

119TH CONGRESS
1ST SESSION

H. R. 6367

To require the Commissioner of the Social Security Administration to reinstate certain performance statistics on a publicly accessible website of the Social Security Administration, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

DECEMBER 2, 2025

Ms. SALINAS (for herself and Mr. SORESENSEN) introduced the following bill;
which was referred to the Committee on Ways and Means

A BILL

To require the Commissioner of the Social Security Administration to reinstate certain performance statistics on a publicly accessible website of the Social Security Administration, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Social Security Data
5 Transparency Act”.

1 **SEC. 2. REINSTATING TRANSPARENCY OF SSA OPER-**
2 **ATIONS.**

3 (a) IN GENERAL.—Not later than 90 days after the
4 date of enactment of this Act, and on a monthly basis
5 thereafter, the Commissioner of the Social Security Ad-
6 ministration shall publish on a publicly accessible website
7 of the Social Security Administration, for the most recent
8 month the information is available, the following informa-
9 tion:

10 (1) FIRST CONTACT RESOLUTION.—The per-
11 centage of claimant interactions that are resolved
12 during the first contact with the Social Security Ad-
13 ministration.

14 (2) CUSTOMER SATISFACTION.—The percentage
15 of claimants satisfied by each service channel (such
16 as in-person meetings, calls using the 800 number,
17 or any other avenue in which the Social Security Ad-
18 ministration assists claimants) operated by the So-
19 cial Security Administration.

20 (3) 800 NUMBER.—With respect to the 800
21 number of the Social Security Administration, the—

- 22 (A) total customers served;
23 (B) average daily call volume;
24 (C) average call wait time;
25 (D) average callback wait time;
26 (E) average speed of answer;

1 (F) percentage of callers that reach a rep-
2 resentative;

3 (G) average service time;

4 (H) agent busy rate; and

5 (I) percentage of calls handled by callback.

6 (4) OLD AGE AND SURVIVORS BENEFITS.—With
7 respect to claims for a benefit under title II that is
8 not a disability benefit under section 223, informa-
9 tion measuring the—

10 (A) percentage of claimants who received
11 benefits within 2 weeks of applying;

12 (B) average time to receive a benefit pay-
13 ment from the date an application is submitted;

14 (C) benefits claims approved or denied;

15 (D) benefits claims pending;

16 (E) percentage of benefit claim appoint-
17 ments scheduled within 28 days of applying;

18 and

19 (F) percentage of claims filed online.

20 (5) DISABILITY DETERMINATION.—Information
21 related to disability insurance benefit claims under
22 section 223 of the Social Security Act (42 U.S.C.
23 423), including—

24 (A) the average processing time of such
25 claims;

1 (B) the average time to receive a benefit
 2 payment from the date an application is sub-
 3 mitted;

4 (C) the number of initial determinations
 5 pending;

6 (D) the number of such claims received;

7 (E) the number of claims approved or de-
 8 nied;

9 (F) the percentage of appointments sched-
 10 uled within 28 days of the claimant applying;

11 (G) the percentage of such claims filed on-
 12 line; and

13 (H) processing times and percentage of
 14 such claims processed at the initial, reconsider-
 15 ation, and hearings levels.

16 (6) DISABILITY DECISION RECONSIDERATION.—
 17 Information related to the processing time for ap-
 18 peals of denials of a disability determination, includ-
 19 ing—

20 (A) the average processing time of an ap-
 21 peal; and

22 (B) the number of appeals filed and the
 23 number of decisions of such appeals.

24 (7) HEARING INFORMATION.—Information re-
 25 lated to hearings conducted after the initial decision

1 and reconsideration of a disability determination, in-
2 cluding—

3 (A) the average time it takes for a claim-
4 ant to have a hearing;

5 (B) the number of hearings conducted—

6 (i) in person;

7 (ii) over the phone; or

8 (iii) virtually; and

9 (C) the number of hearings pending.

10 (b) LIVE TRACKER REQUIREMENT.—With respect to
11 the 800 number, the Social Security Administration shall
12 publish and maintain on a publicly accessible website of
13 the Administration a live tracker that displays the—

14 (1) call wait time;

15 (2) callback wait time;

16 (3) number of callers on hold; and

17 (4) number of callers waiting for a callback.

18 (c) SYSTEM OUTAGES.—Not later than 90 days after
19 the date of enactment of this Act, and on a monthly basis
20 thereafter, the Commissioner shall publish on a publicly
21 accessible website of the Social Security Administration
22 information regarding the number of system outages that
23 result in Social Security Administration staff being unable
24 to perform their job functions.

1 (d) 800 NUMBER.—In this Act, the term “800 num-
2 ber” means the toll-free national number of the Social Se-
3 curity Administration, or any successor telephone number.

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