

IRS News Release

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IRS Begins Limited Test of Providing Appointments at 10 Walk-In Locations; Goal to Increase Efficiency, Help Taxpayers

IR-2015-30, Feb. 18, 2015

WASHINGTON — The Internal Revenue Service announced today a limited test in 10 of its larger Tax Assistance Centers around the country to determine if an appointment-based service approach can help reduce taxpayer wait times during a time of severe budget cuts.

While the IRS believes this approach will benefit taxpayers by helping them avoid long waits in line that they otherwise might have experienced, the IRS is testing this process during the tax filing season to ensure this is a more efficient approach for taxpayers.

“During a challenging filing season with a very limited budget, we need to find ways to increase our efficiency and still provide the best service possible to taxpayers,” said IRS Commissioner John Koskinen. “My hope is that this test increases the level of customer service that we can provide while minimizing needless burden on taxpayers.”

The IRS believes the appointments could help taxpayers by allowing them to know in advance that they can get the service they need. The process typically in place at most IRS offices cannot guarantee when or if a taxpayer can receive assistance; it is on a first come-first served basis. This situation can force taxpayers to wait in long lines, sometimes with waits lasting over an hour.

The initial test locations available by appointment are: Atlanta, Ga. (Atlanta-Woodcock), Austin, Texas, Birmingham, Ala., Chicago, Ill. (Dearborn), Denver, Colo., Fresno, Calif., Hartford, Conn., Plantation, Fla., San Antonio, Texas, and Seattle, Wash. The appointment-based test begins Feb. 23.

Overall, the IRS has more than 350 walk-in locations across the nation.

Taxpayers should always check irs.gov for days and hours of service as well as services offered at the [location they plan to visit](#). For information on how to make an appointment, please visit the [contact my local office](#) page on irs.gov.

At these 10 locations, taxpayer service will continue to be offered without an appointment for those picking up limited forms or making a payment, but the IRS encourages taxpayers to use irs.gov to get forms and [Direct Pay](#) to make the payment online whenever possible. All other services will require an appointment. Additional test sites may be added in the near future.