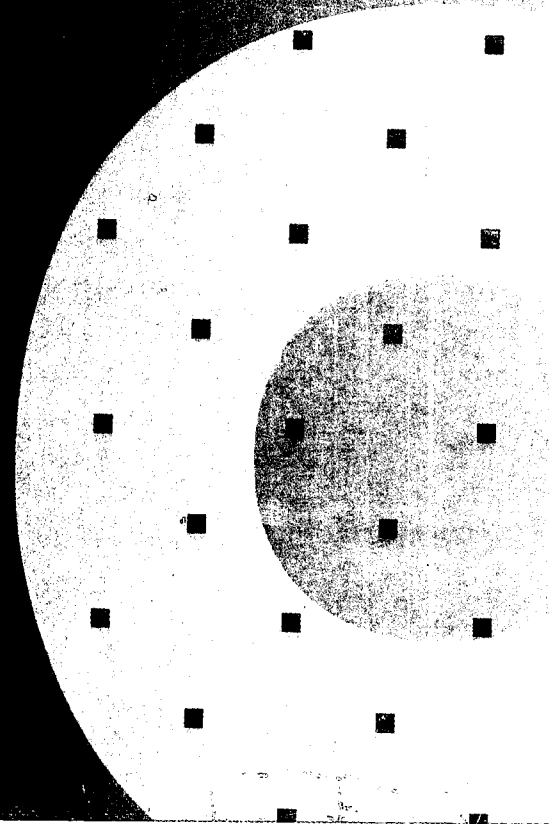


Internal Revenue Service 1992 Annual Report



OFFICE OF
LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

LEGISLATIVE
AFFAIRS

IRS Annual Report 1992

The Internal Revenue Service Annual Report is produced by the Office of Public Affairs, Internal Revenue Service, 1111 Constitution Ave., NW Washington, DC 20224. Publication 55 is for sale by the Superintendent of Documents, U.S. Government Printing Office Washington, DC 20402 (202) 783-3238. Statistical data used in the text and tables of this volume are on a fiscal year basis, unless otherwise noted. For example, data headed "1992" pertain to the fiscal year ended September 30, 1992.

Introduction	1
Overview	2
Improving Voluntary Compliance	5
Nonfilers	6
Nonpayment of Taxes	7
Wage Reporting and Trust Fund Issues	8
Taxpayers Who Deal in	
Cash Businesses and Transactions	10
International Business Issues	10
Excise Taxes	11
Employee Plans and	
Exempt Organizations	11
Information Reporting	12
Emerging Issues	13
Reducing the Burden on Taxpayers	13
Operational Initiatives	14
Federal Tax Deposit Rules	14
Improved Tax Forms	14
Enforcement Programs	14
Improved Publications	15
Unnecessary Filing	15
Problem Resolution Program	16
Technology	16
One-Stop Service	17
Electronic Filing	17
Managing Human Resources	19
Improving Quality-Driven	
Productivity and	
Customer Satisfaction	20
Quality	20
Training	21
Ethics	21
Diversity	22
The IRS of the Future	23
Statistical Tables	24
Officials	24
IRS Map	64
IRS Organization Chart	66

Introduction



Shirley D. Peterson
Commissioner

As America prepares for the 21st Century, institutions, public and private, are facing a call from the American people to move away from "business as usual." The call is to do a better job, in short, to change. The Internal Revenue Service is answering this call. We realize that fundamental change is necessary to preserve our system of tax administration. We have underway plans to modernize our computer systems, streamline our work processes, and retrain our workforce. Our goal is to make breakthrough improvements in the quality of the service that we provide to our customers.

During 1992, the Internal Revenue Service made significant progress toward this goal. We developed a vision of tax administration for the 21st Century that, when implemented, will transform the tax system. We envision a tax system where filing requirements can be met quickly, easily and inexpensively through electronic transmission of data. In this system, taxpayers' account inquiries will be resolved immediately by telephone through "one-stop service." Our vision also contemplates a leaner, flatter organization with a highly skilled and empowered workforce having a passion for customer service.

The vision for the 21st Century is firmly rooted in our three objectives: improving voluntary compliance; reducing burden on taxpayers; and improving our own quality-driven productivity and customer satisfaction. We intend to raise the rate of voluntary compliance by ten percentage points before the end of this century by employing the philosophy and techniques of Compliance 2000. New approaches to research should provide better understanding of the factors affecting compliance. Where needed to improve compliance, we will

provide taxpayers assistance and education. We will attempt to resolve problems "up-front," before mistakes are made; and we will consider the differing needs of the country's diverse population.

Although we will emphasize taxpayer education and assistance, we will not abandon our traditional enforcement techniques. We expect that, before the decade is out, we will be able to measure compliance and to identify non-compliance with great precision. Such identification will permit us to direct our enforcement resources more astutely and promptly than ever before. The many millions of taxpayers who file their returns and pay their taxes voluntarily deserve no less.

Fiscal Year 1992 has been a very productive year. While we spent a good deal of time looking ahead, we did not neglect the work at hand. As reflected in the statistics contained in this Annual Report, we had a busy and successful year. One of our proudest achievements was the selection of the Ogden Service Center as the winner of the President's Award for Quality — a first not only for the Service but for *any* civilian agency. Our commitment to you is to maintain the emphasis on quality and to seek continuous improvement in our service to the American people.

Shirley D. Peterson
Commissioner

We envision a tax system where filing requirements can be met quickly, easily, and inexpensively.

Fundamental change is necessary in order to preserve our system of tax administration.

**Statistics
of Income
Library**

The IRS is the first civilian agency to receive the President's Award for Quality.

Overview

The United States tax system at the end of the 20th Century operates in a dynamic tension. The system generates levels of efficiency and effectiveness without parallel in the world. However, current processes must be continuously improved to meet the challenges of the next decades.

Our 1992 operations produced impressive results, but the picture is not complete without focusing on changes that show what the system of the future should be. The accomplishments of 1992 were substantial:

- The IRS became the first civilian agency to receive the President's Award for Quality. The Ogden (Utah) Service Center received this award for work quality and customer service. The President's Award is the public sector equivalent of the Malcolm Baldrige Award. It has been given in only three of the five years it has existed.

- We streamlined procedures for installment agreements and offers in compromise of tax debts. Our efforts made these collection tools accessible and useful alternatives for taxpayers who need help meeting their obligations.

- We began a major initiative to bring millions of nonfilers back into the tax system. The comprehensive strategy involves all parts of the IRS. It offers outreach and assistance for those who need help and reserves enforcement for those who will comply in no other way.

- Momentum built for a reduction in the burden of tax administration. Efforts in this area included revamping complex rules for the payroll tax deposit system and the successful test of telephone tax filing — TeleFile.

- Tax Systems Modernization — a fundamental strategy for redesigning tax administration — gained added support from successful contract awards for major procurements. These awards are evidence of careful management of procurement activities.

Sometimes developments such as these are not easy to describe statistically, and their importance may be overlooked. But these and other accomplishments should be noted. They show how we are moving toward the goals of increasing voluntary compliance, reducing taxpayer burden and improving customer satisfaction and quality-driven productivity.

In 1992 we developed the vision of tax administration for the 21st Century (see section on the IRS of the future). Putting the vision in writing is an important step in showing the logic of how the system must change to meet the needs of modern America. Further, the vision statement is evidence that we can only achieve our goals through the strategies we are following:

- adopting a philosophy of using outreach and education to promote voluntary compliance,
- modernizing the tax system,
- becoming a total quality organization,
- understanding and valuing the diversity of taxpayers and of our employees,
- demanding the highest standards of ethics from ourselves in everything we do.

These strategies lead us to the vision, and that vision has the potential to make the future's tax administration much different from today's. In 1992 we adopted a systems approach to change.

As part of the plan to become a total quality organization, we quickly recognized that real progress comes from improving and managing systems — not merely managing people, paper and

We are moving toward the goals of increasing voluntary compliance, reducing taxpayer burden and improving customer satisfaction and quality-driven productivity.

machines. The key to making tax administration different will be long-term, continuous improvement in the quality of our work, our productivity, and taxpayers' satisfaction with the job we do.

We must make improvements in every aspect of our contact with the public. Areas for improvement include tax forms, information and education programs, the time it takes to complete tax audits, and procedures to collect delinquent taxes. We must focus more closely on what the taxpayer wants and values from the IRS and revamp the way we measure what we do. We must ensure that our employees have the skills to do the job and involve them in improving the work processes. We must give them the authority they need to do the job and hold them accountable for taxpayer satisfaction. We also must guarantee that our work systems can deliver high quality products and services.

In 1992 we began implementing a systems approach by defining the core business systems of tax administration. These systems cut across such traditional functional boundaries as Examination, Collection, and Taxpayer Services. We define the core business systems as follows:

Value Tracking: knowing more about what taxpayers really want and expect of their tax administration system and what our role should be in delivering it to them.

Informing, Educating and Assisting: ensuring that we have the most effective and efficient information, education, and assistance activities to help taxpayers comply.

Managing Accounts: receiving account information promptly, keeping accounts accurately, correcting errors in a timely manner, and providing information instantly to those who are authorized to have it.

Ensuring Compliance: preserving the integrity of the voluntary tax system by finding the reasons for noncompliance and addressing the basic problems.

Resourcing: doing our job at the lowest cost to the taxpayer for all resources — technological, financial and human.

We cannot change the tax system overnight. Some change will be incremental; other change will be of a breakthrough nature. We made progress toward both in 1992.

Our plans for the future provide the backdrop for a group of snapshots portraying IRS operations for 1992:

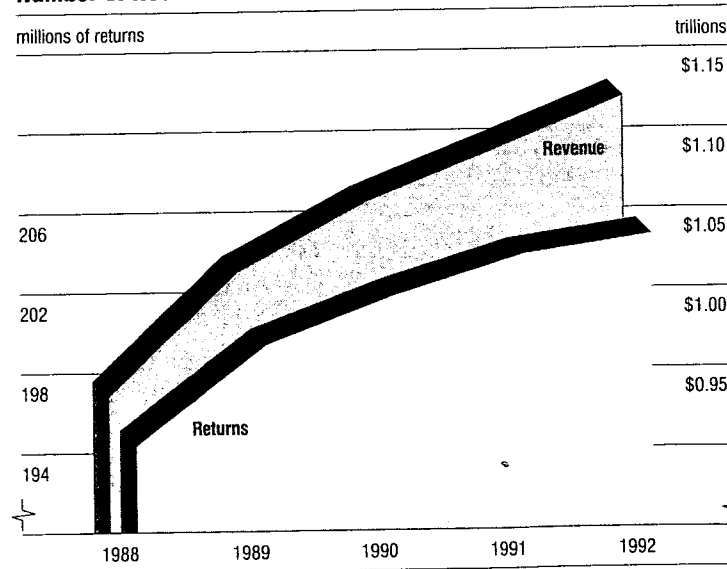
■ Total tax revenues for 1992 were \$1.12 trillion, up almost 3 percent from the \$1.09 trillion collected in 1991. Approximately 60 percent of collections for both years were corporate and individual income taxes.

■ The 1992 budget was \$6.7 billion, an increase of \$563 million over 1991. Salary and benefits for the IRS staffing of just over 115,000 people, plus other personnel compensation, represented 72 percent of the total budget. Nearly

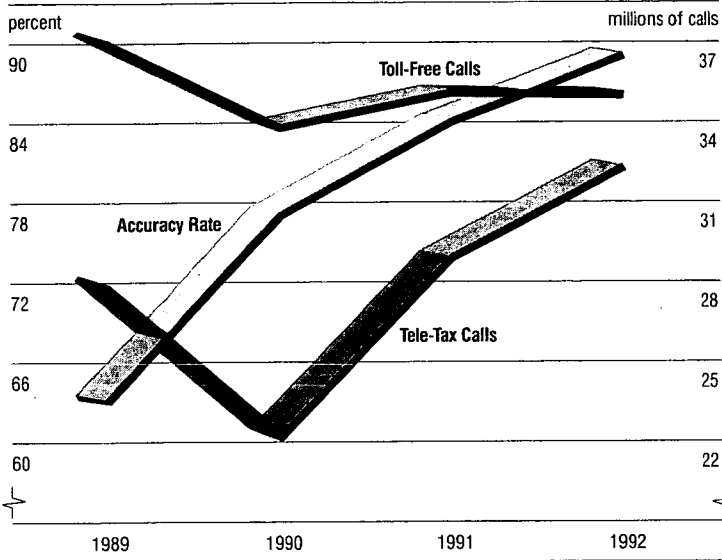
Total tax revenues were \$1.12 trillion.

The key to making tax administration different will be long-term, continuous improvement in the quality of our work, our productivity, and taxpayers' satisfaction with the job we do.

Number of Returns Filed and Revenue Collected



Accuracy Rate for Telephone Inquiries, Number of Toll-Free Calls and Number of Tele-Tax Calls



\$282 million was dedicated to modernization efforts. The cost of collecting each hundred dollars of tax was 58 cents.

■ We processed 204 million returns of all types, an increase from the 203.7 million returns that came in during 1991. Income tax returns filed by individual taxpayers increased from a little more than 114 million last year to almost 115 million in 1992. Electronically filed returns were 9.4 percent of all 1992 individual returns (10.8 million), compared with almost 6.7 percent (7.6 million) in 1991 — an increase of 42 percent in the number of electronic returns filed.

■ Individual taxpayers claimed 86 million of the 89 million refunds issued, and their refunds averaged \$1,027. This is a small increase from 1991, when we issued a few more than 84 million refunds, averaging \$983. Individual refunds account for 97 percent of all refunds claimed, and 75 percent of all individual income tax returns resulted in refunds for the taxpayers.

Electronic returns increased by 42 percent to 10.8 million returns.

■ Taxpayers claimed \$11.2 billion in earned income tax credits on 13.5 million individual returns. The increase from 1991 (12.5 million returns claiming \$7.4 billion) is the result of extensive information and outreach efforts to inform eligible taxpayers about the credit and recent tax law changes. These changes increased the credit amounts to a maximum \$2,020 from \$953 the prior year.

■ The accuracy rate of taxpayer assistance continues to improve, this year to 89 percent for telephone inquiries. We served 3.5 million more taxpayers through telephone and office assistance programs (nearly 75 million this year). Our programs provided more than 3 million low income, elderly, and non-English-speaking taxpayers with help in filing their returns. More than 84,000 volunteers at Volunteer Income Tax Assistance (VITA), and Tax Counseling for the Elderly (TCE) sites provided this help.

■ Delinquent tax accounts collected totalled \$24.23 billion, essentially unchanged from the \$24.28 billion collected in 1991.

■ Criminal investigations of tax crimes increased. Charges were filed in almost 3,500 cases, and prosecutions resulted in nearly 2,800 convictions or guilty pleas.

