



Year In Review

Fiscal Year 2026

SSA.gov

Social Security

By The Numbers FY 2026

330 Million+ Active Social Security Number (SSN) Holders

729 Million Total Transactions with the Public

571 Million

Online Transactions
29.5% increase from FY 2024

5.6 Minute

Average Speed of Answer
79.7% decrease from FY 2024

21 Minute

Field Office Wait Time
31.1% decrease from FY 2024

40 Day Decrease

Average Disability Claim
Processing Time
17.4% decrease from FY 2024

24/7 Access

To **my Social Security**
Eliminated 29 hours per week of
downtime from FY 2024

105.8 Million

my Social Security Accounts
20.4% increase from FY 2024

99%

Answer Rate
38 point increase from
September 2024

23% Decrease

Initial Disability Backlog
From September 2024

\$645 Million

Delinquent Debts Collected
Since resuming the Treasury
Offset Program in March 2025

24% Decrease

Transactions Pending in
Processing Center
From September 2024

15%

Active SSNs Corrected

A MESSAGE FROM THE COMMISSIONER



Fiscal year (FY) 2026 was a year of significant service improvement for the Social Security Administration. We expanded our use of technology and process management to better meet customers where they are—online, by phone, or in field offices—resulting in double-digit improvements in every service metric.

Customers increasingly chose the convenience of online and telephone service, which now accounts for 96 percent of all contacts. With expanded 24/7 digital access through **my Social Security**, by eliminating 29 hours of weekly downtime, we enabled approximately 10.5 million additional logins during previously unavailable hours. Online services grew to more than 105 million **my Social Security** accounts and

571 million online transactions—a 29.5 percent increase over FY 2024.

Our digital-first strategy is enabling more customers to complete their business with zero wait time. Customers can use digital tools to get answers, complete transactions, submit documents securely, and apply for benefits without waiting for an office visit.

Telephone service improved sharply. Simplified menu options, better call routing, and clear automated self-service options help customers resolve routine matters immediately and connect more quickly with trained employees when personal assistance is needed. As a result, our National 800 Number average speed of answer fell from 28 minutes in FY 2024 to 5.6 minutes, an almost 80 percent reduction, and the busy rate was zero for the last six months of the fiscal year.

Field offices are benefiting from this shift. We reduced average wait times by over 30 percent compared to FY 2024, while serving nearly 30 million visitors nationwide—and, for the first time, every field office caller now has an automated self-service option, which was not an option in FY 2024.

We also improved disability services. Through targeted technology investments and collaboration across our workforce and partners, we reduced the initial disability claims pending by nearly 23 percent—from a record high of nearly 1.2 million in FY 2024 to 911,000 at the end of FY2026. Similarly, the annual average wait time for a hearing decreased by 72 days since FY 2024.

Service and stewardship go hand in hand. We are committed to preserving and protecting Social Security and ensuring that all eligible individuals receive their benefits. We implemented new tools to improve payment accuracy for Old-Age and Survivors Insurance (OASI) and Disability Insurance (DI), collectively referred to as OASDI. We are also improving Supplemental Security Income stewardship through focused leadership, policy and process improvements, and enhanced financial institution and wage verification tools.



Our new Risk and Quality, and Security and Resiliency offices are strengthening the integrity of Social Security number records, fraud prevention, cybersecurity defenses, and protection against internal threats. For the first time, we began systematically reconciling the Social Security Number (SSN) database by updating citizenship information, removing records for deceased individuals, and verifying identity data. We corrected nearly 15 percent of all active SSNs, adding 17 million previously missing dates of death, and updating approximately 25 million records that lacked citizenship information, while implementing stronger internal controls to prevent future data-entry inaccuracies.

We are committed to operating a pristine control environment. In FY 2026, we closed Inspector General recommendations representing more than \$16 billion in savings compared to the end of FY 2024 and reinforcing the agency's commitment to stewardship and program integrity.

These improvements are possible because of the skill, commitment, and innovation of SSA employees. We are aligning our resources, technology, and staffing with our mission and service goals, to better meet the needs of the people we serve. FY 2026 demonstrates what focused management, modern technology, and a committed workforce can achieve: substantially better service, greater accuracy, fewer repeat contacts, lower operating costs, and stronger protection of the public's trust.

