

IRS Data Book Table 9  
Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2021

Type of assistance or program	Number or percentage
<b>Enterprise telephone assistance, total [1]</b>	<b>79,528,630</b>
Automated	47,489,080
Live	32,039,550
Enterprise telephone level of service (percentage) [2]	21.3
Average speed of answer for live telephone assistance (minutes)	22.8
<b>Customer Service Representative toll-free telephone assistance, total [3]</b>	<b>67,766,295</b>
Automated	46,044,327
Live	21,721,968
Customer Service Representative level of service (percentage) [4]	18.5
Average speed of answer for live toll-free telephone assistance (minutes)	21.4
Toll-free assistance customer satisfaction rate (percentage) [5]	80.0
<b>Taxpayer Assistance Center contacts [6]</b>	<b>1,078,799</b>
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percent accurate)	92.8
Account questions (percent accurate)	93.0
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [7]	7,378,099
Correspondence customer satisfaction rate (percentage) [8]	n.a.
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	1,372,614
Number of non-IRS outlets stocking paper products [9]	6,792
<b>Disaster and emergency assistance:</b>	
Disaster incidents:	
Federally declared incidents [10]	24
Areas qualifying for relief [11]	844
Taxpayers assisted [12]:	
Number of toll-free disaster hotline calls	52,680
Number of taxpayers assisted at Disaster Recovery Centers	-
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	1,977,465
Volunteers assisting in taxpayer education and return preparation programs	52,874
Volunteer Tax Preparation Assistance sites	8,874
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percent accurate) [13]	96.4
<b>Identity Protection Personal Identification Numbers issued [14]</b>	<b>4,800,000</b>
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [15]	1,194
Number of participants	189,070
Electronic newsletter subscriptions:	
Number targeted to small business owners	421,824
Number targeted to payroll providers	145,761
Number targeted to tax professionals:	
<i>e-News for Tax Pros</i>	403,508
<i>IRS Outreach Connection</i>	133,984

n.a.—Not available

[1] Includes calls answered across the Service, including telephone lines serving individuals, small business/self-employed, large business and international, and tax-exempt and government entities.

[2] The Enterprise level of service measures the relative success rate of taxpayers calling to speak with an IRS Assistor.

[3] Includes calls answered by Accounts Management (AM) Customer Service Representatives (CSR) and automated calls. These telephone lines serviced 85 percent of all telephone traffic in Fiscal Year (FY) 2021.

[4] The Customer Service Representative (CSR) level of service measures the relative success rate of taxpayers calling to speak with a CSR. The CSR level of service includes telephone lines answered by AM CSRs only. This is the IRS's official measure for telephone level of service.

[5] Based on a telephone survey of customers who called an IRS AM toll-free number to assess their satisfaction with the service they received during their calls.

[6] Includes contacts at 358 IRS Taxpayer Assistance Centers (TACs) and 25 Virtual Service Delivery sites. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[7] Beginning with FY 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, injured spouse, penalties, Affordable Care Act, exempt organizations, and amended returns processed in Accounts Management, Wage and Investment Division.

[8] The results for FY 2021 are not available. The percentage shown in this table represents the results from the Accounts Management Customer Satisfaction (Adjustments) survey and reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[9] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[10] Reflects events where the Federal Emergency Management Agency (FEMA) designated disaster areas, and the IRS granted administrative tax relief. COVID-19 pandemic-related relief is not included.

[11] Following a disaster, the Governor of the affected State must request a declaration by the President. Therefore, while a disaster incident is declared for a State or Territory, typically only a few counties, parishes, municipalities, independent cities, etc. receive relief for each event.

[12] The number of toll-free disaster hotline calls increased and the number of taxpayers assisted decreased due to the COVID-19 pandemic. IRS did not provide any face-to-face assistance during FY 2021; however, the IRS provided FEMA with a one-page resource document, which included IRS Disaster Hotline information and disaster publications, for Disaster Recovery Center site managers to use at their drive-thru sites.

[13] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[14] Represents the number of Identity Protection Personal Identification Numbers (IP PINs) assigned to qualified taxpayers.

[15] Includes tax practitioner institutes, small business forums, small business tax workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

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Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2020

Type of assistance or program	Number or percentage
<b>Enterprise telephone assistance, total [1]</b>	<b>58,450,641</b>
Automated	34,258,255
Live	24,192,386
Enterprise telephone level of service (percentage) [2]	51.2
Average speed of answer for live telephone assistance (minutes)	18.3
<b>Customer Service Representative toll-free telephone assistance, total [3]</b>	<b>50,923,710</b>
Automated	33,070,962
Live	17,852,748
Customer Service Representative level of service (percentage) [4]	53.1
Average speed of answer for live toll-free telephone assistance (minutes)	16.8
Toll-free assistance customer satisfaction rate (percentage) [5]	79.0
<b>Taxpayer Assistance Center contacts [6]</b>	<b>1,069,275</b>
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percent accurate)	91.0
Account questions (percent accurate)	93.5
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [7]	4,783,633
Correspondence customer satisfaction rate (percentage) [8]	59.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	1,195,059
Number of non-IRS outlets stocking paper products [9]	6,857
<b>Disaster and emergency assistance:</b>	
Disaster incidents [10]:	
State/territory incidents	16
County/city incidents	143
Taxpayers assisted [11]:	
Number of toll-free disaster hotline calls	11,693
Number of taxpayers assisted at Disaster Recovery Centers	-
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	2,518,992
Volunteers assisting in taxpayer education and return preparation programs	71,882
Volunteer Tax Preparation Assistance sites	11,014
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percent accurate) [12]	94.3
<b>Identity Theft Protection Personal Identification Numbers issued [13]</b>	<b>4,500,000</b>
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [14]	1,416
Number of participants	332,886
Electronic newsletter subscriptions:	
Number targeted to small business owners	408,724
Number targeted to payroll providers	131,696
Number targeted to tax professionals	
<i>e-News for Tax Pros</i>	391,383
<i>IRS Outreach Connection</i>	120,396

[1] Includes calls answered across the Service, including telephone lines serving individuals, small business/self-employed, large business and international, and tax-exempt and government entities. Due to the COVID-19 pandemic, assistor-provided Phone Services ceased on March 31, 2020, and began reopening on May 19, 2020.

[2] The Enterprise level of service measures the relative success rate of taxpayers calling to speak with an IRS Assistor.

[3] Includes calls answered by Accounts Management (AM) Customer Service Representatives (CSR) and automated calls. These telephone lines serviced 81 percent of all telephone traffic in Fiscal Year (FY) 2020. Due to the COVID-19 pandemic, assistor-provided phone services ceased on March 31, 2020, and began reopening on May 19, 2020.

[4] The Customer Service Representative (CSR) level of service measures the relative success rate of taxpayers calling to speak with a CSR. The CSR level of service includes telephone lines answered by AM CSRs only. This is the IRS's official measure for telephone level of service.

[5] Based on a telephone survey of customers who called an IRS AM toll-free number to assess their satisfaction with the service they received during their calls.

[6] Includes contacts at 358 IRS Taxpayer Assistance Centers (TACs) and 30 Virtual Service Delivery sites. Due to the COVID-19 pandemic, service at TACs was limited beginning in March 2020. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[7] Beginning with FY 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, injured spouse, penalties, Affordable Care Act, exempt organizations, and amended returns processed in Accounts Management, Wage and Investment Division.

[8] The percentage shown in this table represents the results from the Accounts Management Customer Satisfaction (Adjustments) survey and reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[9] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[10] Reflects events where the Federal Emergency Management Agency designated major disaster areas, and the IRS granted administrative tax relief. COVID-19 pandemic-related relief is not included.

[11] The number of taxpayers assisted decreased due to the COVID-19 pandemic. IRS did not provide any face-to-face assistance during FY 2020; however, the IRS provided FEMA with a one-page resource document, which included IRS Disaster Hotline information and disaster publications, for Disaster Recovery Center site managers to use at their drive-thru sites.

[12] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[13] Represents the number of Identity Theft Protection Personal Identification Numbers (IP PINs) assigned to qualified taxpayers.

[14] Includes tax practitioner institutes, small business forums, small business tax workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.

Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2019

Type of assistance or program	Number or percentage
<b>Enterprise telephone assistance, total [1]</b>	<b>58,613,382</b>
Automated	30,054,520
Live	28,558,862
Enterprise telephone level of service (percentage) [2]	56.2
Average speed of answer for live toll-free telephone assistance (minutes)	16.0
<b>Customer Service Representative toll-free telephone assistance, total [3]</b>	<b>50,173,502</b>
Automated	28,916,487
Live	21,257,015
Customer Service Representative level of service (percentage) [4]	65.4
Average speed of answer for live toll-free telephone assistance (minutes)	11.3
Toll-free assistance customer satisfaction rate (percentage) [5]	88.0
<b>Taxpayer Assistance Center contacts [6]</b>	<b>2,359,217</b>
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	91.6
Account questions (percentage accurate)	94.3
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [7]	6,353,334
Correspondence customer satisfaction rate (percentage) [8]	64.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	1,512,817
Number of non-IRS outlets stocking paper products [9]	7,205
<b>Disaster and emergency assistance:</b>	
Disaster incidents [10]:	
State/territory incidents	19
County/city incidents	327
Taxpayers assisted:	
Number of toll-free disaster hotline calls	21,597
Number of taxpayers assisted at Disaster Recovery Centers [11]	6,036
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,553,540
Volunteers assisting in taxpayer education and return preparation programs	82,214
Volunteer Tax Preparation Assistance sites	10,921
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percentage accurate) [12]	98.0
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [13]	1,488
Number of participants	236,942
Electronic newsletter subscriptions:	
Number targeted to small business owners	344,710
Number targeted to payroll providers	116,083
Number targeted to tax professionals	326,812

[1] Includes calls answered across the Service, including telephone lines serving individuals, small business/self-employed, large business and international, and tax-exempt and government entities.

[2] The Enterprise level of service measures the relative success rate of taxpayers calling to speak with an IRS Assistor.

[3] Includes calls answered by Accounts Management (AM) Customer Service Representatives (CSR) and automated calls. These telephone lines service 78 percent of all telephone traffic.

[4] The Customer Service Representative (CSR) level of service measures the relative success rate of taxpayers calling to speak with a CSR. The CSR level of service includes telephone lines answered by AM CSRs only. This is the IRS's official measure for telephone level of service.

[5] A telephone survey of customers who called an IRS AM toll-free number to assess their satisfaction with the service they received during their calls.

[6] Includes contacts at 358 IRS Taxpayer Assistance Centers and 34 Virtual Service Delivery sites. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[7] Beginning with Fiscal Year (FY) 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, injured spouse, penalties, Affordable Care Act, exempt organizations, and amended returns processed in Accounts Management, Wage and Investment Division.

[8] The percentage shown in this table represents the results from the Accounts Management Customer Satisfaction (Adjustments) survey and reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[9] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[10] Reflects events where the Federal Emergency Management Agency designated major disaster areas, and the IRS granted administrative tax relief.

[11] The number of taxpayers assisted at Disaster Recovery Centers decreased from FY 2018 because there were fewer major disaster events in heavily populated areas.

[12] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[13] Includes tax practitioner institutes, small business forums, small business tax workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.

Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2018

Type of assistance or program	Number or percentage
<b>Call and face-to-face assistance, total</b>	57,840,354
Toll-free telephone assistance calls [1]:	
Automated	29,629,855
Live	25,295,849
Taxpayer Assistance Center contacts [2]	2,914,650
<b>Telephone level of service (percentage) [3]</b>	75.9
<b>Average speed of answer for live toll-free telephone assistance (minutes)</b>	7.5
<b>Toll-free assistance customer satisfaction rate (percentage)</b>	90.0
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	95.5
Account questions (percentage accurate)	96.1
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [4]	7,011,661
Correspondence customer satisfaction rate (percentage) [5]	69.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	1,761,998
Number of non-IRS outlets stocking paper products [6]	7,463
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Website usage [7]:	
Number of visits	608,776,283
Number of page views [8]	3,219,660,310
Number of downloads [9]	292,875,595
IRS Video Portal views [10]	15,458,541
Electronic transactions, total	440,658,352
Direct Pay settlements [11]	10,431,553
Get Transcript Online [12]	16,043,419
Get Transcript Mail [13]	3,808,157
Interactive Tax Assistant [14]	1,451,662
IRS2GO active users [15]	8,515,117
Online Employer Identification Number applications	4,987,044
Online Installment Agreements [16]	994,777
Transcript Delivery System requests fulfilled [17]	80,335,485
"Where's My Amended Return" inquiries	4,916,974
"Where's My Refund" inquiries	309,174,164
Enterprise Taxpayer Self-Assistance Participation Rate (percentage) [18]	82.0
<b>Disaster and emergency assistance:</b>	
Disaster incidents [19]:	
State/territory incidents	14
County/city incidents	130
Taxpayers assisted:	
Number of toll-free disaster hotline calls [20]	53,085
Number of taxpayers assisted at Disaster Recovery Centers [21]	16,446
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,559,838
Volunteers assisting in taxpayer education and return preparation programs	84,646
Volunteer Tax Preparation Assistance sites	11,044
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percentage accurate) [22]	93.3
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [23, 24]	856
Number of participants [24]	88,509
Electronic newsletter subscriptions:	
Number targeted to small business owners	336,959
Number targeted to payroll providers	113,384
Number targeted to tax professionals	321,003

[1] Includes calls answered by Customer Account Services (CAS) and automated calls (including TeleTax and Tax-Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 359 IRS Taxpayer Assistance Centers and 37 Virtual Service Delivery sites. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table (see footnote 22).

[3] Represents the relative success rate of taxpayers that call for CAS services seeking assistance from a customer service representative.

[4] Beginning with Fiscal Year (FY) 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, injured spouse, penalties, Affordable Care Act, exempt organizations, and amended returns processed in Accounts Management, Wage and Investment Division.

[5] The percentage shown in this table represents the results from the Accounts Management Customer Satisfaction (Adjustments) survey and reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[6] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[7] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Website visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Website. Users may access multiple Web pages during a single visit to the IRS Website; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Website to the user's personal computer.

[8] In FY 2018, the page view statistics increased relative to 2017 due primarily to a change in the web-metrics. Beginning FY 2018, several legacy applications that were previously not included in this metric were added.

[9] In FY 2018, the download statistics increased relative to 2017 due primarily to a change in the web-metrics. Beginning FY 2018, web tracking returned to the methodology utilized prior to March 1, 2013. This method captures downloads that occur through external sites (e.g., directly from search engine results). Previous results only included downloads directly from links on IRS.gov.

[10] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[11] Represents the total count of payment settlements plus payment reversals.

[12] Taxpayers may access the Get Transcript Online application by visiting the IRS.gov Website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript Online after completing Secure Access eAuthentication. After successfully registering, taxpayers may select available transcripts (tax return, tax account, record of account, wage and income, and/or verification of nonfiling letter) based on the type and year. Transcripts may be viewed online, printed, and/or downloaded. Multiple transcripts may be ordered in one session.

[13] Taxpayers may access the Get Transcript by Mail application by visiting the IRS.gov Website and selecting the "Get Your Tax Record" link. Taxpayers are granted access to Get Transcript by Mail after completing Secure Access eAuthentication. After successfully registering, the taxpayer may order a tax return transcript and/or a tax account transcript based on the type and year. The transcript will be delivered by mail to the address on file with the IRS.

[14] Represents the number of interactions completed using the Interactive Tax Assistant (ITA). The ITA is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[15] Includes the number of users who opened the IRS2GO mobile application at least once during the fiscal year.

[16] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements that required the taxpayer to pay the balance now.

[17] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request. Beginning FY 2017, the methodology changed from counting requests received to actual requests delivered or resolved. The change was made to be consistent with other transcript applications offered..

[18] The percentage of taxpayers using self-assistance tools for their service needs. Beginning FY 2017, IRS replaced the current Taxpayer Self Assistance Rate with a new metric, Enterprise Taxpayer Self Assistance Participation Rate. The new metric includes established self-service channels such as Where's My Refund, modernized internet employer identification number (mod-IEIN), Interactive Tax Assistant, Where's My Amended Return, Get Transcript Online or by Mail, Federal Student Aid verification, Transcript Delivery System, income verification express service, electronic payments, and online payment agreements. The metric also includes automated calls to the IRS. The metric demonstrates IRS's progress towards providing more service options, and taxpayers' adoption of self-assistance. As new self-assistance applications are provided to the public, they will be added to the methodology.

[19] Reflects events where the Federal Emergency Management Agency designated major disaster areas, and the IRS granted administrative tax relief.

