Congress of the United States
Washington, DC 20515

July 16, 2014

Mr. Michael W. Grochowski
Region 4 Commissioner
Regional Public Affairs Office
Social Security Administration
61 Forsyth St. SW Suite 23T29
Atlanta, GA 30303-8907

Dear Commissioner Grochowski:

We write to express our concerns regarding long wait times at the Social Security Administration (SSA) office in West Palm Beach. It has come to our attention that customers of the SSA office located at 1645 N. Congress Avenue have faced long wait times, sometimes up to three hours, prior to being received by SSA staff. While waiting, customers must stand outside without cover from the sun or rain, imposing extra hardship on those attempting to navigate the Social Security system.

Social Security payments are an important source of income for many of our constituents and provide financial stability for millions of families and individuals at the age of retirement, suffering from disability, or who have lost a spouse or parent. It is vital that SSA field offices operate efficiently in order to best serve those who rely on Social Security payments. Field offices should be open and accessible to the public, regardless of age or need, and be equipped to fully meet the requirements of customers.

Long wait times pose an excessive burden for many people within the Social Security system and must be addressed. Therefore, we respectfully request that you investigate and address the cause of excessive wait times at the West Palm Beach SSA, in order to better serve the Palm Beach County region.

We greatly appreciate your attention in this matter and look forward to working with you to ensure that Americans enrolled in Social Security have the financial security and stability that they deserve.

Sincerely,

Alcee L. Hastings
Member of Congress

Lois Frankel
Member of Congress

Ted Deutch
Member of Congress

Patrick E. Murphy
Member of Congress

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