have recovered any data that may have been lost. We have recovered it, so it isn't lost. But it is a constant challenge to make sure that we have a reliable system and that we don't go down. It is just one of the things that we can't do.

Ms. LOFGREN. I would like to follow up with you if I could, too, especially from the district office, it is just hellacious to get into the system. It is just a waste of time for the staff. I find it myself where you can wait an hour to get into the system. So I have got my staff trying to do constituent services, but it is just really very frustrating. To me, I just can't understand why it would be that way, and I think we need to fix it.

If I can just do two more quick questions. First, and again to follow up, we do need to scan—Bill, I think this is your issue on scanning the BlackBerry after the overseas trips for security purposes. Is that you, Dan?

Mr. BEARD. Yes.

Ms. LOFGREN. That is happening with government CODELs, but I don't think it is happening with privately sponsored trips, and it needs to. That is ultimately all publicly available, it is reported, but it is reported once a year.

I am wondering if we could do some kind of coordination; every single trip has to be approved by the Ethics Committee, that maybe we could do some collaboration just for the purpose of BlackBerry scanning upon return. I will make sure that the Ethics Committee follows through with you, if you are willing to do that.

Finally, Ms. Miller, thanks for HouseLive.Gov. I am just wondering, will this be available to the public ultimately to view, and when will it be available for viewing in search of committee proceedings?

Ms. MILLER. Yes, it is available for the public right now, and we have had about 450 folks that are already using the system. Now, committees, I am not quite sure. We are working with HIR and House Administration to see what we need to do to get that.

Ms. LOFGREN. I think that would be very, very helpful, because, as we know, much of the work of the House does, in fact, go on in its committees. C-SPAN, when it was first brought in, played a tremendous service, but I think there is a little redundancy now.

You can Webcast anything, and they don't cover all the hearings. Storage is cheap. There is no reason why the public should ever be precluded from watching a committee proceeding. We should take that upon ourselves.

Ms. MILLER. But HouseLive is available. Committee staff have access to it.

Ms. LOFGREN. I know. But of committee proceedings.

Ms. MILLER. Committee proceedings. That is kind of not my bailiwick.

Ms. LOFGREN. Let's talk further about it if we could.

I thank the chairman.

The CHAIRMAN. Mr. Harper.

Mr. HARPER. Mr. Beard, if I could ask you a couple of questions. It is my understanding that when the House entered into a contract with Restaurant Associates to provide for food services, one of the stipulations you requested after the contract was signed was to provide, I guess, greener utensils and containers.

Mr. BEARD. Yes.

Mr. HARPER. I know that was agreed to with the provisional condition that additional costs would be deducted from the commission that they were required to give back to the House under the contract. So a couple of questions relating to that.

First of all, can you tell us approximately how much in commissions the House has lost as a result of these deductions? And as a follow-up to that, have there been any other deductions in vendor contributions to the House revolving fund that has resulted in a loss to the House?

Mr. BEARD. I think the answer to the second question is no, but I don't have the cost figure in front of me right now. The question was how can we initiate and bring in new compostable containers? That wasn't part of the contract that was negotiated with Restaurant Associates prior to my arriving, and I felt if we were going to demonstrate leadership, it made sense for us to provide compostable materials, and that we had sufficient potential revenues and commissions to be able to afford that.

Mr. HARPER. Will you provide us with those figures at your convenience, sir?

Mr. BEARD. Sure. Yes.

Mr. HARPER. Another thing that I was looking at was the statement of disbursements that had been placed on line, both the online and printed versions. They displayed to me a less complete disclosure of those public expenditures.

For example, details concerning office equipment purchases had been scrubbed to make the SOD less transparent. I wondered, was there any directive on that or instructions given to change that in what appears to diminish the transparency of those reports?

Mr. BEARD. No, there weren't any instructions. I think when we decided to put it up on line and make it publicly available, we decided to use the codes that are used by OMB to make sure that there was some consistency and clarity with the executive branch. So we did change it. There were some changes in the descriptions of some of the equipment from what we used before, which was published in a three-volume set, but they are not inconsistent with what is used in the Federal Government.

Mr. HARPER. Why were those changes made in the descriptions?

Mr. BEARD. Just to make sure they are accurate, to make sure that they—we can go into a great deal of detail on every entry if we want, but we have got 40,000 or 60,000 lines of code that we are trying to handle and put up on line, and we decided to just use the standardized codes to be able to identify the expenditures. It makes it easier for us.

Mr. HARPER. So those changes that were made were done before we went on line with the reports; is that correct?

Mr. BEARD. They were made at the time we went on line. As a result of going on line, we decided to change the codes we used in some of the areas.

Mr. HARPER. But the codes were changed before the first one was posted on line?

Mr. BEARD. Yes.

Mr. HARPER. This may be a question for the IG office, if I could. I do understand that the House has made these concessions for the greening requirements, and that these payments are made to the contractor prior to the contractor submitting the required revenues into the House restaurant revolving fund.

Because the payments from RA are made through off-the-book transactions, it sort of appears that this kind of skirts the typical requirements for review and approval of those revolving fund expenses by this committee and Appropriations.

So, why were the transaction processes structured in this way? And I would like for IG to comment as to whether such a system is appropriate, or whether it lacks transparency, or this lack of transparency leads to perhaps some type of accountability and potential issues?

Ms. GRAFENSTINE. Mr. Harper, I am not familiar specifically with those transactions; however, we did do a study on that compostable program and were able to break down a lot of the costs associated with that. I would be happy to be able to provide you with that type of information after the hearing, but I don't have the numbers available to be able to give you something that is accurate.

Mr. HARPER. If you could take a look at that, I would certainly appreciate that.

Ms. GRAFENSTINE. I certainly will.

Mr. HARPER. That will be great.

Mr. BEARD, one last question that I had regarding things that you might help us with. I know that recently you submitted revised procurement guidelines to the committee. In the proposed revisions you sought to increase the threshold for contracts needing committee approval by 100 percent, when inflation only justified a 40 percent increase.

I am wondering if you could maybe explain that discrepancy?

Mr. BEARD. Well, I think for us it was just how many contract agreements, procurement actions do we send over to the committee. The large procurement actions, for \$500,000 and above, it is very important to have committee input and for the committee to play a role in that process.

The limit that we were operating under, which I think was \$250,000, was a limit that was placed over a decade ago, and our feeling was through our procurement office that we ought to raise

that to a higher level. We had suggested that level because it was—if you look at all the contracts that we have, there was sort of a logical break in there. But in working with the committee staff, they decided that a lower limit was needed, and that is fine with us as well.

So, there has to be some break in there at some point, and it is just a question of where you draw the line.

Mr. HARPER. Do you feel that that has a positive or negative impact on accountability and transparency?

Mr. BEARD. Well, every expenditure, every contract we have is a competitive contract, and it also is publicly divulged. So all of our procurement processes is a very transparent process. But, no, I don't think that—it really is a question of how much work the committee staff wants to do and be involved in as we go forward with these contracts.

Mr. HARPER. I know, Mr. Livingood and Ms. Miller, you are upset I don't have any questions for you, but we do thank you for your service.

Thank you.

The CHAIRMAN. I thank the gentleman.

Mrs. Davis.

Mrs. DAVIS of California. Thank you, Mr. Chairman. I thank you all for being here and for your service. I want to probably direct most of the questions to Mr. Beard.

I know you have been working hard on the energy efficiency issues. We have been involved in that with you as well. We appreciate your responsiveness on that and just your efficiency in general. But I had a few questions.

I just want to start with the payroll system, because we have had a number of problems in the office. One of the explanations that I have heard is there is just a lot of turnover down there.

I am wondering, what is the problem? Is that true? Is there just a lot of turnover in terms of employees? Why are people having so many difficulties in this area?

Mr. BEARD. Well, I think there are a number of different reasons. One is that as a good business practice, and it is required, we do have to change the financial counselors on a regular basis. They have to rotate so that they aren't handling just one account all the time.

We have also had workload balances. The workload has spiked, and it spiked in January and February. We handled at least twice as many requests for reimbursements than we normally have handled because it was the end-of-the-year requests that came through.

We haven't had that great a turnover. What we have had is a change in the assignment of individuals, and I think some financial counselors are uncomfortable with that. But we had to rearrange the financial counselors to handle the workload balance and also to make sure that we don't have single points of failure. We have to make sure if a financial counselor is out, we have somebody to cover that. We are also realigning our staff to be able to handle a transition to a new financial system on October 1st.

I think that I would add to that that when this committee issued or passed a resolution requiring increased standards for reimburse-

ment, we have struggled with instituting those new standards, and there has been a learning process for those new standards. We now have the turnaround time on vouchers back down to the level where we should be. It is approximately 6 days. But there may be individual vouchers that are longer than that.

Mrs. DAVIS of California. Well, I appreciate that. I want you to stay focused on it, if you can.

Mr. BEARD. Yes, I will.

Mrs. DAVIS of California. I am just not sure of the level of tolerance and what we should expect. If you can help out with that, that is fine. But some of the glitches that we have seen just don't seem appropriate at all. So I want to express that.

On the technology side, again, I appreciate the move towards much more efficient technology. We are enjoying some more technology in the Armed Services Committee, and that is great. It has been very helpful.

One of the concerns that I think we all sort of scratch our head and wonder, what about Wi-Fi really throughout the building? You say in your statement you are looking at about 3 years to have it campuswide. It seems like a long time, since Starbucks, McDonald's, everybody else has been able to accommodate that. What should we expect?

Mr. BEARD. I don't think it is going to take that. It is 3 years to build out the 700 points in our Wi-Fi system that we want to have. We now have it available in the Longworth cafeteria and the Rayburn cafeteria, and we are just bringing those up on a regular basis.

I think the big challenge for us is to have a Wi-Fi system that is safe and secure. We had to work with various other Federal agencies to make sure that we had a safe system, and that we weren't jeopardizing the IT security of our overall system.

Wireless is the direction that the industry is moving, and it is a direction that we are going to have to go as well, but it presents certain challenges for us.

Ms. DAVIS of California. Three years, maybe not. But what is realistic?

Mr. BEARD. I would have to get back with you with an estimate. But certainly it will be less than 2 years, I will tell you that.

Mrs. DAVIS of California. Several other questions have been raised about the difficulty in accessing, whether it is e-mail or some of the accounts. The space that staffers have on e-mail seems limited compared to what they can expect in other arenas. Again, can we increase that space? Is that something that we are going to be seeing?

Mr. BEARD. Yes, we can. I think you are talking about the space of the individual mailbox. The system we have been using in the past has had limited space, but we are moving towards—we now have increased capability, and we are going to begin rolling that out in the next month or two to increase the size of the individual mailboxes, so you don't have to keep deleting, which is a challenge, on a regular basis.

Mrs. DAVIS of California. That would be helpful.

Finally, if I may, Mr. Chairman, just briefly, I know that there has been an annual compensation study. You have reinstated that.

That is very helpful. But I really do need a commitment that you are going to commit to doing that study again next year, and also that there will be enough staff involvement and input where people desire to do that in terms of the kind of questions that are asked, because I think sometimes we miss the boat on the questions that we ask.

Mr. BEARD. We will do it next year, and we will improve the timing. I want to have that report done so that it comes out in September or October so it is in time for the Members to make decisions with respect to year-end bonuses or the salary levels that they set for their employees, particularly new Members, because I think that study is important to new Members. They are able to see what salary levels they ought to be providing.

Mrs. DAVIS of California. Thank you.

And the other issue, of course, is the diversity of the staff, and particularly some of the higher-paid staff, which I think we all need to work on. So we want to look at that.

Just finally is access. Getting up to the Rayburn room, we have visitors that come in or people we need to meet with, and I don't know what it is right now, but they are just having a tough time getting access to get through the tunnel and up to the Rayburn room. So if you can just take a look at that and see if there is something going on. I am always amazed, because I wait, and that is the hitch. People are walking fast, but they just can't get there.

Thank you very much. Continuing to get input for all of us is helpful.

Thank you.

The CHAIRMAN. I thank the gentlelady.

I thank our panel. As Mr. Lungren says, we do catch the javelin, and I do come to every one of you with some crazy requests. I appreciate that you always have a smile and handle them with courtesy and professionalism. We do appreciate that. I thank you.

I thank our members for your participation.

This hearing is adjourned.

[Whereupon, at 12:45 p.m., the committee was adjourned.]

