



SOUND MASKING IN GOVERNMENT ENVIRONMENTS

CLIENT SPOTLIGHT — Social Security Administration

About the space

Social Security Field Offices

Cambridge Sound Management have retrofitted over 60 Social Security Administration (SSA) field offices in 18 states. These buildings feature waiting areas placed only about 15 feet away from consultation windows. The offices and consultation windows are locations where patrons discuss their Social Security and other personal financial information.

Challenge

Not so private personal consultation

With the close proximity to the private offices and consultation windows, people sitting in the waiting area could clearly overhear sensitive conversations. The information discussed is highly sensitive and these SSA facilities have a legal obligation to enhance privacy levels under the Gramm–Leach–Bliley Act and the Privacy Act of 1974.

Solution

Qt Quiet Technology™ - a better acoustic environment

Qt Quiet Technology sound masking systems were installed in the various waiting areas and surrounding hallways to improve privacy.

Result

A private and secure space for patrons

Patrons are more comfortable discussing sensitive information and the SSA field offices meeting their obligations to maintain privacy of patron data.



Social Security Administration building near Portland OR



Consultation windows near the patron waiting area at a SSA field office