Important stats that have been removed from SSA.gov/performance since January 2025
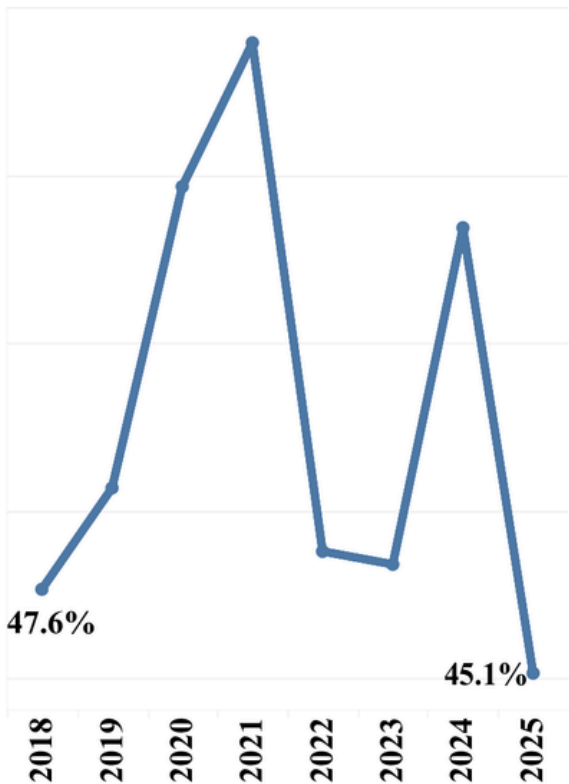
Percentage of callers that reach a representative trend

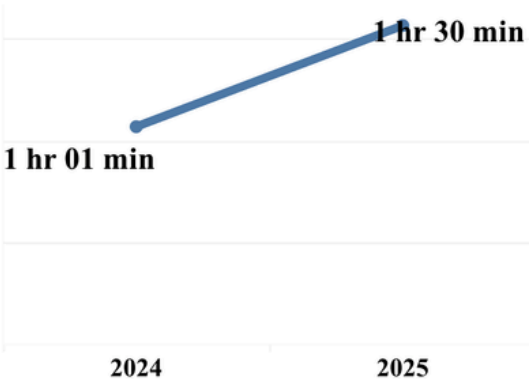By fiscal year and monthly

✓ Fiscal Years
Monthly

47.6%

45.1%

2018 2019 2020 2021 2022 2023 2024 2025

Feedback

Average call wait time trend

By fiscal year and monthly

✓ Fiscal Years
Monthly

1 hr 30 min

1 hr 01 min

2024 2025

Feedback

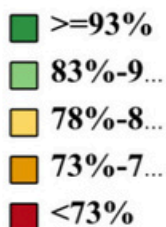**Monitoring: Customer Satisfaction by Service Channel**

R=115,120
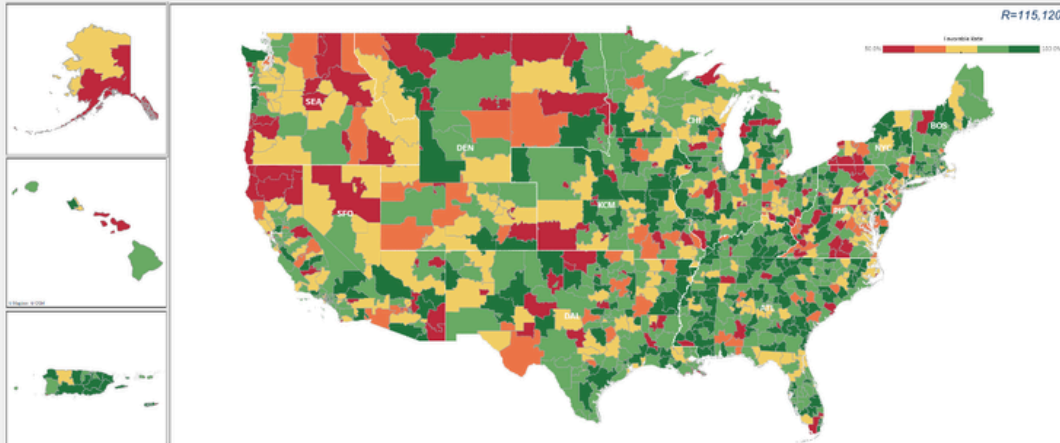
Data Source: Medallia Always On Survey

