

It is my pleasure to congratulate Christie Dickson of the Social Security Administration on her suggestion that her agency allow the public to schedule appointments online.

Social Security touches each of us, so improvements in its services benefit every American. The agency already has the three top-ranked online services in government, so I know it is up to the challenge of making them even better.

I am asking the agency to develop an online process that will guide the user through a series of questions, soliciting the necessary information only once, and directing the person to the most appropriate service delivery method for his or her situation. That could be a telephone call or an online response. But if the agency determines that your inquiry requires an appointment with a field office, you will be able to schedule that appointment online.

I have asked the Social Security Administration to provide a detailed plan for this citizen-centric online process within 90 days and to deliver on this promise by the end of 2010.

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