■ The number of individual income tax returns examined declined by some 84,000, slightly lowering the individual coverage rate from 1.00 percent to 0.91 percent. Audits in other categories increased, notably corporation, excise, and employment tax returns. Total additional taxes and penalties in all categories were more than \$27 billion, compared to \$31 billion in 1991. In the document matching program, we compared almost 1 billion documents with taxpayer filings. We sent more than 5 million notices, resulting in \$4.3 billion

The accuracy of taxpayer assistance continues to improve.

in additional tax assessed, down from the \$4.8 billion in 1991.

■ Accounts receivable increased \$7.5 billion over the 1991 level. The total for active accounts in 1992 was \$70.9 billion, up from \$63.4 billion in 1991. We estimate that \$28.7 billion is collectible from these accounts. As part of the overall attention to accounts receivable, we improved our procedures for processing payments and account notices. These procedures kept us from erroneously including more than \$18 billion in the accounts receivable totals and from issuing erroneous notices to collect this money. The dollar amount of notices we sent to taxpayers for late taxes increased by more than \$9 billion this year — \$6.6 billion for late payments due from business taxpayers.

■ The Inspection Service issued 101 internal audit reports during 1992. As a result of these reports, we took corrective action in our accounts receivable program, the Tax Systems Modernization program and many other IRS programs. These management actions produced \$56 million in additional revenues and better utilization of funds.

■ We conducted two major customer satisfaction surveys to determine how well we are meeting our customers' needs and to aid us in planning further improvements. Through these surveys we learned that Americans, on a 10-point scale, rate the IRS 6.5 on overall performance, with one meaning poor and 10 meaning excellent. One-third of the respondents gave us 8, 9 or 10. The survey provided a wealth of other information, including satisfaction with various aspects of our service, and what constitutes burden.

This collection of snapshots gives a general indication of how we are progressing toward the three major goals we have set for ourselves in the IRS. The following sections of this report list the specific accomplishments of 1992.

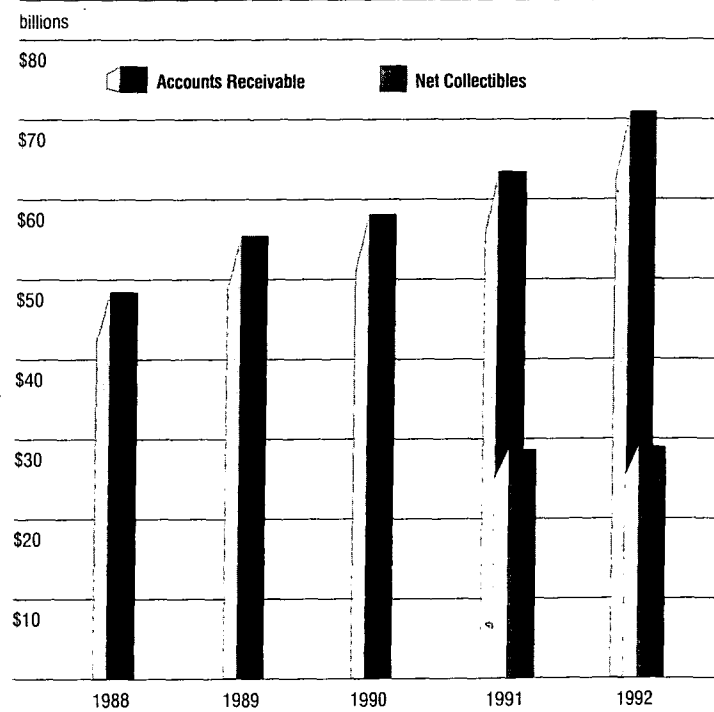
Improving Voluntary Compliance

The first major goal of the Internal Revenue Service is to improve voluntary compliance. During 1992, we made significant progress in a new approach to designing tax administration. After four decades of emphasis on enforcement as the primary tool for promoting compliance, experience has proved that our traditional enforcement approach alone can not sustain appropriate compliance levels. For that reason, we began in 1990 to shape a new approach to voluntary compliance, called Compliance 2000. This is a primary vehicle for refocusing our compliance philosophy and integrating its principles into all aspects of IRS programs.

Compliance 2000 philosophy differs from the traditional approach in the importance placed on identifying the root causes of noncompliance and

Our first goal is to improve voluntary compliance.

Accounts Receivable and Net Collectibles



Improved data will allow us to implement more comprehensive compliance strategies that take into account the unique characteristics of different groups within society.

moving to address the underlying causes. Compliance 2000 relies on finding compliance characteristics to differentiate taxpayers, enabling us to find solutions *before* taxpayers make mistakes, help those having difficulty complying, and to focus enforcement resources on those cases where they will be most productive.

An important element of Compliance 2000 is expanding our research capability. Based on improved data, we can implement more comprehensive compliance strategies that take into account the unique characteristics of different groups within society — known in business as market segments. The primary research method we have used until now is the Taxpayer Compliance Measurement Program (TCMP).

TCMP data come from special periodic audits of taxpayers' returns selected at random. For more than 25 years TCMP has provided data to monitor compliance trends, estimate the tax gap, identify areas of noncompliance, and develop or update formulas used to identify tax returns for audit. Now our commitment to Compliance 2000 means that we need an enhanced research component that provides more timely information and is less burdensome to the taxpayers than is TCMP. This year we began the redesign of our research efforts. TCMP surveys will have smaller samples and will begin to capture information on the reasons why taxpayers do not or cannot comply with the tax law. At the same time we will increase our use of other compliance data, including data from current examinations and other enforcement actions and special studies of compliance issues.

The first step in the Compliance 2000 refocus is to identify the most

important challenges to voluntary compliance. Then with enhanced research capability, we will analyze current programs and implement a series of initiatives to try new approaches to improving compliance. After some study, we believe the most important challenges to our system of tax administration come from those who fail to

- file returns required by law;
- remit unpaid taxes;
- report, withhold or pay appropriate trust fund taxes for their employees;
- report self-employment income accurately;
- comply with tax laws regarding their international transactions;
- report, file and pay excise taxes; or
- comply with tax laws regarding oversight of employee plans and exempt organizations.

Other challenges to improving tax administration include continuing efforts to improve document matching, as well as developing planning tools to address up-front the tax administration aspects of emerging social and economic issues.

Nonfilers

The failure to file returns when required represents one of the most serious challenges to our system. Our most recent estimate suggests that nonfilers account for \$7 billion to \$10 billion of the tax year 1992 individual tax gap. An estimated 9 million to 10 million individual and business returns have not been filed, and many nonfilers have been delinquent for several years.

Approximately one-third of nonfilers are entitled to tax refunds, largely because they are wage earners who have had taxes withheld from their income. Recent increases in earned

Citizens who do not file returns when required represent a serious challenge to a voluntary system.

income credit benefits mean even more nonfilers may be due refunds.

Traditional nonfiler programs use information documents and analyses of past filing patterns to identify nonfilers. In 1992 these methods produced more than 4.6 million delinquent tax returns, resulting in more than \$11 billion net assessments. The information returns matching program generated nearly 5.3 million notices for both nonfiling and underreporting, resulting in assessment of \$4.3 billion in additional tax, interest and penalties.

In 1992 a multi-functional initiative on nonfilers began because of a special test in an IRS field office. In the test a specially trained cadre of agents contacted apparent nonfilers identified from an analysis of information returns and Forms 1099 and W-2. The results of the test, with other analyses, led to development of a national, two-year nonfiler program involving all IRS functions.

Examination will dedicate 2,275 staff positions for nonfiler efforts for two years beginning October 1, 1992. These employees will develop nonfiler cases from information reports and other sources. They will make field contacts with those who appear not to have filed. During 1992 we trained employees to handle the unique problems associated with nonfiler cases. These problems include making payment arrangements or waiving penalties in appropriate situations.

A major education, information and assistance campaign is planned to let nonfilers know that help is available to them if they want to get back in the tax system. As a part of this program, we established volunteer assistance and special assistance sites in cooperation with major tax practitioner organizations. Participating organizations included the American Bar Association and the National Association of Enrolled Agents.

The purpose of this program is to solve nonfiler problems through assistance and civil enforcement programs and not to prosecute taxpayers who have made simple mistakes. However, it is clear that some nonfilers have criminal motives, and thus Criminal Investigation plays a key role. Through coordination with the Department of Justice, Criminal Investigation will upgrade some failure-to-file cases to felony charges. Felony convictions bring fines and prison sentences.

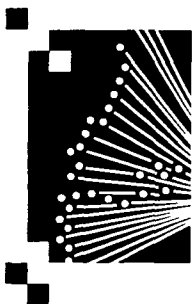
Nonpayment of Taxes

Our system of taxation is based on the willingness of citizens to assess and pay their taxes voluntarily. Two essential parts of this system are filing timely returns and paying the full tax liability. Unless taxpayers pay the amount due through withholding, through estimated tax payments, or when the return is filed, the IRS must take some follow-up action, starting with a bill.

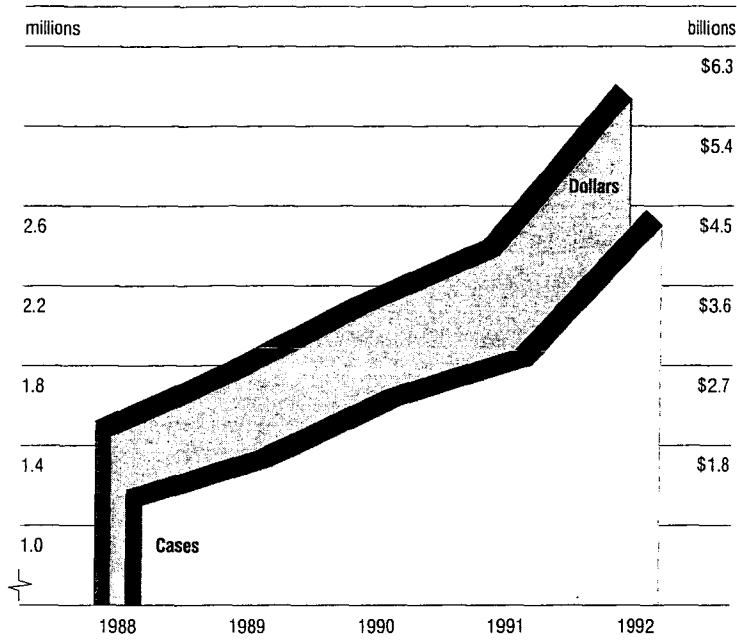
We need up-front efforts to keep taxpayers from encountering problems paying their taxes, because the longer a balance is owed, the greater the possibility it cannot be collected. Due to required penalty and interest additions, balances due begin to pyramid. The increasing debt makes it difficult for taxpayers to pay the arrearages and make current payments. IRS estimates suggest that about two-thirds of the individual income tax remittance gap results from taxpayers' not paying the full amount of the tax they report on their individual income tax returns. The remainder results from employers' not sending to the government the income tax they withhold from their employees' wages.

In 1992 we made major changes in procedures for using installment agreements and offers in compromise

About two-thirds of the individual income tax remittance gap results from taxpayers' not paying the full amount of the tax they report on their individual income tax returns.



Number of Cases Going to Installment Agreement and Dollar Amount



of liabilities. Both procedures had been in existence for many years. However, procedural barriers kept them from being more effective devices for collecting delinquent accounts and building voluntary compliance.

Installment agreements allow taxpayers to pay off the balances they owe in partial payments made over time. Although interest and penalties continue, the option of an installment agreement often means the difference in whether the taxpayer can remain compliant or not. We streamlined the procedures for individual taxpayers by not requiring extensive financial data in most cases. For small accounts, the filing of Notices of Federal Tax Liens may not be necessary, thereby protecting taxpayers' credit ratings.

In addition to employees in Collection, now personnel in Taxpayer Service, Returns Processing and Examination can approve many installment agreements. We publicized our

willingness to discuss payment options to encourage taxpayers who could not pay to file anyway.

As a result, installment agreements increased by 38 percent to 2.5 million from 1.8 million accounts in 1991. Dollars going to installment agreement status increased by 46 percent — to \$5.7 billion from \$3.9 billion in 1991. Dollars collected from installment agreements increased by 24 percent to \$2.3 billion from \$1.3 billion in 1991.

Offers in compromise are not a first choice for either the IRS or the taxpayer, but this year we moved to make them a more viable option for taxpayers. Under this procedure, the taxpayer offers to settle the tax bill for less than the total amount but for the maximum the taxpayer and the IRS agree can ever be paid. When the IRS accepts the offer, the taxpayer commits to file and pay all taxes due for five years or the offer will be nullified. We use offers in compromise to resolve accounts that we might otherwise have to declare currently not collectible. We also use offers in compromise to avoid putting taxpayers into long-term payment agreements that could make it hard for them to pay current tax liabilities.

This year the number of offers in compromise requested more than doubled, to nearly 18,000 from fewer than 9,000 in 1991. More importantly, the number accepted more than doubled — to well over 4,000. The acceptance rate rose to 45 percent from 25 percent last year. Taxpayer offers accepted totaled \$106 million on delinquent accounts of \$661 million. Last year the total offers in compromise accepted reached \$37 million.

Wage Reporting and Trust Fund Issues

Congress enacted the "pay-as-you-go" tax withholding regime in 1943. Since then, the payroll tax system has been the key in collecting Federal and State

income tax revenues, as well as contributions for social security and unemployment compensation. Payroll tax deposits made by the nation's more than 5 million employers accounted for 70 percent of the \$1.12 trillion in total revenue collections. During 1992, Federal Tax Deposits were \$784 billion — up almost \$30 billion from last year.

Compliance issues arise in several ways. Employee earnings are underreported or misreported as another type of compensation, and the trust fund taxes withheld by the employer are not paid over to the government in a timely fashion or paid at all. Payroll tax deposit cases account for almost \$34 billion of the \$71 billion in accounts receivable and more than \$18 billion in accounts that are currently not collectible.

In addition, the system of periodic deposits made by employers was complex and burdensome, particularly for small businesses. Each year, the IRS penalizes more than 1.5 million employers for infractions of the deposit rules. However, we abate more than 20 percent of the penalties and 60 percent of the penalty amounts when taxpayers request abatement and provide sufficient justification. The complexity of the system is further shown by the fact that employment tax cases account for 18 percent of all problems that require intervention by the Problem Resolution Program.

This year we issued new regulations for the payroll deposit system (see the section of this report on reducing taxpayer burden). We developed the new regulations in concert with the small business community and payroll professionals. They represent a major simplification of a system prone to errors, penalties and noncompliance.