LORRAINE C. MILLER  
CLERK

H-154 THE CAPITOL

DEBORAH M. SPRIGGS  
DEPUTY CLERK

ROBERT F. REEVES  
DEPUTY CLERK

MARIA A. LOPEZ  
DEPUTY CLERK

**Office of the Clerk**  
**U.S. House of Representatives**  
**Washington, DC 20515-6601**

June 25, 2010

Honorable Robert A. Brady, Chairman  
Committee on House Administration  
1309 Longworth House Office Building  
Washington, DC 20515

Dear Mr. Chairman:

It was a pleasure to testify before the Committee on House Administration in April. This hearing was the Office of the Clerk's first opportunity to share office activities with the Committee. Please find below the following answers in response to the follow-up questions forwarded in your June 2, 2010 letter.

**1) Given the current economic climate, what measures have you taken to demonstrate fiscal stewardship?**

Approximately a year ago, I started to take a hard look at our expenditures and felt there were two areas we could make some savings---overtime and contract reporting. We have instituted a policy that staff must notify the Chief of their department if there is anticipated overtime, including the amount. Additionally, all overtime are forwarded directly to the Clerk for approval. Once it has been determined that overtime is necessary, the office uses cross-trained staff members to reduce the amount of time to complete the project using streamlined internal processes. Since implementation of the new policies, our overtime has been drastically reduced by forty percent.

Secondly, we evaluated the use of contract reporters over a two year period, for field and regular Committee hearings. Based on that evaluation for the past two years, we reduced the budget by \$300,000. The Committee should be mindful that should the Congressional Floor schedule become more active our budget could drastically fluctuate.

**2) What steps does the Office of the Clerk take to assure that the Page Program is accessible and available to students who have conditions and disabilities that require special accommodations or training by staff and instructors?**

In order to answer the question, I need to make two relevant points to the Committee. The Pages are recruited and appointed by a Member of Congress and the eligibility requirements of becoming a Page require that the prospective Page "has the ability to walk considerable distances in a day, carry packages of up to 25 pounds, answer telephones and speak and write in fluent English". The House Page Program is not designed to accommodate Pages with major conditions or disabilities. We do not have medical staff living in the residence hall, but we do require that all residence hall staff are certified to provide CPR and other minor emergency procedures, i.e., first aid. We have had students that were wheelchair bound and we made special arrangements for work assignments to accommodate. Our summer program recently had a student that had a chronic condition requiring special attention. Without the cooperation and

support of the Office of the Attending Physician, we would not be able to accommodate students with chronic conditions or disabilities.

**3) Please provide us with an update on the HouseLive project.**

Please find attached five HouseLive-related documents that will facilitate your efforts to summarize the current status of Houselive. I have briefly described the documents below for your convenience.

- **Houselive Granicus New Tasklist** – I met with Granicus last week to discuss a list of potential tasks for us to work on next. Granicus contributed to the initial list then we added issues raised by internal users during testing, comments made by bloggers and issues identified by our technical staff. Granicus is reviewing the list and we will meet this week with our technical team for further discussion. This list does not include the highest priority modification, Live Rewind that we previously requested. Live Rewind will be a separate project that Granicus is now finishing design specifications based on the meeting held with Sterling Spriggs, Pat Hirsch, and me in January. Once we receive the specifications we will hold a meeting to review the specifications before the project begins.
  - **Houselive Viewer Report** - A canned report that can be run from the system with the ability to change variables. The attached report shows the internal and external viewer statistics from April 26, 2010 through June 14.
  - **Houselive Top Ten Videos** - A canned report that shows statistics on the top ten most viewed videos since April 26.
  - **Houselive Usage Spreadsheet** - A draft report that Granicus recently developed that requires formatting but provides us with details about the number of viewers and the hours of video watched.
  - **Mobile Encoder Product Sheet** – Additionally, we are testing a Granicus product called “Mobile Encoder” that would allow us to broadcast to the internet from an alternate Chamber location. Testing will take place during our July exercise from NDU. The cost is approximately \$11,000 for the software which is operable from a laptop with a direct feed from the House recording studio. Granicus uses this software today to do mobile meetings for the State Department and other governmental agencies.
- 4) Your Semi-annual Report indicates you expect to take a number of initiatives relating to the House Library, including brainstorming ideas for space for a reading room, purchasing new databases and researching state-of-the-art libraries for ideas to implement in the House Library. Can you elaborate on the scope and mission of the House Library as well as your plans for modernizing it? How will you ensure there is no duplication of resources with the Library of Congress and CRS?**


The revival of the House Library has two major goals: (1) the library holdings will focus on House of Representatives related materials and (2) that the research capabilities in the library are state-of-the art.

With those two goals in mind, a small group of Clerk staff, including myself, recently visited the New York City Library after consultation with the Archivist of the United States. We returned

from that visit with a keen awareness of potential technological challenges, as well as reaffirming that we are progressing on the right track. For the past year, the library has acquired several databases/finding aides that will greatly facilitate our staff in effectively and efficiently accommodating the increased number of research requests from Member offices, Committees, Legislative Counsels and the public. Cost constraints prohibit purchasing licenses for every House office; therefore, the Reading Room could host the portal for all House usage of databases.

We are consulting with the Library of Congress to prevent any duplication of services. Additionally, we have consulted with the House Legislative Counsel office, many House Committees and the Center for Legislative Archives, to assess the specific needs of these House stakeholders.

I hope that we have adequately answered all of the Committee's lingering questions. If not, please feel free to contact me and I will promptly address your questions. Thank you again for the opportunity to testify before the Committee.

Sincerely,  
  
 Lorraine C. Miller

Enclosures



## Granicus® Mobile Encoder™

Mobile webcasting with integrated legislative management.

### What is Mobile Encoder?

Granicus Mobile Encoder is a laptop-based solution for capturing and broadcasting rich media content to the Web, with or without an Internet connection. Mobile Encoder can help reach broad audiences for meetings or events that are held off-site or at hard-to-reach locations—a critical part of any citizen or staff communication plan.

### Deliver instant Web access to government events hosted anywhere, anytime.

To keep up with demands for government transparency, agencies are quickly adopting cost-effective, compact technologies to increase levels of public access and participation over the Web. Granicus Mobile Encoder empowers governments with a Web-based, mobile channel to connect citizens to public officials and important decisions.

With Mobile Encoder, you can take advantage of a travel-friendly solution to:

- **Connect to broad online audiences live and on-demand.** Involve citizens in your meetings or special events over the Web. Simply connect your audio/video source to a laptop computer and stream your event to the Web live or on-demand, from any location. You can also perform video indexing in real-time and simplify user navigation through the archived content.
- **Perform live meeting management.** Mobile Encoder gives you simple tools to build minutes during the event. As the meeting occurs, you can capture agenda items, discussion

notes, roll calls, motions, and votes. This software utilizes the same powerful functionality as Granicus MintuesMaker™ with the added benefit of mobility.

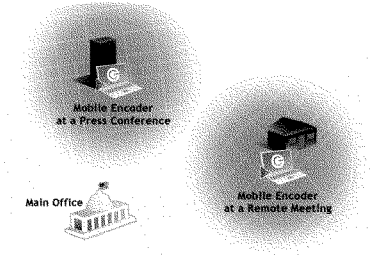
- **Expand the reach of Granicus MediaManager™.**

Leverage MediaManager at remote locations by loading your agenda into Mobile Encoder before the event begins and then taking this information offline. After the event is completed, simply upload your archive and annotations back into MediaManager for editing or instant publishing to the Web.

- **Monitor the status of your live event in real-time.**

During the event, access stream status reports to ensure you are connected and streaming live to the Web successfully. Also, you can preview the stream from your Mobile Encoder user interface to review your audience experience.

### Manage meetings and broadcast live from remote locations.



### How Mobile Encoder works.

Using Mobile Encoder is fast and user-friendly. Follow these simple steps to stream any remote event without hassle:

#### Before the event

**Prepare your event in MediaManager** by creating new or updating an existing event template, uploading your agenda, and setting your streaming settings.

**Download event information** into the Mobile Encoder application while connected to the Internet.

**Connect your audio/video** source into the Mobile Encoder laptop while on-location.

**Live stream** your event to reach audiences in real-time. Streaming live requires an Internet connection.

**Record your event** to give viewers on-demand access. Internet access is not required for recording to occur.

#### During the event

**Perform real-time indexing and live meeting management** with the Mobile Encoder software. Easily build chapters for your event archive or annotate meeting minutes during the event to enhance the quality and usability of your content.

**Monitor and manage the live stream** with Mobile Encoder's intuitive live controls and reporting.

#### After the event

**Upload your event and prepare it for the Web** by simply connecting to the Internet. Easily upload media and meeting information into MediaManager to complete final production touches.

**Publish to the Web** with a single click of a button.

### What you need

- PC-based laptop computer
- Ability to capture audio
- Ability to capture video with a Granicus-certified USB video capture card
- Internet connection (required for optional live streaming)

Contact a Granicus Software Sales Executive today.

Write [sales@granicus.com](mailto:sales@granicus.com) or call (877) 889-5495 for details or an in-person demo.

Issues / Opportunities	Description	Categories	Priority	Product Change
Replace screen scraping of House Floor HTML	Use of an XML format for the House Floor Proceedings. Include automation of test pattern trimming and full documentation of the process.	Integration	1	X
Times that aren't on video	Times that aren't on video – this was an item left over that was a "wait to do it". Currently, if the time isn't in the video, you lose the time in the proceedings, this would correct that. This also fixes the situation where the legislative day continues from the previous day.	Integration	2	X
Closed captioning on archived videos	The speed and flow of the text is difficult to read, too fast, jerky at times and irregular placement of line breaks.	Performance	1	
Portal.houselive.gov subordinate URLs	Portal.HouseLive.Gov points to the following websites: <a href="http://hwcdrh.net">http://hwcdrh.net</a> , <a href="http://admin-101.granicus.com">http://admin-101.granicus.com</a> (and a couple others). When <a href="http://hwcdrh.net">hwcdrh.net</a> is down for a day, so are the Clerk images, help files, etc. If it's slow to return the files, then our site is in turn slow too.	Performance	2	
Portal.houselive.gov load time	Portal.HouseLive.Gov is slow to load because all the objects for the entire site are being loaded at the beginning and it is very slow to finish loading. Sometimes it takes over 35 seconds to load (on average about 12-15 seconds to load).	Performance	3	
View pages time out under heavy traffic	HouseLive buttons and the XML feed time out occasionally during peak traffic periods. "http://houselive.gov/ViewPublisher.php?view_id=23"	Performance	4	
MP4 downloads from Portal	MP4s don't download from the portal. It's too slow, saying it will take 22 hours for 3gb and it times out before finishing. The most I've been able to download of a 2-3gb file is 250mb in five hours.	Performance	5	
XML provided doesn't validate	The XML file provided by Granicus that feeds the House Floor calendar is poorly constructed and does not validate. "http://houselive.gov/ViewPublisher.php?view_id=16"	Performance	6	
Special Events Podcast	Add a "Special Events" podcast to the existing Audio Floor Sessions and Video Floor Sessions - in iTunes	Podcast	1	
Individual Podcasts	Image of the individual Podcasts and customizable description (I'll show you what we're talking about)	Podcast	2	X
More web details	We need access to HouseLive.gov logging/traffic information (raw server and traffic software information (i.e. Google Analytics or other).	Reporting	1	
Add Bill ID #	Currently, have the ability to search the Proceedings text, and the captions. There's been feedback to also include Bill ID (i.e. HB 1234). Would love to investigate the possibility of getting that from the FARS data, and including that in our search.	Searching	1	X

