

# **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.