11

By local field office

State: Tennessee

Legend:
- >=93%
- 83%-9...
- 78%-8...
- 73%-7...
- <73%

© Mapbox © OSM
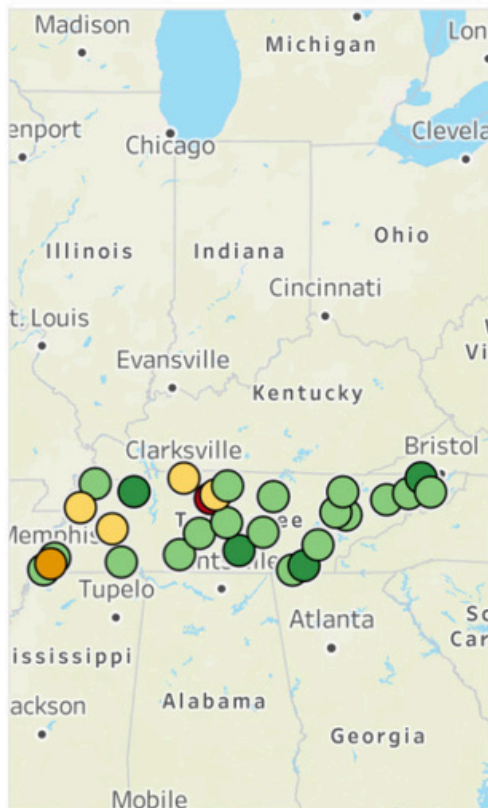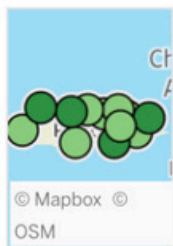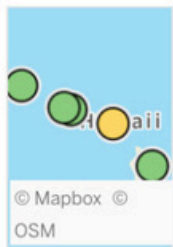
Current call wait time

LIVE DATA

2h 50m

View trend

Current callback wait time

LIVE DATA

2h 48m

View trend

Feedback

This map shows fiscal year to date performance on Retirement, Survivor and Medicare enrollment timeliness for each of our more than 1,200 local field offices.

completed

By fiscal year and monthly

| ✓ Fiscal Years |
| Monthly |

FY 2024
Claims Received: **7,178,389**

6,536,730

5,998,292

4,576,518

4,059,827

| 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |

completed

By fiscal year and monthly

| ✓ Fiscal Years |
| Monthly |

FY 2024
Claims Completed: **6,778,819**

6,536,730

5,998,292

4,576,518

4,059,827

| 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
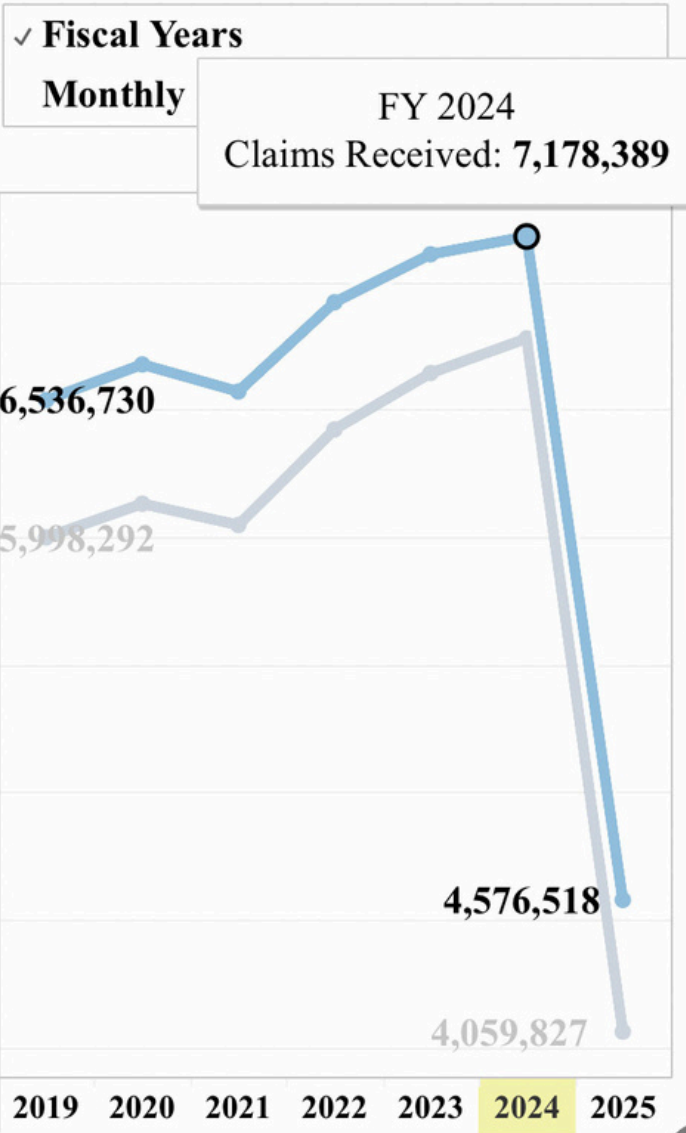
Fiscal year to date (through the last completed month)

Average time to wait for an appointment after you contact us (includes all appointment types)

34

days

Percent of calls answered by time interval

1.3%	5.3%	6.8%	8.1%	11.3%	17.0%	24.2%	38.8%	46.9%	75.5%	90.3%
<5 min	<10 min	<15 min	<20 min	<30 min	<45 min	<1 hour	<1.5 hours	<2 hours	<2.5 hours	<3 hours

Feed