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