[20] The number of toll-free disaster hotline calls increased from FY 2017 because many of the Hurricanes Harvey, Irma, and Maria survivors were assisted in FY 2018.

[21] The number of taxpayers assisted at Disaster Recovery Centers increased from FY 2017 because many of the Hurricanes Harvey, Irma, and Maria survivors were assisted in FY 2018.

[22] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[23] Includes tax practitioner institutes, small business forums, small business tax workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

[24] Due to budget constraints, the number of events decreased, but more events were conducted virtually rather than face-to-face, thus allowing the IRS to reach a larger participating audience.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.

Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2017

Type of assistance or program	Number or percentage
<b>Call and face-to-face assistance, total</b>	55,674,596
Toll-free telephone assistance calls [1]:	
Automated	29,195,567
Live	23,187,265
Taxpayer Assistance Center contacts [2]	3,291,764
<b>Telephone level of service (percentage) [3]</b>	77.1
<b>Average speed of answer (minutes)</b>	8.4
<b>Toll-free assistance customer satisfaction rate (percentage)</b>	90.0
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	96.7
Account questions (percentage accurate)	96.0
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [4]	7,511,087
Correspondence customer satisfaction rate (percentage) [5]	67.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	1,900,576
Number of non-IRS outlets stocking paper products [6]	8,173
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Website usage [7]:	
Number of visits	495,592,962
Number of page views	2,199,097,860
Number of downloads	124,580,461
IRS Video Portal views [8]	15,141,389
Electronic transactions, total [9]	331,351,144
Direct Pay settlements [10]	10,236,504
Interactive tax assistant [11]	1,185,901
IRS2GO active users [12]	5,308,469
Online Employer Identification Number applications	4,692,629
Online Installment Agreements [13]	798,403
Transcript Delivery System requests fulfilled [14]	25,815,152
"Where's My Amended Return" inquiries	4,673,497
"Where's My Refund" inquiries	278,640,589
Enterprise Taxpayer Self-Assistance Participation Rate (percentage) [15]	79.0
<b>Disaster and emergency assistance:</b>	
Disaster incidents [16]:	
State incidents	23
County/city incidents	599
Taxpayers assisted:	
Number of toll-free disaster hotline calls	27,883
Number of taxpayers assisted at Disaster Recovery Centers [17]	3,292
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,558,491
Volunteers assisting in taxpayer education and return preparation programs	87,214
Volunteer Tax Preparation Assistance sites	11,469
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percentage accurate) [18]	92.8
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [19, 20]	1,206
Number of participants [20]	126,196
Electronic newsletter subscriptions:	
Number targeted to small business owners	327,128
Number targeted to payroll providers	108,537
Number targeted to tax professionals	314,234

[1] Includes calls answered by Customer Account Services (CAS) and automated calls (including TeleTax and Tax-Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 371 IRS Taxpayer Assistance Centers and 31 Virtual Service Delivery sites. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the relative success rate of taxpayers that call for CAS services seeking assistance from a customer service representative.

[4] Beginning with Fiscal Year (FY) 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, injured spouse, penalties, Affordable Care Act, exempt organizations, and amended returns processed in Accounts Management, Wage and Investment Division. Due to the inclusion of additional categories, the FY 2016 and FY 2017 data cannot be compared to the FY 2015 correspondence processed.

[5] The percentage shown in this table represents the results from the Accounts Management Customer Satisfaction (Adjustments) survey and reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[6] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[7] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Website visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Website. Users may access multiple Web pages during a single visit to the IRS Website; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Website to the user's personal computer.

[8] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[9] The Electronic Filing Personal Identification Numbers application was discontinued June 17, 2016, and is no longer included in this total.

[10] Represents the total count of payment settlements plus payment reversals.

[11] Represents the number of interactions completed using the Interactive Tax Assistant (ITA). The ITA is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[12] Includes the number of users who opened the IRS2GO mobile application at least once during the fiscal year.

[13] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements required to pay the balance now.

[14] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request. Beginning FY 2017, the methodology changed from counting requests received to actual requests delivered or resolved. The change was made for consistency with other transcript applications offered.

[15] The percentage of taxpayers using self-assistance tools for their service needs. Beginning FY 2017, IRS replaced the current Taxpayer Self Assistance Rate with a new metric, Enterprise Taxpayer Self Assistance Participation Rate. The new metric includes established self-service channels such as Where's My Refund, modernized internet employer identification number (mod-IEIN), interactive tax assistant, Where's My Amended Return, get transcript online or by mail, Federal Student Aid verification, Transcript Delivery System, income verification express service, electronic payments, and online payment agreements. The metric also includes automated calls to the IRS. The metric demonstrates IRS's progress towards providing more service options, and taxpayer's adoption of self-assistance. As new self-assistance applications are provided to the public, they will be added to the methodology.

[16] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[17] The number of taxpayers assisted at Disaster Recovery Centers increased from FY 2016 due to Hurricanes Harvey, Irma, and Maria.

[18] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[19] Includes tax practitioner institutes, small business forums, small business tax workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

[20] Due to budget constraints, the number of events decreased, but more events were conducted virtually rather than face-to-face, thus allowing the IRS to reach a larger participating audience.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.

Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2016

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	68,311,901
Toll-free telephone assistance calls [1]:	
Automated	38,286,569
Live	25,544,594
Taxpayer Assistance Center contacts [2]	4,480,738
<b>Telephone level of service (percentage) [3]</b>	53.4
<b>Average speed of answer (minutes)</b>	17.8
<b>Toll-free assistance customer satisfaction rate (percentage)</b>	88.0
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	96.4
Account questions (percentage accurate)	96.1
<b>Taxpayer correspondence:</b>	
Total correspondence and amended returns closed [4]	7,927,170
Correspondence customer satisfaction rate (percentage) [5]	64.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	2,221,678
Number of non-IRS outlets stocking paper products [6]	9,395
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Web site usage [7]:	
Number of visits	506,090,501
Number of page views	1,861,880,978
Number of downloads	121,478,940
IRS Video Portal views [8]	15,299,460
Electronic transactions, total	384,041,118
Direct Pay settlements [9]	8,620,442
Electronic Filing Personal Identification Numbers [10]	20,294,307
Interactive tax assistant [11]	1,472,508
IRS2GO active users [12]	5,048,563
Online Employer Identification Number applications	4,666,403
Online Installment Agreements [13]	557,213
Transcript Delivery System requests fulfilled [14]	38,226,232
"Where's My Amended Return" inquiries	5,561,598
"Where's My Refund" inquiries	299,593,852
Taxpayer Self-Assistance Rate (percentage) [15]	89.0
<b>Disaster and emergency assistance:</b>	
Disaster incidents [16]:	
State incidents	13
County/city incidents	240
Taxpayers assisted:	
Number of toll-free disaster hotline calls	24,016
Number of taxpayers assisted at Disaster Recovery Centers [17]	440
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,813,411
Volunteers assisting in taxpayer education and return preparation programs	89,121
Volunteer Tax Preparation Assistance sites	11,831
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percentage accurate) [18]	94.6
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [19, 20]	1,274
Number of participants [20]	133,433
Electronic newsletter subscriptions:	
Number targeted to small business owners and payroll providers [21]	409,283
Number targeted to tax professionals	301,565

[1] Includes calls answered by Customer Account Services (CAS) and automated calls (including TeleTax and Tax-Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 376 IRS Taxpayer Assistance Centers and 25 Virtual Service Delivery sites. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the relative success rate of taxpayers that call for CAS services seeking assistance from a customer service representative.

[4] Beginning with Fiscal Year (FY) 2016, includes all individual and business taxpayer correspondence for domestic and international taxpayers, Injured Spouse, Penalties, Affordable Care Act , Exempt Organizations, and amended returns processed in Accounts Management, Wage and Investment Division. Due to the inclusion of additional categories, the FY 2016 totals cannot be compared to FY 2015 correspondence processed.

[5] This survey reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[6] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[7] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[8] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[9] Represents the total count of payment settlements plus payment reversals.

[10] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer's identity for electronic filing.

[11] The interactive tax assistant is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[12] Includes the number of users who opened the IRS2GO mobile application at least once during the fiscal year.

[13] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements required to pay the balance now.

[14] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request.

[15] The percentage of taxpayers using self-assistance tools for their service needs.

[16] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[17] The number of taxpayers assisted at Disaster Recovery Centers decreased from Fiscal Year 2015 due to taxpayers taking advantage of electronic options in securing disaster assistance.