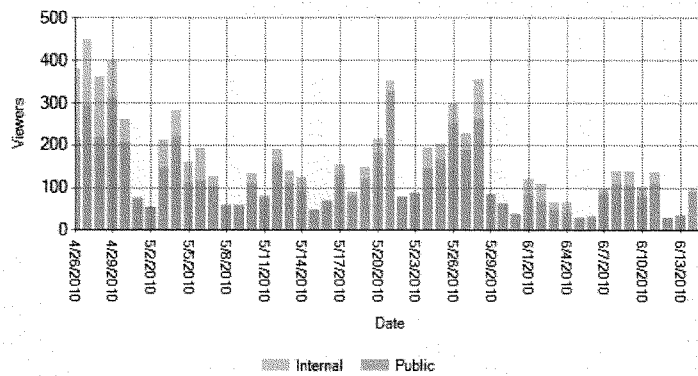
Issues / Opportunities	Description	Categories	Priority	Product Change
Find Congressman speaking	Another feedback item was better search ability by Congressman (congressman speaking, versus being referred to by another)	Searching	2	X
Search Time	Search results to show the time of the search result	Searching	3	
MP4 Links	(for purposes of downloading and trim/clipping) Add MP4 links to the advanced search results page	Searching	4	
Advanced search	The advanced search uses JavaScript includes, which gives us no control over templates or visual modifications.	Searching	5	
HouseLive Documentation	We have not received the source files for the following documentation: HouseLive Video Editing Guide (PC), RSS Feeds and Outlook FAQ, and HouseLive Video Editing Guide (Mac) so that we can brand them ourselves.	Support	1	
Changes to HouseLive.gov	All changes made either by Granicus or House staff will be communicated prior to execution. These changes must also be made across all affected templates.	Support	2	
External CSS files	All external CSS files should be housed on the Clerk's site.	Support	3	
Player buttons	Remove any non-functioning player buttons.	Video Player	1	
Current Item	Current Item button on player only works at the beginning of the timestamp. It does not work when you toggle from the All Items button.	Video Player	2	
Closed captioning on the Portal	There is no way to turn off the closed captioning on the Portal site.	Video Player	3	
Closed Captioning	For the Player, keep the Closed Captions open, or open by default, or something that makes the fact that Closed Captions are available more obvious	Video Player	4	
Space underneath video player	Reclaim the space underneath the video player for keeping the CC open and Share URLs? (to discuss)	Video Player	5	
Where to start video	Make it easier for someone to find a section to start playing from and getting a URL for that point in time. (Again, making this existing functionality more intuitive)	Video Player	6	
Releasing Templates to OPS	Have templates released to the House for formatting control.	View Page	1	
Formatting of U.S.	We need to have a consistent formatting of "U.S." House of Representatives. In most cases it is displayed as "US".	View Page	2	
House is in session	Make it obvious whether House is in session or not, and move Live stream away from the archive list. Also, include it live stream in the landing page and the main page as well.	View Page	3	
RSS Feeds 2	Rename the RSS Feeds Titles — until it really is "Live"	View Page	4	
Favicons	Need to update the Favicon on all pages.	View Page	5	
MP3 and MP4 links	Only have links appear if the files are available.	View Page	6	



granicus

Office of the Clerk - US House of  
Representatives**Total Viewers Report***View all clips from 4/26/2010 to 6/14/2010 viewed by all viewers.*

Total results from date range: 7616



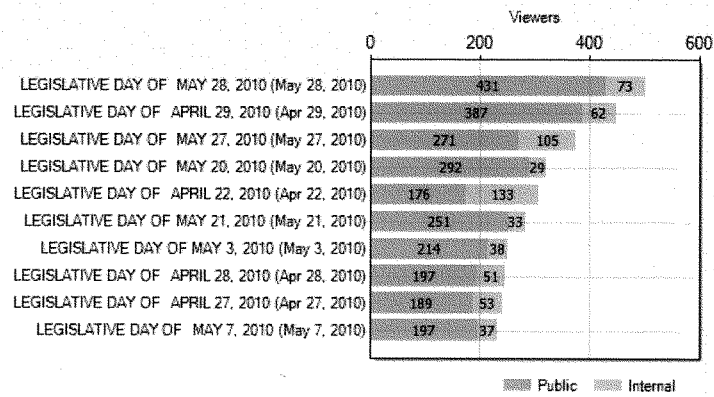


granicus

Office of the Clerk - US House of  
Representatives

## Top Ten Report

*Top 10 archives from 4/26/2010 to 6/14/2010 viewed by all viewers*



## Houselive Usage Report

	Total Bytes	Date Logged	Hours Watched
	1.	1/12/2010	0.179
0		3	0
	2.	1/13/2010	5.726
0		46	0
	3.	1/14/2010	0.118
0		3	0
	4.	1/15/2010	0.121
0		5	0
	5.	1/16/2010	0.071
0		3	0
	6.	1/17/2010	0.436
0		5	0
	7.	1/18/2010	0.349
0		3	0
	8.	1/19/2010	1.741
0		5	0
	9.	1/20/2010	12.751
0		15	0
	10.	1/21/2010	5.838
0		20	0
	11.	1/22/2010	0.909
0		7	0
	12.	1/24/2010	0.003
0		1	0
	13.	1/25/2010	0.003
0		3	0
	14.	1/26/2010	0.014
0		2	0
	15.	1/27/2010	0.045
0		5	0
	16.	1/28/2010	1.423
0		6	0
	17.	1/29/2010	0.006
0		2	0
	18.	1/30/2010	0.000
0		1	0
	19.	2/2/2010	0.004
0		4	0
	20.	2/4/2010	0.005
0		1	0
	21.	2/6/2010	0.151
6830939		73	0.006
	22.	2/7/2010	0.235
0		145	0
	23.	2/8/2010	3.058

## Houselive Usage Report

Total Bytes	Date Logged	Hours Watched
473032	217	0
24.	2/9/2010	0.058
0	51	0
25.	2/10/2010	0.833
0	39	0
26.	2/11/2010	0.061
0	12	0
27.	2/12/2010	0.032
0	22	0
28.	2/13/2010	0.221
0	52	0
29.	2/14/2010	0.104
0	40	0
30.	2/16/2010	0.286
0	100	0
31.	2/17/2010	0.584
14288495	122	0.013
32.	2/18/2010	0.202
0	52	0
33.	2/19/2010	0.421
4787387	37	0.004
34.	2/22/2010	2.854
0	5	0
35.	2/23/2010	13.516
0	20	0
36.	2/24/2010	13.994
31334100	73	0.029
37.	2/25/2010	8.579
65094282	178	0.061
38.	2/26/2010	4.944
49247968	97	0.046
39.	2/28/2010	0.007
0	3	0
40.	3/1/2010	0.066
6673102	17	0.006
41.	3/2/2010	10.316
49996358	89	0.047
42.	3/3/2010	6.615
8914555	58	0.008
43.	3/4/2010	6.422
12215657	66	0.011
44.	3/5/2010	0.006
572738	4	0.001
45.	3/6/2010	0.015
0	10	0
46.	3/8/2010	0.227

## Houselive Usage Report

Total Bytes	Date Logged	Hours Watched
27487743	23	0.026
47.	3/9/2010	11.669
10327900	60	0.01
48.	3/10/2010	10.651
5664694	216	0.005
49.	3/11/2010	10.047
310367407	60	0.289
50.	3/12/2010	2.152
45094147	346	0.042
51.	3/13/2010	0.006
2974479	3	0.003
52.	3/15/2010	5.496
113995410	51	0.106
53.	3/16/2010	14.815
6068357	39	0.006
54.	3/17/2010	8.513
3802110	275	0.004
55.	3/18/2010	8.578
3408961	181	0.003
56.	3/19/2010	17.071
3415392	27	0.003
57.	3/20/2010	14.552
6137429	53	0.006
58.	3/21/2010	18.460
4065079	16	0.004
59.	3/22/2010	9.556
10096063	305	0.009
60.	3/23/2010	6.808
53964727	23	0.05
61.	3/24/2010	10.268
45754945	74	0.043
62.	3/25/2010	8.587
9352993	81	0.009
63.	3/26/2010	0.345
6548023	33	0.006
64.	3/27/2010	0.058
0	10	0
65.	3/29/2010	0.113
0	22	0
66.	3/30/2010	2.678
0	25	0
67.	3/31/2010	2.341
28612119	91	0.027
68.	4/1/2010	2.749
2253402	179	0.002
69.	4/2/2010	0.109

## Houselive Usage Report

Total Bytes	Date Logged	Hours Watched
1432270	16	0.001
70.	4/5/2010	0.651
6704423	89	0.006
71.	4/6/2010	0.411
4894069	35	0.005
72.	4/7/2010	0.352
7660244	69	0.007
73.	4/8/2010	0.711
0	145	0
74.	4/9/2010	3.593
0	61	0
75.	4/12/2010	1.171
7832890	162	0.007
76.	4/13/2010	28.614
261876877	452	0.244
77.	4/14/2010	18.792
59089951	334	0.055
78.	4/15/2010	12.904
63181518	216	0.059
79.	4/16/2010	1.217
12146582	91	0.011
80.	4/17/2010	0.036
0	15	0
81.	4/19/2010	0.968
72451365	108	0.067
82.	4/20/2010	4.238
4209181	76	0.004
83.	4/21/2010	15.964
8858677	75	0.008
84.	4/22/2010	1.127
56344666	65	0.052
85.	4/23/2010	1.727
65826084	94	0.061
86.	4/24/2010	0.004
0	2	0
87.	4/25/2010	0.018
3909183	2	0.004
----- GO LIVE DATE		
88.	4/26/2010	52.576
1532918155	1035	1.428
89.	4/27/2010	107.937
4571301964	2014	4.257
90.	4/28/2010	131.069
3871425733	1834	3.606

## Houselive Usage Report

Total Bytes	Date Logged	Hours Watched
91.	4/29/2010	1028.089
9436698556	3111	8.789
92.	4/30/2010	32.220
2249883678	1881	2.095
93.	5/1/2010	28.522
2159561212	739	2.011
94.	5/2/2010	12.819
2224239055	265	2.071
95.	5/3/2010	13.348
1051143271	692	0.979
96.	5/4/2010	31.741
772915631	2085	0.72
97.	5/5/2010	68.873
440476334	1026	0.41
98.	5/6/2010	226.378
3076195262	1356	2.865
99.	5/7/2010	3.534
301147981	837	0.28
100.	5/8/2010	9.698
1265227950	272	1.178
101.	5/9/2010	16.853
2577456551	399	2.4
102.	5/10/2010	13.616
1793785004	839	1.671
103.	5/11/2010	31.730
936708293	658	0.872
104.	5/12/2010	172.742
2827291086	1373	2.633
105.	5/13/2010	56.611
1909977618	987	1.779
106.	5/14/2010	11.173
606999946	906	0.565
107.	5/15/2010	2.636
91990697	418	0.086
108.	5/16/2010	4.065
185851052	673	0.173
109.	5/17/2010	11.517
393960781	579	0.367
110.	5/18/2010	64.684
2771562297	712	2.581
111.	5/19/2010	143.371
2324313877	1054	2.165
112.	5/20/2010	121.688
1595253475	1411	1.486
113.	5/21/2010	24.352
2533017205	2878	2.359

## Houselive Usage Report

Total Bytes	Date Logged	Hours Watched
114.	5/22/2010	5.061
384866029	683	0.358
115.	5/23/2010	7.792
428528916	508	0.399
116.	5/24/2010	22.048
1179775190	1169	1.099
117.	5/25/2010	96.650
1722767129	1614	1.604
118.	5/26/2010	159.289
1779009461	2386	1.657
119.	5/27/2010	839.350
11821837106	2439	11.01
120.	5/28/2010	549.864
9209183294	3554	8.577
121.	5/29/2010	19.996
1018396547	916	0.948
122.	5/30/2010	4.975
400277449	546	0.373
123.	5/31/2010	5.236
505452288	190	0.471
124.	6/1/2010	14.591
1446893261	1073	1.348
125.	6/2/2010	13.011
313854185	518	0.292
126.	6/3/2010	4.143
74260179	578	0.069
127.	Totals	4525.517
85372641671	52230	79.507

52,000 total views, 4500 hours of video watched thusfar

WILSON LIVINGOOD  
SERGEANT AT ARMS

H-124 CAPITOL  
(202) 225-2456

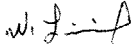
Office of the Sergeant at Arms  
**U.S. House of Representatives**  
Washington, DC 20515-6634

June 16, 2010

Memorandum

To: Robert A. Brady  
Chairman, Committee on House Administration

Daniel E. Lungren  
Ranking Member, Committee on House Administration

From: Wilson Livingood   
Sergeant at Arms

Subject: Additional questions for the record

In response to your letter dated June 2, 2010, in which you requested I provide some additional information, I am pleased to submit the following responses to your questions.

**1. What is the process for addressing security issues for member-hosted town hall meetings? Who should offices contact first? Have you issued a communication informing Members of the appropriate process?**

Member offices that are holding a town hall meeting should first contact the Office of the Sergeant at Arms ("HSAA") to request a security assessment for the event. The Office will direct the United States Capitol Police ("USCP") to perform a threat assessment, based in part, on known threats to the Member, location and contact with the local authorities. The USCP will then inform the HSAA of its recommendations. At that point, HSAA and/or USCP will work with the Member office to put in place the proper security.

Offices should first contact HSAA.

In terms of notification, the Members' Handbook does state that the MRA may pay for ordinary and necessary expenses associated with security at Town Hall meetings.

