**SSA Response to Senator Warren Letter Dated September 5, 2025
Comparison of Public Performance Data, Biden Admin vs Trump Admin**

	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
	Disability Benefits						
1	Current Average Processing Time for Initial Disability Determinations (in days)	✓	✗	APR, COP, MRCS	Year to Date: 231 days	Year to Date: 228 days	221 days
2	Current Total Number of Completed Disability Claims	✗	✗	APR, COP, MRCS	2,036,005	2,168,200	819,294
3	Current Percentage of Disability Benefit Appointments Held Within 28 Days	✗	✗	None	63%	80%	75%
4	Current Percentage of Disability Claims Filed Online	✗	✗	None	59%	64%	65%
5	Initial Disability Determination Average Processing Times (by fiscal year)	✓	✗	APR, COP, MRCS	Year to Date: 231 days	Year to Date: 228 days	221 days
6	Initial Disability Determination Average Processing Times (by month)	✓	✓	MRCS	231 days	217 days	May: 226 days Jun: 222 days July: 220 days Aug: 217 days

Other Locations Reported Key: Annual Performance Report **(APR)**; Congressional Operating Plan **(COP)**; Monthly Report to Congressional Staff **(MRCS)**

	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
7	National and Regional Disability Determination Average Processing Times (monthly)	✕	✕	None	NE: 188 days MW: 208 days SW: 245 days SE: 283 days	NE: 168 days MW: 191 days SW: 263 days SE: 278 days	May: NE: 167 days MW: 188 days SW: 264 days SE: 275 days June: NE: 160 days MW: 184 days SW: 262 days SE: 267 days July: NE: 159 days MW: 183 days SW: 263 days SE: 265 days August: NE: 155 days MW: 179 days SW: 263 days SE: 255 days
8	Field Office and State DDS Disability Determination Average Processing Times	✕	✕	None	N/A	N/A	N/A
9	Number of Pending Initial Disability Determinations (by fiscal year and monthly)	✓	✓	APR, COP, MRCS	1,199,676	907,072	May: 973,969 Jun: 956,912 Jul: 935,814 Aug: 907,072

Other Locations Reported Key: Annual Performance Report **(APR)**; Congressional Operating Plan **(COP)**; Monthly Report to Congressional Staff **(MRCS)**

	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
10	Number of Initial Disability Claims Received and Completed (by fiscal year and monthly)	✗	✗	APR, COP, MRCS	Received: 2,145,138 Completed: 2,036,005	Received: 1,934,834 Completed: 2,168,200	Received: May–Aug 737,062 Completed: May–Aug 824,867
11	Number of Initial Disability Claims Pending (by fiscal year and monthly)	✓	✓	APR, COP, MRCS	1,199,676	907,072	May: 973,969 Jun: 956,912 Jul: 935,814 Aug: 907,072
12	Percentage of Disability Benefit Appointments Held Within 28 Days (by fiscal year and monthly)	✗	✗	None	63%	80%	May: 79% Jun: 75% Jul: 76% Aug: 70%
13	Percentage of Disability Claims Filed Online (by fiscal year and monthly)	✗	✗	None	59%	64%	May: 65% Jun: 65% Jul: 64% Aug: 64%
14	Disability Processing Times and Percentage of Cases Processed at Initial, Reconsideration, and Hearing Levels (by fiscal year and monthly)	✗	✗	None	Monthly Results Initial DIB: 231 days (70%) Recon: 240 days (18%) Hearing: 324 days (12%)	Monthly Results Initial DIB: 217 days (68%) Recon: 239 days (20%) Hearing: 279 days (12%)	May: Initial DIB: 226 Days (72%) Recon: 246 days (18%) Hearing: 283 days (10%) June: Initial DIB: 222 days (71%) Recon: 241 days (19%) Hearing: 288 days (10%) July: Initial DIB: 220 days (70%) Recon: 240 days (20%) Hearing: 285 days (10%) Aug: Initial DIB: 217 days (69%) Recon: 239 days (21%) Hearing 279 days (10%)

Other Locations Reported Key: Annual Performance Report **(APR)**; Congressional Operating Plan **(COP)**; Monthly Report to Congressional Staff **(MRCS)**

	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
15	Current Average Processing Time for Hearing Decisions (in days)	✓	✓	APR, COP, MRCS	345 days	284 days	283 days
16	Current Total Number of Completed Disability Hearings	✗	✗	APR, COP, MRCS	389,113	359,081	143,835
17	Hearing Decision Average Processing Time (by fiscal year and monthly)	✗	✓	MRCS	Month: 324 days Year to Date: 345 days	Month: 279 days Year to Date: 284 days	May 2025: 283 days Jun 2025: 288 days Jul 2025: 285 days Aug 2025: 279 days
18	Map of Hearing Decision Average Processing Times at Each Hearing Office	✗	✗	None	N/A	N/A	N/A
19	Number of Hearings Filed and Decisions Issued (by fiscal year)	✗	✗	APR, COP, MRCS	Filed: 333,278 Decisions: 389,113	Filed: 367,915 Decisions: 359,081	Filed: May–Aug 151,031 Decisions: May–Aug 143,835
20	Number of Hearings Filed and Decisions Issued (by month)	✗	✗	MRCS	Filed (Aug): 38,133 Decisions (Aug): 42,606	Filed (Aug): 45,424 Decisions (Aug): 43,560	N/A