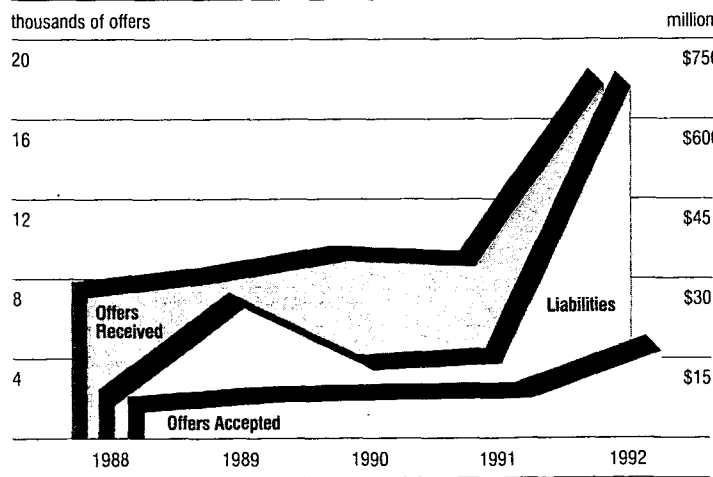
The work of the employment tax examination program concentrated on several aspects of noncompliance in 1992. The number of employment tax returns audited increased to nearly

73,000 from nearly 58,000 because we require such a review as part of a business audit. The employment tax program in Collection emphasized workers misclassified as independent contractors. These taxpayers have no income or social security tax withheld. We estimate that of those workers who should be employees but are misclassified, up to 70 percent fail to file returns at all. In 1992 we completed nearly 1,700 audits, collected almost \$19 million, and reclassified 90,000 workers as employees rather than independent contractors. Since starting this Collection program in 1988, we have reclassified more than 400,000 workers and collected \$52.5 million. The Compliance 2000 philosophy involves solving compliance problems for large groups of taxpayers before they file, rather than solving individual taxpayers' problems after they file. As part of this philosophy, we met with several industry groups to begin discussions about the proper classification of workers as a way to improve voluntary compliance.

The new payroll deposit regulations simplify a system prone to errors, penalties and noncompliance.

Payroll tax deposit cases account for almost \$34 billion of the \$71 billion in accounts receivable and more than \$18 billion in accounts that are currently not collectible.

Number of Offers in Compromise Received, Number of Offers Accepted and Amount of Liabilities Compromised



Failure to pay self-employment taxes can deprive people of social security retirement, disability or survivor's benefits.

Taxpayers Who Deal in Cash Businesses and Transactions

Cash transactions pose two challenges to voluntary compliance. The first involves small transactions among a large number of self-employed taxpayers. The second involves large cash transactions by a small number of taxpayers. An added dimension of the cash payments issue is that self-employed taxpayers who fail to report cash income are also avoiding paying their self-employment tax. Failure to pay these taxes can deprive them of social security retirement, disability or survivor's benefits.

We have made changes that allow us better to track large cash transactions. Our efforts to encourage businesses to comply with the requirement to submit Form 8300 (Report of Cash Payments Over \$10,000 Received in a Trade or Business) have paid off. In 1986 we received only about 1,200 Forms 8300; in 1992 we received more than 140,000. Forms 8300, along with the Currency Transaction Reports (CTRs) submitted by financial institutions that receive currency transactions over \$10,000, have great potential in identifying nonfilers and unreported income.

International Business Issues

The role of tax administration in an increasingly global economy means we must alter our view of compliance programs and issues that cross national borders.

Helping countries new and old to improve their tax administrations is important to the United States. We held information sharing meetings with Russia, Albania, Bulgaria and Romania to explain how our tax system works and help them determine their needs. We continued providing specialized assistance in Indonesia, Saudi Arabia,

Panama, Senegal, Poland, Puerto Rico and the U.S. Virgin Islands.

Our primary focus, however, was in assessing and improving compliance levels in complex technical areas, such as transfer pricing transactions with foreign related parties. Transfer pricing is an area of ambiguity for both foreign and domestic corporations. In 1989 (the last year for which complete statistics are final), 28 percent of foreign-controlled corporations (FCCs) reported taxable income on returns filed with the IRS. In the same year 41 percent of domestic corporations reported taxable income. While transfer pricing is an area of potential noncompliance by FCCs, there is possible noncompliance by U. S. corporations, particularly those with subsidiaries in tax havens. Transfer pricing cases are extremely labor intensive and involve complex and challenging economic issues.

In 1992 we reported to Congress that, in the past two years, we have increased by about 20 percent the number of international examiners — up from 490 to 582 this year. Also in the past two years, the number of FCC returns under audit has more than doubled from 1,100 to 2,500. Returns under examination in 1992 represented nearly half the total assets and gross receipts of FCCs. Recent law changes make it easier for us to get better expert witnesses for transfer pricing audits. In 1992 we spent \$16 million for such experts.

The most progressive move, however, is the procedure for advanced pricing agreements (APAs). We developed this procedure to agree up-front with taxpayers (including FCCs) about transfer pricing issues. Early agreement limits the lengthy and time-consuming controversies that can result from post-transaction audits. We reached five such agreements in 1992, and we are considering 31 others. The new field assistance specialization program enables

Transfer pricing cases are extremely labor intensive and involve complex and challenging economic issues.

the IRS national office to share expertise in international tax audit issues with field offices. This program has improved coordination between Examination, Appeals and Counsel.

Excise Taxes

Some excise taxes support general government expenses. Others go to specific trust funds for special purposes, such as highways, the Superfund for removal of hazardous substances, oil spill liability, aquatic resources, and harbor maintenance. Excise tax collections were almost \$34 billion in 1992, an increase of 10 percent over 1991 collections.

In the past few years, however, there are indications of an excise tax gap in motor fuel excise taxes. This tax gap may involve criminal tax evasion. In 1989 the Department of the Treasury's Office of Tax Analysis put estimates of unpaid motor fuel excise taxes at \$250 million. Of this, \$100 million may be from criminal activity.

During 1992, the IRS increased its typical audit activity to 5.6 percent coverage. We also participated in a joint FedState Motor Fuel Excise Tax Compliance Project to enhance Federal and State enforcement efforts. Examination increased assessments from audits by almost \$23.8 million by working cooperatively through the FedState compliance project. Criminal Investigation is investigating schemes to defraud the government and has doubled the staff devoted to these investigations since 1990.

Employee Plans and Exempt Organizations

Another area of concern is issues that arise from administering the tax laws related to exempt organizations and employee plans. These issues involve whether tax is due, as well as the complexity and burden of compliance. Both exempt organizations and employee plans are subject to tax on unrelated

business income, an area of the law which has been a source of controversy since its enactment in 1950. Exempt organizations now engage in many types of income-producing activities. The Congressional intent of the unrelated business income tax is to prevent unfair competition between exempt organizations and their for-profit counterparts.

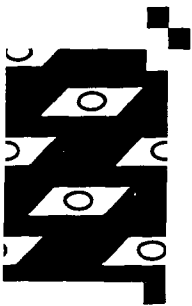
The very complexity of the rules for employee plans is a cause for concern. Congress has made many changes in the law, beginning with the Employee Retirement Income Security Act of 1974 (ERISA). These legislative moves generated changes in regulations and procedural modifications. The combined effect is large-scale complexity that burdens plan administrators and pension recipients and contributes to incorrect reporting of pension income.

Audits continue on these types of returns, but we also undertook several new initiatives. The role of the IRS in administering the law in this area is more one of regulating activity than of generating revenues. The objective is to keep the organizations operating as the law intended. Operations should benefit the employees and retirees enrolled in pension plans and the recipients of philanthropy from exempt organizations.

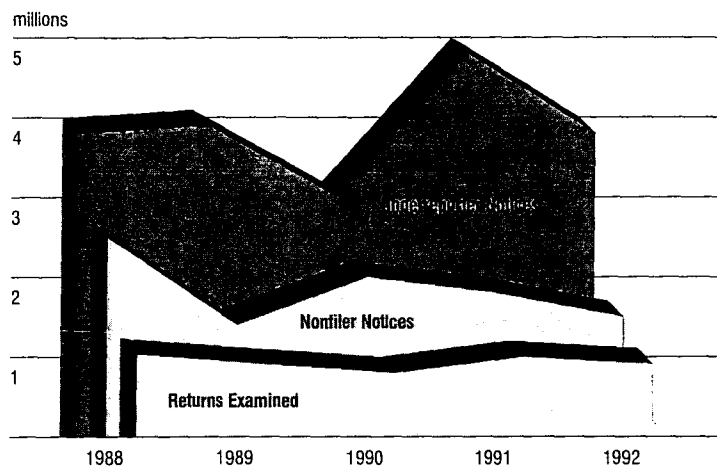
Toward that end, we initiated a closing agreement program this year for exempt organizations and employee plans. This means that when we conduct an examination we try to negotiate monetary sanctions and corrective actions. We try not to revoke the qualified status of the employee benefit plan or close the organization. In 1992 we negotiated more than 200 such closing agreements with employee plans covering thousands of employees.

Exempt organizations can be as large and complex from a financial management standpoint as the larger taxable corporations. This year we applied the

Our objective is to keep pension plans and exempt organizations operating as the law intended.



Number of Individual Returns Examined, Number of Underreporter Notices Sent, and Number of Nonfiler Notices Sent



same specialization techniques to hospitals and universities as we have used for large corporations — the Coordinated Examination Program (CEP). (For more on CEP, see the section of this report on reducing the burden on taxpayers.)

Information Reporting

In 1992 payers filed more than 1 billion information documents. These documents were primarily wage statement Forms W-2 and Forms 1099 reporting income payments, such as interest and dividends and various other types of income. Information reports also cover deductions such as mortgage interest. More than 90 percent of all income individuals report and more than 40 percent of deductions they claim are reported to the taxpayer and the IRS on an information document. About 45 percent of the 115 million individual returns filed in 1992 are based solely on data from information documents. For these obvious reasons, timely and accurate documents are essential to taxpayers in filing a correct return. These documents also allow the IRS to make

appropriate adjustments without resorting to the traditional audit. In 1992, 3.2 percent of the information documents IRS received were missing the taxpayer's identification number or it was not correct. We could not use these 33 million documents.

The Information Reporting Program Advisory Group is made up of representatives of business and payroll professionals, State governments and other Federal agencies. This group met twice in 1992. It advises how to improve the information reporting system without increasing burden and cost to the payor community.

Our Martinsburg Computing Center, where we file information documents, set up a specialized telephone assistance service for payors. The Center also increased the number of seminars and worked directly with payors who submitted data that we could not process. We gave awards to recognize those payors who submitted error-free information consistently. This year 16 payors, who filed a total of 22 million correct information documents, received awards.

Information matching is a key means of ensuring compliance. Of the \$4.3 billion in additional tax and penalties recommended from the matching program, 42 percent (\$1.8 billion) was due to underreported income and \$2.5 billion from apparent nonfiling.

While the information document matching program is very successful for individual taxpayers, we know there are major barriers to starting a similar program for business returns. Because these barriers exist, we are looking at the area of business information reports under our Compliance 2000 strategy. Using this approach, we are identifying areas of tax administration — market segments — where there are compliance problems and where we need additional information reports. These

More than 45 percent of individual returns filed in 1992 are based solely on data from information documents.

Recent trends in losses of single employer plans are disturbing.

market segments are much narrower than a universal program. Our focus will be in educating and supporting businesses and individuals in these segments to comply with tax obligations.

Emerging Issues

Compliance 2000 will give us a better ability to deal with the tax administration implications of economic changes, structural changes, and events that are emerging over the next few years. Our goal is to recognize issues that appear in the business and economic environment and address them in advance. Among the issues we are addressing are the underfunding of pension plans and the increased number and complexity of bankruptcy filings.

However, recent trends in losses of single employer plans are disturbing. According to the Pension Benefit Guaranty Corporation, the average net loss per terminated plan in the five-year period 1975-80 was \$400,000. The average net loss of 1986-91 was \$6.9 million — 17 times higher. Recent failures in the insurance industry resulted in the loss of pension benefits to hundreds of thousands of employees. Employee Plans began a major study of the scope and level of pension plan funding. They brought in an experienced pension economist to take charge of the study.

Bankruptcy trends present another compliance issue. Congress intended the bankruptcy laws either to rehabilitate a financially distressed debtor or to assemble and liquidate the assets for distribution to creditors. For obvious reasons, bankruptcy has an impact on the IRS' ability to collect delinquent taxes.

In 1978 legislation reformed the bankruptcy system. Through June 1992, almost 6.9 million individuals and businesses filed for bankruptcy under the 1978 revised Bankruptcy Code. This number is more than in the previous 80 years under the former Bankruptcy Act.

Since 1985, there has been a 167 percent increase in bankruptcy filings.

According to the Administrative Office of the U.S. Courts, more than 970,000 individuals and businesses filed for bankruptcy in the year ended June 30, 1992. This was an increase of 10.5 percent over the previous year. Business bankruptcies — corporations, partnerships, farmers and sole proprietorships — account for about 8 percent of all 1992 filings. The rest were consumer cases, and 35 percent of these were joint filings of a husband and wife.

In many bankruptcy cases Federal taxes are a major debt. Since 1986, the number of bankruptcy cases about which the IRS has been notified has doubled. Even though the total tax assessed against bankrupt taxpayers in 1992 was \$7.2 billion, collections against these accounts were \$526 million. In fact, since 1986, collections from bankrupt taxpayers have increased 165 percent, while the number of cases went up 100 percent.

Reducing the Burden on Taxpayers

The second major goal of the Internal Revenue Service is to reduce the burden of the tax system on the taxpayer. Reducing the burden of the system is a natural corollary to our efforts to improve voluntary compliance. A less burdensome system encourages compliance rather than impedes it.

During 1992 we began several operational initiatives designed to reduce the burden of the tax system. We also made progress in adopting new technologies designed to reduce the burden.

More than 970,000 individuals and businesses filed for bankruptcy in the year ended June 30.

Our second goal is to reduce the burden of the tax system on the taxpayer.

Our operational initiatives will reduce the time and expense of complying with the law by more than 300 million hours.

Many changes we made during the year contributed to our ability to provide one-stop service to taxpayers. One-stop service is what people have come to expect from many businesses in the private sector. Electronic filing continued to grow both in terms of the number of returns filed and the number of options for filing electronically. We also made progress in developing our programs for making the most of the human resources of the agency in delivering tax administration with less burden on the taxpayer.

Operational Initiatives

The first technique we are using to reduce taxpayer burden is to improve our own procedures. Our best estimate is that our operational initiatives will reduce the time and expense of taxpayers, tax professionals and others in complying with the law by more than 300 million hours. The number of hours spent, or even a dollar value assigned to those hours, does not adequately express the benefits of eliminating frustration and wasted energy.

Federal Tax Deposit Rules

One operational initiative was the new Federal Tax Deposit rules published in May of 1992. The new regulations simplify the rules employers must follow to make deposits of taxes withheld from employee wages. The system had grown so complex that the result was an error-prone process where compliance was difficult to achieve for both sides. Under old rules, the deposit requirements could change from month to month depending on the amount of taxes accumulated. Many employers deposited about twice a week on days set up dividing each month into eight parts. Eighths of a month are confusing increments that are not standard for anyone. Under the new rules, IRS will

notify employers at the end of each year what their deposit deadlines will be for the upcoming year. This schedule will not change unless there is a significant change in the company. Five million employers, primarily small businesses, now will make deposits one time a month. Another 1.1 million employers will make deposits on a semiweekly schedule. The new regulations — proposed, open for public comments and published as regulations on September 22, 1992 — are effective January 1, 1993, with a one-year transition period.

