

Objective 1 Performance Results

The IRS met or exceeded 7 out of 7 of its Objective 1 key performance measures.

TABLE 1: Summary of key performance measure results for FYs 2020–2024.

Key Performance Measures	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Target	2024 Actual
Customer Service Representative Level of Service ¹	53.1%	18.5%	17.4%	51.8%	60.0%	65.1%
Level of Service(A)*, ²	71.6%	38.2%	39.3%	66.4%	65.0%	76.5%
Customer Accuracy – Tax Law (Phones) ³	91.0%	92.8%	92.0%	91.4%	89.0%	90.4%
Customer Accuracy – Accounts (Phones) ⁴	93.5%	93.0%	91.8%	89.2%	89.0%	90.2%
Timeliness of Critical Individual Filing Season Tax Products to the Public ⁵	78.4%	92.0%	96.4%	96.4%	89.0%	96.6%
Timeliness of Critical Tax Exempt and Government Entities & Business Tax Products to the Public ⁶	96.0%	92.9%	96.0%	86.5%	87.0%	94.8%
Enterprise Self-Assistance Participation Rate ⁷	90.6%	92.3%	93.9%	94.2%	94.0%	95.8%

■ Target met, or indicator trending in the desired direction compared to the prior year result.

■ Target not met, or indicator not trending in the desired direction compared to the prior year result.

* Historical data provided for comparative purpose.

¹ The number of toll-free callers that either speak to a Customer Service Representative or receive informational messages divided by the total number of attempted calls. From October 1, 2023, through September 30, 2024, Customer Service Representative Level of Service was 65.1%, which exceeded the target of 60%, and was an increase of around 26% over the prior year actual level of service of 51.8%. The level of service for the 2024 filing season was 87.6%. Customer service representatives answered around 19.9 million calls in FY 2024. Customer service representative phone demand, which includes services offered and disconnects, was around 34.5 million, which was an 11% decrease from last year's demand of 38.8 million. In FY 2024, around 17.2 million taxpayers were offered a callback and 66.1% accepted. This resulted in around 5.3 million hours saved for the taxpayer, providing a better experience.

² The relative success rate of taxpayers that call seeking assistance and receive a response to their inquiry by an assistor or through automated responses divided by the total number of attempted calls. This indicator was added to performance reporting in FY 2023.

³ The percentage of correct answers given by a live assistor on toll-free tax law inquiries.

⁴ The percentage of correct answers given by a live assistor on toll-free account inquiries.

⁵ The percentage of critical individual filing season tax products available to the public seven calendar days before the official IRS start of the individual filing season.

⁶ The percentage of critical Tax Exempt and Government Entities and business tax products available to the public seven calendar days before the official IRS start of the individual filing season.

⁷ The percentage of taxpayer assistance requests resolved using self-assisted automated services.

1 out of 2 of the Objective 1 key performance indicators are trending in the desired direction compared to the prior year result.

TABLE 1.1: Summary of key performance indicator results for FYs 2020-2024.

Key Performance Indicators	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Target	2024 Actual
Taxpayers Satisfied with the IRS ¹	74	70	69	75	Indicator	N/A**
Total Ending Inventory (Thousands)*,2	1,100	4,100	2,156	2,923	Indicator	3,242
Percent of Closures to Receipts*,3	99.6%	71.9%	116.4%	93.8%	Indicator	96.5%


- Target met, or indicator trending in the desired direction compared to the prior year result.
- Target not met, or indicator not trending in the desired direction compared to the prior year result.
- * Historical data provided for comparative purpose.
- ** Results not available and are not included in the total Key Performance Indicators count above. Results will appear in the IRS FY 2026 Congressional Budget Justification & Annual Performance Report and Plan.

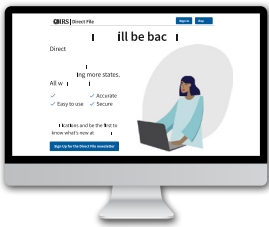
¹ The score of taxpayers satisfied with the IRS according to the American Customer Satisfaction Index survey. The All-Individual Tax Filer score is calculated from separate American Customer Satisfaction Index Individual Paper Filer and Electronic Filer Customer Satisfaction Index Scores. Based on a 100-point scale. There was a methodology change made in 2023, which shifted the American Customer Satisfaction Index data collection from telephone interviews to online panel surveys and made efforts to improve representation. American Customer Satisfaction Index is conducted by Claes Fornell International Group, founding partner of the American Customer Satisfaction Index and sole licensee in the U.S. to use the patented American Customer Satisfaction Index methodology.

² The total number of accounts management and correspondence work to be processed in inventory. This indicator was added to performance reporting in FY 2022.

³ The number of adjustment cases closed compared to the number received. This indicator was added to performance reporting in FY 2022.

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Objective 2 Performance Results

The IRS did not meet the target of its Objective 2 key performance measure.

TABLE 2: Summary of key performance measure results for FYs 2020–2024.

Key Performance Measures	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Target	2024 Actual
Collection Coverage ¹	34.9%	41.2%	38.3%	34.9%	40.7%	39.1%

■ Target met, or indicator trending in the desired direction compared to the prior year result.

■ Target not met, or indicator not trending in the desired direction compared to the prior year result.

* Historical data provided for comparative purpose.

¹ The volume of collection work disposed compared to the volume of collection work available. FY 2024 performance was 39.1%, which was an increase from 34.9% in FY 2023. Collection Coverage finished below the target of 40.7%. While total closures have increased compared to FY 2023, total ending inventory has also increased by around 13%.

The Objective 2 key performance indicator data is not yet available.

TABLE 2.1: Summary of key performance indicator results for FYs 2020–2024.

Key Performance Indicators	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Target	2024 Actual
Time to Start Compliance Resolution ^{*1}	66.3%	66.0%	68.0%	72.0%	Indicator	N/A ^{**}
Time to Resolve Compliance Issue after Filing ^{*2}	491	484	404	372	Indicator	N/A ^{**}
Repeat Noncompliance Rate ^{*3}	35.6%	30.7%	28.1%	18.9%	Indicator	N/A ^{**}
Cost to Collect \$100 ⁴	\$0.35	\$0.33	\$0.29	\$0.34	Indicator	N/A ^{**}

■ Target met, or indicator trending in the desired direction compared to the prior year result.

■ Target not met, or indicator not trending in the desired direction compared to the prior year result.

* Historical data provided for comparative purpose.

^{**} Results not available and are not included in the total Key Performance Indicators count above. Results will appear in the IRS FY 2026 Congressional Budget Justification & Annual Performance Report and Plan.

¹ The percentage of all individual income tax enforcement cases started within six months of the return posting date. This indicator was added to performance reporting in FY 2020.

² The median time it takes to close all individual income tax enforcement cases in days (excluding disaster, bankruptcy and Tax Equity and Fiscal Responsibility Act cases for exam and collection cases that are not closed as full paid) starting from filing date. This indicator was added to performance reporting in FY 2020.

³ The percentage of individual taxpayers in a fiscal year with noncompliance two years after the initial tax year that contains a filing, payment or reporting compliance issue, compared to total taxpayers. This indicator was added to performance reporting in FY 2020.

⁴ The cost of collecting \$100 is computed as total operating costs divided by gross collection multiplied by 100.