Other Locations Reported Key: Annual Performance Report **(APR)**; Congressional Operating Plan **(COP)**; Monthly Report to Congressional Staff **(MRCS)**

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
21	Number of Hearings Pending (by fiscal year and monthly)	✓	✓	APR, COP, MRCS	265,984	279,857	May: 274,337 Jun: 276,217 Jul: 278,046 Aug: 279,857
22	Current Average Processing Time for Disability Reconsideration Decisions	✗	✗	APR, COP, MRCS	230 days	241 days	May: 246 days Jun: 241 days Jul: 240 days Aug: 239 days
23	Current Total Number of Completed Reconsiderations	✗	✗	APR, COP, MRCS	472,545	551,836	222,015
24	Reconsideration Decision Average Processing Times (by fiscal year and monthly)	✗	✗	APR, COP, MRCS	Aug: 240 days Year to Date: 230 days	Aug: 240 days Year to Date: 241 days	May: 246 days Jun: 241 days Jul: 240 days Aug: 239 days
25	Current Reconsideration Decision Average Processing Times by State	✗	✗	None	N/A	N/A	N/A
26	Number of Reconsiderations Received and Completed (by fiscal year and monthly)	✗	✗	APR, COP, MRCS	Received: 517,504 Completed: 472,545	Received: 595,839 Completed: 551,836	May: Rcvd 63,478 Completed 71,778 Jun: Rcvd 51,725 Completed 58,471 Jul: Rcvd 49,217 Completed 60,906 Aug: Rcvd 65,747 Completed 87,392

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
27	Number of Reconsiderations Pending (by fiscal year and monthly)	✖	✖	APR, COP, MRCS	324,648	371,995	May: 371,959 June: 377,288 July: 376,843 August: 371,995
28	Hearings Held by Service Channel (by fiscal year)	✖	✔	MRCS	In-person: 16% Traditional Video: 2% Telephone: 68% Online Video: 14%	In-person: 14% Traditional Video: 1% Telephone: 70% Online Video: 15%	May–Aug 2025 In-person: 12% Traditional Video: 0.5% Telephone: 70% Online Video: 18%
29	Hearings Held by Service Channel (by month)	✖	✔	MRCS	In-person: 17% Traditional Video: 2% Telephone: 68% Online Video: 14%	In-person: 12% Traditional Video: 0.3% Telephone: 70% Online Video: 18%	N/A
Retirement and Survivor Benefits							
30	Current Percentage of Claims Processed Timely	✔	✔	MRCS	81%	84%	86%
31	Current Total Number of Completed Benefits Claims	✖	✔	APR, COP, MRCS	6,283,737	6,743,998	2,684,173
32	Current Percentage of Claims Filed Online	✖	✖	MRCS	60%	63%	59%
33	Current Percentage of Benefits Appointments within 28 Days	✖	✖	None	44%	43%	44%

Other Locations Reported Key: Annual Performance Report **(APR)**; Congressional Operating Plan **(COP)**; Monthly Report to Congressional Staff **(MRCS)**

	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
34	Percentage of People Receiving Benefits on Time or within 2 Weeks of Applying (by fiscal year and monthly)	✗	✓	MRCS	Year to Date: 81%	Year to Date: 84%	May: 81% Jun: 84% Jul: 87% Aug: 87%
35	Percentage of People Receiving Benefits on Time or within 2 Weeks of Applying (by local field office)	✗	✗	None	N/A	N/A	N/A
36	Benefit Claims Received and Completed (by fiscal year and monthly)	✗	✗	None	Received: 6,650,765 Completed: 6,283,737	Received: 7,172,818 Completed: 6,743,998	Received: May–Aug 2,598,037 Completed: May–Aug 2,684,173
37	Benefit Claims Pending (by fiscal year and monthly)	✗	✗	None	364,016	333,620	May: 487,691 Jun: 415,953 Jul: 374,490 Aug: 333,620
38	Percentage of Benefit Claim Appointments Scheduled within 28 Days (by fiscal year and monthly)	✗	✗	None	44%	43%	May: 42% Jun: 42% Jul: 46% Aug: 45%
39	Percentage of Claims Filed Online (by fiscal year and monthly)	✗	✗	MRCS	60%	63%	May: 59% Jun: 60% Jul: 60% Aug: 59%
40	Percentage of Claims Processed Timely (by month)	✗	✓	MRCS	83%	87%	May: 81% Jun: 84% Jul: 87% Aug: 87%
Phone Metrics							
41	Current Call Wait Time (Live Data)	✗	✗	None	N/A	N/A	N/A
42	Current Callback Wait Time (Live Data)	✗	✗	None	N/A	N/A	N/A