In addition, the HSAA has posted its *Security Awareness Guide* on its website. The *Security Awareness Guide* is designed to create awareness among Members and staff regarding violence

against them and the office, provide information and standard operating procedures when faced with threats.

On March 25, 2010, HSAA requested that CHA forward an e-mail to Chiefs of Staff urging Members and staff to be aware of their surroundings and for district office staff to reach out to local law enforcement in their districts to set up lines of communication. Members and staff were also reminded that the USCP Threat Assessment Section was available to assist them in the event that they noticed something out of the ordinary.

## **2. What measures have you adopted to ensure emergency preparedness in the House?**

In February of this year, the Office of Emergency Planning, Preparedness, and Operations was formally transferred to my office. The office is now the House Sergeant at Arms Office of Emergency Management (OEM). The mission of this office is to provide and implement a comprehensive and professional emergency planning, preparedness, and operations program for the House of Representatives, ensuring the continuity of operations of the House and the safety of its Members, staff, employees, and visitors during emergencies.

OEM coordinates House life safety programs, including training on protective actions such as evacuations, sheltering-in-place, and use of escape hoods. OEM coordinates emergency communications for the House including maintaining the emergency annunciator system and coordinating on messaging with the USCP. In addition, OEM coordinates with House offices to complete an Office Emergency Plan (OEP) to ensure that Members and staff know what actions to take to protect themselves during emergency events.

The SAA office is also involved in the coordination of a joint House exercise schedule with the Senate and the other House Officers and actively participates and conducts life safety and continuity exercises.

We strive to make improvements in the life-safety arena by continuously improving planning, execution, signage, building safety, alert systems, etc. Some of the improvements include:

- A new exit was added to the SW corner of the Longworth building that exits onto C Street in 2009. This addition improved evacuation time as noted in the April 2009 evacuation drill
- Cannon building stairwell evacuation has been an issue in the past. Evacuation routes were changed so that less people used the same stairwells and the last two evacuation drills have seen a considerable improvement in evacuation time
- Two-way communications with the USCP were installed in the staging areas of the emergency elevators in FY09.
- Egress directional signage has been installed in the Longworth stairwells.

- Two-way communications will be installed in designated internal relocation stairwells. Scheduled completion is September 2011
- Cameras will be installed in designated internal relocation stairwells over the next two years with an estimated completion in 2012

The SAA office is continuously reviewing other life safety tools that would improve our ability to implement protective action procedures in the event of an emergency. Some of those tools include evacuation modeling software and additional emergency notification tools.

The SAA office also coordinates with offices, particularly Committee offices, to develop and promulgate continuity guidance documents to ensure that the essential functions and activities of the House can be accomplished during emergency situations.

### **3. Should emergency preparedness training be mandatory?**

Yes, it would be helpful if emergency preparedness training is mandatory.

The Sergeant at Arms office has implemented a robust emergency preparedness training program for staff and Office Emergency Coordinators (OECs) including monthly classroom training, office briefings, seminars and newsletters. However, many OECs and staff do not understand the critical role they have in preparing for emergencies that could arise at any time. Active involvement in preparation can mean the difference between a calm, orderly response to an emergency or a confused, chaotic response often seen when people are unprepared to deal with a crisis.

Unlike legislative and constituent issues, where Member and Committee offices receive information and updates from many groups both on and off the Hill, they only receive emergency preparedness training from the SAA office. If they do not participate, they will not get this information elsewhere and will be unprepared to react to an emergency event. Therefore, to ensure that staff are prepared for emergencies, I recommend that emergency preparedness training be made mandatory for primary and backup OECs and new employees. However, I recognize the challenges of implementing a program like this for senior staff.

### **4. How many calls did you receive concerning disruptive members of the public on April 15<sup>th</sup>, tax day? Did this warrant your office's recommendation to lock constituents out of Member offices?**

HSAA does not keep a log of the number of calls, or the nature of the calls, received by the office. The recommendation was one of many recommendations that the HSAA had put together

on how an office could deal with large numbers of citizens visiting Member offices. As tax day was less than a month after the health care demonstrations and USCP special events had permit requests for demonstrations which indicated the potential for a large number of protestors on tax day, HSAA recommended as a proactive step that CHA staff send an e-mail to Chiefs of Staff outlining the recommendations. Specifically, the suggestions were:

- Provide a sign-in book where citizens could leave contact information and points of view.
- In the unlikely event that an individual or group chooses to disrupt your office, an initial first step can be to close your office door. If the disruption continues to pose an operational or security impediment to you or your staff, then you should consider locking your office door.
- At anytime you and your office can call the Sergeant at Arms at 225-2456, or the U.S. Capitol Police at 225-0400 (or 5-0911) who will provide assistance to you.
- In order to expedite your movement around the complex, it may be advisable to consider utilizing the tunnels from building to building.

The number of protestors expected never materialized.

**5. Given the current economic climate, what measures have you taken to demonstrate fiscal stewardship?**

The Office of the Sergeant at Arms continues to monitor its spending of official funds. I review, evaluate, and approve all items necessary to provide services to our customers – the House community. Prior to the purchase of supplies and materials, a cost comparison among multiple vendors is conducted to ensure cost efficiency. Additionally to the extent required our contract support services are competitively bid in conformance with the Committee's procurement guidelines. This allows us to assess the most cost effective approach in meeting our needs. For cost saving purposes we have extended the life cycle replacement of certain office equipment and delayed scheduled upgrades to the House Operations Center. Additionally, Sergeant at Arms staffing remains at minimum levels to support office operations.

Committee on House Administration  
Hearing on "Oversight of the Clerk, Sergeant at Arms, Chief Administrative  
Officer and Inspector General of the House of Representatives"  
April 28, 2010

Questions for the Record

FOR DAN BEARD:

- 1) On your website, your core mission is identified as helping Members get things done. What metrics do you use to measure your responsiveness to Member offices? Do you proactively seek Member and staff feedback?

Various metrics are used throughout the CAO to determine service delivery quality. In our various call center environments, "abandonment rates" are tracked to ensure that House staff calling into those centers are responded to fully and in a time frame which compares with industry best practices. In Payroll and Benefits and Financial Counseling, as two examples, "error rates" are also used to track and measure customer satisfaction. These rates are extremely low in both cases and, by definition, illustrate overall customer satisfaction in terms of very small margins of error in both departments.

More broadly, all of our staff are trained to be responsive and courtesy to those they serve and are encouraged to continually ask and assess whether the needs of served employees are being met to our standards of excellence.

Presently, the CAO is about to launch a major modification to HouseNet in which House staff will be encouraged to "Ask the CAO" any questions, or to make suggestions, which will be officially followed-up within a guaranteed 24-hour period. Information harvested from this process will be used to modify processes and make systemic operational changes to increase service delivery House-wide.

- 2) What is the scope and estimated cost of the CAO diversity assessment to be performed by the Ivy Planning Group? Did the Ivy Planning Group submit the lowest bid to the CAO for its diversity consultation? If not, how many bids were lower than that submitted by the Ivy Planning Group?

The scope of the project is to assess and analyze the overall organizational diversity and inclusiveness status of the CAO. There was no CAO estimated cost for the assessment to be conducted. The Ivy Planning Group estimated cost is \$149,447 and was not the lowest bid. Of the thirty-five (35) bidders, thirteen (13) were lower than Ivy's. Ivy's proposal was the most advantageous to the House when all relevant factors were considered.

- 3) Since the online publication of the Statement of Disbursements of the House, what additional steps have you taken to improve the transparency and navigability of online expenses?

The Office of the CAO enabled the Statement of Disbursements (SOD) transparency initiative of House Leadership by providing the SOD online beginning in the fall of 2009. We balanced the need for transparency with the need for security to protect the integrity and accuracy of the official SOD report. To that end, we produced the SOD in a password protected reader format and include an authentication by the GPO so that users know they are reading the official SOD. Our goal is to protect against alterations to the House published version of the report, while providing public access to the information.

The published SOD is key word searchable. To facilitate document search and for purposes of consistency and comparability across House Offices and with Federal agencies, we standardize descriptions of expenditures in both the printed and online versions of the document.

The SOD pages on House.gov present the online version of the SOD, provide links to obtain the free reader software, and provide the public with easy-to-understand information about how the House budget and expenditures are reported. This information is regularly reviewed and updated for any changes. The purpose of the additional information is to assist the reading public with understanding the document format and contents.

To support House Offices, we continue to provide training and information for Members and staff to assist them with understanding the information in the SOD and to assist with preparing them to respond to public inquiries.

- 4) At the April 28<sup>th</sup> oversight hearing, you committed to completing the House Compensation Study before the conclusion of the 111<sup>th</sup> Congress. At this point, have you committed to hiring a vendor to conduct the survey?

The CAO is committed to hiring a vendor to conduct the survey. We have issued a Request for Quotation (RFQ) on June 1, 2010, for these services, with a closing date of June 21, 2010. I anticipate award in August 2010, and the study to be completed by the November 2010, well before the conclusion of the 111<sup>th</sup> Congress.

- 5) We have attached a copy of a memorandum to the Committee from the Acting Inspector General (IG) regarding questions raised in the April 28 hearing about the accounting treatment and reporting of greening expenses

related to the House Food Service Contract #OPC0700008 with Restaurant Associates LLC (RA).

a) How does your office plan to address the IG's findings to ensure the transparency of greening expenditures, their publication in the Statement of Disbursements, and conformance with generally accepted accounting principles?

The Chief Administrative Officer will adhere to generally accepted accounting principles to reflect the appropriate revenue and expense for financial transactions related to the Restaurant Associates contract, effective October 1, 2009.

b) Why were the transaction processes structured in this manner?

The original Request for Proposals for the administration of the House cafeterias did not anticipate the House taking a leadership role in greening. Restaurant Associates submitted the winning proposal which was based on assumptions that did not include the costs of greening.

After the contract was awarded, a leadership decision was made to make the cafeterias green. A clause was originally placed in the approved contract which addressed greening. The greening contract clause C.3.8 required RA to participate in the "Green the Capitol" project to the greatest reasonable extent possible. This clause specifically set forth specific tasks such as eliminating Styrofoam, use of recycled paper goods, and using biodegradable utensils.

This resulted in increased costs and altered the dynamics of the contract. In order to deal with this circumstance, which was determined to be an administrative adjustment, the greening contract section was revised that states in pertinent part:

"... the Contractor may submit itemized documentation of individual "greening initiatives" "added costs" with each calendar month's commission statement and then reduce the month's commission check by the total "added costs" for all "greening" initiatives. (An "added cost" is the cost associated with a particular "greening" initiative above and beyond what the cost would have been prior to that particular "greening" initiative . . ."

This merely provided RA a specific avenue to recoup unanticipated costs for greening which RA could have proceeded under pursuant to the Disputes Clause, section I.2. The above language insertion merely addressed the increased costs upfront. This language was included in modification one that dealt with room fees. The modification was approved by the Committee on House Administration.

c) Are other costs deducted from RA's required commission payment to the House?

Yes, the following deductions are made on a regular basis:

**Prayer Breakfast Waitstaff** – cost of additional staff to support weekly prayer breakfast group.

**Member's Dining Room labor** - see attached request (next 2 pages) for equitable adjustment

**Freedom Pay**- See attached request for equitable adjustment.

The \$125 monthly charge for the Members Dining Room covers the administration of a software program specifically designed for the House. Each Member who signs up for Freedom Pay is added to the actual register system. The only item necessary to settle a meal is the name of the Member with his or her signature. The program allows Members to sign for their meal charges and leave instead of waiting for their checks to be settled with cash or a credit card. This becomes important when there is a vote or other business which the Member has to tend to immediately.

February 24, 2009

Mr. Larry Toperoff  
Director of Procurement  
U.S. House of Representatives  
327 Ford House Office Building  
Washington, DC 20515-6860

RE: Contract No. OPCO700008 between U.S. House of Representatives ("The House") and Restaurant Associates LLC (the "Contractor") as amended by Amendment No. 1 dated October 25, 2007 (the Contract as so amended is the "Contract").

Dear Mr. Toperoff:

Pursuant to Section II.22 of the Contract, Contractor requests a monthly equitable adjustment based on a House of Representatives imposed staffing adjustment. In addition, after discussion and clarification with CAO staff regarding the nature of a software charge specific to the Members Dining Room, it is requested that this charge also be included.

An estimate of these monthly fees for 2009 is below:

Staffing Charges	\$3,225.00
Software Charges	\$ 125.00
Total	\$3,350.00

Contractor respectfully requests a monthly reimbursement of these charges incurred at the behest of the House.