Improved Tax Forms

We also improved several tax forms to reduce their burden on taxpayers:

- a new Schedule C-EZ for small business taxpayers. About 3 million taxpayers can use this new form. Outside of spaces for identity information such as name and address, the new form has only three lines. Schedule C-EZ will be used in filing 1992 tax returns.
- Form 2555-EZ for claiming the foreign earned income exclusion. This form will reduce burden and complexity for taxpayers with relatively simple situations who claim this exclusion.
- expanded Tax Tables for Form 1040. The new tables will allow taxpayers with taxable income up to \$100,000 to use tables rather than compute their tax using the formula. Incorrectly computing their tax is a common error taxpayers make in preparing their returns.

Enforcement Programs

Even enforcement programs can be improved to reduce the burden on the taxpayer. For example, we made changes in the Coordinated Examination Program (CEP). In CEP we examine the tax returns of the 1,650 largest corporate taxpayers in the country. The program consistently contributes the largest and

New regulations simplify the rules employers must follow to make deposits of taxes withheld from employee wages.



We can reduce the burden of the tax system by providing publications that explain the system clearly.

most significant portion of all the Examination results in terms of additional tax recommended.

As a result of quality improvement efforts which began in 1990, CEP has substantially improved the number of agreed cases and agreed dollar deficiencies. The objective was to resolve more of these audit cases at the examination level by working closely with both internal and external CEP customers. The program has produced some key results:

- Cases agreed in whole or in part at the examination level increased from about 29 percent in 1991 to more than 58 percent in 1992.
- The more than 580 CEP examinations closed in 1992 resulted in more than \$15.6 billion in proposed deficiencies.
- Agreed CEP deficiencies in 1992 amounted to \$2.9 billion, with deficiency and interest payments totaling more than \$4.3 billion. Agreed deficiencies increased from 5.1 percent of proposed deficiencies in 1990 to 18 percent in 1992.

Resolving issues more quickly results in savings for the taxpayer and the government. Since CEP taxpayers are under audit almost continually, these taxpayers asked the IRS to institute provisions for applying the findings of one year's audit of a business to substantially similar situations in subsequent years, up through the present. During 1992, the IRS began using such a technique. In this procedure, the IRS audits an issue through to the current filed year and enters into a closing agreement to resolve the issue. For example, if an issue was present in the 1985 year being examined, and the 1987 through 1990 years were not under examination, the taxpayer could request that the issue be examined through 1990. In some cases agreements can be reached involving prior years as well.

Improved Publications

Another way to reduce the burden of the tax system is to provide publications that explain the system clearly. Based on our conviction that informed taxpayers can better meet their obligations with a minimum of burden, we revised our publication *Understanding the Collection Process*. Several professional tax practitioner organizations helped in this effort. These groups include the American Institute of Certified Public Accountants, the American Bar Association and the National Association of Enrolled Agents. This publication covers the most commonly asked questions about IRS procedures for collecting delinquent taxes and taxpayer rights and responsibilities. We now mail this publication with the first bill. The publication covers installment payment arrangements, appeal rights and enforced collection actions. The revision is the result of surveys in which taxpayers said they needed more understandable information about what happens when they owe Federal taxes. We also issued a Spanish language version of this publication.

During 1992, we developed a new publication to help businesses deal with the complexity of international tax issues. This guide — Publication 953, *International Tax Information for Business* — will be available early in 1993. This is the first such publication for international taxpayers.

Unnecessary Filing

One obvious example of unnecessary burden is the taxpayer who files a return without having to. During 1992 we concluded a test in Pennsylvania in which we identified 11,000 taxpayers who had filed returns two years in a row, when there was no need because they had no filing requirement. Almost half the returns were filed by elderly people,



some of whom had paid to have the returns prepared. We sent letters to those we felt might not need to file, explaining the filing requirements. After that, 72 percent did not file returns. The program will be expanded nationwide in 1993. It will include about 1.5 million taxpayers who appear not to meet filing requirements but who have filed in 1990 and 1991.

Problem Resolution Program

Taxpayers need a way to get their problems solved when the normal channels do not seem to be producing results. The Problem Resolution Program (PRP), under the direction of the Taxpayer Ombudsman, fills this need by cutting through red tape and helping to resolve what often appear to taxpayers as insurmountable tax problems. In 1992 PRP successfully handled almost 428,000 such problems for taxpayers.

Among the cases handled by the PRP were more than 31,000 requests for relief of hardship under the Application for Taxpayer Assistance Order (ATAO) program. This program provides for a temporary suspension of IRS enforcement actions while the Problem Resolution Officer (PRO) reviews the taxpayer's case to determine whether a significant hardship exists and whether alternatives can be found both to relieve the hardship and resolve the tax obligation at hand.

In addition to giving assistance to individual taxpayers, the Taxpayer Ombudsman and local PROs act within the IRS as advocates for all taxpayers. In this capacity they identify and help alter or eliminate procedures or systems that create needless taxpayer burdens.

Technology

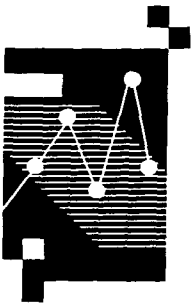
We can make breakthrough gains in reducing the burden of the tax system through application of technology. New

computer systems can give front-line employees the information they need to do their jobs.

Modern computer technology has an important role to play in helping us meet our goals. For example, electronic filing allows faster and more accurate filing than is possible on paper. The error rate for electronic returns is about 2 percent, compared to an error rate of just over 15 percent for paper returns.

The potential for significant burden reduction lies in the implementation of Tax Systems Modernization (TSM). We completed major procurements this year, including an important contract with AT&T for computer equipment to support several TSM initiatives. The contract, called the Treasury Multi-User Acquisition Contract (TMAC), has an estimated systems life value of \$1.4 billion. It will permit IRS to acquire more than 3,000 mini-computers and 50,000 workstations. The systems will give front-line employees improved access to taxpayer data and greater capability to handle taxpayers' questions accurately and quickly. The significant aspect of the TMAC contract award was that the Treasury Department asked for proposals based on getting equipment, integrated software and vendor support that would give the best value to the government, not merely on getting the cheapest price. An in-depth analysis showed that the AT&T proposal would provide \$788 million more value in IRS workforce productivity and direct taxpayer benefits than the other proposals. Losing vendors twice protested the contract award (in July 1991 and March 1992). The General Services Board of Contract Appeals upheld the award in a June 1992 ruling.

This year we also awarded a contract for integration support to TRW, Inc. This contract provides for services to integrate large-scale automated systems — including electronic filing, converting data received on paper to electronic



format through imaging, organizing tax information into integrated data bases, and making tax information readily available through computer terminals — to make certain TSM delivers the expected benefits and efficiencies. TSM includes many data processing systems scheduled for implementation over the next ten years. Part of the contract will be to review and refine the steps we must take to ensure continuity of tax processing as new systems replace the old.

One-Stop Service

One way technology will help reduce the burden of the tax system is through one-stop service. Improvements in technology make it possible for Taxpayer Services personnel to have access to more pertinent information about the taxpayer's account and allows greater authority to be vested with front-line personnel.

The goal of one-stop service is to maximize the number of taxpayers who can conclude their IRS business with only one call or visit. Right now the main focus of one-stop service initiatives is in Taxpayer Services, but the principles apply throughout the IRS. This year we installed more than 800 new computer terminals in our Taxpayer Services call sites, increasing our ability to respond to account questions. Also, new information was on those terminals, thanks to the Corporate Files On Line (CFOL) program that made master file account data accessible on-line. As a result we closed 34.5 percent more account calls (1.6 million calls) on-line than in 1991. CFOL is gradually taking more types of data from the master file accounts and making information accessible to IRS employees.

In 1991 we brought the Returns Transaction Data System (RTVUE) on-line. This system allows employees to provide taxpayers with specific information about math error and other notices

we issue automatically during tax return processing. For the first time, an IRS employee can retrieve this tax return and transaction data on-line, rather than requesting the return from a service center. RTVUE should eliminate pulling 1.1 million returns a year, at a savings of \$1.2 million.

TSM implementation is already paying benefits in improving quality and meeting taxpayer needs. Our Taxpayer Service representatives are now able to provide substantially better, quicker service to more customers than ever before through "on-line" accounts service. Individuals with questions about their tax accounts, refunds, or balances can now, in most cases, be served immediately over the telephone without having to write to a service center for follow-up action. For example, on-line customer accounts service was provided to 6.2 million taxpayers in 1992, compared to 4.6 million in 1991, a 35 percent increase. Because of a successful test at the Memphis Service Center, we can now provide taxpayers with a transcript of their account within 24 to 48 hours. In the past we took 6 to 8 weeks to produce a photocopy of the return. As a part of implementing this improvement nationwide, we are coordinating with other government agencies — Departments of Education and Housing and Urban Development — that routinely require a copy of a tax return for student loan or housing grant applications to advise them that transcripts provide the same information.

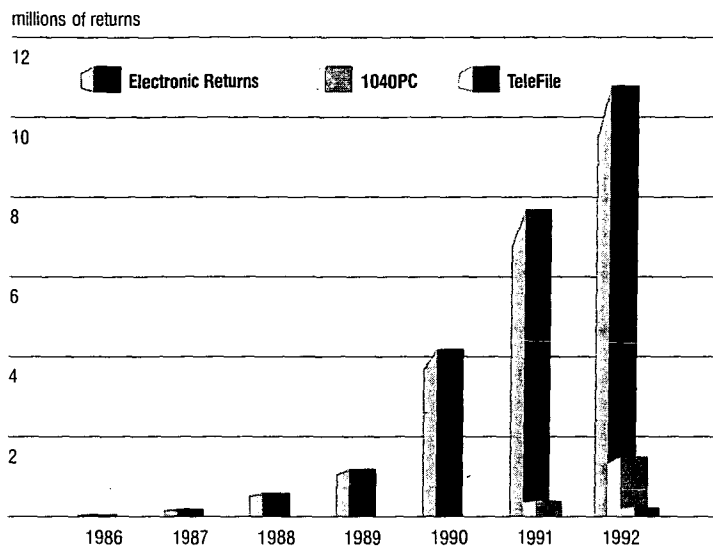
Electronic Filing

Another major way to reduce the burden of the tax system is to increase the number of returns filed electronically. Electronic filing has the power to cause major changes in our tax system and in the way we do business. Electronic

One-stop service will allow most taxpayers to conclude their IRS business with only one call or visit.



Number of Electronic Returns, 1040PC Returns and TeleFile Returns



filing will not be the only or even the primary source of change in the IRS in the years ahead. It will, however, play a critical role in shaping the future design of tax administration.

Electronic filing started in 1986, when 5 participants filed nearly 25,000 electronic returns through our Cincinnati Service Center. Electronic filing went national in 1990, with more than 21,000 participants and more than 4 million returns. In 1992 we had more than 52,000 participants and nearly 11 million returns. And the growth is continuing. We expect to have 14 million electronic returns in 1993. As we approach the 21st Century, electronic filing will spread to more types of taxpayers and more types of returns.

But electronic filing is only one part of the overall electronic picture. Once we capture data electronically, we begin to see major benefits. Electronic data are not subject to further error. We record them once, check them for accuracy, and then have them available as taxpayer account information without

ever recording them again. The next step is to couple this electronic information with the innovative information processing technology available today. In this manner, we can make correct and relevant account information available to any IRS employee contacted by the taxpayer. One-stop resolution of most taxpayer problems will be a reality, not just a pleasant dream.

We also are experimenting in three southern States in Southeast Region, in cooperation with the Bureau of Financial Management Services and the Federal Reserve Bank in Atlanta, with a program called TAXLINK, designed to take the paper out of the Federal Tax Deposit system. TAXLINK, a test pilot program of electronic filing of Federal Tax Deposits, allows employers to make payroll tax deposits without leaving their offices. TAXLINK has the potential of eliminating 80 million paper coupons each year. It also will eliminate the accompanying problems of incorrect addresses and incorrect tax and tax period designations.

This initiative is a promising way of reducing the burden on business taxpayers. Beyond convenience, beyond the elimination of errors, this system eventually will allow the IRS to work more closely with businesses, using on-line information to help them make timely and accurate deposits.

Another way in which the electronic world is gaining influence in tax administration is through joint FedState electronic filing. This program allows taxpayers to transmit tax return data to the Federal and State taxing authorities simultaneously. The program is just getting started, but it is growing. In 1993 the number of States in the program will more than double, to fifteen. So far, South Carolina is the only State to offer joint FedState electronic filing statewide, generating more than 150,000 electronic returns last year. Other States offer FedState electronic

The efficiencies gained by joint FedState electronic filing are so great that the program should spread rapidly.

Electronic filing will spread to more types of taxpayers and more types of returns.

filing only to selected locations or groups of employees. The efficiencies gained by this cooperative venture and the TAXLINK experiment are so great that both programs should spread rapidly.

Technology will also make it easier for taxpayers to resolve tax collection issues. Collection tested a voice-activated, computerized telephone service in California to allow taxpayers to arrange payments by entering information over a push-button telephone. The test involved some 3,000 delinquent accounts. As a part of the billing process, we selected accounts to receive information about the toll-free number for installment payment information. The taxpayer uses the buttons on the telephone to enter certain financial information and proposes a payment schedule. We programmed the computer to approve the offer if the proposed amount of the payment meets predetermined standards. Results, while preliminary, are positive. The average amount owed by those who used the system was almost \$2,400 and the average agreed payment was around \$150 per month.

In another compliance program, we are studying the feasibility of establishing a nationwide expert system to identify potential audit issues in tax returns. The Automated Issue Identification System (AIIS) would provide more equitable treatment of returns. It would save taxpayers the inconvenience of unnecessary contacts or audits. It would meet or exceed the accuracy and cost-effectiveness of existing manual processes. In 1992 we used a prototype version of AIIS to scan more than 20,000 tax returns at two service centers. Compared to returns processed manually, AIIS produced higher yields, greater equity, and lower no-change rates.

Managing Human Resources

The magnitude of the task of modernizing the IRS information systems has led us to seek advice from many sources. The final report of the National Research Council of the National Academy of Sciences panel affirmed the direction in which we are moving. The report also gave specific recommendations for improvement. First was to develop a plan for the human resource issues that arise from systems modernization.

