

STRENGTHEN SOCIAL SECURITY

...don't cut it.

What do the American people want from their Social Security Administration?

A majority of Americans want to be able to call or visit a local Social Security field office for various services. The vast majority of Americans—regardless of party affiliation, race/ethnicity, gender and age—believe that we need to have more or the same number of local field offices in the future.

57 percent of people want to be able to call or visit a local office to request a new Social Security card.

- 35 percent of those surveyed would prefer to call a local phone number to speak with a live agent.
- 22 percent said that they would like to visit a local Social Security office in person.
- 24 percent would prefer to call a national 800 number to speak with a live agent.
- 11 percent prefer using the internet or email.
- 7 percent of participants prefer using an automated phone service. 1 percent would like to correspond through the mail and 1 percent are unsure of their preferred method.

59 percent of people want to be able to call or visit a local office to get information when they are one or two years away from retirement.

- 33 percent of those surveyed would prefer to call a local phone number to speak with a live agent.
- 26 percent said that they would like to visit a local Social Security office in person.
- 21 percent would prefer to call a national 800 number to speak with a live agent.
- 12 percent prefer using the internet or email.
- 5 percent of participants prefer using an automated phone service. 1 percent would like to correspond through the mail and 1 percent are unsure of their preferred method.

61 percent of people want to be able to call or visit a local office when it was time to actually apply for retirement benefits.

- 32 percent of those surveyed would prefer to call a local phone number to speak with a live agent.
- 29 percent said that they would like to visit a local Social Security office in person.
- 19 percent would prefer to call a national 800 number to speak with a live agent.
- 13 percent prefer using the internet or email.
- 5 percent of participants prefer using an automated phone service. 1 percent would like to correspond through the mail and 1 percent are unsure of their preferred method.

86 percent of Americans want more or the same number of local field offices in the future.

- 44 percent believe there should be more local field offices in the future
- 42 percent believe there should be the same number of local field offices in the future
- 8 percent believe there should be fewer local field offices in the future

These results are from a poll conducted by Public Policy Polling who surveyed 1,207 registered voters on November 14-16, 2014.