

Congress of the United States

Washington, DC 20510

July 14, 2025

The Honorable Frank Bisignano
Commissioner
Social Security Administration
6401 Security Blvd.
Baltimore, MD 21235

Dear Commissioner Bisignano:

We write to express our strong concern with the Social Security Administration's (SSA's) recent removal of many key customer service performance metrics from the agency's website, and to urge you to restore all the metrics as soon as possible so the public can continue to monitor the agency's performance.

Up until June 2025, SSA published a variety of customer service metrics, including how long it would likely take for SSA to answer calls or process benefit applications. That information was regularly updated on SSA's webpage and included thirty-four different performance metrics related to 1-800 number performance, processing time for Retirement, Survivor, and Medicare benefits, disability claim processing time, disability decision reconsideration time, and disability hearings decision processing time. This information was critical for beneficiaries and those assisting them to track wait times and monitor the agency's customer service programs, which are funded with their Social Security contributions.

Early last month SSA abruptly removed that comprehensive menu of data from its website and replaced it with a new webpage that provides much more limited and sometimes misleading information on the agency's customer service performance.¹ We are concerned that this new menu is far less helpful for our constituents in knowing what to expect when interacting with SSA. For example, the new menu no longer includes any information on current callback wait times—only an “average speed of answer” metric that explicitly excludes callback wait times. The new menu also does not include any information on processing times for retirement claims—a startling omission given that retirees make up the majority of SSA beneficiaries. Additionally, the metrics that *are* shown seem designed to pressure beneficiaries to use online tools instead of talking to live people, an option that simply doesn't work for all beneficiaries, especially the very old and people in rural areas with poor Internet access.

We are also concerned that SSA's new performance webpage limits the public's ability to judge the effect of the agency's so-called “reorganization” earlier this year. It will result in around 7,000 staff cuts—about 1 in 8 SSA employees—and we have already heard countless reports from across the country about longer wait times and delays at SSA. The agency's removal of comprehensive customer service data calls into question whether this Administration seeks to hide from the public the negative customer service impacts of its staffing cuts. During your June 25th appearance before the Committee on Ways and Means, you testified that you want to

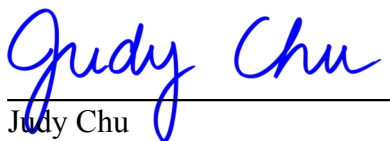
¹ <https://www.washingtonpost.com/politics/2025/06/20/social-security-wait-times-cuts/>

improve customer service performance at the agency. While we appreciate this commitment, particularly after the significant damage done by the Trump Administration over the last several months, it will be difficult for the public to monitor whether you are making good on that goal going forward without the robust performance metrics your agency had previously reported to the public and regularly updated.

We also note that, following a June 20th Washington Post report on the changes to SSA's performance website, the agency restored one additional metric to the new site: a chart showing the six-year trend of disability determination processing times.² That the agency chose to cherry pick and restore only this metric, and not any of the others that had been removed, only deepens our concern about why your agency continues to keep hidden certain metrics that had previously been publicly available.

The tens of millions of Americans who paid into and rely on Social Security deserve transparency regarding wait times at SSA and other customer service performance metrics. And taxpayers deserve to know whether you are keeping your promise to improve customer service going forward. We therefore urge you to restore to SSA's performance webpage *all* the robust public data that the agency had previously reported prior to June 2025, including historical data, and to regularly update that data. We thank you for your attention to this matter and look forward to your response.

Sincerely,



Judy Chu
Member of Congress



Richard E. Neal
Ranking Member, Committee
on Ways and Means



John B. Larson
Ranking Member,
Subcommittee on Social
Security



Danny K. Davis
Ranking Member,
Subcommittee on Worker and
Family Support

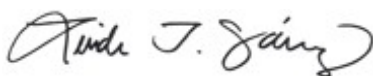
² <https://www.ssa.gov/ssa-performance>



Lloyd Doggett
Member of Congress



Mike Thompson
Member of Congress



Linda T. Sánchez
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Member of Congress



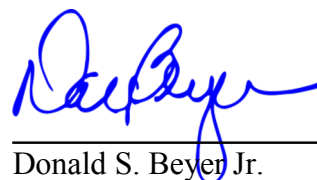
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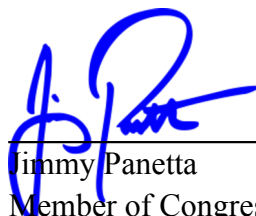
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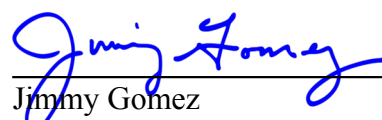
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Member of Congress



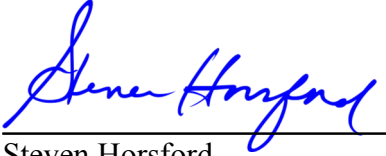
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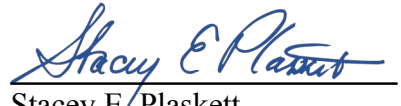
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