We developed this comprehensive plan during 1992 to guide us in managing our human resources to meet the challenges posed by widespread change within the organization. We designed the Plan for Human Resources Initiatives (PHRI) to allow the IRS to develop the kind of empowered and involved employees we will need to solve problems, improve processes and products, and enable the Service to meet its objectives. PHRI includes 13 objectives to be reached by 1996:

- to develop a unified approach for the work analyses and design methods to be used in carrying out the Tax Systems Modernization and Core Business Systems approaches.
- to define the knowledge, skills and abilities the IRS wants candidates for future management positions to possess.
- to develop multi-functional position descriptions in support of the cross-functional aspects of the IRS vision.
- to develop techniques to improve retention, productivity and customer service.
- to develop human resource policies and systems to support the Service's need for bilingual employees.

We need empowered and involved employees to solve problems and improve our processes and products.

Our third goal is to improve the quality of products and services, increase taxpayers' satisfaction in dealing with the IRS and reduce the cost to both the government and the public.

- to develop award systems to provide immediate recognition for employees who contribute to customer service.
- to increase the use of workplace and work schedule flexibilities.
- to develop performance measurement systems that are consistent with Total Quality Organization principles.
- to identify generic workplace skills necessary to enable a diverse workforce to meet the challenges of key business objectives and strategies.
- to establish a mechanism for career development opportunities and training for employees who are redeployed.
- to establish an integrated curriculum approach for delivering skill courses to all employees.
- to monitor and encourage efforts to improve all activities within the collective bargaining relationship with the National Treasury Employees Union.

Improving Quality-Driven Productivity and Customer Satisfaction

The third goal of the Internal Revenue Service is to improve the quality of products and services, increase taxpayers' satisfaction in dealing with the IRS and reduce the cost to both the government and the public. These principles must be integral parts of all IRS programs. Our activities in quality initiatives, our enhanced training program, and our strategies to emphasize diversity issues keep us headed toward this goal.

Quality

Delivering quality service is the first step toward customer satisfaction. The President's Award for Quality presented to the Ogden Service Center is but one example of the IRS commitment to quality. In 1992 the IRS also issued a plan for improving customer satisfaction and organizational performance. This plan included provisions for continuing the long-standing partnership between the Service and the National Treasury Employees Union in the quality arena.

When IRS and NTEU began the Joint Quality Improvement Process (JQIP) five years ago, a unique government approach to quality began. The experience we have gained has greatly enhanced our appreciation of how a commitment to quality can change an organization.

We have formed nearly 2,000 Quality Improvement Process Teams during the past five years, representing every one of the Service's functions and districts. These teams have completed more than 1,000 projects, resulting in benefits for the Service and taxpayers alike.

The Austin District's Collection/Examination Referral System Team is a good example of our quality process in action. We incorporated quality improvement recommendations from the Austin District into the national nonfiler strategy. We expect this strategy to generate \$3 billion to \$4 billion in additional revenue over a period of three years. Results like this, results worth millions of dollars saved and tremendous amounts of burden reduced, are showing up everywhere.

Our quality efforts are now expanding beyond quality improvement teams into how we analyze, manage, measure, and improve our work systems. This Core Business Systems approach puts continued emphasis on satisfying our external customer the taxpayer. We will

The IRS-NTEU Joint Quality Improvement Process is a unique government approach to quality.

do this by analyzing and improving broad cross-functional work systems that deliver net customer value. Our goal is to be a Total Quality Organization.

Training

An excellent training program is an important prerequisite to quality. If we are to make the extraordinary progress required for success in the 21st Century, we must provide people with the skills, knowledge, and equipment necessary to do their job. In short, we must have a training program that prepares our employees to deliver the quality service our customers want and deserve.

In 1992 we began work on a new concept in training for the agency—a university environment. We hope to have this IRS University concept fully implemented by 1996.

We base IRS University on the realization that our modernized information systems will be less valuable, our new compliance philosophy less effective, and our attempt to improve customer satisfaction less than fully successful—unless our managers and employees have the skills they need to make our new tax administration system work. We will need a cadre of managers and employees with superior computer skills, detailed knowledge of tax law, and outstanding interpersonal skills if we are to provide our customers with the comprehensive, one-stop service we have promised.

Ethics

An important aspect of quality service is that we base it on a high standard of ethics. Taxpayers demand to know that they can trust the IRS employees who are handling their tax matters.

The IRS has developed a strict code of ethics—one of the toughest sets of rules in government. But despite the

Agency's long-standing efforts, IRS management knows that ethical standards go beyond following rules.

We base our ethics program on the belief that ethics is a way of viewing how the IRS does business, both internally and externally. The most basic demonstration of our commitment to ethics is the inclusion of ethics as one of the five major strategies in the IRS business plan.

The Ethics Action Plan establishes a comprehensive framework for addressing ethics, integrity, and conduct awareness on an ongoing basis. Issues addressed in this plan include reporting of wrongdoing and preventing reprisals, consistency of disciplinary actions for all employees for similar misconduct, and communicating expectations of ethical behavior to all employees.

The Inspection Service made presentations to more than 900 groups in 1992 to heighten awareness of integrity and fraud issues. These sessions also provide a deterrent against fraud and abuse in IRS programs and operations.

In 1992 we provided one-day ethics awareness workshops for 13,000 managers. This training included discussions of ethical issues and the dilemmas managers face daily.

We scheduled ethics training starting for an additional 106,000 employees for the early part of FY 93. The centerpiece of this training will be a new Ethics Resource Guide. This guide will set forth our expectations, requirements, and resources available for advice in the ethics field. Phase one of the employee training will involve face-to-face meetings between managers and employees to discuss local office issues and concerns and shared ethical values. Phase two will include classroom training. The

Taxpayers demand to know that they can trust the IRS employees who are handling their tax matters.

We must provide our employees with the skills, knowledge, and equipment necessary to do their job.





classroom phase includes job-specific scenarios of ethical issues in real-life job situations and feedback from employees to managers about work place ethical issues.

We have also started two new periodicals. *Practicing Ethics* is a new periodical for all employees, published twice a year. The second, *The IRS Manager*, is directed at managers. We devoted most of the first three issues to ethics and integrity.

We conducted a survey of all IRS employees to determine areas relating to attitudes about ethics within the agency. This survey, combined with results of a similar survey of managers done in 1991, establishes a baseline from which to gauge our progress. We have already taken some steps to improve the areas identified in the employee survey.

We established a set of guidelines for employee disciplinary actions and adverse actions to ensure that sanctions are consistent and even-handed, regardless of rank or position. This is a key issue in establishing credibility for our ethics program.

We have widely published our Inspection Hotline Number (1-800-366-4484) to encourage employees to report wrongdoing — and the number of hotline calls is increasing as a result.

We began a major effort to review the way we measure our work so that our performance evaluations and measurement systems do not encourage a “make-the-numbers” mindset. As an example, productivity statistics for telephone assistance work now are determined by measuring only the number of correct responses made rather than the total number of calls answered. This ensures that quality is the top priority.

Customer service and quality depend on our having a work force as diverse as the public we serve.

Diversity

The IRS' business plan recognizes that customer service and quality depend on our ability to attract and retain a work force as diverse as the public we serve. And for that reason we have designated Diversity as one of the five strategies by which we intend to accomplish our objectives.

While the Diversity Strategy encompasses the legal obligations of equal employment opportunity (EEO), the Strategy has broader ramifications. EEO has historically focused on *quantitative* change. EEO continues to be important, but alone it cannot produce the organizational *culture* change that our Diversity Strategy envisions. Our Diversity Strategy is driven by the need to maximize the talent of *all* our human resources.

Diversity means recognizing, accepting, respecting, and *valuing* the differences among us. Those differences may arise because of age, gender, race, physical ability, religion, or cultural background.

The IRS, like our society, includes people of vastly different backgrounds and viewpoints. Our different backgrounds and experiences make us strong and help us serve the American people better. The IRS can accomplish its objectives only if our workforce understands and relates effectively to all the people we serve, not to a mythical “typical taxpayer.”

On the EEO front, the IRS has made progress that should be recognized. We have increased representation of minorities in our workforce, and in some geographic areas we have done well. But more remains to be done — not only in recruiting but also in training, mentoring and providing opportunities for advancement. We have forged relationships for recruiting, but we have also focused on improving retention,

Diversity, means recognizing, accepting, respecting, and valuing the differences among us.

training, and advancement opportunities. And most importantly, we are beginning to focus on the *culture* change that values and uses the skills of *all* employees.

The IRS of the Future

The accomplishments of 1992 are just a part of our effort to reform our tax system, restructure our information systems, and reinvigorate our work force. We will not reach our goal in a single year or even two or three years. Instead, we have begun to carry out our changes through a responsible and thoughtful process that will last for 8 to 10 years.

In that short period, our vision for the IRS is to achieve

- a voluntary compliance rate well in excess of 90 percent;
- reliance on the telephone, rather than correspondence as the preferred method of customer service;
- one-stop service for all taxpayers;
- 100 million electronic returns and a dramatically reduced reliance on paper submissions of any kind;
- single wage reporting;
- all tax payments received by electronic funds transfer;
- instant access to all relevant information;
- an organization-wide passion for customer service;
- geographic flexibility in location of employees and operations through electronic linkages;
- cross-functional and less hierarchical organizational structures; and

- a highly skilled and empowered workforce with superior computer skills, detailed knowledge of tax law, and outstanding interpersonal skills.

The IRS of the future is an exciting one. Getting there will entail hard work, an ability to manage ourselves through some ambiguities and an absolute commitment to continuous improvement. By working closely with the American people and with organizations representing various segments of the tax industry, we can succeed in this plan and make our ambitious vision a reality.

We have begun to carry out our changes through a responsible and thoughtful process.

Statistical Tables

Note: Statistical data used in the text and tables of this volume are on a fiscal year basis, unless otherwise noted. For example, data headed "1992" pertain to the fiscal year ended September 30, 1992.

Footnotes for all tables are combined at the end of the Statistical Tables section.

<i>Table 1.</i> Summary: Internal Revenue Collections	<i>Table 17.</i> Examined Returns and Service Center Correspondence Resulting in Refunds
<i>Table 2.</i> Summary: Number of Returns by Principal Type of Return	<i>Table 18.</i> Information Reporting Program
<i>Table 3.</i> Internal Revenue Collections by Region and State	<i>Table 19.</i> Delinquent Collection Activity
<i>Table 4.</i> Internal Revenue Collections by Principal Sources	<i>Table 20.</i> Criminal Investigation Program
<i>Table 5.</i> Amount of Internal Revenue Refunds Including Interest	<i>Table 21.</i> Internal Audit
<i>Table 6.</i> Number of Internal Revenue Refunds Issued	<i>Table 22.</i> Internal Security Activities Employee/Non-Employee Violations
<i>Table 7.</i> Number of Returns Filed	<i>Table 23.</i> Employee Plans and Exempt Organizations Tax Rulings and Technical Advice (Closings)
<i>Table 8.</i> Number of Returns Filed Electronically	<i>Table 24.</i> Determination Letters Issued on Employee Benefit Plans
<i>Table 9.</i> Selected Information from Returns Filed	<i>Table 25.</i> Exempt Organizations and Other Entities Listed on Exempt Organizations and Business Master File
<i>Table 10.</i> Taxpayer Assistance and Education Programs	<i>Table 26.</i> Exempt Organizations Applications (Disposals)
<i>Table 11.</i> Returns Filed, Examination Coverage (1992)	<i>Table 27.</i> Internal Revenue Collections, Costs, Employees and U.S. Population
<i>Table 12.</i> Returns Filed, Examination Coverage (1991)	<i>Table 28.</i> Internal Revenue Service Costs by Activity
<i>Table 13.</i> Number of Returns Examined (1992)	<i>Table 29.</i> Internal Revenue Service Costs by Office
<i>Table 14.</i> Additional Tax and Penalties Recommended After Examination (1992)	<i>Table 30.</i> Internal Revenue Service Personnel Summary
<i>Table 15.</i> Civil Penalties Assessed and Abated	<i>Table 31.</i> Chief Counsel Workload by Function
<i>Table 16.</i> Examined Returns and Service Center Correspondence Contacts Involving Revenue Base Protection	<i>Table 32.</i> Chief Counsel Workload by Region/Office
	<i>Table 33.</i> Comparison for Equal Employment Opportunity Statistics

Table 1 — Summary: Internal Revenue Collections

(In thousands of dollars. For details see Statistical Table 3.)

Source	Percent of 1992 collections	Gross collections		Net collections		Percent of 1992 collections
		1991	1992	1992 Refunds ³	Amount	
Grand total	100.0%	1,086,851,401	1,120,799,558	109,900,264	1,010,899,294	100.0%
Income taxes, total	60.3%	660,475,445	675,673,952			
Corporation	10.5%	113,598,569	117,950,796	17,612,430	100,338,366	9.9%
Regular	10.5%	113,310,389	117,571,285			
Exempt organizations business income tax	-	288,179	379,511			
Individual, total ¹	49.8%	546,876,876	557,723,156	89,531,075 ⁴	468,192,081	46.3%
Withheld by employers ^{1,2}	36.4%	404,183,687	408,380,909			
Other ²	13.3%	142,693,189	149,342,247			
Employment taxes, total	35.7%	384,451,220	400,080,904	964,356	399,116,548	39.5%
Old-age survivors disability and hospital insurance, total	34.8%	374,743,589	389,967,051	804,650	389,162,401	38.5%
Federal insurance contributions	32.6%	349,287,205	365,546,155			
Self-employment insurance contributions	2.2%	25,456,384	24,420,896			
Unemployment insurance -	0.5%	5,474,000	5,754,998	148,069	5,606,929	0.6%
Railroad retirement	0.4%	4,233,631	4,358,855	11,638	4,347,217	0.4%
Estate and gift taxes, total	1.0%	11,473,141	11,479,116	335,678	11,143,439	1.1%
Estate	0.9%	10,237,247	10,411,450			
Gift	0.1%	1,235,894	1,067,666			
Excise taxes, total	3.0%	30,451,596	33,565,587	1,456,726	32,108,861	3.2%

Table 2 — Summary: Number of Returns by Principal Type of Return

(Figures in thousands. For details see Statistical Table 7.)