Sincerely,

Mary C. Bowman

Regional Director  
Restaurant Associates

Daniel P. Beard  
Chief Administrative Officer

**Office of the  
Chief Administrative Officer  
U.S. House of Representatives  
Washington, DC 20515-6860**

April 2, 2009

By Mail and E-mail

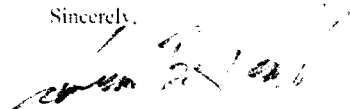
Ms. Mary C. Bowman  
Regional Director  
Restaurant Associates LLC  
B339B Rayburn House Office Building  
Washington, D.C. 20515

Dear Ms. Bowman:

This is in response to your letter of February 24, 2009. You are requesting a monthly equitable adjustment based on a House imposed staffing adjustment as well as a software charge specific to the Member's Dining Room.

Pursuant to Section H.22(4) Equitable Adjustments, the request is approved. This monthly equitable adjustment may be deducted from the monthly commission payments due the House. The deduction must be identified as a separate line item on the commission statement documentation submitted with the commission payment.

Sincerely,



Lawrence B. Toporoff, Director  
CAO Procurement Management

cc: Andrew Ziobro, Restaurant Associates LLC  
Larry Jones, Restaurant Associates LLC  
Mitch Green, CAO Contracted Support Services  
Contract File

d) Please provide copies of RA's monthly commission statements, including justification and documentation for itemized deductions, from January 2009 to the present. Also, for the sake of comparison, please provide GSI's monthly commission statements, including justification and documentation for itemized deductions, for the final year of their contract.



## Final Operating Statement

		December 2007			Year-to-Date 2007		
Dept. ID: HOR		House Of Rags					
Report: House Of Rags							
Statistics		Actual	%	Budget	Actual	%	Budget
99002 Customer Count		79,826		96,875	2,363,990		2,209,215
Sales Average Check		8.06		4.39	4.50		4.42
<b>Revenue</b>							
40001 Sale Of Food And Bev-No Fee		0		0	0		0
40002 Sale Of Food And Bev-No Tax		281,960		320,603	6,192,595		7,926,920
Food		281,960	A	320,603	6,192,595		7,926,920
44004 Catering Liquor Non Taxable		0		0	0		1
Alcoholic Beverage		0		0	0		1
42001 Sale Of Gen. Merch.-No Tax		5,438		11,753	221,841		218,833
17001 Retail Sales - No Tax		12,654		24,500	421,083		388,803
43001 Gift Store & Gifts Cash		0		0	0		1,634
Merchandise		18,092	A	36,253	642,924		607,637
43002 Banquet Room Rental		0		0	500		3
43003 Room Rental - No Tax		800		303	21,800		30,253
Room Rentals		800	G	303	22,300		30,253
Vending		0		0	0		0
44004 Sale Of Services No Tax		94,133		8,603	165,121		134,853
44004 Comm Cater Rdgwell No Tax		94,133		28,003	1,045,253		1,075,503
44015 Commissions On Vending		6,758		30,003	228,500		263,753
44017 Miscellaneous Income		60,300		0	60,000		0
Other Operating Revenues		165,211		26,603	1,679,777		1,474,108
Sales		552,325		413,503	10,361,897		10,638,930
Total Revenue		403,436		413,503	10,361,897		10,638,930
<b>Cost of Sales</b>							
Food		117,315	41.6	113,650	3,095,971	37.8	2,822,255
50010 Damaged, Spoiled Merchandise		0	0.0	0	0	0.0	234
50013 Freight Charges		4	0.0	0	333	3.0	710
Food Other		4	0.0	0	533	3.0	644
Vending		0	#DIV/0!	0	0	#DIV/0!	0
50003 Cost-Wine		0	#DIV/0!	0	0	#DIV/0!	84
Alcoholic Beverage		0	#DIV/0!	0	0	#DIV/0!	84
55009 Cost-General Merchandise		7,793	42.4	7,075	165,850	25.7	130,139
55001 Cost-Services & Gifts		49,156	26.3	15,450	262,698	43.9	244,930
55017 Cost of Services		4,382	34.7	6,020	118,248	18.4	94,395
Merchandise		63,330	34.3	28,545	585,979	81.9	669,464
Total Cost of Sales		180,649	44.8	142,105	3,642,682	35.2	3,291,739
<b>Operating Expenses</b>							
60000 Payroll-Regular Pay		167,122	11.4	167,036	2,900,394	28.7	3,113,211
60001 Payroll-Overtime Premium		1,140	0.4	0	2,142	3.2	96
60004 Payroll-Accrual		(44,194)	(11.0)	0	(37,817)	(3.4)	0
Salaries and Wages		124,068	30.8	167,036	2,954,821	28.5	3,113,211
Vacation Pay		13,419	3.3	25,046	251,130	2.4	320,305
Holiday Pay		3,365	0.8	18,390	180,461	1.3	527,361
Sick Pay		2,296	0.6	3,395	47,169	0.5	53,409
Payroll Taxes		13,274	3.3	26,108	296,307	2.9	386,323
Group Insurance		12,760	3.2	61,813	665,565	6.4	766,246
Retirement & Bonus Plans		14,334	3.7	17,208	182,969	1.8	210,406
Employee Meals		1,432	0.5	1,679	40,873	0.4	31,133
Workers Comp Insurance		3,226	0.8	3,575	53,867	0.5	59,130
Temporary Labor		7,591	1.9	(4,079)	77,714	0.8	(83,483)
Labor Costs		196,296	48.7	220,524	4,700,509	45.4	5,045,002
76001 Advertising-Via Print		0	0.0	0	19,630	0.2	4,900
76500 Corporate Promotions		0	0.0	0	400	0.0	475
76501 In-House Promotions		0	0.0	0	187	0.0	445
76900 Unit Merchandising		0	0.0	1,800	18,658	0.2	16,675
Advertising and Promotion		0	0.0	1,800	38,475	0.4	22,000
70003 Utilities-Telephone		(544)	(0.1)	2,990	11,608	0.1	35,660
70224 Cost-Fuel		0	0.0	25	0	0.0	145
Utilities		(544)	(0.1)	3,015	33,008	0.3	35,805
70102 Alloc. Overhead		14,090	3.5	10,108	173,820	1.7	132,965
70203 Cash (Over) & Short-Cashier		70	0.0	0	639	0.0	0
70201 Cash (Over) & Short-Management		528	0.1	0	545	0.0	0
70202 Undercollect CH Sales Tax		0	0.0	0	0	0.0	0
70206 Miscellaneous Expense		3,129	0.8	3,500	3,139	0.0	16,510
70208 Printing		0	0.0	0	3,946	0.0	6,000
70209 Postage & Mailing		209	0.1	200	2,548	0.0	2,400
70215 Office Supplies		2,230	0.6	1,800	19,823	0.2	19,720
70219 Employee Local Transports		0	0.0	0	730	0.0	2,800
70225 Bank Service Fees		1,713	0.4	1,602	33,453	0.3	30,331
70226 Armored Car		1,880	0.5	1,886	22,254	0.2	20,969
70228 Employee Business Expense		0	0.0	0	136	0.0	0
70229 Employee Business Meals		0	0.0	0	0	0.0	320
70230 Canon On Credit Card Sales		4,938	1.2	150	39,310	0.4	10,790
70233 Training Costs		0	0.0	150	3,868	0.0	7,035
70237 Sales Tax Expense		0	0.0	10	0	0.0	0
74000 Professional Serv-Misc.		738	0.2	614	8,930	0.1	8,085



## Final Operating Statement

Dept. ID:	Report:	December 2007					Year-to-Date 2007				
		Actual	%	Budget	%	Prior Year	Actual	%	Budget	%	Prior Year
	House Of Reps										
75301	Misc. Licenses, Fees & Tax	0	0.0	276	0.1	0	3,699	0.0	3,312	0.0	3,213
75600	General Insurance	(629)	(0.2)	4,026	1.0	726	53,116	0.5	76,626	0.8	77,933
	Processing and Administrative	28,197	7.2	24,222	5.9	20,005	368,824	3.6	357,862	3.6	351,957
73000	Maintenance	6,560	1.6	50	0.0	1,261	18,934	0.2	325	0.0	6,186
73005	Building Supplies	0	0.0	0	0.0	0	0	0.0	0	0.0	13
73011	Contract Repair Services	199	0.0	0	0.0	0	1,000	0.0	0	0.0	100
	Repairs and Maintenance	6,759	1.7	50	0.0	1,261	19,934	0.2	325	0.0	6,379
70205	Replacements	0	0.0	150	0.0	685	21,043	0.2	22,400	0.2	20,901
70213	Equipment Rental	46	0.0	112	0.0	199	7,875	0.1	1,242	0.0	999
70215	Misc. Automotive Expense	100	0.0	100	0.0	100	1,200	0.0	1,200	0.0	1,200
70221	Cost-Cleaning Supplies	7,175	1.8	1,450	0.4	4,564	51,557	0.5	39,605	0.4	41,140
70222	Cost-Paper Supplies	33,307	8.0	18,910	4.6	27,557	505,038	4.9	431,490	4.3	394,602
70233	Laundry & Dry Cleaning	2,912	0.7	0	0.0	0	31,869	0.3	18,474	0.2	9,965
70235	Computer Hardware Expense	0	0.0	0	0.0	827	6,552	0.1	0	0.0	6,285
70236	Computer Software Expense	0	0.0	0	0.0	0	562	0.0	275	0.0	2,614
70244	Replacements-China	0	0.0	0	0.0	0	117	0.0	0	0.0	0
70245	Replacements-Glassware	0	0.0	0	0.0	0	0	0.0	0	0.0	72
70246	Replacements-Silver	0	0.0	0	0.0	0	1,389	0.0	1,500	0.0	0
70247	Replacements-Linen	0	0.0	0	0.0	0	1,965	0.0	2,500	0.0	5,962
70248	Replacements-Uniforms	0	0.0	0	0.0	(130)	10,491	0.1	20,816	0.2	18,030
70251	Recruiting Expenses	0	0.0	0	0.0	943	1,600	0.0	600	0.0	2,554
70254	Contracted Services	4,175	1.5	800	3.2	409	17,225	0.2	10,170	0.1	11,784
	Direct Operating Expenses	46,406	12.1	21,562	5.2	35,014	638,667	6.4	550,371	5.5	516,139
71001	Franchise Fee	5,508	1.4	5,489	1.3	6,714	136,319	1.3	130,498	1.3	116,297
75001	Personal Property Tax	2,210	0.5	1,108	0.3	1,136	19,172	0.2	13,560	0.1	12,751
75601	Property Insurance	601	0.1	1,107	0.3	1,106	11,324	0.1	13,246	0.1	14,303
	Occupancy Costs	8,319	2.1	7,704	1.9	8,955	166,835	1.6	157,301	1.6	143,351
70207	Unreimbursable Misc. Exp.	0	0.0	0	0.0	0	125	0.0	0	0.0	0
85000	Retirements-Misc. Equipment	60,000	14.9	0	0.0	0	60,000	0.6	(0)	(0.0)	(0)
	Other Income	60,000	14.9	0	0.0	0	60,000	0.6	(0)	(0.0)	(0)
72000	Depr-Small Equipment	1,563	0.4	1,562	0.4	1,298	19,753	0.2	19,500	0.2	21,331
72002	Depr-Misc. Equipment	2,585	0.6	2,144	0.5	2,599	20,118	0.3	26,541	0.3	16,017
72004	Depr-Hardware	539	0.1	503	0.1	1,368	9,046	0.1	8,652	0.1	16,020
72005	Depr-Software	0	0.0	0	0.0	124	124	0.0	124	0.0	1,488
72007	Depr-Longhold Improvements	10,136	2.5	4,125	1.0	4,159	110,947	1.1	49,640	0.5	49,394
	Depreciation and Amortization	14,823	3.7	8,315	2.0	9,848	169,999	1.6	104,457	1.0	116,050
70100	General Overhead	10,647	2.6	12,832	3.1	17,035	319,353	3.1	311,267	3.1	302,376
	Corporate Allocated Overhead	10,647	2.6	12,832	3.1	17,035	319,353	3.1	311,267	3.1	302,376
	Total Operating Expenses	374,262	92.8	399,224	96.4	420,648	6,535,694	63.1	6,588,549	65.4	6,839,468
	Operating Profit/(Loss)	(33,474)	(9.2)	(127,469)	(30.8)	(86,762)	183,521	1.8	162,641	1.6	(105,888)



