

Committee on Ways and Means

For Immediate Release
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Just in Time for April 15 *Interesting Facts about Tax Filing Season*

IRS Performance in the First Weeks of the 2003 and 2002 Filing Seasons (Volume in thousands)

	2002	2003
Actual returns processed^a		
Paper	29,014	26,289
Electronic	37,035	40,870
Telephone assistance		
Total calls ^b	60,674	38,213
Answered by assistors	9,540	9,938
Answered by automation	28,130	19,860
Not answered	23,004	8,415
Customer service representative level of service ^b	69%	84%
Average speed of answer ^b	216 seconds	155 seconds
Accounts customer accuracy rate ^c	88% +/- 1%	88% +/- 1%
Tax law customer accuracy rate ^c	84% +/- 1%	81% +/- 1%
Internet assistance		
Forms and publications downloaded ^d	213,000	283,000
Refund status inquiries ^e	N/A	10,200
Walk-in assistance		
Returns prepared at IRS walk-in sites ^f	436	291
Returns prepared at volunteer sites ^g	466	594

Source: IRS data.

^aFrom January 1 to March 29, 2002, and January 1 to March 28, 2003.

^bBased on actual counts from January 1 to March 23, 2002, and January 1 to March 22, 2003.

^cBased on a representative sample estimated at the 90 percent confidence level from January to February 2002 and 2003.

^dFrom January 1 to March, 31 2002 and 2003.

^eFrom January 1 to March 28, 2003.

^fFrom January 1 to March 16, 2002, and January 1 to March 15, 2003.

^gFrom January 1 to March 9, 2002, and January 1 to March 8, 2003.

(MORE)

- Nearly 31 million taxpayers have *e-filed* their tax returns electronically through an IRS-authorized Electronic Return Originator (ERO), an 8.51% increase over the same period last year.
- Approximately 9.2 million taxpayers have filed their tax returns on-line via their home computer through a third party transmitter. Online filing is running 27 percent ahead of last year and is near the 2002 total volume of 9.4 million.
- Over 3.4 million taxpayers have filed their returns over the telephone using the TeleFile system.
- Nearly 30 million taxpayers have chosen direct deposit of their federal tax refund, a 12.6% increase from the year before.
- Over 18 million taxpayers have chosen to file both their federal and state tax returns simultaneously in a single electronic transmission, up 16% from last year's 16.2 million.

These statistics were taken from testimony submitted to the Subcommittee on Oversight. For the full testimony, please visit

<http://waysandmeans.house.gov/hearings.asp?formmode=detail&hearing=57>

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