Type of return	1991	1992
Grand total	203,713	204,075
Income taxes, total	161,845	161,895
Individual	114,058	114,999
1040	74,645	77,113
1040A	21,758	20,391
1040EZ	17,352	17,190
1040 other ¹	303	304
Individual estimated tax	38,386	37,321
Fiduciary	2,765	2,885
Fiduciary estimated tax	612	614
Partnership	1,671	1,604
Corporation	4,354	4,472
Estate tax	64	67
Gift tax	155	168
Employment taxes	28,516	28,664
Exempt organizations	513	531
Employee plans	1,117	1,160
Excise taxes	809	811
Supplemental documents ²	10,694	10,780

Table 3 — Internal Revenue Collections by Region and State

(In thousands of dollars)

Internal Revenue regions and districts, states and other areas. States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.¹

	Total internal revenue collections (1)	Corporation income tax ^{2,3} (2)	Individual Income and Employment Taxes							
			Total (3)	Income tax not withheld and SECA ^{4,5,6} (4)	Income tax withheld and FICA ^{4,7} (5)	Railroad retirement (6)	Unemployment insurance ⁸ (7)	Estate tax ⁹ (8)	Gift tax ⁹ (9)	Excise tax (10)
United States, total	1,120,799,558	117,950,796	957,804,059	173,763,143	773,927,064	4,358,855	5,754,998	10,411,450	1,067,666	33,565,587
North Atlantic Region	181,618,736	22,119,985	155,318,285	26,202,940	128,145,987	250,525	718,833	1,935,433	208,057	2,036,976
Albany (See (d) below)	11,495,866	1,239,826	10,183,025	1,060,696	9,080,412	13,110	28,807	41,087	277	31,651
Augusta (Maine)	3,428,328	258,941	3,084,598	610,556	2,448,397	4,130	21,515	25,778	2,434	56,577
Boston (Massachusetts)	31,326,963	3,191,676	27,552,696	4,822,164	22,565,330	17,630	147,572	315,462	26,974	240,154
Brooklyn (See (d) below)	20,170,777	966,694	18,794,374	4,717,889	13,875,807	104,605	96,073	176,403	15,205	218,100
Buffalo (See (d) below)	15,783,049	1,422,102	14,072,065	2,036,478	11,953,074	4,518	77,996	112,918	8,237	167,728
Burlington (Vermont)	1,665,034	121,348	1,514,084	331,134	1,168,835	4,910	9,206	15,561	238	13,802
Hartford (Connecticut)	22,873,200	2,664,759	19,674,284	3,332,357	16,250,133	1,283	90,511	238,132	18,335	277,690
Manhattan (See (d) below)	66,848,362	11,628,330	53,178,133	7,904,523	44,969,350	100,235	204,025	931,489	134,564	975,846
Portsmouth (New Hampshire)	3,985,674	234,555	3,688,484	764,883	2,900,808	103	22,690	39,029	818	22,789
Providence (Rhode Island)	4,041,484	391,753	3,576,540	622,262	2,933,840	0	20,438	39,576	975	32,640
Mid-Atlantic Region	187,434,077	17,486,439	143,873,647	22,327,190	119,480,940	1,340,678	724,840	1,347,269	125,195	4,601,527
Baltimore (Maryland & D.C.)	32,919,220	2,348,916	29,835,673	3,973,904	25,393,556	353,677	114,536	246,087	16,052	472,492
Newark (New Jersey)	50,750,259	5,755,998	42,752,827	6,288,241	36,235,500	15,813	213,274	356,138	49,620	1,835,676
Philadelphia (See (f) below)	36,295,467	3,504,811	31,405,212	5,229,559	25,473,946	529,436	172,269	233,616	32,124	1,119,705
Pittsburgh (See (f) below)	17,721,898	2,004,725	15,256,782	2,374,523	12,768,904	29,216	84,139	183,500	13,165	263,725
Richmond (Virginia)	23,968,565	2,134,691	20,873,730	3,845,502	16,495,203	412,492	120,533	226,268	10,707	723,168
Wilmington (Delaware)	5,778,667	1,737,298	3,749,423	615,461	3,113,830	44	20,088	101,659	3,526	186,761
Southeast Region	157,050,990	14,584,540	137,435,907	28,700,127	107,214,866	623,225	897,689	1,666,669	210,740	3,153,134
Atlanta (Georgia)	28,179,470	3,924,147	22,687,257	3,577,433	18,948,319	3,896	157,609	168,259	17,845	1,381,963
Birmingham (Alabama)	10,811,445	940,830	9,596,426	1,890,556	7,637,207	2,610	66,053	112,625	10,574	150,989
Columbia (South Carolina)	9,514,769	670,062	8,653,259	1,450,435	7,138,045	857	63,923	66,024	13,066	112,358
Ft. Lauderdale (See (b) below)	21,682,305	1,017,182	19,745,246	7,134,979	12,495,917	329	114,020	586,238	106,354	227,286
Greensboro (North Carolina)	21,892,688	2,574,013	18,898,174	3,476,971	15,284,417	1,531	135,254	224,242	18,991	177,267
Jackson (Mississippi)	5,054,897	405,940	4,480,498	977,005	3,457,693	11,174	34,625	41,181	4,416	122,862
Jacksonville (See (b) below)	21,963,144	1,200,947	20,375,630	4,370,741	15,298,929	593,412	112,547	241,301	13,974	131,293
Little Rock (Arkansas)	7,634,304	1,387,869	6,031,126	1,051,946	4,922,172	4,586	52,422	33,879	3,164	178,266
Nashville (Tennessee)	17,393,259	1,462,494	15,498,816	2,644,686	12,751,828	2,333	99,969	103,595	15,828	312,527
New Orleans (Louisiana)	12,924,709	1,001,057	11,469,477	2,125,373	9,280,339	2,497	61,268	89,325	6,527	358,323
Central Region	133,039,508	12,699,065	115,601,882	15,866,755	98,775,475	141,694	817,959	896,509	62,690	3,779,362
Cincinnati (See (e) below)	20,363,035	2,629,916	17,376,275	2,668,479	14,598,121	850	108,825	134,168	11,115	211,561
Cleveland (See (e) below)	29,475,224	2,456,684	24,706,608	3,230,991	21,277,018	58,825	139,774	219,571	15,064	2,077,298
Detroit (Michigan)	44,918,115	4,166,120	40,123,266	4,588,710	35,095,613	57,078	381,865	265,795	21,136	341,797
Indianapolis (Indiana)	23,874,232	2,056,268	21,249,378	2,983,694	18,141,283	19,223	105,178	162,677	9,365	396,544
Louisville (Kentucky)	10,706,922	1,190,910	8,787,702	1,720,979	7,000,605	5,500	60,618	92,293	5,458	630,559
Parkersburg (West Virginia)	3,701,980	199,166	3,358,652	673,900	2,662,836	218	21,698	22,006	552	121,603
Midwest Region	164,459,405	21,673,410	137,008,926	22,457,097	112,447,910	1,340,814	763,104	1,176,858	105,122	4,495,090
Aberdeen (South Dakota)	1,920,814	102,298	1,751,747	580,697	1,157,131	3,171	10,748	24,774	1,394	40,601
Chicago (See (c) below)	55,754,787	7,697,358	45,458,022	7,551,721	37,393,630	258,183	254,488	436,150	45,131	2,118,127
Des Moines (Iowa)	8,958,794	1,023,384	7,506,072	1,705,737	5,745,265	9,946	45,124	60,872	2,285	368,181
Fargo (North Dakota)	1,666,457	111,476	1,518,471	435,019	1,074,072	861	8,519	5,941	14	30,554
Helena (Montana)	1,905,814	136,646	1,717,487	520,410	1,173,473	12,980	10,625	16,756	868	34,056
Milwaukee (Wisconsin)	22,440,370	2,345,857	19,749,305	2,897,615	16,732,241	9,653	109,795	113,713	15,946	215,550

Table 3 — Internal Revenue Collections by Region and State, continued

(In thousands of dollars)

Internal Revenue regions and districts, states and other areas. States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.¹

Internal Revenue regions and districts, states and other areas. States represented by single districts indicated in parentheses; totals for other states shown at bottom of table. ¹	Total internal revenue collections (1)	Corporation income tax ^{2,3} (2)	Individual Income and Employment Taxes							
			Total (3)	Income tax not withheld and SECA ^{4,5,6} (4)	Income tax withheld and FICA ^{4,7} (5)	Railroad retirement (6)	Unemployment insurance ⁸ (7)	Estate tax ⁹ (8)	Gift tax ⁹ (9)	Excise tax (10)
Midwest Region, continued										
Omaha (Nebraska)	6,870,020	842,814	5,886,567	1,058,965	4,367,724	425,890	33,988	46,115	1,781	92,743
St. Louis (Missouri)	27,296,697	4,989,669	21,335,112	3,081,476	18,083,273	41,171	129,192	223,048	20,855	728,015
St. Paul (Minnesota)	27,673,213	3,350,067	23,506,420	3,019,593	19,804,886	565,744	116,198	124,816	14,278	677,632
Springfield (See (c) below)	9,972,439	1,073,842	8,579,722	1,605,864	6,916,215	13,215	44,428	124,673	2,569	191,632
Southwest Region	130,670,808	10,106,349	107,744,635	21,792,111	85,030,160	288,423	633,941	1,087,750	163,026	11,569,049
Albuquerque (New Mexico)	3,412,640	162,305	3,130,860	706,331	2,403,927	251	20,351	35,033	2,291	82,151
Austin (See (g) below)	15,399,726	887,305	13,792,753	3,074,322	10,652,737	7,822	57,873	141,435	21,256	556,975
Cheyenne (Wyoming)	1,389,127	50,354	1,135,277	380,781	748,180	42	6,275	8,641	2,770	192,085
Dallas (See (g) below)	30,343,134	2,282,587	25,458,884	5,236,015	20,039,616	3,827	179,426	278,396	72,656	2,250,611
Denver (Colorado)	17,087,868	1,091,815	15,357,513	2,556,469	12,725,733	6,231	69,081	96,017	4,132	538,392
Houston (See (g) below)	26,242,250	3,168,728	18,116,127	3,470,361	14,525,148	14,278	106,340	179,087	27,252	4,751,056
Oklahoma City (Oklahoma)	12,327,170	774,571	9,007,224	1,712,066	7,241,914	1,586	51,658	97,289	6,595	2,441,491
Phoenix (Arizona)	9,662,807	407,135	8,908,446	2,055,288	6,791,325	1,289	60,544	119,531	14,641	213,053
Salt Lake City (Utah)	5,066,217	538,576	4,338,843	857,050	3,450,116	2,198	29,479	53,100	4,782	130,916
Wichita (Kansas)	9,739,870	742,971	8,498,706	1,743,428	6,451,464	250,900	52,915	79,222	6,651	412,319
Western Region	177,046,431	16,593,650	154,324,521	34,708,020	118,382,423	362,606	871,473	2,009,996	190,346	3,927,918
Anchorage (Alaska)	2,143,128	114,076	1,994,169	475,217	1,507,736	791	10,425	6,477	422	27,985
Boise (Idaho)	3,465,080	340,779	3,067,239	626,479	2,417,689	351	22,720	19,302	4,856	32,903
Honolulu (Hawaii)	4,542,943	412,280	4,003,114	916,227	3,064,282	120	22,485	61,095	2,283	64,171
Laguna Niguel (See (a) below)	27,671,533	1,870,650	25,299,133	6,385,555	18,746,165	542	166,871	320,128	21,316	160,305
Las Vegas (Nevada)	5,029,561	306,381	4,626,420	1,436,931	3,157,279	12	30,198	39,940	7,397	49,423
Los Angeles (See (a) below)	39,687,712	4,990,429	32,811,584	6,477,251	26,141,178	58	193,097	542,047	54,988	1,288,663
Portland (Oregon)	10,468,856	958,604	9,252,592	2,045,972	7,166,155	1,167	39,298	96,329	14,466	146,866
Sacramento (See (a) below)	15,834,020	602,075	14,873,352	4,087,576	10,707,132	2,618	76,026	178,123	6,948	173,523
San Francisco (See (a) below)	24,882,957	3,557,521	19,451,603	3,366,603	15,651,516	353,348	80,136	350,577	32,125	1,491,131
San Jose (See (a) below)	20,813,187	1,448,117	18,855,766	4,364,277	14,379,246	1,638	110,606	253,428	20,355	235,521
Seattle (Washington)	22,507,455	1,992,737	20,089,548	4,523,931	15,444,045	1,962	119,610	142,552	25,191	257,427
International	6,763,259	1,789,840	4,776,014	1,177,490	3,551,634	4,926	41,964	75,937	2,490	118,978
Puerto Rico	2,280,388	45,756	2,173,235	135,513	2,002,115	—	35,607	8,785	644	51,968
Other	4,482,871	1,744,084	2,602,779	1,041,978	1,549,519	4,926	6,356	67,152	1,846	67,010
Undistributed¹⁰	2,716,344	897,520	1,720,242	531,414	897,669	5,964	285,196	215,029	—	(116,447)
Totals for states not shown above										
(a) California	128,889,408	12,468,793	111,291,438	24,681,261	85,625,237	358,203	626,737	1,644,302	135,731	3,349,144
(b) Florida	43,645,449	2,218,128	40,120,875	11,505,721	27,794,846	593,742	226,567	827,539	120,328	358,578
(c) Illinois	65,727,226	8,771,199	54,037,744	9,157,585	44,309,845	271,398	298,916	560,823	47,701	2,309,759
(d) New York	114,298,054	15,256,952	96,227,598	15,719,585	79,878,644	222,468	406,901	1,261,897	158,283	1,393,324
(e) Ohio	49,838,259	5,086,600	42,082,883	5,899,470	35,875,139	59,675	248,598	353,739	26,179	2,288,859
(f) Pennsylvania	54,017,365	5,509,536	46,661,994	7,604,082	38,242,851	558,652	256,409	417,116	45,289	1,383,430
(g) Texas	71,985,109	6,338,621	57,367,765	11,780,699	45,217,501	25,927	343,638	598,918	121,164	7,558,642

Table 4 — Internal Revenue Collections by Principal Sources

(In thousands of dollars)