## Final Operating Statement

 Dept. ID: HOR  
 Report: House Of Beps

Statistics		January 2007			Year-to-Date 2007		
		Actual	%	Budget	Actual	%	Budget
99002	Customer Count	227,740		165,466	227,740		165,466
	Sales Average Check	3.63		4.56	3.63		4.56
<b>Revenue</b>							
	Food	469,130		619,000	469,130		619,000
	Alcoholic Beverage	0		0	0		0
42001	Sale Of Gen. Merch.-No Tax	17,394		15,350	17,394		15,350
42004	Retail Sales - No Tax	32,795		27,000	32,795		27,000
	Merchandise	50,189		42,350	50,189		42,350
43003	Room Rental - No Tax	2,000		2,000	2,000		2,000
	Room Rentals	2,000		2,000	2,000		2,000
	Vending	0		0	0		0
44005	Sale Of Services	0		438	0		438
44006	Sale Of Services No Tax	8,750		7,154	8,750		7,154
44014	Comm Cakes Bridgwell No Tax	63,000		26,646	63,000		26,646
44015	Commissions On Vending	18,748		16,773	18,748		16,773
	Other Operating Revenues	106,072		91,780	106,072		91,780
	Sales	827,391		755,100	827,391		755,100
	Total Revenue	827,391		755,100	827,391		755,100
<b>Cost of Sales</b>							
	Food	265,009	39.6	218,990	265,009	39.6	218,990
	Food Other	0	0.0	0	0	0.0	0
	Vending	0	0.0	0	0	0.0	0
	Alcoholic Beverage	0	0.0	0	0	0.0	0
50000	Cost-General Merchandise	12,493	24.9	9,175	12,493	24.9	9,175
50003	Cost-Shirts & Gifts	18,335	36.5	17,000	18,335	36.5	17,000
55017	Cost of Services	8,395	16.7	6,125	8,395	16.7	6,125
	Merchandise	39,222	78.1	32,300	39,222	78.1	32,300
	Total Cost of Sales	304,231	36.8	251,290	304,231	36.8	251,290
<b>Operating Expenses</b>							
60000	Payroll-Regular Pay	194,544	23.5	245,198	194,544	23.5	245,198
60001	Payroll-Overtime Premium	650	0.1	0	650	0.1	0
60004	Payroll-Accrual	80,546	9.7	0	80,546	9.7	0
	Salaries and Wages	275,741	33.3	245,198	275,741	33.3	245,198
	Vacation Pay	25,331	2.8	24,500	25,331	2.8	24,500
	Holiday Pay	39,158	4.7	27,496	39,158	4.7	27,496
	Sick Pay	2,747	0.3	4,860	2,747	0.3	4,860
	Payroll Taxes	41,969	5.1	40,482	41,969	5.1	40,482
	Group Insurance	62,393	7.5	57,244	62,393	7.5	57,244
	Retirement & Bonus Plans	17,642	2.1	17,594	17,642	2.1	17,594
	Employee Meals	3,229	0.4	2,452	3,229	0.4	2,452
	Workers Comp Insurance	4,803	0.6	5,030	4,803	0.6	5,030
	Temporary Labor	(30)	(0.0)	(4,735)	(30)	(0.0)	(4,735)
	Labor Costs	470,753	56.9	426,170	470,753	56.9	426,170
70001	Advertising-Via Print	4,553	0.6	2,900	4,553	0.6	2,900
70004	In-House Promotions	24	0.0	30	24	0.0	30
70009	Unit Merchandising	1,495	0.2	2,100	1,495	0.2	2,100
	Advertising and Promotion	6,072	0.7	5,030	6,072	0.7	5,030
70000	Utilities-Telephone	2,500	0.3	2,880	2,500	0.3	2,880
70024	Cost-Fuel	0	0.0	30	0	0.0	30
	Utilities	2,500	0.3	2,910	2,500	0.3	2,910
70102	Alloc Division Chd	17,655	2.1	18,544	17,655	2.1	18,544
70200	Cash (Over) & Short-Cashier	48	0.0	0	48	0.0	0
70201	Cash (Over) & Short-Management	21	0.0	0	21	0.0	0
70202	Uncollected Of Sales Tax	0	0.0	0	0	0.0	0
70206	Miscellaneous Expense	659	0.1	1,300	659	0.1	1,300
70208	Printing	0	0.0	2,000	0	0.0	2,000
70209	Postage & Mailing	119	0.0	200	119	0.0	200
70218	Office Supplies	2,042	0.2	1,700	2,042	0.2	1,700
70225	Bank-Service Fees	2,415	0.3	2,374	2,415	0.3	2,374
70226	Armored Car	1,758	0.2	1,776	1,758	0.2	1,776
70230	Comm On Credit Card Sales	504	0.1	785	504	0.1	785
70232	Training Costs	0	0.0	5,150	0	0.0	5,150
74000	Professional Fee-Misc.	738	0.1	674	738	0.1	674
75001	Misc. Licenses-Fees & Tax	0	0.0	276	0	0.0	276
75000	General Insurance	7,365	0.9	6,803	7,365	0.9	6,803
	Processing and Administrative	33,552	4.1	41,582	33,552	4.1	41,582
73000	Maintenance	1,181	0.1	0	1,181	0.1	0
	Repairs and Maintenance	1,181	0.1	0	1,181	0.1	0
70205	Replacements	7,382	0.9	11,400	7,382	0.9	11,400
70213	Equipment Rental	87	0.0	84	87	0.0	84
70215	Misc Automotive Expense	100	0.0	100	100	0.0	100
70221	Cost-Cleaning Supplies	4,080	0.5	3,120	4,080	0.5	3,120
70222	Cost-Paper Supplies	35,343	4.3	32,860	35,343	4.3	32,860
70233	Laundry & Dry Cleaning	1,214	0.1	625	1,214	0.1	625
70235	Computer Hardware Expense	98	0.0	0	98	0.0	0
70244	Replacements-China	117	0.0	0	117	0.0	0
70246	Replacements-Silver	552	0.1	1,500	552	0.1	1,500
70247	Replacements-Linen	0	0.0	2,500	0	0.0	2,500

 Cost Op Stmt  
 Page: 1



## Final Operating Statement

Dept. ID	H08	Report	January 2007					Year-to-Date 2007				
			Actual	%	Budget	%	Prior Year	Actual	%	Budget	%	Prior Year
70244		Replacements-Uniforms	17,085	2.1	16,550	2.2	17,284	17,085	2.1	16,550	2.2	17,284
70251		Recruiting Expenses	0	0.0	0	0.0	769	0	0.0	0	0.0	769
70254		Contracted Services	835	0.1	835	0.1	369	835	0.1	835	0.1	369
		Direct Operating Expenses	66,894	8.1	69,974	9.2	62,378	66,894	8.1	69,974	9.2	62,378
70255		Tramaine Fee	10,094	1.3	10,082	1.3	7,579	10,094	1.3	10,082	1.3	7,579
70601		Personal Property Tax	1,135	0.1	1,135	0.2	973	1,135	0.1	1,135	0.2	973
70601		Property Insurance	1,056	0.1	1,119	0.1	1,221	1,056	0.1	1,119	0.1	1,221
		Occupancy Costs	14,180	1.6	14,396	1.6	9,764	14,180	1.6	14,396	1.6	9,764
85500		Retirement-Misc. Equipment	0	0.0	(0)	0.0	(0)	0	0.0	(0)	0.0	(0)
		Other Income	0	0.0	(0)	(0.0)	(0)	0	0.0	(0)	(0.0)	(0)
72000		Deprecial. Equipment	1,742	0.2	1,720	0.2	1,696	1,742	0.2	1,720	0.2	1,696
72002		Deprec-Misc Equipment	2,406	0.3	2,366	0.3	2,465	2,406	0.3	2,366	0.3	2,465
72004		Deprec-Handicraft	1,248	0.2	1,201	0.2	1,205	1,248	0.2	1,201	0.2	1,205
72005		Deprec-Schedule	124	0.0	124	0.0	124	124	0.0	124	0.0	124
72007		Deprec-Leasehold Improvements	5,289	0.6	4,159	0.6	4,031	5,289	0.6	4,159	0.6	4,031
		Depreciation and Amortization	10,830	1.3	9,648	1.3	9,529	10,830	1.3	9,648	1.3	9,529
70160		General Overhead	25,649	3.1	23,408	3.1	18,635	25,649	3.1	23,408	3.1	18,635
		Corporate Allocated Overhead	25,649	3.1	23,408	3.1	18,635	25,649	3.1	23,408	3.1	18,635
		Total Operating Expenses	630,616	76.2	584,647	77.4	502,567	630,616	76.2	584,647	77.4	502,567
		Operating Profit/(Loss)	(107,456)	(13.0)	(80,837)	(16.7)	(159,702)	(107,456)	(13.0)	(80,837)	(16.7)	(159,702)

- 6) Please list the current balances of each of the House's revolving funds. What expenditures have been paid using the House's revolving funds since January 2009?

## FY 2010 House Revolving Funds Available Balances

Actuals as of 6.7.10

Revolving Fund	Available Balance
<b>House Revolving Funds</b>	
Stationery	\$ 5,630,316
Recording Studio	\$ 1,012,436
House Services	\$ 6,725,025
Net Expenses of Equipment	\$ 3,074,020
NETEL	\$ 2,162,640
<b>Total Available Balance</b>	<b>\$18,604,437</b>

**FY 2010 CAO Revolving Funds Expenditures**

Expenditures January 2009 through May 2010

Revolving Fund	Object Class	Expenditures
<b>House Revolving Funds</b>		
Stationery	Transportation of Things	\$ 40
	Rent, Communications, Utilities	\$ 279,577
	Other Services (Contracts)	\$ 443,842
	Supplies & Materials	\$ 9,081,368
	Equipment	\$ 12,684
	<b>Total Stationery</b>	<b>\$ 9,817,510</b>
Recording Studio	Equipment	\$ 125,000
	<b>Total Recording Studio</b>	<b>\$ 125,000</b>
House Services	Transportation of Things	\$ 5,932
	Other Services (Contracts)	\$ 473,247
	Supplies & Materials	\$ 89,060
	Equipment	\$ 256,758
	<b>Total House Services</b>	<b>\$ 824,996</b>
Net Expenses of Equipment	Transportation of Things	\$ 48,324
	Rent, Communications, Utilities	\$ 2,972
	Other Services (Contracts)	\$ 5,024
	Equipment	\$ 5,029,481
	<b>Total Net Expenses of Equipment</b>	<b>\$ 5,085,802</b>
NETEL	Transportation of Things	\$ 67
	Rent, Communications, Utilities	\$ 16,764,004
	Other Services (Contracts)	\$ 436,272
	Supplies & Materials	\$ 2,385
	Equipment	\$ 1,106,897
	<b>Total NETEL</b>	<b>\$ 18,309,625</b>
<b>Total Expenditures - January 2009 through May 2010</b>		<b>\$ 34,162,933</b>

- 7) In November 2007, the Office of the CAO purchased 30,000 metric tons of carbon offsets through CCX. However, a 2008 GAO report identified an overpayment of approximately \$25,000. Has the overpayment to the exchange been recovered?

The Office of the CAO issued a report in June, 2007 entitled Green the Capitol Initiative that recommended purchasing carbon offsets as part of a strategy to operate in a carbon neutral fashion. Legislative Branch Appropriations requested and the Committee on House Administration approved the CAO purchase of carbon offsets.

The CAO did not make an overpayment. The CAO purchased more carbon offsets than the report said was needed to make the House carbon neutral. The House still owns the 6,000 tons of carbon offsets and can retire the carbon offsets consistent with the goals of the Green the Capitol program.

- 8) Please provide for each of the last five fiscal years the appropriated amount for the Business Continuity and Disaster Recovery Program and a breakout of what the funds were used for.