[18] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[19] Includes Tax Practitioner Institutes, Small Business Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

[20] Due to budget constraints, the number of events decreased, but more events were conducted virtually rather than face-to-face, thus allowing the IRS to reach a larger participating audience.

[21] This line has been revised to include the number of electronic newsletter subscriptions targeted to payroll providers. The original release of this table did not include 101,668 electronic newsletter subscriptions.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.



Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2015

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	61,340,034
Toll-free telephone assistance calls [1]:	
Automated	37,459,477
Live	18,236,785
Taxpayer Assistance Center contacts [2]	5,643,772
Level of Service (percentage) [3]	38.1
Average speed of answer (minutes)	30.5
Toll-free assistance customer satisfaction rate (percentage)	87.0
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	95.0
Account questions (percentage accurate)	95.5
<b>Taxpayer Correspondence</b>	
Total amended returns processed	4,998,087
Total correspondence processed [4]	3,017,923
Correspondence customer satisfaction rate (percentage) [5]	61.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and other paper products	2,593,211
Number of non-IRS outlets stocking paper products [6]	9,295
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Website usage [7]:	
Number of visits	493,247,292
Number of page views	1,991,000,765
Number of downloads	132,608,333
IRS Video Portal views [8]	11,300,000
Electronic transactions, total	307,902,934
"Where's My Refund" inquiries	234,739,847
Transcript Delivery System requests fulfilled [9]	26,557,087
Online Employer Identification Number applications	4,049,584
Electronic Filing Personal Identification Numbers [10]	25,407,631
Interactive tax assistant [11]	1,594,617
"Where's My Amended Return" inquiries	5,612,594
IRS2GO active users [12]	3,903,463
Direct Pay settlements [13]	5,624,823
Online Installment Agreements [14]	413,287
Taxpayer Self-Assistance Rate (percentage) [15]	88.7
<b>Disaster and emergency assistance:</b>	
Disaster incidents [16]:	
State incidents	10
County/city incidents	127
Taxpayers assisted [17]:	
Number of toll-free disaster hotline calls	22,536
Number of taxpayers assisted at Disaster Recovery Centers	964
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,756,707
Volunteers assisting in taxpayer education and return preparation programs	90,826
Volunteer Tax Preparation Assistance sites	12,057
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percentage accurate) [18]	94.1
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [19] [20]	2,423
Number of participants [20]	179,848
Electronic newsletter subscriptions:	
Number targeted to small business owners and payroll providers	405,975
Number targeted to tax professionals	305,874

[1] Includes calls answered by Customer Account Services (CAS) and automated calls (including TeleTax and Tax-Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 378 IRS Taxpayer Assistance Centers. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the relative success rate of taxpayers that call for CAS services seeking assistance from a customer service representative.

[4] Includes the number of individual and business taxpayer correspondence processed for both domestic and international taxpayers. Does not include amended returns.

[5] This survey reflects the level of customer satisfaction with adjustment processing and handling of customer account correspondence, claims, and amended returns.

[6] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[7] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Website visit is a session that begins when a user views his or her first Webpage and ends when the user leaves the IRS.gov Website. Users may access multiple Webpages during a single visit to the IRS Website; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Website to the user's personal computer.

[8] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[9] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request.

[10] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer's identify for electronic filing.

[11] The interactive tax assistant is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[12] Includes the number of users who opened the IRS2Go mobile application at least once during the fiscal year.

[13] Represents the total count of payment settlements plus payment reversals.

[14] Includes the number of individual and business installment agreements established or revised online. It also includes the number of short-term extensions (30, 60, and 120 days) and the number of agreements required to pay the balance now.

[15] The percentage of taxpayers using self-assistance tools for their service needs.

[16] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[17] Both the number of toll-free disaster hotline calls and the number of taxpayers assisted at Disaster Recovery Centers increased from FY 14 due to an increase in the number of events for which IRS granted administrative tax relief.

[18] Represents the accuracy of Federal returns prepared at Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[19] Includes Tax Practitioner Institutes, Small Business Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

[20] Due to budget constraints, the number of events decreased, but more events were conducted virtually rather than face-to-face, thus allowing the IRS to reach a larger participating audience.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.

Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2014

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	69,385,822
Toll-free assistance calls [1]:	
Automated	40,796,923
Live	23,111,620
Taxpayer Assistance Center contacts [2]	5,477,279
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	95.0
Account questions (percentage accurate)	96.2
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	2,681,431
Number of non-IRS outlets stocking paper products [3]	11,214
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Website usage [4]:	
Number of visits	437,110,154
Number of page views	1,789,021,039
Number of downloads [5]	117,795,950
IRS Video Portal views [6]	11,255,386
Electronic transactions, total	233,600,993
"Where's My Refund" inquiries	189,130,955
Transcript Delivery System requests fulfilled [7]	18,501,336
Online Employer Identification Number applications	4,058,058
Electronic Filing Personal Identification Numbers [8]	20,966,263
Interactive tax assistant [9]	944,381
<b>Disaster and emergency assistance:</b>	
Disaster incidents [10]:	
State incidents	7
County/city incidents	51
Taxpayers assisted [11]:	
Number of toll-free disaster hotline calls	19,910
Number of taxpayers assisted at Disaster Recovery Centers	81
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,646,562
Volunteers assisting in taxpayer education and return preparation programs	93,082
Volunteer Tax Preparation Assistance sites	12,319
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [12]	3,719
Number of participants	113,438
Electronic newsletter subscriptions:	
Number targeted to small business owners and payroll providers	402,563
Number targeted to tax professionals	305,550

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Tax Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 383 IRS Taxpayer Assistance Centers. Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[4] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Website visit is a session that begins when a user views his or her first Webpage and ends when the user leaves the IRS.gov Website. Users may

[5] In Fiscal Year 2014, the download statistic decreased relative to 2013 due primarily to a change in the Web-metrics available after the March 2013 release of the redesigned IRS.gov Website.

[6] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[7] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request.

[8] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer's identify for electronic filing.

[9] The interactive tax assistant is a tax law resource that takes taxpayers through a series of questions and provides answers to their tax law questions.

[10] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[11] Both the number of toll-free disaster hotline calls and the number of taxpayers assisted at Disaster Recovery Centers decreased from Fiscal Year (FY) 2013 when the IRS assisted taxpayers after Hurricane Sandy. In FY 2013, the IRS assisted 7,392 taxpayers at Disaster Recovery Centers with 50,078 toll-free disaster hotline calls.

[12] Includes Tax Practitioner Institutes, Small Business Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events. Includes virtual technology-based sessions.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Engagement, Operations and Media; Small Business/Self-Employed, Communications, Outreach, Systems and Solutions; Communications and Liaison, National Public Liaison.



**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2013**

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	90,677,760
Toll-free assistance calls [1]:	
Automated	54,034,833
Live	30,122,117
Taxpayer Assistance Center contacts [2]	6,520,810
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	95.7
Account questions (percentage accurate)	96.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	3,090,546
Number of non-IRS outlets stocking paper products [3]	13,286
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Website usage [4]:	
Number of visits	456,202,087
Number of page views	1,866,531,484
Number of downloads [5]	217,543,355
IRS Video Portal views [6]	9,762,951
Electronic transactions, total	228,617,057
“Where’s My Refund” inquiries	200,579,019
Transcript Delivery System requests fulfilled [7]	8,196,325
Online Employer Identification Number applications	3,495,572
Disclosure authorizations [8]	372,681
Electronic Filing Personal Identification Numbers [9]	15,973,460
<b>Disaster and emergency assistance:</b>	
Disaster incidents [10]:	
State incidents	10
County/city incidents	131
Taxpayers assisted:	
Number of toll-free disaster hot line calls	50,078
Number of taxpayers assisted at Disaster Recovery Centers [11]	7,392
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,406,182
Volunteers assisting in taxpayer education and return preparation programs	91,820
Volunteer Tax Preparation Assistance sites	13,081
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [12]	4,464
Number of participants	93,875
Number of electronic newsletter subscriptions [13]	694,309

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Tax Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 390 IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple sites.

[4] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Website visit is a session that begins when a user views his or her first Webpage and ends when the user leaves the IRS.gov Website. Users may access multiple Webpages during a single visit to the IRS Website; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Website to the user’s personal computer.

[5] In Fiscal Year 2013, the download statistic decreased relative to 2012 due primarily to a change in the Web-metrics available after the March 2013 release of the redesigned IRS.gov Website.