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
43	"my Social Security" Online Services Wait Time	✗	✓	None	0 min	0 min	0 min
44	Current Number of Callers Waiting on Hold (Live Data)	✗	✗	None	N/A	N/A	N/A
45	Current Number of Callers Waiting for Callback (Live Data)	✗	✗	None	N/A	N/A	N/A
46	Current Average Speed of Answer	✓	✓	APR, COP, MRCS	Year to Date: 29 min	Year to Date: 16 min	10 min
47	Current Answer Rate	✓	✓	None	58%	55%	70%
48	Average Service Time	✗	✗	None	10 min	9 min	9 min
49	Agent Busy Rate	✗	✗	APR, COP, MRCS	0.9%	6%	2%
50	Current Total Customers Served	✗	✓	MRCS	36,851,829	62,694,290	20,511,351
51	Average Daily Call Volume	✗	✗	None	302K	368K	324K
52	Total Customers Served Trend (by fiscal year and monthly)	✗	✗	MRCS	36,851,829	62,694,290	20,511,351
53	Average Daily Call Volume Trend (by fiscal year and monthly)	✗	✗	None	302K	368K	May–Aug: 324K May: 335K Jun: 350K Jul: 306K Aug: 307K
54	Average Call Wait Time Trend (by fiscal year and monthly)	✗	✗	None	41 min	57 min	May–Aug: 33 min May: 59 min Jun: 1 hr 5 min Jul: 21 min Aug: 22 min

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
55	Average Callback Time Trend (by fiscal year and monthly)	✕	✕	None	1 hr 11 min	1 hr 53 min	May–Aug: 1 hr 23 min May: 1 hr 39 min Jun: 1 hr 55 min Jul: 60 min Aug: 1 hr 4 min
56	Average Speed of Answer (by fiscal year and monthly)	✕	✓	MRCS	Aug: 21 min Year to Date: 29 min	Aug: 9 min Year to Date: 16 min	May–Aug: 10 min May: 12 min Jun: 13 min Jul: 8 min Aug: 9 min
57	Percentage of Callers that Reach a Representative, known as "Answer Rate," Trend (by fiscal year and monthly)	✓	✓	None	Aug: 62% Year to Date: 58%	Aug: 75% Year to Date: 55%	May–Aug: 70% May: 67% Jun: 60% Jul: 78% Aug: 75%
58	Average Service Time Trend (by fiscal year and monthly)	✕	✕	None	Aug: 9 min Year to Date: 10 min	Aug: 8 min Year to Date: 9 min	May–Aug: 9 min May: 9 min Jun: 9 min Jul: 8 min Aug: 8 min
59	Agent Busy Rate Trend (by fiscal year and monthly)	✕	✕	MRCS	Aug: 0% Year to Date: 0.9%	Aug: 0.5% Year to Date: 6%	May–Aug: 2% May: 1% Jun: 5% Jul: 1% Aug: 1%
60	Percentage of Calls Handled by Callback Trend (by fiscal year and monthly)	✕	✕	None	Aug: 48% Year to Date: 31%	Aug: 62% Year to Date: 73%	May–Aug: 71% May: 81% Jun: 80% Jul: 65% Aug: 62%
61	Number of Calls Handled by Callback (for past 2 fiscal years)	✕	✓	None	8,004,921	21,533,043	8,518,047

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
62	Number of Calls Handled by Self-Service Options (for past 2 fiscal years)	✗	✓	MRCS (included as combined self-service + agent)	11,245,943	33,134,547	8,447,223
63	Number of Calls Handled by Agents, including Callbacks (for past 2 fiscal years)	✗	✓	MRCS (included as combined self-service + agent)	25,605,886	29,559,743	12,064,128
All Service Channels							
64	Number of Customer Requests for Service (by fiscal year)	✗	✓	None	Online: 413M 800 Number Calls: 72M Field Office Calls: 53M Field Office Visits: 29M	Online: 498M 800 Number: 87M Field Office Calls: 64M Field Office Visits: 29M	Online: 143M 800 Number Calls: 28M Field Office Calls: 21M Field Office Visits: 11.4M
Metrics Currently on SSA.gov and not listed in Senator Warren's 9/5/25 Letter							
65	Successfully Completed Online Transactions	✗	✓	MRCS	413M	498M	143M
66	800# Total Calls Received	✗	✓	MRCS	72,133,039	86,826,072	28,028,319
67	Field Office Visitors (monthly)	✗	✓	MRCS	Aug only: 3.2M	Aug only: 3.2M	Average May–Aug: 2.9M
68	Field Office Wait Time (Combined)	✗	✓	MRCS	30 min	23 min	21 min

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	Type of Data	Biden Admin	Trump Admin (current page)	Other Locations Reported	Results Fiscal Year to Date Aug 2024	Results Fiscal Year to Date Aug 2025	Results May 2025 to Aug 2025
69	Field Office Wait Time (with appt)	✗	✓	MRCS	7 min	6 min	6 min
70	Field Office Wait Time (without appt)	✗	✓	MRCS	31 min	28 min	27 min
71	Percent of Field Office Visitors with an appointment (monthly)	✗	✓	MRCS	8%	38%	37%
72	*my* Social Security Registrations	✗	✓	MRCS	15,716,852	18,720,645	5,609,720

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