#### BCDR Annual Appropriations

Fund	Budget Program	BC/DR Capability	FY06 Annual Approp	FY07 Annual Request (Year Long CR)	FY08 Annual Approp	FY09 Annual Approp	FY10 Annual Approp	Annual Appropriations (FY06-FY10)	FY11 Annual Budget Request
0438X	890	Member Briefing Center	\$ 57,000	\$ 67,000	\$ 62,000	\$ 74,000	\$ 74,000	\$ 334,000	\$ 70,900
0438X	891	House Family Assistance Center					\$ 567,000	\$ 567,000	\$ 460,000
0438X	892	Mobile Communications	\$ 1,024,972	\$ 2,172,053	\$ 2,280,000	\$ 573,000	\$ 827,000	\$ 6,877,025	\$ 827,000
0438X	893	Emergency Communications Center	\$ 106,000	\$ 350,000	\$ 132,000	\$ 132,000	\$ 132,000	\$ 852,000	\$ 126,000
0438X	895	Campus Voice Network Enhancement	\$ 1,344,900	\$ 1,019,900	\$ 1,020,000	\$ 1,060,000	\$ 1,110,000	\$ 5,554,800	\$ 1,054,800
0438X	896	Alternate Computer Facility	\$ 7,123,961	\$ 7,499,153	\$ 5,686,000	\$ 5,982,000	\$ 8,499,000	\$ 34,790,114	\$ 7,961,700
0438X	933	Process and Procedures	\$ 575,000	\$ 775,000	\$ 674,000	\$ 674,000	\$ 974,000	\$ 3,672,000	\$ 1,080,000
0438X	934	Alternate House Office Site 1	\$ 495,000	\$ 500,000	\$ 450,000	\$ 200,000	\$ 450,000	\$ 2,095,000	\$ 427,500
0438X	935	Alternate Chamber 1	\$ 113,000	\$ 152,000	\$ 149,000	\$ 105,000	\$ 541,000	\$ 1,060,000	\$ 515,950
0438X	936	Emergency Response Center	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 30,000	\$ 70,000	\$ 26,500
0438X	938	Campus Data Network Enhancement	\$ 513,000	\$ 644,000	\$ 515,000	\$ 444,000	\$ 444,000	\$ 2,560,000	\$ 421,800
0438X	939	Child Care Center	\$ 6,000	\$ 6,000	\$ 6,000	\$ 6,000	\$ 25,000	\$ 49,000	\$ 23,750
0438X	940	Mail Improvement	\$ 1,482,352	\$ 2,338,370			\$ 2,600,000	\$ 6,420,722	\$ 2,470,000
0438X	944	Ford Data Center Enhancement	\$ 25,000	\$ 412,000	\$ 401,000	\$ 766,000	\$ 820,000	\$ 2,424,000	\$ 820,000
0438X	945	Member Paging	\$ 105,000	\$ 113,000	\$ 110,000	\$ 120,000	\$ 125,000	\$ 573,000	\$ 118,750
0438X	1040	Mobile Broadcast Services	\$ 150,000	\$ 300,000	\$ 297,000	\$ 242,000	\$ 297,000	\$ 1,286,000	\$ 260,000
0438X	1050	Alternate Site (Lincoln Hall)					\$ 1,876,000	\$ 1,876,000	\$ 1,781,900
0438X	1070	Emergency Response Team				\$ 150,000	\$ 177,000	\$ 327,000	\$ 177,000
0438X	ADMIN	BCDR ADMIN				\$ 1,900,000	\$ 105,000	\$ 2,005,000	\$ 105,000
		<b>TOTALS</b>	<b>\$ 13,131,185</b>	<b>\$ 16,358,476</b>	<b>\$ 11,792,000</b>	<b>\$ 12,438,000</b>	<b>\$ 19,673,000</b>	<b>\$ 73,392,661</b>	<b>\$ 15,889,250</b>

#### Note:

FY07 - CR lasted the full fiscal year; therefore, the BCDR budget was never fully loaded to the Pending Enacted level

FY08 - Due to budget reductions, Annual budget not fully funded resulting in No Year Lifecycle Replacement funding being realigned to fund operational programs (see "BCDR No Year" tab).

FY09 - Due to budget reductions, Annual budget not fully funded resulting in No Year Lifecycle Replacement funding being realigned to fund operational programs (see "BCDR No Year" tab).

FY09 - Funding restored to BCDR Annual Approp loaded into BCDR ADMIN budget after initial load

## BCDR No Year Appropriations

Fund	Budget Program	BCDR Capability	FY06 No Year Approp	FY07 No Year Request (Year Long CR)	FY08 No Year Approp	FY09 No Year Approp	FY10 No Year Approp	No Year Appropriations (FY06-FY10)	FY11 No Year Budget Request
0410X	BC890	Member Briefing Center					\$ 80,000	\$ 80,000	\$ 80,000
0410X	BC891	Project Management (BC891 prior to FY08)	\$ 4,500,000	\$ 1,272,000				\$ 5,772,000	
0410X	BC891	House Family Assistance Center (BC891 after FY08)			\$ 567,000	\$ 284,000		\$ 851,000	
0410X	BC892	Mobile Communications					\$ 550,000	\$ 550,000	\$ 597,000
0410X	BC893	Emergency Communications Center					\$ 24,000	\$ 24,000	
0410X	BC895	Campus Voice Network Enhancement					\$ 750,000	\$ 750,000	
0410X	BC896	Alternate Computer Facility			\$ 2,450,000	\$ 1,902,000	\$ 3,665,000	\$ 8,017,000	\$ 8,285,000
0410X	BC938	Campus Data Network Enhancement						\$ -	\$ 125,000
0410X	BC940	Mail Improvement			\$ 2,391,000	\$ 2,408,500		\$ 4,799,500	
0410X	BC945	Member Paging						\$ -	\$ 200,000
0410X	1050	Alternate Site (Lincoln Hall)				\$ 1,665,500	\$ 356,000	\$ 2,021,500	\$ 356,000
		<b>TOTALS</b>	<b>\$ 4,500,000</b>	<b>\$ 1,272,000</b>	<b>\$ 5,408,000</b>	<b>\$ 6,260,000</b>	<b>\$ 5,425,000</b>	<b>\$ 22,885,000</b>	<b>\$ 7,823,000</b>

**Notes:**

Does not include \$90,665,894 Emergency Supplemental funding (see "0410G Appropriations" tab)

Does not include \$6.437M FY07 No Year Emergency Supplemental funding (\$4.028 to bridge gap in funding due to year long CR \$2.409 to fund Alternate Site)

FY07 - CR lasted the full fiscal year; therefore, the BCDR Lifecycle Replacement budget was never fully loaded to the Pending Enacted level.

The additional \$4.028M in No Year funding was funded thru the Emergency Supplemental (see note above)

FY08 - After load, \$5M in Lifecycle Replacement funding reprogrammed to fund other House priorities (not depicted here)

## 0410G Appropriations

FUND	Program	Program Name	Budget Plan
0410G	BC1040	Mobile Broadcast Services	\$ 3,514,850
0410G	BC1043	Page Dorm Furniture	\$ -
0410G	BC890	Member Briefing Center	\$ 340,875
0410G	BC891	Program Management	\$ 2,040,622
0410G	BC892	Mobile Communications	\$ 10,078,841
0410G	BC893	Emergency Communications Center	\$ 75,413
0410G	BC895	Campus Voice Network	\$ 4,322,315
0410G	BC896	Alternative Computer Facility	\$ 31,995,855
0410G	BC933	Process and Procedures	\$ 1,002,077
0410G	BC934	Alternative House Site	\$ 3,411,004
0410G	BC935	Alternative Chamber	\$ 1,047,696
0410G	BC936	Emergency Response Centers	\$ 380,511
0410G	BC938	Campus Data Network	\$ 2,502,762
0410G	BC939	Child Care	\$ 251,570
0410G	BC940	Mail	\$ 3,292,073
0410G	BC940D	Digital Mail	\$ 5,509,683
0410G	BC940E	Enhanced Mail	\$ 4,200,000
0410G	BC942	October 17 Response	\$ 865,584
0410G	BC943	24 x 7 Staffing	\$ 671,654
0410G	BC944	Ford Data Center	\$ 2,904,827
0410G	BC945	Member Paging	\$ 189,010
		<b>CAO Sub-total</b>	<b>\$ 78,597,221</b>
0410G	ADMFEF	Mail Administration Fee	\$ 221,076
0410G	BC940B	Senate	\$ 3,022,228
0410G	BC940C	LOC	\$ 7,990,369
		<b>Legislative Mail Accounts Sub-total</b>	<b>\$ 11,233,673</b>
0410F	BC941	Office of Planning Preparedness & Operations	\$ 835,000
		<b>TOTAL House Emergency Funding Total</b>	<b>\$ 90,665,894</b>

HOUSE EMERGENCY FUNDS SUMMARY		Amount
Emergency Supplemental, Traunche 1	\$	1,265,000
Emergency Supplemental, Traunche 2	\$	22,648,000
DOD Supplemental	\$	41,712,000
Committee Reprogram from Supp FY 01	\$	7,007,200
Transfer from Architect of Capitol	\$	6,757,000
U.S. Senate	\$	3,085,518
Library of Congress	\$	8,150,176
Transfer from AOC (Page Dorm Furniture)	\$	41,000
<b>Total</b>	<b>\$</b>	<b>90,665,894</b>

- 9) Statute enacted in the 108<sup>th</sup> Congress directs the CAO to contract with non governmental entities for services for the House by individuals with disabilities. Between 2004 and January 2009, the CAO awarded a contract to Diversity Services, Inc. to provide temporary staffing. Was this contract renewed for calendar year 2009 and 2010? If not, can you please explain?

The contract was not renewed. A total of 38 individuals were been hired during the course of the contract. Of these, four were hired by the House into permanent positions. All four (CAO, Clerk, SAA, IG) House officer organizations have hired one or more temporary staff members through this contract at various points, many of whom remained employed for extended periods of time.

For the past four years, the Diversity Services program has been successful in providing supplemental staffing to several House Officer Organizations at the House of Representatives. However, it has not been successful in moving staff from temporary positions to permanent employment and only a very small number of temporary staff have been hired. The funding for this initiative expired and no new funding was requested.

Additionally, the Speaker's Wounded Warrior Program was implemented in FY08 for employment of disabled veterans.

- 10) Given the current economic climate, what measures have you taken to demonstrate fiscal stewardship? I can't help but note that between FY2007 and FY2010 your budget (in constant dollars) increased 16% and between FY2008 and FY2010 your budget (in constant dollars) increased 27%.

CAO budget <sup>1</sup> changes (year over year):

Fiscal Years	% Personnel Change	% Non-personnel Change	% Overall Change
2007-2008	9%	7%	8%
2008-2009	9%	11%	10%
2009-2010	6%	1%	4%

<sup>1</sup> Enacted Dollars Used

The CAO is sensitive to the economic climate and is constantly looking for ways to demonstrate good fiscal stewardship. You will note, from graphic above, that:

- From 2007-2010, the CAO budget increased 23% over the 3 year period

- From 2008-2010, the CAO budget increased 14% over the 2-year period
- From 2009-2010, the CAO budget increased 4% over the year before

While there is little flexibility within the personnel budget, which is impacted by drivers such as COLA and Longevity requirements, the CAO works diligently to identify innovative ways to smartly manage both personnel and non-personnel costs while maintaining and often increasing services to the Members and their staff. By working smart, identifying opportunities to maximize output while minimizing overhead, and making smart investments in technology the CAO has been, and will continue to be, a good fiscal steward of taxpayer's dollars. Through innovation and strategic initiatives, the CAO has been able to maintain the Postal Contract costs at a relatively flat level, while ensuring continuation of service levels; reduce the cost and improve the technology for District Office connectivity, doubling the bandwidth available to each District Office; and reduce the cost of Internet connectivity, while increasing provider diversity and nearly doubling connection speeds.

Finally, the CAO has a commitment to taking a strategic view towards maintaining and improving the services it provides to the Members and their staff so they are efficient, effective and sustainable. Projects like the new PeopleSoft financial system and the Member Virtualized Servers require upfront investment, but initiatives such as these present a myriad of opportunities as well. Not only do these projects ensure the long-term stability and reliability of the House systems and data, they also open opportunities downstream for improving or adding to the services the CAO provides to the House community.

- 11) Since you became CAO in FY2007, personnel compensation costs account for approximately 50% of your overall budget in any given fiscal year. What is the distribution of your remaining budget to programs and activities outside of personnel compensation?

Budget Category	% of Total Appropriation
Personnel	48%
Equipment	13%
Postal Contract	10%
Other Services	10%
Rent, Communications, Utilities	8%
Furniture Program	5%
Atlas Project	3%
Investment Funding	2%
Supplies & Materials	1%
Miscellaneous Expenses	1%
<b>Total CAO Appropriation</b>	<b>100%</b>

- 12) There has been a 160% increase in travel spending from FY2007 to FY2010. Can you please explain this increase and describe some of the travel you have done?

The figure of 160 percent is not accurate based on our calculations. It is important to understand the difference between actual expenses and requested travel budgets, which might be the cause of some confusion. Our actual travel budgets over the time frame in question rose in 2008 by 30 percent, stayed relatively flat in 2009 and then, in 2010, dropped by 39.8 percent.