[6] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[7] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner’s computer through a secure online connection within minutes of the request.

[8] Eligible tax practitioners may electronically request authorization to receive a client’s tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[9] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer’s identify for electronic filing.

[10] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[11] The number of taxpayers assisted at Disaster Recovery Centers increased to 7,392 in Fiscal Year 2013 from 2,120 in Fiscal Year 2012. This increase was related to Hurricane Sandy.

[12] Includes Tax Practitioner Institutes, Small Business Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events.

[13] Includes electronic newsletter subscriptions targeted to small business owners, to tax professionals, and to payroll providers.

SOURCES: Wage and Investment, Strategy and Finance, Program Management Office; Online Services, Online Experience and Operations Management; and Small Business/Self-Employed, Communications, Outreach, Systems and Solutions.

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2012**

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	96,867,755
Toll-free assistance calls [1]:	
Automated	59,230,182
Live	30,788,921
Taxpayer Assistance Center contacts [2]	6,848,652
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	93.2
Account questions (percentage accurate)	95.6
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	3,221,226
Number of Non-IRS outlets stocking paper products [3]	15,056
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Web site usage [4]:	
Number of visits	372,520,593
Number of page views	1,764,345,101
Number of downloads	361,865,547
IRS Video Portal views [5]	5,931,010
Electronic transactions, total	153,988,617
"Where's My Refund" inquiries	132,308,000
Transcript Delivery System requests [6]	5,688,070
Online Employer Identification Number applications	3,373,942
Disclosure authorizations [7]	332,198
Electronic Filing Personal Identification Numbers [8]	12,286,407
<b>Disaster and emergency assistance:</b>	
Disaster incidents [9]:	
State incidents	14
County/city incidents	144
Taxpayers assisted:	
Number of toll-free disaster hot line calls	48,409
Number of taxpayers assisted at Disaster Recovery Centers	2,120
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,264,997
Volunteers assisting in taxpayer education and return preparation programs	98,978
Volunteer Tax Preparation Assistance sites	13,143
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [10]	4,704
Number of participants	163,920
Number of electronic newsletter subscriptions [11]	655,512

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Tax Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 397 IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Some organizations may have multiple branches.

[4] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[5] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[6] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. Requests are returned to the practitioner's computer through a secure online connection within minutes of the request.

[7] Eligible tax practitioners may electronically request authorization to receive a client's tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[8] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer's identify for electronic filing.

[9] Reflects events for which the Federal Emergency Management Agency designated major disaster areas and the IRS granted administrative tax relief.

[10] Includes Tax Practitioner Institutes, Small Business Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events.

[11] Includes electronic newsletter subscriptions targeted to small business owners, to tax professionals, and to payroll providers.

SOURCES: Wage and Investment, Strategy and Finance, Program Management; Online Services, Online Experience and Operations Management; and Small Business/Self-Employed, Communications and Stakeholder Outreach.

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2011**

Type of assistance or program	Number or percentage
<b>Call and walk-in assistance, total</b>	82,918,192
Toll-free assistance calls [1]:	
Automated	42,294,405
Live	34,236,751
Taxpayer Assistance Center contacts [2]	6,387,036
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	93.4
Account questions (percentage accurate)	96.0
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	3,615,736
Number of libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking	18,662
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Web site usage [4]:	
Number of visits	319,343,884
Number of visits to IRS Video Portal [5]	5,115,392
Number of page views	1,593,163,288
Number of downloads	229,163,315
Individual electronic transactions, total	98,067,177
"Where's My Refund" inquiries	77,997,331
Transcript Delivery System [6]	4,277,805
Online Employer Identification Number applications	5,557,415
Disclosure authorizations [7]	282,987
Electronic Filing Personal Identification Number [8]	9,951,639
<b>Disaster and emergency assistance:</b>	
Disaster incidents [9]:	
State incidents	36
County/city incidents	561
Taxpayers assisted:	
Number of toll-free disaster hot line calls	49,611
Number of Taxpayers Assisted at Disaster Recovery Centers	3,212
<b>Taxpayer education and tax return preparation for individual taxpayers:</b>	
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,188,524
Volunteers assisting in taxpayer education and return preparation programs	88,527
Volunteer Tax Preparation Assistance sites	12,486
<b>Taxpayer outreach for small business and self-employed taxpayers:</b>	
Number of events [10]	4,692
Number of participants	180,071
Number of electronic newsletter subscriptions [11]	616,070

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Tax Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 401 IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in this table.

[3] Represents the number of organizations that distribute paper forms and publications or make reproducible forms and publications available. Each organization may have multiple branches.

[4] An increasing number of taxpayers receive assistance via IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[5] The IRS Video Portal provides information through audio and video presentations, as well as webinars (electronic seminars) on a variety of tax-related topics.

[6] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. These documents are returned to the practitioner's computer through a secure online connection within minutes of the request.

[7] Eligible tax practitioners may electronically request authorization to receive a client's tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[8] An Electronic Filing Personal Identification Number can be used in lieu of the prior-year adjusted gross income to verify a taxpayer's identity for electronic filing.

[9] Reflects events for which the Federal Emergency Management Agency designated major disaster areas the IRS granted administrative tax relief. The number of these incidents increased in Fiscal Year 2011, due to increased hurricane and tropical storm activity.

[10] Includes Tax Practitioner Institutes, Small Business Forums, National Tax Forums, Small Business Tax Workshops, tax practitioner and payroll provider meetings, governmental contacts, and miscellaneous stakeholder meetings and events.

[11] Includes electronic newsletter subscriptions targeted to small business owners, to tax professionals, and to payroll providers.

SOURCES: Wage and Investment, Strategy and Finance, Operations Planning and Analysis; Online Services, Online Experience and Operations Management; and Small Business/Self-Employed, Communications and Stakeholder Outreach.

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2010**

Type of assistance or program	Number or percentage
<b>Call or walk-in assistance, total</b>	78,160,917
Toll-free assistance calls [1]:	
Automated	35,110,254
Live	36,672,240
Taxpayer Assistance Center contacts [2]	6,378,423
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	92.7
Account questions (percentage accurate)	95.7
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	3,386,286
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	19,688
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Web site usage [4]:	
Number of visits	304,775,399
Number of page views	1,652,083,945
Number of downloads [5]	220,310,264
Individual electronic transactions, total [6]	75,124,300
"Where's My Economic Stimulus Payment" [6]	861,776
"Where's My Refund"	66,887,207
Transcript Delivery System [7]	3,938,923
Online Employer Identification Number applications	3,105,225
Disclosure authorizations [8]	224,114
Online payment agreements	61,458
Preparer Tax Identification Number	45,597
<b>Disaster and emergency assistance:</b>	
Disaster incidents [9]:	
State incidents	16
County/city incidents	235
Taxpayers assisted:	
Toll-free disaster hot line [10]	49,001
Disaster Recovery Centers	2,213
<b>Taxpayer education and tax return preparation:</b>	
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,085,512
Volunteers assisting in taxpayer education and return preparation programs	87,602
Volunteer Tax Preparation Assistance sites	12,326

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Tax Exempt and Government Entities Division), but excludes calls answered by Automated Collection Services.

[2] Includes contacts at 401 sites where taxpayers are served at IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in the last section of this table.

[3] Represents the number of organizations distributing forms and publications. Each organization may have multiple branches.

[4] An increasing number of taxpayers receive assistance via www.IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site, these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[5] The number of downloads was incorrectly reported as 213.3 million in "Internal Revenue Service FY 2010 Management Discussion and Analysis At a Glance" and has been revised to 220.3 million as of January 2011.

[6] The number of Individual Electronic Transactions decreased for Fiscal Year 2010 since the number of "Where's My Economic Stimulus Payment" electronic transactions decreased significantly. These Economic Stimulus Payments were special payments associated with the Economic Stimulus Act of 2008 and were generally provided to taxpayers in 2008 and 2009. Eligible taxpayers whose circumstances changed may have claimed a Rebate Recovery Credit to receive some or all of the unpaid portion of an Economic Stimulus Payment.

[7] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. These documents are returned to the practitioner's computer through a secure online connection within minutes of the request.

[8] Eligible tax practitioners may electronically request authorization to receive a client's tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[9] Reflects events declared by the Federal Emergency Management Agency as major disaster areas for which the IRS granted administrative tax relief. Some States and counties/cities were affected more than once.