Fiscal year	Total Internal Revenue Collections (1)	Income and profits taxes					
		Total (2)	Corporation income and profit taxes (3)	Individual income taxes (4)	Employment taxes (5)	Estate and gift taxes (6)	Excise taxes (7)
1963	105,925,395	75,323,714	22,336,134	52,987,581	15,004,486	2,187,457	13,409,737
1964	112,260,257	78,891,218	24,300,863	54,590,354	17,002,504	2,416,303	13,950,232
1965	114,434,634	79,792,016	26,131,334	53,660,683	17,104,306	2,745,532	14,792,779
1966	128,879,961	92,131,794	30,834,243	61,297,552	20,256,133	3,093,922	13,398,112
1967	148,374,815	104,288,420	34,917,825	69,370,595	26,958,241	3,014,406	14,113,748
1968	153,636,838	108,148,565	29,896,520	78,252,045	28,085,898	3,081,979	14,320,396
1969	187,919,560	135,778,052	38,337,646	97,440,406	33,068,657	3,530,065	15,542,787
1970	195,722,096	138,688,568	35,036,983	103,651,585	37,449,188	3,680,076	15,904,264
1971	191,647,198	131,072,374	30,319,953	100,752,421	39,918,690	3,784,283	16,871,851
1972	209,855,737	143,804,732	34,925,546	108,879,186	43,714,001	5,489,969	16,847,036
1973	237,787,204	164,157,315	39,045,309	125,112,006	52,081,709	4,975,862	16,572,318
1974	268,952,254	184,648,094	41,744,444	142,903,650	62,093,632	5,100,675	17,109,853
1975	293,822,726	202,146,097	45,746,660	156,399,437	70,140,809	4,688,079	16,847,741
1976	302,519,792	205,751,753	46,782,956	158,968,797	74,202,853	5,307,466	17,399,118
1976 (TQ) ¹	75,462,780	49,567,484	9,808,905	39,758,579	19,892,041	1,485,247	4,518,008
1977	358,139,417	246,805,067	60,049,804	186,755,263	86,076,316	7,425,325	17,832,707
1978	399,776,389	278,438,289	65,380,145	213,058,144	97,291,653	5,381,499	18,664,949
1979	460,412,185	322,993,733	71,447,876	251,545,857	112,849,874	5,519,074	19,049,504
1980	519,375,273	359,927,392	72,379,610	287,547,782	128,330,480	6,498,381	24,619,021
1981	606,799,103	406,583,302	73,733,156	332,850,146	152,885,816	6,910,386	40,419,598
1982	632,240,506	418,599,768	65,990,832	352,608,936	168,717,936	8,143,373	36,779,428
1983	627,246,793	411,407,523	61,779,556	349,627,967	173,847,854	6,225,877	35,765,538
1984	680,475,229	437,071,049	74,179,370	362,891,679	199,210,028	6,176,667	38,017,486
1985	742,871,541	474,072,327	77,412,769	396,659,558	225,214,568	6,579,703	37,004,944
1986	782,251,812	497,406,391	80,441,620	416,964,771	243,978,380	7,194,956	33,672,086
1987	886,290,590	568,311,471	102,858,985	465,452,486	277,000,469	7,667,670	33,310,980
1988	935,106,594	583,349,120	109,682,554	473,666,566	318,038,990	7,784,445	25,934,040
1989	1,013,322,133	632,746,069	117,014,564	515,731,504	345,625,586	8,973,146	25,977,333
1990	1,056,365,652	650,244,947	110,016,539	540,228,408	367,219,321	11,761,939	27,139,445
1991	1,086,851,401	660,475,445	113,598,569	546,876,876	384,451,220	11,473,141	30,451,596
1992	1,120,799,558	675,673,952	117,950,796	557,723,156	400,080,904	11,479,116	33,565,587

Table 5 — Amount of Internal Revenue Refunds Including Interest

(In thousands of dollars)

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)

	Total (1)	Corporation Income ² (2)	Individual income ³ (3)	Employment taxes ⁴ (4)	Estate tax (5)	Gift tax (6)	Excise taxes ⁵ (7)
United States, total¹	113,108,327	19,688,562	88,623,915	2,397,727	376,800	23,945	1,997,378
North—Atlantic Region	18,055,526	5,009,378	12,742,333	220,141	53,579	1,997	28,099
Albany (See (d) below)	956,432	181,764	760,268	11,186	2,515	17	682
Augusta (Maine)	463,439	70,487	388,014	3,519	851	189	379
Boston (Massachusetts)	3,172,787	655,664	2,463,082	40,277	10,494	119	3,150
Brooklyn (See (d) below)	3,023,444	231,704	2,744,282	37,476	6,186	(101)	3,897
Buffalo (See (d) below)	2,135,842	280,062	1,832,971	16,201	2,832	145	3,630
Burlington (Vermont)	356,465	174,708	178,510	2,529	506	3	209
Hartford (Connecticut)	2,154,194	498,526	1,616,232	29,548	5,832	891	3,164
Manhattan (See (d) below)	4,806,870	2,788,555	1,913,930	69,516	21,856	581	12,432
Portsmouth (New Hampshire)	534,598	59,239	468,635	5,425	972	0	326
Providence (Rhode Island)	451,456	68,668	376,410	4,463	1,533	152	229
Mid-Atlantic Region	15,318,420	2,940,695	12,022,949	260,081	59,153	2,761	32,781
Baltimore (Maryland & D.C.)	2,866,014	483,844	2,254,567	98,525	20,650	67	8,360
Newark (New Jersey)	4,821,058	1,227,624	3,479,245	74,750	22,845	2,948	13,646
Philadelphia (See (f) below)	3,084,103	418,244	2,620,854	37,577	3,646	(548)	4,329
Pittsburgh (See (f) below)	1,705,381	413,088	1,267,526	18,446	3,820	108	2,394
Richmond (Virginia)	2,517,793	318,081	2,162,493	26,141	7,415	117	3,545
Wilmington (Delaware)	324,071	79,814	238,264	4,641	777	69	507
Southeast Region	17,974,381	1,999,813	15,643,825	224,512	64,320	2,194	39,717
Atlanta (Georgia)	2,750,744	506,962	2,203,010	32,047	3,702	119	4,904
Birmingham (Alabama)	1,408,428	73,184	1,318,350	13,609	1,117	15	2,153
Columbia (South Carolina)	1,316,062	186,374	1,105,521	12,092	1,904	17	10,154
Fort Lauderdale (See (b) below)	2,343,331	160,387	2,118,005	36,940	24,058	1,162	2,779
Greensboro (North Carolina)	2,572,829	346,566	2,191,217	25,151	6,023	116	3,755
Jackson (Mississippi)	813,087	35,645	767,370	7,551	1,578	17	926

Table 5 — Amount of Internal Revenue Refunds Including Interest, continued

(In thousands of dollars)

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)	Total (1)	Corporation income ² (2)	Individual income ³ (3)	Employment taxes ⁴ (4)	Estate tax (5)	Gift tax (6)	Excise taxes ⁵ (7)
Southeast Region, continued							
Jacksonville (See (b) below)	2,694,688	300,195	2,333,440	40,573	15,614	432	4,434
Little Rock (Arkansas)	829,956	156,428	661,471	10,139	725	95	1,095
Nashville (Tennessee)	1,900,693	178,491	1,686,611	26,497	4,776	163	4,155
New Orleans (Louisiana)	1,344,563	55,581	1,258,830	19,913	4,823	57	5,355
Central Region	13,428,089	2,699,699	10,527,227	131,696	24,992	1,881	42,594
Cincinnati (See (e) below)	2,000,189	332,869	1,629,967	25,756	8,748	291	2,557
Cleveland (See (e) below)	2,260,070	244,964	1,960,521	26,246	6,044	318	21,977
Detroit (Michigan)	5,087,110	1,851,214	3,182,879	42,023	5,120	987	4,888
Indianapolis (Indiana)	2,055,455	121,664	1,905,615	20,394	3,576	250	3,957
Louisville (Kentucky)	1,204,194	102,087	1,082,143	11,101	956	9	7,897
Parkersburg (West Virginia)	821,071	46,901	766,102	6,175	549	26	1,316
Midwest Region	12,310,651	2,271,229	9,801,087	172,272	29,431	9,405	27,227
Aberdeen (South Dakota)	176,471	13,553	159,842	2,074	475	0	527
Chicago (See (c) below)	4,749,741	1,267,380	3,396,944	60,774	13,352	1,009	10,282
Des Moines (Iowa)	815,031	112,954	691,753	8,090	555	5	1,673
Fargo (North Dakota)	149,731	10,522	136,753	1,870	147	1	438
Helena (Montana)	204,799	13,509	187,756	2,387	525	63	555
Milwaukee (Wisconsin)	1,548,160	167,242	1,356,443	19,555	2,905	7	2,008
Omaha (Nebraska)	518,262	93,230	415,505	5,921	1,965	0	1,641
St. Louis (Missouri)	1,795,239	230,623	1,525,169	24,323	4,147	6,424	4,553
St. Paul (Minnesota)	1,429,473	258,876	1,123,969	38,332	3,001	1,863	3,433
Springfield (See (c) below)	923,744	103,341	806,952	8,946	2,357	34	2,113
Southwest Region	13,495,376	1,970,067	10,211,277	190,690	50,202	3,003	1,070,137
Albuquerque (New Mexico)	465,893	26,365	431,185	6,338	1,306	45	654
Austin (See (g) below)	2,414,004	538,050	1,789,780	26,440	18,206	1,134	40,395
Cheyenne (Wyoming)	136,924	7,002	127,403	1,531	739	8	241
Dallas (See (g) below)	2,977,058	429,945	2,356,147	41,825	8,128	1,002	140,011
Denver (Colorado)	1,143,128	136,504	961,828	41,848	1,350	42	1,555
Houston (See (g) below)	2,868,631	489,979	1,488,889	29,806	10,237	431	849,290
Oklahoma City (Oklahoma)	993,354	81,586	862,168	10,615	4,091	98	34,796
Phoenix (Arizona)	1,269,882	138,103	1,112,921	14,618	3,413	28	800
Salt Lake City (Utah)	445,827	40,344	395,817	7,864	708	151	944
Wichita (Kansas)	780,675	82,188	685,139	9,805	2,026	66	1,450
Western Region	19,089,158	2,540,335	16,095,944	330,528	92,588	2,477	27,286
Anchorage (Alaska)	210,691	20,886	183,836	4,078	871	1	1,020
Boise (Idaho)	307,567	63,289	239,317	4,158	279	14	508
Honolulu (Hawaii)	446,099	52,919	381,978	7,656	2,659	(2)	888
Laguna Niguel (See (a) below)	4,120,379	419,632	3,619,707	54,418	22,792	322	3,508
Las Vegas (Nevada)	513,183	56,958	446,642	7,782	1,359	58	384
Los Angeles (See (a) below)	4,059,710	584,600	3,371,235	76,322	21,629	419	5,505
Portland (Oregon)	1,480,706	120,155	1,333,542	17,353	7,325	471	1,859
Sacramento (See (a) below)	1,764,997	105,236	1,628,121	22,836	7,272	151	1,381
San Francisco (See (a) below)	1,802,862	425,313	1,277,831	74,533	18,629	155	6,401
San Jose (See (a) below)	2,435,143	344,986	2,047,706	32,510	6,537	841	2,563
Seattle (Washington)	1,947,822	346,360	1,566,029	28,881	3,234	48	3,270
International	1,235,625	347,278	820,894	63,157	2,535	226	1,534
Puerto Rico	69,324	7,705	50,499	10,540	30	60	489
Other	1,166,301	339,573	770,396	52,617	2,505	166	1,045
Other miscellaneous refunds	2,201,101	(89,931)	758,380	804,650	—	—	728,002
Highway and Airport Trust Fund ⁶	381,501	(89,931)	(4,713)	—	—	—	476,145
Excess FICA credits ⁷	804,650	—	—	804,650	—	—	—
U.S. Customs and BATF ⁸	251,857	—	—	—	—	—	251,857
Earned income credit offsets	512,274	—	512,274	—	—	—	—
Refund reversal unclassified ⁹	250,820	—	250,820	—	—	—	—
Totals for states not shown above							
(a) California	14,183,091	1,879,768	11,944,600	260,619	76,860	1,888	19,357
(b) Florida	5,038,019	460,582	4,451,445	77,513	39,672	1,594	7,213
(c) Illinois	5,673,485	1,370,721	4,203,896	69,721	15,709	1,043	12,395
(d) New York	10,922,588	3,482,085	7,251,450	134,379	33,390	641	20,642
(e) Ohio	4,260,259	577,833	3,590,488	52,002	14,792	609	24,534
(f) Pennsylvania	4,789,484	831,332	3,888,381	56,023	7,465	(439)	6,723
(g) Texas	8,259,693	1,457,975	5,634,816	98,070	36,571	2,566	1,029,696

Table 6 — Number of Internal Revenue Refunds Issued

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)

	Total (1)	Corporation income (2)	Individual income ¹ (3)	Employment taxes (4)	Estate tax (5)	Gift tax (6)	Excise taxes (7)
United States, total	89,272,017	638,160	86,265,366	2,268,102	12,685	1,597	86,107
North-Atlantic Region	11,159,512	80,439	10,779,212	288,262	2,313	247	9,039
Albany (See (d) below)	786,535	5,309	761,653	18,951	95	5	522
Augusta (Maine)	435,279	3,719	420,449	10,537	48	6	520
Boston (Massachusetts)	2,143,281	18,635	2,071,857	51,022	408	46	1,313
Brooklyn (See (d) below)	2,261,960	9,950	2,194,668	55,646	354	28	1,314
Buffalo (See (d) below)	1,894,886	10,637	1,854,700	28,460	173	16	900
Burlington (Vermont)	201,733	1,895	192,307	7,182	24	4	321
Hartford (Connecticut)	1,300,441	10,916	1,249,882	37,671	437	38	1,497
Manhattan (See (d) below)	1,360,398	13,468	1,284,527	59,547	636	92	2,128
Portsmouth (New Hampshire)	418,068	3,132	403,197	11,392	66	2	279
Providence (Rhode Island)	356,931	2,778	345,972	7,854	72	10	245
Mid-Atlantic Region	11,527,145	78,576	11,137,950	298,949	1,838	246	11,586
Baltimore (Maryland & D.C.)	2,087,220	16,164	2,007,509	60,938	522	52	2,035
Newark (New Jersey)	2,897,688	21,118	2,783,143	88,225	706	101	4,395
Philadelphia (See (f) below)	2,650,030	15,054	2,571,199	61,645	245	41	1,846
Pittsburgh (See (f) below)	1,479,015	7,142	1,439,492	30,846	92	12	1,431
Richmond (Virginia)	2,163,858	14,845	2,096,236	50,878	239	36	1,624
Wilmington (Delaware)	249,334	2,253	240,371	6,417	34	4	255
Southeast Region	16,554,139	105,493	16,002,585	426,835	2,019	307	16,900
Atlanta (Georgia)	2,216,198	15,768	2,142,178	55,946	149	28	2,129
Birmingham (Alabama)	1,384,291	6,280	1,347,687	29,122	46	7	1,149
Columbia (South Carolina)	1,213,786	7,564	1,179,246	25,481	43	2	1,450
Ft. Lauderdale (See (b) below)	1,945,959	15,229	1,853,303	75,426	380	128	1,493
Greensboro (North Carolina)	2,423,728	16,325	2,353,953	51,462	235	23	1,730
Jackson (Mississippi)	828,178	4,458	804,996	17,868	68	9	779
Jacksonville (See (b) below)	2,607,240	16,407	2,514,187	73,070	557	54	2,965
Little Rock (Arkansas)	763,366	4,717	738,357	19,335	56	11	890
Nashville (Tennessee)	1,821,708	10,996	1,764,462	42,856	302	35	3,057
New Orleans (Louisiana)	1,349,685	7,749	1,304,216	36,269	183	10	1,258
Central Region	11,295,639	75,105	10,984,104	226,185	967	146	9,132
Cincinnati (See (e) below)	1,795,972	11,618	1,748,461	34,133	211	52	1,497
Cleveland (See (e) below)	2,221,290	16,018	2,160,167	43,091	208	31	1,775
Detroit (Michigan)	3,283,341	28,316	3,180,091	72,465	228	30	2,211
Indianapolis (Indiana)	2,006,348	9,841	1,954,817	39,754	177	20	1,739
Louisville (Kentucky)	1,192,525	6,039	1,160,126	24,947	110	9	1,294
Parkersburg (West Virginia)	796,163	3,273	780,442	11,795	33	4	616
Midwest Region	10,885,877	97,127	10,509,794	263,825	1,457	173	13,501
Aberdeen (South Dakota)	221,247	2,502	211,793	6,388	15	0	549
Chicago (See (c) below)	3,085,852	24,707	2,980,914	76,698	473	62	2,998
Des Moines (Iowa)	882,181	10,629	848,820	21,146	121	2	1,463
Fargo (North Dakota)	194,224	1,934	186,049	5,772	19	1	449
Helena (Montana)	252,177	3,391	240,123	8,173	38	5	447
Milwaukee (Wisconsin)	1,651,009	14,726	1,595,776	38,600	175	4	1,728