The largest increase to, and percentage of, the travel budget is directly related to required travel within House Information Resources. The travel costs include but are not limited to employee training and the initiative to provide support to District Offices to provide Green the Capitol consultations and Cyber security presentations, the Members of which requested such consultations.

386 Ford House Office Building  
Washington, DC 20515-9990

Phone: 202-226-1250  
Facsimile: 202-225-4240



Office of Inspector General  
U.S. House of Representatives  
Washington, DC 20515-9990

MEMORANDUM

TO: The Honorable Robert A. Brady, Chairman  
Committee on House Administration

The Honorable Daniel E. Lungren, Ranking Member  
Committee on House Administration

FROM: Theresa M. Grafenstine *Theresa M Grafenstine*  
Acting Inspector General

DATE: June 17, 2010

SUBJECT: General Oversight Hearing

Thank you for the opportunity to provide you with an overview of the important activities of the Office of Inspector General (OIG) at the April 28, 2010 Committee on House Administration hearing on "Oversight of the Clerk, Sergeant at Arms, Chief Administrative Officer, and Inspector General of the House of Representatives." I have included responses, below, to your follow-up questions and would be happy to meet with you, at your convenience, if you would like to discuss these or any other issues.

**1. Given the current economic climate, what significant recommendations has your office made to ensure the House is exercising financial stewardship?**

The OIG's objective, value-added reviews have helped managers to significantly improve House financial management, administrative processes, workplace safety and security, and the security of the information technology infrastructure and data. During the 111<sup>th</sup> Congress, the OIG has issued thirty-four reports and other products that demonstrate our commitment to ensuring the sound stewardship of House financial resources. In addition, the OIG has provided formal training to over two hundred Legislative Branch staff during the 111<sup>th</sup> Congress on fraud awareness and the Lean Six Sigma process improvement methodology. These training sessions have helped to create an environment of enhanced awareness of the need for financial stewardship and equipped staff with the ability to identify and eliminate inefficiencies.

The following are some of the highlights of audit and advisory reports that we issued during the 111<sup>th</sup> Congress that contained recommendations targeted at ensuring financial stewardship of House resources:

“Fiscal Year (FY) 2008 Financial Statement Audit.” A key effort that continually helps to improve the stewardship of financial resources is the annual financial statement audit of the House. As part of the financial statement audit, recommendations are made to help ensure financial accountability and stewardship over House assets. Recommendations have included (1) implementation of a management internal control program, including a risk assessment program and monitoring process, to help ensure controls over financial reporting are effective; (2) increased controls over payroll expenditures to help ensure payroll is processed and reported accurately and according to House rules; (3) improved financial reporting controls, including strengthening controls over prevention and identification of duplicate payments; and (4) improved information technology controls over financial reporting, including improved entity-wide security program planning and management, service continuity policies and procedures, and segregation-of-duty controls.

“Opportunities Exist to Reduce Wireless Costs and Improve Inventory Controls.” In our audit of House wireless expenses, our analyses showed that approximately nine percent of all House monthly wireless charges were for minutes, data downloads, and miscellaneous charges that were not included in basic rate plans. Further, the analysis showed that a small number of users (two percent) were responsible for a majority of (65 percent) of the texting charges. We recommended that the CAO refine the Wireless Analysis process to prevent the House from incurring excess charges and to reduce overall wireless costs to the House.

“Review of the Architect of the Capitol (AOC) Site 3 Procurement and Contract Administration Related to House Operations.” We determined that the AOC had not developed and implemented a process to identify and charge a tenant at the House Alternate Computing Facility for additional operating costs (e.g. electricity, facilities maintenance), as required by the terms of the lease. As a result of this audit, the AOC developed a procedure to identify additional operating costs that were incurred since the AOC purchased the facility. The AOC estimated these costs to be over \$1 million and is currently working with the tenant to recoup these funds.

“Energy Savings Performance Contract (ESPC) Review.” The OIG reviewed cost savings opportunities related to the House’s Energy Savings Performance Contract (ESPC). While the House did move forward with the ESPC, we were able to provide the decision makers with our analysis prior to the contract being finalized so they could make an informed decision. We believed that the ESPC contract vehicle was not an optimal way to achieve energy savings. Based on our analysis, the total ESPC life cycle cost with third party funding is estimated to be 60 percent higher than the same project funded with appropriations. The House would need to devote over 90 percent of the expected savings during the 20 years after project completion to repay the principal and interest on the third party loan. The government would keep \$6.3 million of the expected savings, starting in the twentieth year. If the funds were appropriated (borrowed by the Treasury), then the savings to the government would increase from \$6.3 million to \$36.6 million. The OIG also determined that the base price and forecast near-term price increases used in the ESPC savings calculations were significantly higher than actual current and contracted future prices. The higher expected price in the ESPC proposal resulted in an overestimate of project life cycle savings by \$9 million. As a result of our pricing analysis, the AOC directed the ESPC contractor to use the revised utility pricing. This allowed the AOC to negotiate lower implementation costs which resulted in keeping the project self-funded.

**2. Through your analysis of the House Composting Program, did you find the program to make good on the CAO's projected financial savings for the House?**

In December 2007, the CAO implemented a composting program for the food service waste stream from House cafeterias and eateries. The CAO requested that the OIG review the program to identify opportunities for improvement and to assess whether it was meeting the goals of the "Green the Capitol Initiative." The goals of the Green the Capitol Initiative are (1) operate the U.S. House of Representatives (House) in a carbon-neutral manner by the end of the 110th Congress; (2) reduce the carbon footprint of the House by cutting energy consumption by 50 percent in 10 years; and (3) make House operations a model of sustainability.

From a cost perspective, the program does not result in financial savings. Instead, we found that the net cost to the House for the composting program in calendar year 2008 was \$652,378. In determining whether the program met the goals set forth in the Green the Capitol Initiative, we estimated that the program is a net user of 247 Million British Thermal Units (MBTUs) of energy, costing approximately \$5,700 annually. Further, we calculated that the composting program reduces the House carbon emissions by seven metric tons annually, compared with current solid waste management practices. Finally, we found that the program aligned with the Green the Capitol goal of making the House a model of sustainability. A model of sustainability should show how materials can be reused and recycled rather than disposed. In calendar year 2008, 469 tons of food service waste was delivered to the composting facility to create a reusable soil amendment. In addition, the House purchased over \$400,000 in compostable supplies (a main driver in the overall program costs) which helps to expand the markets for these supplies. Finally, the cafeterias and eateries processed over 2.3 million transactions, exposing thousands of individuals to the program.

**3. Can you discuss your findings in the most recent audit regarding the CAO's financial statements system, specifically addressing any significant concerns you discovered?**

Currently, we are in the reporting phase of the FY 2009 financial statement audit. For the first time, the House prepared its FY 2009 financial statements in accordance with accounting standards prescribed for Federal government entities. Prior to FY 2009, the House prepared financial statements based on accounting standards similar to commercial entities. The external auditor's preliminary results for the FY 2009 financial statement audit indicate that, although the House was able to produce financial statements that were fairly presented, the internal control weaknesses, which have been reported in previous years, continued to exist.

The identified internal control weaknesses relate to deficiencies concerning (1) the lack of a management control program, (2) information security deficiencies, (3) ineffective financial reporting controls and general ledger system reporting limitations, and (4) weaknesses in the processing and reporting of payroll data. The tentative findings are in the discussion stage with CAO personnel. These weaknesses give rise to significant management challenges that create risks and reduce assurance that losses, misstatements, or noncompliance material in relation to the financial statements would be prevented or detected or corrected in a timely manner.

**(a) I noticed that the audit took roughly 9-12 months to produce for Fiscal Years 2002-2006; however, the audit for FY07 took 16 months and for FY08 took 19 months. Can you explain the chief causes for what appears to be a growing delay?**

Many factors and variables have contributed to the delays in issuing the financial statement audit report over the past several years; however, the primary causes are delayed management response times and non-concurrences with audit conclusions. For example, the FY 2008 CAO response to the reported audit conclusions was initially received nearly three months beyond the typical 30-day timeframe permitted for audit responses. The final CAO response was received an additional four months subsequent to receipt of their initial response. Delays occurred largely due to disagreements on audit findings and recommendations, which required numerous discussions between our office, the external auditor, and the CAO. Through these discussions agreements were reached and, in their final response, the CAO concurred with all audit findings and recommendations.

For the ongoing FY 2009 audit, the financial statements were delivered to the external auditor four months later than normal. This was due in part to the House's conversion from financial statements based on accounting standards similar to commercial entities to financial statements in accordance with accounting standards prescribed for Federal government entities. However, we have observed that insufficient resources are allocated to compile, analyze, and prepare the House's annual financial statements, which have led to delays in completing and delivering final financial statements for audit. In addition, an adequate quality review process does not exist. As a result, the financial statements require multiple iterations and revisions, which also contribute to delays.

**(b) Are there any recurring significant deficiencies in accounting practices that have yet to be addressed by the CAO?**

The FY 2008 financial statement audit report recommended that the CAO establish a management control program to ensure that internal controls over financial reporting for the House are designed, implemented, and operating effectively. This type of program would include both a risk assessment process and a process for monitoring controls. Management concurred with this recommendation but has not taken sufficient actions to implement such a program. Additionally, the FY 2007 and FY 2008 financial statement audit reports have identified significant deficiencies in payroll because the House's internal controls over payroll processing did not ensure accurate reporting of transactions and balances. These deficiencies continue to exist in the current reporting period.

**4. How would you evaluate our current IT environment? Are we where we need to be, or are there improvements to be made?**

Information Technology (IT) is ever-changing and offers both the promise of expanding capabilities and increasing efficiency but also the need for greater care in managing risk. During the 111<sup>th</sup> Congress, the OIG has conducted a series of audits and advisories geared towards evaluating the House's IT environment and ensuring that risks are appropriately mitigated.

Some of the areas that we focused on during the 111<sup>th</sup> Congress were security enhancements, IT disaster recovery planning, wireless network vulnerabilities, and outdated paper-based processes.

In general, the House has made great strides to strengthen its security posture. However, improvements can be made. CAO Security follows a defense-in-depth approach to securing the House network. Defenses include firewalls, router access control lists, intrusion detection systems, and anti-virus and spyware scans. To further strengthen the House network, we recommended that the CAO continue to enforce House policies through enterprise tools, such as Active Directory and BigFix. The CAO's use of Active Directory to enforce password policies illustrates the capabilities of using enterprise tools to secure thousands of House computers. An area where enterprise tools could be used more effectively is blocking web sites known to host malicious programs. A critical component in defending against computer threats is through user awareness. A significant portion of malicious program infections can be prevented through safe web browsing and e-mail usage by House users. Automated computer security controls can limit some user actions, but not all. Therefore, user awareness must be strengthened to inform users of cyber security threats and tips for mitigating them. The new security policy requiring all network users with a user name and password to complete annual Information Security Training is a positive step in this direction.

Disaster recovery planning is crucial to ensuring that House systems will be available in the event of a natural or human-induced disaster. In our review of the CAO IT disaster recovery process, we determined that significant improvements were needed to ensure the House could recover its IT systems in the event of a disaster. Our recommendations identified improvements that were needed in developing a comprehensive IT contingency planning program; identifying all the IT systems needed to support the House's essential support services in the event of a disaster; developing/updating contingency plans for major applications and general support systems; and, documenting the testing process for contingency plans.

If House wireless networks are not properly secured, they are potentially susceptible to eavesdropping and unauthorized access to House data. The wireless network audit disclosed that the CAO needs to (1) communicate to the House Offices the requirements for obtaining and deploying Wireless Access Points (WAPs); (2) maintain a current list of authorized WAPs; (3) develop an effective process for monitoring and auditing WAPs; and (4) update House wireless networking policies and procedures.

There is a need to automate paper-based processes at the House. A significant amount of work is conducted on individual computers or off-line using paper forms. Opportunities exist to leverage technology to automate internal forms and the associated routing and approval workflows. This would not only eliminate paper but also speed-up processing, reduce the number of lost forms, and eliminate redundant data entry. In an effort to address these inefficiencies, the OIG is working with the CAO to (1) identify the current processes and practices requiring paper-based forms; (2) provide a benchmark assessment of practices and technologies used by other federal agencies and large private-sector companies versus the House; and (3) develop a gap / needs analysis based upon the assessment with alternate approaches (including cost-benefit) and a recommendation.