[10] In Fiscal Year 2010, the number of toll-free disaster hotline calls was lower than in 2009 because there were fewer State and county disaster incidents.

SOURCE: Wage and Investment, Strategy and Finance, Operations Planning and Analysis.

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2009**

Type of assistance or program	Number or percentage
<b>Call or walk-in assistance:</b>	
Toll-free assistance calls [1]:	
Automated	28,964,854
Live	38,956,542
Taxpayer Assistance Center contacts [2]	6,217,070
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	92.9
Account questions (percentage accurate)	94.9
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	3,707,880
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	22,548
<b>Assistance provided through the Internet (IRS.gov):</b>	
IRS Web site usage [4]:	
Number of visits	296,281,971
Number of page views	1,688,175,730
Number of downloads	191,777,652
Individual electronic transactions, total	118,750,678
"Where's My Economic Stimulus Payment" [5]	58,114,959
"Where's My Refund"	54,349,099
Transcript Delivery System [6]	3,205,178
Online Employer Identification Number applications	2,819,119
Disclosure authorizations [7]	169,143
Online payment agreements	53,695
Preparer Tax Identification Number	39,485
<b>Disaster and emergency assistance:</b>	24
Disaster incidents [8]:	
State incidents	
County/city incidents	317
Taxpayers assisted:	70,294
Toll-free disaster hot line	
Disaster Recovery Centers	38,605
<b>Taxpayer education and tax return preparation:</b>	3,047,622
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	
Volunteers assisting in taxpayer education and return preparation programs	82,653
Volunteer Tax Preparation Assistance sites	12,160

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Government Entities), but excludes calls answered by Automated Collection Services.

[2] Reflects taxpayer contacts at a total of 401 sites, including both IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites, which are shown separately in the last section of this table.

[3] Represents the number of organizations distributing paper or reproducible forms and publications. Each organization may have multiple branches.

[4] An increasing number of taxpayers receive assistance by using personal computers to visit IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[5] Economic Stimulus Payments include both Economic Stimulus Payments associated with 2007 tax returns and Rebate Recovery Credits claimed on 2008 tax returns. Eligible taxpayers whose circumstances changed may have claimed a Rebate Recovery Credit to receive some or all of the unpaid portion of an Economic Stimulus Payment. Economic Stimulus Payments were associated with the Economic Stimulus Act of 2008.

[6] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. These documents are returned to the practitioner's computer through a secure online connection within minutes.

[7] Eligible tax practitioners may electronically request authorization to receive a client's tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[8] Reflects major disaster areas declared by the Federal Emergency Management Agency, for which the IRS granted administrative tax relief. Some States and counties/cities are affected more than once.

SOURCE: Wage and Investment, Strategy and Finance, Operations Planning and Analysis

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2008**

Type of assistance or program	Number or percentage
<b>Call or walk-in assistance:</b>	
Toll-free assistance calls [1]:	
Automated	51,953,607
Live	40,445,173
Taxpayer Assistance Center contacts [2]	6,918,215
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	91.2
Account questions (percentage accurate)	93.7
<b>Forms and publications (paper products):</b>	
Orders for forms, publications, and paper products	4,201,636
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	24,277
<b>Assistance provided through the Internet (IRS.gov):</b>	
Individual electronic transactions:	
"Where's My Refund"	39,205,800
"Where's My Economic Stimulus Payment" [4]	38,721,387
Online Employer Identification Number applications	2,844,934
Transcript Delivery System [5]	2,430,263
Disclosure authorizations [6]	121,519
Preparer Tax Identification Number	38,685
Online payment agreements	27,071
IRS Web site usage [7]:	
Number of visits	347,812,289
Number of page views	2,196,094,171
Number of downloads	180,880,429
<b>Disaster and emergency assistance:</b>	
Disaster incidents [8]:	
State incidents	37
County/city incidents	580
Taxpayers assisted:	
Toll-free disaster hot line	69,141
Disaster Recovery Centers	20,857
<b>Taxpayer education and tax return preparation:</b>	
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	3,500,500
Volunteers assisting in taxpayer education and return preparation programs	78,873
Volunteer Tax Preparation Assistance sites	11,840

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax and Government Entities), but excludes calls answered by Automated Collection Services. The one-time economic stimulus payments, associated with the Economic Stimulus Act of 2008, resulted in a significant increase in the number of calls answered.

[2] Reflects taxpayer contacts at a total of 401 sites, including both IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[3] Represents the number of organizations that distribute forms and publications. Each organization may have multiple branches.

[4] Economic Stimulus Payments were special payments associated with the Economic Stimulus Act of 2008.

[5] The Transcript Delivery System enables authorized tax practitioners to order tax account, tax return transcript, and other tax information for their business and individual clients. These documents are returned to the practitioner's computer through a secure online connection within minutes.

[6] Eligible tax practitioners may electronically request authorization to receive a client's tax account information or to represent the client before the IRS. This e-service expedites processing and issues a real-time acknowledgment of accepted submissions.

[7] An increasing number of taxpayers receive assistance by using personal computers to visit IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file, such as Form 1040, from the IRS.gov Web site to the user's personal computer.

[8] Reflects major disaster areas declared by the Federal Emergency Management Agency, for which the IRS granted administrative tax relief. Some States and counties/cities were affected more than once.

SOURCE: Wage and Investment, Strategy and Finance, Strategic Planning and Analysis SE:W:S:SPA



**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2007**

Type of assistance or program	Number or percentage
<b>Call or walk-in assistance:</b>	
Toll-free assistance calls [1]:	
Automated	23,087,847
Live	33,226,235
Taxpayer Assistance Center contacts [2]	7,036,896
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	91.2
Account questions (percentage accurate)	93.4
<b>Forms and publications (paper products):</b>	
Forms, publications, and orders for paper products	3,870,732
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	26,660
<b>Assistance provided through the Internet (IRS.gov):</b>	
Individual electronic transactions, total	34,813,722
"Where's My Refund"	32,112,609
Internet Employer Identification Number applications [4]	2,682,813
Online payment agreements [5]	18,300
IRS Web site usage [6]:	
Number of visits	214,963,661
Number of page views	1,352,292,806
Number of downloads	164,565,271
<b>Disaster and emergency assistance:</b>	
Disaster incidents [7]:	
State incidents	41
County/city incidents	308
Taxpayers assisted:	
Toll-free disaster hot line	58,304
Disaster Recovery Centers	3,175
<b>Taxpayer education and tax return preparation:</b>	
Taxpayers assisted through taxpayer education programs [8]	129,352,574
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	2,627,727
Volunteers assisting in taxpayer education and return preparation programs	76,619
Volunteer Tax Preparation Assistance sites	11,922

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax). Excludes calls answered by Compliance and Tax Exempt and Government Entities.

[2] Includes contacts at 401 sites where taxpayers are served at IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[3] Represents the number of organizations distributing forms and publications. Each organization may have multiple branches.

[4] Beginning in FY 2007, the number of Internet Employer Identification Number applications includes some applications that require additional manual processing. Over 833,000 of these applications are included for FY 2007.

[5] Represents agreements submitted via IRS.gov to pay tax liabilities in installment payments.

[6] An increasing number of taxpayers receive assistance by using their personal computers to visit IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file such as Form 1040 from the IRS.gov Web site to the user's personal computer.

[7] Reflects events declared by the Federal Emergency Management Agency as major disaster areas for which the IRS granted administrative tax relief. Some states and counties/cities were affected more than once.

[8] Includes the number of taxpayers educated by Stakeholder Partnerships, Education and Communication.

SOURCE: Wage and Investment, Strategy and Finance, Strategic Planning and Analysis SE:W:S:SPA

**Selected Taxpayer Assistance and Education Programs, by Type of Assistance or Program, Fiscal Year 2006**

Type of assistance or program	Number or percentage
<b>Call or walk-in assistance:</b>	
Toll-free assistance calls [1]:	
Automated	24,329,165
Live	32,664,069
Taxpayer Assistance Center contacts [2]	6,524,530
<b>Accuracy of toll-free telephone assistance:</b>	
Tax law questions (percentage accurate)	90.9
Account questions (percentage accurate)	93.2
<b>Forms and publications (paper products):</b>	
Forms, publications, and orders for paper products	4,303,753
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	26,363
<b>Assistance provided through the Internet (IRS.gov):</b>	
Individual electronic transactions, total	26,047,251
"Where's My Refund"	24,697,875
Internet Employer Identification Number applications	1,349,376
IRS Web site usage [4]:	
Number of visits	193,903,783
Number of page views	1,302,010,765
Number of downloads	204,230,945
Disaster and emergency assistance:	
<b>Disaster incidents [5]:</b>	
State incidents	55
County/city incidents	477
Taxpayers assisted:	
Toll-free disaster hot line	291,714
Taxpayer Assistance Centers	20,715
Disaster Recovery Centers	75,709
<b>Taxpayer education and tax return preparation:</b>	
Taxpayers assisted through taxpayer education programs [6]	110,429,838
Returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	2,268,447
Volunteers assisting in taxpayer education and return preparation programs	68,785
Volunteer Tax Preparation Assistance sites	12,362

[1] Includes calls answered by Customer Account Services and automated calls (including TeleTax). Excludes calls answered by Compliance and Tax-Exempt and Government Entities.

