

Type of assistance or program	Number or percentage
Enterprise telephone assistance, total [1]	56,805,054
Automated	35,064,580
Live	21,740,474
Enterprise telephone level of service (percentage) [2]	21.3
Average speed of answer for live telephone assistance (minutes)	28.6
Customer Service Representative toll-free telephone assistance, total [3]	46,934,303
Automated	33,638,875
Live	13,295,428
Customer Service Representative level of service (percentage) [4]	17.4
Average speed of answer for live toll-free telephone assistance (minutes)	26.0
Toll-free assistance customer satisfaction rate (percentage) [5]	84.0
Taxpayer Assistance Center contacts [6]	1,356,445
Accuracy of toll-free telephone assistance:	
Tax law questions (percent accurate)	92.0
Account questions (percent accurate)	91.8
Taxpayer correspondence:	
Total correspondence and amended returns closed [7]	13,449,333
Correspondence customer satisfaction rate (percentage) [8]	54.0
Forms and publications (paper products):	
Orders for forms, publications, and other paper products	1,185,400
Number of non-IRS outlets stocking paper products [9]	6,246
Disaster and emergency assistance:	
Disaster incidents:	
Federally declared incidents [10]	22
Areas qualifying for relief [11]	490
Taxpayers assisted [12]:	
Number of toll-free disaster hotline calls	30,297
Number of taxpayers assisted at Disaster Recovery Centers	0
Taxpayer education and tax return preparation for individual taxpayers:	
Federal returns prepared through Volunteer Income Tax Assistance and Tax Counseling for the Elderly programs	2,212,442
Volunteers assisting in taxpayer education and return preparation programs	57,420
Volunteer Tax Preparation Assistance sites	9,093
Volunteer Income Tax Assistance and Tax Counseling for the Elderly (percent accurate) [13]	96.4
Identity Protection Personal Identification Numbers issued [14]	6,100,000
Taxpayer outreach for small business and self-employed taxpayers:	
Number of events [15]	1,138
Number of participants	217,049
Electronic newsletter subscriptions:	
Number targeted to small business owners	463,781
Number targeted to payroll providers	160,715
Number targeted to tax professionals:	
<i>e-News for Tax Pros</i>	446,157
<i>IRS Outreach Connection</i>	149,524

[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 83 percent of all telephone traffic in Fiscal Year (FY) 2022.

[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 360 IRS Taxpayer Assistance Centers (TACs) and 22 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 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 decreased and the number of taxpayers assisted decreased due to the COVID-19 pandemic. IRS did not provide any face-to-face assistance during FY 2022; 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.