We are transforming SSA into the largest digital-first financial services platform in the world. For more information about our record-breaking year, visit www.ssa.gov/ssa-performance.

Respectfully,

A handwritten signature in blue ink, appearing to read 'Frank J. Bisignano'.

Frank J. Bisignano
Commissioner



Best Overall Performance Ever Operations 360-View FY 2024-2026

	Performance			Change FY 2024 to FY 2026
	FY 2024	FY 2025	FY 2026	
FIELD OFFICE				
Total Field Office Visitors	31,842,224	31,618,364	29,250,790	-8.1%
Field Office Visitor Appointment Volume	1,870,568	9,187,923	8,682,023	364.1%
Field Office Overall Wait Time (minutes)	29.9	22.5	20.6	-31.1%
Field Office Wait Time with Appointment (minutes)	7.0	6.4	5.8	-17.1%
PHONES				
800 Number and Field Office Phone Customers Served	66,802,238	98,278,036	88,557,011	32.6%
800 Number Calls Received	78,658,486	93,519,903	75,693,940	-3.8%
800 Number Answer Rate	58.4%	57.2%	82.6%	+24.2 % points
800 Number Average Speed of Answer (ASA) (minutes)	27.6	15.1	5.6	-79.7%
800 Number Customers Served by Agents	28,140,754	33,074,590	39,975,408	42.1%
800 Number Customers Served by Self-Service ¹	12,979,947	34,706,733	20,590,464	58.6%
800 Number Customers Served by Agents+Self-Service	41,120,701	67,781,323	60,565,872	47.3%
Field Office Calls Received	57,232,494	68,873,669	52,431,687	-8.4%
Field Office ASA (minutes) ²	N/A	N/A	13.3	N/A
Field Office Callers Served by Agents	25,681,537	25,083,321	18,987,689	-26.1%
Field Office Callers Served by Self-Service	-	5,413,392	9,003,450	N/A
Field Office Callers Served by Agents+Self-Service	25,681,537	30,496,713	27,991,139	9.0%
WEB				
Website Scheduled Downtime (hours per week)	29	29	0	-100.0%
Online Transactions Completed	441,147,759	528,143,655	571,340,337	29.5%
Total <i>my Social Security</i> Accounts	87,927,595	97,281,010	105,846,459	20.4%
DISABILITY				
Initial Disability Processing Time (days)	231.1	226.2	190.9	-17.4%
Initial Disability Claims Pending	1,177,974	885,180	910,916	-22.7%
Hearings Processing Time (days)	342	284	270	-21.1%
PROCESSING CENTER				
Processing Center Receipts (daily average)	42,000	44,000	39,000	-7.1%
Processing Center Items Pending	5,125,675	5,049,353	3,879,728	-24.3%
AGENCY				
Total Contacts (In-Office, Telephone, Online)	608,880,963	722,155,591	728,716,754	19.7%
	FY 2024	FY 2025	FY 2026	Change FY 2024 to FY 2026
CONTROL ITEMS				
Open Audit Recommendations (Inspector General and Government Accountability Office)	211	164	95	55.0%
Total Remaining Cost Savings from Unimplemented Audit Recommendations (Inspector General) ³	\$18 billion	\$7 billion	\$2 billion	-\$16 billion
STAFF				
Annualized Full-Time Permanent (FTP) Agency Attrition ⁴	7.3%	10.9%	6.1%	-1.2 % points
Total End-of-Year (EOY) Agency FTP Staff on Duty ⁵	56,645	50,801	48,530	-14.3%
Total EOY Field Office Staff on Duty (all employment categories)	25,845	23,610	22,583	-12.6%

Notes:

- Actuals for FY 2025 include data for October 2024 through April 2025 which counts the total number of IVR responses rather than individual calls, which could include multiple transactions for a single call.
- Field office ASA data is not comparable to prior years, because FY 2026 was the first full year with Amazon Web Services (AWS) fully integrated in all field offices. The previous telephone platform used a different data structure than AWS.
- GAO does not provide cost savings for audit recommendations.
- Agency attrition for FY 2026 excludes individuals who participated in the deferred resignation program (DRP). Estimated attrition including DRP would be 7.5 percent in FY 2026.
- Excludes Inspector General staff.



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