[2] Includes contacts at 400 sites where taxpayers are served at IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance and Tax Counseling for the Elderly sites.

[3] Represents the number of organizations distributing forms and publications. Each organization may have multiple branches.

[4] An increasing number of taxpayers receive assistance by using their personal computers to visit IRS.gov. This online assistance is reported as visits, page views, and downloads. A Web site visit is a session that begins when a user views his or her first Web page and ends when the user leaves the IRS.gov Web site. Users may access multiple Web pages during a single visit to the IRS Web site; these are counted as page views. A download is the process of copying a file such as Form 1040 from the IRS.gov Web site to the user's personal computer.

[5] Reflects events declared by the Federal Emergency Management Agency as major disaster areas for which the IRS granted administrative tax relief. Some States and counties/cities were affected more than once.

[6] Includes the number of taxpayers educated by Stakeholder Partnerships, Education, and Communication.

SOURCE: Wage and Investment, Strategy and Finance, Strategic Planning and Analysis SE:W:S:SPA

**Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2005**

Type of assistance or program	Number, amount, or percentage
<b>Call or walk-in assistance:</b>	
Toll-free assistance calls [1]	59,098,770
Walk-in contacts [2]	6,629,251
<b>Accuracy of assistance:</b>	
Technical tax law questions via toll-free telephone (percentage accurate)	89
<b>Forms and publications (paper products):</b>	
Forms, publications, and orders for paper products	4,989,047
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products [3]	41,661
<b>Selected Internet files downloaded (IRS.gov):</b>	
Forms, instructions, and publications [4]	115,777,960
"Where's My Refund" (online assistance)	22,107,636
<b>Disaster and emergency assistance [5]:</b>	
Taxpayers assisted	10,565
States	22
Counties/cities	352
<b>Taxpayer education:</b>	
Outreach taxpayers assisted	85,976,757
Volunteer Tax Preparation Assistance sites	14,147
Returns prepared through Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs	2,111,344
Volunteers	62,386
Students using "Understanding Taxes" material [6]	717,129
<b>Taxpayer information:</b>	
Value of--	
Free advertising received (dollars)	9,185,867
Broadcast English and Spanish radio and television (dollars)	7,783,922
Print English and Spanish ads (dollars)	681,945
Online [7]	720,000
Number of--	
Television clinics and special programs	1
Estimated viewers and listeners	233,000

[1] Includes calls answered by Customer Service Representatives in Customer Accounts Services and automated calls (including Tele-Tax).

[2] Includes contacts at 408 sites where taxpayers are served at IRS Taxpayer Assistance Centers and alternative IRS sites (libraries and post offices). Excludes Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) sites.

[3] Represents the number of organizations distributing forms and publications. Each organization may have multiple branches.

[4] The accuracy of this number, which is based on IRS records, is limited. Some Internet Service Providers (ISP's) copy all of IRS.gov onto their own systems and then allow their clients to download individual files. As a result, the IRS cannot track the volume of files downloaded from ISP sites. Web software sometimes separates one file into several packets and counts these packets as individual files. However, beginning with FY 2005, these packets are being counted as one file, instead of multiple files. As a result of this improved methodology, the number of reported downloaded files will appear to have decreased significantly.

[5] Reflects events declared by the Federal Emergency Management Agency (FEMA) as major disaster areas for which the IRS granted administrative tax relief at Disaster Recovery Centers. Some States and counties/cities were affected more than once.

[6] "Understanding Taxes" is a Web-based program, and the number represents "visits" to the Web site to obtain instructional material. Therefore, one instructor "visit" to the Web site could represent a classroom of students.

[7] Prior to FY 2005, online taxpayer information was included in the "print" category.

SOURCE: IRS Data Book, FY 2005, Publication 55b. Also, Wage and Investment, Strategy and Finance, Strategic Planning W:S:SP

**Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2004**

Type of assistance or program	Number, amount, or percentage
<b>Call, write, or walk-in assistance:</b>	
Telephone (including TeleTax)	77,579,358
Unsolicited correspondence	12,064
Walk-in contacts [1]	7,319,819
<b>Accuracy of assistance:</b>	
Technical tax law questions via toll-free telephone (percentage accurate)	80
<b>Forms and publications (paper products):</b>	
Forms and publications orders for paper products	5,137,904
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products	46,009
<b>Selected Internet files downloaded (IRS.gov) [2]:</b>	
Forms, instructions, and publications	463,805,623
<b>Disaster and emergency assistance [3]:</b>	
Taxpayers assisted	14,964
States	41
Counties/cities	932
<b>Taxpayer education:</b>	
Outreach taxpayers assisted	72,031,093
Outreach community sites	13,367
Taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs [4]	1,934,661
Volunteers	75,073
Students using "Understanding Taxes" material [5]	59,162
Taxpayers reached through practitioners [6]	6,449,569
<b>Taxpayer information:</b>	
Value of--	
Free advertising received (dollars) [7]	10,073,596
Broadcast (radio and television) (dollars)	8,624,654
Print (drop-in ads) (dollars) [7]	1,448,942
Number of--	
Television clinics and special programs	1
Estimated viewers and listeners	400,000

[1] Includes contacts at 408 sites where taxpayers are served at IRS Taxpayer Assistance Centers, alternative IRS sites (libraries and post offices), and mobile units (kiosks and Taxpayer Assistance Centers On Wheels). Excludes Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) sites.

[2] The accuracy of this number, which is based on IRS records, is limited. Web software sometimes separates one file into several packets and counts these packets as individual files, resulting in the overcounting of downloaded files. On the other hand, some Internet Service Providers (ISP's) copy all of IRS.gov onto their own systems and then allow their clients to download individual files. As a result, the IRS has no way to track the volume of files downloaded from these ISP sites.

[3] These data reflect the number of events declared by the Federal Emergency Management Agency (FEMA) as major disaster areas that impacted States and counties/cities for which the IRS granted administrative tax relief. Some States and counties/cities were affected more than once.

[4] This number reflects only tax preparation activity for taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE).

[5] "Understanding Taxes" is a Web-based program, and the number represents "hits" to the Web site to obtain instructional material. Therefore, one instructor "hit" to the Web site could represent a classroom of students.

[6] Includes the number of Small Business/Self-Employed (SB/SE) taxpayers reached indirectly through direct contact with tax practitioners by Taxpayer Education and Communication (TEC).

[7] The value of free advertising increased slightly from Fiscal Year 2003. This may be due to adding online advertising to the strategy and because of additional topics publicized. Online advertising accounted for \$705,000 in public service value. This number is added into the print public service value.

SOURCE: IRS Data Book, FY 2004, Publication 55b. Also, Wage and Investment, Strategy and Finance, Planning and Analysis W:S:PA

Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2003

Type of assistance or program	Number, amount, or percentage
<b>Write, call, or walk-in assistance:</b>	
Telephone (including TeleTax)	88,509,631
Unsolicited correspondence	27,243
Walk-in contacts (at 421 sites)	8,588,871
<b>Accuracy of assistance:</b>	
Toll-free technical tax law questions (percentage accurate)	82
<b>Forms and publications (paper products):</b>	
Forms and publications orders for paper products	5,400,457
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets stocking paper products	50,608
<b>Selected Internet files downloaded (IRS.gov): [1]</b>	
Forms	132,422,001
Instructions	183,551,139
Publications	174,376,362
<b>Disaster and emergency assistance: [2]</b>	
States	43
Counties/cities	754
<b>Taxpayer education:</b>	
Outreach taxpayers assisted [3]	36,957,327
Outreach community sites [3]	13,079
Taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs [4]	1,606,739
Volunteers	79,580
Students using "Understanding Taxes" material [5]	139,176
Small business workshop attendees	31,025
Tax practitioner institute attendees [6]	n.a.
<b>Taxpayer information: [7]</b>	
Value of--	
Free advertising received (dollars)	8,201,623
Broadcast (radio and television) (dollars)	8,027,450
Print (drop-in ads) (dollars)	174,173
Number of--	
Television clinics and special programs	2
Estimated viewers and listeners	270,000

n.a. - Not available.

[1] The accuracy of these numbers, which are based on IRS records, is limited. Web software sometimes separates one file into several packets and counts these packets as individual files, resulting in the overcounting of downloaded files. In addition, some Internet Service Providers (ISP's) copy all of IRS.gov onto their own systems and then allow their clients to download individual files. As a result, the IRS has no way to track the volumes of files downloaded from these ISP sites.

[2] These data reflect the number of events declared by the Federal Emergency Management Agency (FEMA) as major disaster areas that impacted States and counties/cities for which the IRS granted administrative tax relief. Some States and counties/cities were affected more than once.

[3] The number of outreach community sites and outreach taxpayers assisted both increased in Fiscal Year 2003 due to the success of the Stakeholder, Partnership, Education and Communications (SPEC) program in developing partnership relationships and leveraging these relationships to deliver tax return preparation and educational outreach assistance to taxpayers.

[4] In Fiscal Year 2002, the number of taxpayers assisted through VITA and TCE included the number of questions answered and returns prepared by VITA and TCE volunteers. In Fiscal Year 2003, only return preparation activity is being captured and reported for VITA and TCE sites.

[5] In Fiscal Year 2002, the number of students using "Understanding Taxes" material was determined from surveys received from participating institutions. Beginning in Fiscal Year 2003, "Understanding Taxes" became a web-based program. The number now represents "hits" to the website to obtain instructional material. Therefore, one instructor "hit" to the website in Fiscal Year 2003 could represent a classroom of students.

[6] The Taxpayer Education and Communications (TEC) program discontinued capturing the number of attendees for the tax practitioner institute in Fiscal Year 2003.

[7] The value of free advertising decreased from Fiscal Year 2002 because less free air time and print space were available. Consistent with Fiscal Year 2002, the advertising strategy focused more heavily on broadcast ads than on print ads.

SOURCE: IRS Data Book, FY 2003, Publication 55b. Also, Wage and Investment, Strategy and Finance, Planning and Analysis SE:W:S:PA

**Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2002**

Type of assistance or program	Number, amount, or percentage
<b>Write, call, or walk-in assistance:</b>	
Telephone (including TeleTax)	85,592,510
Unsolicited correspondence	35,024
Walk-in contacts (at 404 sites) [1]	9,211,214
<b>Accuracy of assistance:</b>	
Toll-free technical tax law questions (percentage accurate)	81
<b>Forms and publications:</b>	
Forms and publications orders [2]	5,666,768
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets	58,172
<b>Disaster and emergency assistance:</b>	
States	42
Counties	701
<b>Taxpayer education:</b>	
Outreach taxpayers assisted [3]	11,028,900
Outreach community sites	5,734
Taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs	3,610,616
Volunteers	77,412
Students using "Understanding Taxes" material [4]	8,655,560
Small business workshop attendees	44,037
Tax practitioner institute attendees	71,784
<b>Taxpayer information: [5]</b>	
Value of--	
Free advertising received (dollars)	12,234,329
Broadcast (radio and television) (dollars)	12,039,655
Print (drop-in ads) (dollars)	194,674
Number of--	
Television clinics and special programs	2
Estimated viewers and listeners	240,000

[1] Walk-in contacts appear to be down slightly from last year; however, a systemic error caused last year's number to be incorrect. The correct Fiscal Year 2001 number was 9,184,137. Fiscal Year 2002 shows a slight increase over Fiscal Year 2001.

[2] Orders for paper forms and publications decreased from Fiscal Year 2001 because of increased electronic filing and electronic access to IRS tax forms.

[3] The number of outreach taxpayers assisted increased significantly from Fiscal Year 2001. This was a result of both expanded partner activity and a revision in the outreach taxpayer assisted classification. "Outreach taxpayers assisted" included estimates of both direct (IRS) and indirect (partner) contacts through seminars, training classes, mail-out campaigns, etc.

[4] Number of students using "Understanding Taxes" material determined from surveys received from participating institutions.

[5] The value of free advertising increased from Fiscal Year 2001 because more free public service space was available. In Fiscal Year 2002, advertising strategy focused more on broadcast ads and less on print ads. However, the number of television clinics and special programs and estimated viewers remains unchanged from Fiscal Year 2001.

SOURCE: IRS Data Book, FY 2002, Publication 55b. Also, Wage and Investment, Strategy and Finance, Planning and Analysis W:S:PA



**Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2001**

<b>Type of assistance or program</b>	<b>Number, amount, or percentage</b>
<b>Write, call, or walk-in assistance:</b>	
Telephone (including TeleTax)	110,524,121
Unsolicited correspondence	47,746
Walk-in contacts (at 404 sites) [1]	9,184,137 [r]
<b>Accuracy of assistance:</b>	
Toll-free technical tax law questions (percentage accurate)	75.21
<b>Forms and publications:</b>	
Forms and publications orders	6,464,233
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets	58,055
<b>Disaster and emergency assistance:</b>	
States	33
Counties	935
<b>Taxpayer education:</b>	
Outreach taxpayers assisted [2]	576,905
Outreach community sites	5,106
Taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs	3,587,179
Volunteers	76,018
Students using "Understanding Taxes" material [3]	8,962,197
Small business workshop attendees	26,315
Tax practitioner institute attendees	71,317
<b>Taxpayer information:</b>	
Value of--	
Free advertising received (dollars)	9,249,744
Broadcast (radio and television) (dollars)	7,796,000
Print (drop-in ads) (dollars)	1,453,744
Number of--	
Television clinics and special programs	2
Estimated viewers and listeners	240,000

[1] Down slightly from last year due to the electronic availability of forms and procedural changes for return preparation assistance.

[2] Outreach taxpayers assisted include taxpayers assisted through education programs, such as seminars, conferences, speeches, and booths at conventions, i.e., events where groups of people attend.

[3] This number was determined by using data collected from "understanding taxes" survey materials received from participating institutions.

SOURCE: IRS Data Book, FY 2001, Publication 55b. Also, Wage and Investment, Strategy and Finance, Planning and Analysis W:S:PA

**Internal Revenue Service Taxpayer Assistance and Education  
Programs for Individual Taxpayers, by Type of Assistance or Program,  
Fiscal Year 2000**

<b>Type of assistance or program</b>	<b>Number, amount, or percentage</b>
<b>Write, call, or walk-in assistance:</b>	
Telephone (including TeleTax)	93,212,286
Unsolicited correspondence	61,305
Walk-in contacts (at 404 sites)	9,663,065
<b>Accuracy of assistance:</b>	
Toll-free technical tax law questions (percentage accurate)	72.6
<b>Forms and publications:</b>	
Forms and publications orders	6,919,658
Libraries, banks, postal service distribution sites, grocery stores, copy centers, and office supply outlets	55,081
<b>Disaster and emergency assistance:</b>	
States	31
Counties	621
<b>Taxpayer education:</b>	
Outreach taxpayers assisted [1]	1,415,928
Outreach community sites	7,058
Taxpayers assisted through Voluntary Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs	3,790,232
Volunteers	79,485
Students using "Understanding Taxes" material [2]	8,916,342
Small business workshop attendees	55,639
Tax practitioner institute attendees	63,962
<b>Taxpayer information:</b>	
Value of--	
Free advertising received (dollars)	16,456,254
Broadcast (radio and television) (dollars)	16,035,640
Print (drop-in ads) (dollars)	305,425
Other	115,189
Number of--	
Television clinics and special programs	2
Estimated viewers and listeners	425,000
Newspapers using tax supplement articles	5,987
Estimated tax supplement circulation	150,689,015

[1] Outreach taxpayers assisted includes taxpayers assisted through education programs, such as seminars, conferences, speeches, booths at conventions, i.e., events where groups of people attend.

[2] This number was determined by using data collected from "understanding taxes" survey materials received from participating institutions.

SOURCE: 2000 IRS Data Book, Publication 55b. Also Wage and Investment, Strategy and Finance, Planning and Analysis W:S:PA.