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)

	Total (1)	Corporation income (2)	Individual income ¹ (3)	Employment taxes (4)	Estate tax (5)	Gift tax (6)	Excise taxes (7)
Midwest Region, continued							
Omaha (Nebraska)	528,261	6,518	507,059	13,600	74	2	1,008
St. Louis (Missouri)	1,705,114	14,526	1,648,048	40,473	253	53	1,761
St. Paul (Minnesota)	1,414,023	11,755	1,367,637	32,428	134	38	2,031
Springfield (See (c) below)	951,789	6,439	923,575	20,547	155	6	1,067
Southwest Region	11,171,241	76,362	10,783,038	298,589	1,116	208	11,928
Albuquerque (New Mexico)	516,951	2,638	500,953	12,781	45	10	524
Austin (See (g) below)	1,966,252	10,420	1,905,713	47,397	253	44	2,425
Cheyenne (Wyoming)	154,512	1,696	147,695	4,826	21	1	273
Dallas (See (g) below)	2,404,910	17,389	2,315,196	69,294	246	42	2,743
Denver (Colorado)	1,132,918	8,599	1,089,275	33,780	106	16	1,142
Houston (See (g) below)	1,475,636	10,852	1,422,047	41,263	112	41	1,321
Oklahoma City (Oklahoma)	995,133	6,483	962,543	24,676	102	12	1,317
Phoenix (Arizona)	1,209,793	7,595	1,171,330	29,994	134	17	723
Salt Lake City (Utah)	517,540	3,248	499,382	14,418	19	9	464
Wichita (Kansas)	797,596	7,442	768,904	20,160	78	16	996
Western Region	14,772,281	122,615	14,185,169	447,714	2,809	260	13,714
Anchorage (Alaska)	185,609	1,466	176,875	6,966	8	1	293
Boise (Idaho)	311,228	2,703	298,046	9,941	20	3	515
Honolulu (Hawaii)	409,903	5,103	393,043	11,298	66	13	380
Laguna Niguel (See (a) below)	3,054,850	23,547	2,946,587	82,262	432	44	1,978
Las Vegas (Nevada)	459,600	3,221	442,951	12,906	49	4	469
Los Angeles (See (a) below)	2,629,084	23,213	2,521,803	81,472	595	53	1,946
Portland (Oregon)	1,408,043	10,146	1,367,003	28,316	324	32	2,222
Sacramento (See (a) below)	1,541,018	12,162	1,482,354	45,155	256	32	1,059
San Francisco (See (a) below)	1,121,263	11,197	1,047,748	60,086	555	31	1,646
San Jose (See (a) below)	1,925,611	15,420	1,853,256	55,059	296	27	1,553
Seattle (Washington)	1,726,072	14,437	1,655,503	54,253	208	20	1,651
International	700,937	4,443	678,268	17,743	166	10	307
Puerto Rico	69,973	118	53,345	16,453	6	3	48
Other	630,964	4,325	624,923	1,290	160	7	259
Other miscellaneous refunds	1,205,246	—	1,205,246	—	—	—	—
Highway and Airport Trust Fund	—	—	—	—	—	—	—
Gasoline and excess FICA credits	—	—	—	—	—	—	—
U.S. Customs Service and BATF	—	—	—	—	—	—	—
Earned income credit offsets	—	—	—	—	—	—	—
Refund reversals unclassified ²	1,205,246	—	1,205,246	—	—	—	—
Totals for states not shown above							
(a) California	10,271,826	85,539	9,851,748	324,034	2,134	187	8,184
(b) Florida	4,553,199	31,636	4,367,490	148,496	937	182	4,458
(c) Illinois	4,037,641	31,146	3,904,489	97,245	628	68	4,065
(d) New York	6,303,779	39,364	6,095,548	162,604	1,258	141	4,864
(e) Ohio	4,017,262	27,636	3,908,628	77,224	419	83	3,272
(f) Pennsylvania	4,129,045	22,196	4,010,691	92,491	337	53	3,277
(g) Texas	5,846,798	38,661	5,642,956	157,954	611	127	6,489

Table 7 — Number of Returns Filed¹

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)

	Total tax returns (1)	Individual income tax (2)	Estimated tax (3)	Fiduciary (4)	Fiduciary estimated tax (5)	Partnership (6)	Corporation income tax (7)	Estate tax (8)	Gift tax (9)	Employment taxes (10)	Exempt organizations (11)	Employee plans (12)	Excise taxes (13)	Supplemental documents (14)
United States, total	204,074,785	114,999,039	37,321,361	2,885,143	613,946	1,603,630	4,471,569	66,755	167,680	28,663,924	530,592	1,159,875	811,402	10,779,869
North-Atlantic Region	26,381,012	14,301,480	4,953,776	464,899	116,491	203,408	714,991	10,424	29,981	3,865,424	84,720	186,577	72,867	1,375,974
Albany (See (d) below)	1,790,234	1,049,065	324,222	15,625	2,974	12,215	41,098	516	1,936	243,270	5,049	9,489	6,415	78,360
Augusta (Maine)	1,005,415	554,905	179,786	20,001	1,965	6,233	22,053	281	961	158,005	3,273	4,729	7,134	46,089
Boston (Massachusetts)	5,205,619	2,825,016	1,023,842	136,144	38,735	32,282	119,546	2,048	6,124	701,693	18,960	35,504	12,585	253,140
Brooklyn (See (d) below)	5,445,346	3,072,861	1,029,118	34,008	8,952	35,793	173,741	1,958	4,285	750,209	7,640	32,914	8,091	285,776
Buffalo (See (d) below)	3,448,144	2,072,606	614,130	52,239	8,033	24,004	60,223	970	4,297	442,686	10,525	21,530	12,003	124,898
Burlington (Vermont)	524,138	265,381	100,820	7,824	2,150	4,076	14,202	151	398	95,168	2,087	2,675	3,121	26,085
Hartford (Connecticut)	3,028,134	1,602,941	629,987	46,906	13,564	29,619	69,733	1,447	4,663	420,752	9,597	21,536	8,958	168,431
Manhattan (See (d) below)	4,136,475	1,869,099	726,374	124,998	33,174	46,758	168,499	2,412	5,578	785,278	22,362	47,655	6,889	297,399
Portsmouth (New Hampshire)	970,812	532,905	179,617	12,406	3,789	6,863	21,941	335	1,006	142,622	2,905	5,109	5,308	56,006
Providence (Rhode Island)	826,695	456,701	145,880	14,748	3,155	5,565	23,955	306	733	125,741	2,322	5,436	2,363	39,790
Mid-Atlantic Region	26,988,976	15,154,014	5,098,696	545,484	77,139	220,683	616,684	8,875	21,750	3,659,667	73,018	161,989	89,615	1,261,362
Baltimore (Maryland & DC)	4,722,809	2,623,223	808,626	181,653	13,588	38,502	109,456	1,622	4,004	642,086	16,023	29,092	11,554	243,380
Newark (New Jersey)	7,049,342	3,802,347	1,366,941	93,751	22,290	65,441	213,658	2,730	5,813	1,003,572	15,112	46,610	19,169	391,908
Philadelphia (See (f) below)	6,276,977	3,538,510	1,284,804	147,188	19,914	51,331	120,738	1,927	5,107	788,345	17,441	39,304	23,363	239,005
Pittsburgh (See (f) below)	3,366,596	1,957,193	678,524	51,099	6,548	25,624	48,955	751	2,193	437,205	9,363	19,811	18,286	111,044
Richmond (Virginia)	4,969,460	2,902,816	854,456	55,462	11,829	35,223	105,630	1,614	3,998	700,161	12,675	23,862	14,862	246,872
Wilmington (Delaware)	603,792	329,925	105,345	16,331	2,970	4,562	18,247	231	635	88,298	2,404	3,310	2,381	29,153
Southeast Region	37,361,552	21,417,538	6,447,262	411,350	84,507	237,209	916,862	10,908	30,963	5,413,421	75,614	155,756	147,817	2,012,345
Atlanta (Georgia)	4,835,189	2,910,994	673,141	39,109	11,140	30,268	111,713	1,192	3,488	726,206	9,780	22,832	20,605	274,721
Birmingham (Alabama)	2,797,695	1,733,703	391,476	29,847	4,905	17,044	47,916	599	2,053	414,202	5,799	10,918	14,475	124,758
Columbia (South Carolina)	2,542,261	1,558,219	373,789	31,270	3,556	17,596	52,017	660	1,734	372,271	5,131	9,672	9,282	107,064
Fort Lauderdale (See (b) below)	6,015,162	2,814,117	1,464,324	74,163	19,708	31,638	241,015	3,034	9,298	880,262	9,093	23,785	11,808	432,917
Greensboro (North Carolina)	5,169,511	3,076,772	809,606	82,262	8,908	37,692	104,113	1,534	4,160	758,287	12,268	24,454	21,808	227,647
Jackson (Mississippi)	1,668,564	1,028,193	231,497	12,479	2,999	11,331	29,404	353	1,060	258,920	3,487	6,439	10,497	71,905
Jacksonville (See (b) below)	6,160,787	3,415,070	1,233,879	66,141	13,376	31,886	166,524	1,680	4,136	809,114	11,765	22,596	17,469	367,151
Little Rock (Arkansas)	1,702,016	977,811	291,250	16,101	5,024	12,288	32,963	359	1,147	253,447	4,149	6,670	12,809	87,998
Nashville (Tennessee)	3,601,250	2,196,442	545,766	38,989	8,852	30,526	57,640	908	2,466	519,793	8,303	16,127	17,049	158,389
New Orleans (Louisiana)	2,869,117	1,706,217	432,534	20,989	6,039	16,940	73,557	589	1,421	420,919	5,839	12,263	12,015	159,795
Central Region	23,721,953	14,038,934	4,153,912	334,204	48,032	163,119	478,923	5,663	17,537	3,169,179	64,523	137,730	100,127	1,010,070
Cincinnati (See (e) below)	3,731,029	2,234,441	653,188	72,817	7,399	27,850	64,758	1,040	3,254	459,516	10,998	23,134	12,182	160,452
Cleveland (See (e) below)	4,891,042	2,879,175	888,183	67,602	11,425	33,092	96,637	1,170	3,938	629,420	13,328	31,800	20,395	214,877
Detroit (Michigan)	7,016,506	4,156,953	1,172,502	77,366	12,399	51,069	160,209	1,526	4,828	972,266	17,011	43,786	24,723	321,868
Indianapolis (Indiana)	4,283,360	2,535,935	780,366	64,186	8,251	24,087	85,955	1,039	3,054	561,589	14,226	21,847	22,056	160,769
Louisville (Kentucky)	2,608,884	1,533,987	444,249	36,389	5,358	18,624	50,589	632	1,852	375,394	5,773	11,794	14,072	110,171
Parkersburg (West Virginia)	1,191,132	698,443	215,424	15,844	3,200	8,397	20,775	256	611	170,994	3,187	5,369	6,699	41,933
Midwest Region	26,850,366	14,932,423	5,250,815	436,352	95,170	205,764	551,296	8,749	25,185	3,858,263	84,568	178,921	178,279	1,044,581
Aberdeen (South Dakota)	605,272	317,079	123,055	10,062	1,237	5,451	10,333	176	665	101,709	2,207	2,846	7,122	23,330
Chicago (See (c) below)	7,079,110	4,022,296	1,293,968	135,202	39,453	53,746	172,991	2,742	5,930	941,384	18,094	54,806	19,467	319,031
Des Moines (Iowa)	2,383,145	1,276,270	527,404	44,157	7,921	19,181	45,055	982	1,876	351,161	8,426	14,970	17,451	68,291

Table 7 — Number of Returns Filed¹, continued

Internal revenue regions and districts, states and other areas. (States represented by single districts indicated in parentheses; totals for other states shown at bottom of table.)

	Total tax returns (1)	Individual income tax (2)	Estimated tax (3)	Fiduciary (4)	Fiduciary estimated tax (5)	Partnership (6)	Corporation income tax (7)	Estate tax (8)	Gift tax (9)	Employment taxes (10)	Exempt organizations (11)	Employee plans (12)	Excise taxes (13)	Supplemental documents (14)
Midwest Region, continued														
Fargo (North Dakota)	559,491	283,087	119,979	7,533	1,831	5,477	9,718	167	847	95,341	2,527	3,998	8,538	20,448
Helena (Montana)	721,965	365,130	144,408	7,452	1,789	7,415	15,960	227	858	123,664	2,572	4,001	6,175	42,314
Milwaukee (Wisconsin)	4,028,491	2,280,331	782,055	61,727	11,946	28,460	74,405	961	3,606	580,298	12,235	27,952	23,083	141,432
Omaha (Nebraska)	1,373,275	740,368	268,316	18,776	2,960	11,898	29,946	526	1,522	217,024	4,741	7,889	17,707	51,602
St Louis (Missouri)	4,110,127	2,283,123	822,457	69,645	11,343	28,023	81,213	1,230	2,978	599,155	12,625	22,173	20,885	155,277
St Paul (Minnesota)	3,661,829	2,033,042	677,679	49,760	9,456	31,359	79,239	840	5,158	530,074	14,206	28,143	44,512	158,361
Springfield (See (c) below)	2,327,661	1,331,697	491,494	32,038	7,234	14,754	32,436	898	1,745	318,453	6,935	12,143	13,339	64,495
Southwest Region	26,174,260	14,800,011	4,381,837	330,889	100,570	241,167	548,979	6,978	20,256	3,701,744	63,588	124,243	104,775	1,749,223
Albuquerque (New Mexico)	1,146,211	674,195	186,651	9,663	3,727	9,292	20,486	285	670	164,655	2,761	4,716	5,227	63,883
Austin (See (g) below)	4,046,315	2,408,231	599,958	47,387	15,810	32,888	64,985	983	3,511	559,352	9,525	13,068	14,336	276,281
Cheyenne (Wyoming)	401,706	210,008	76,088	3,660	1,304	4,627	9,279	84	478	69,114	1,407	1,664	2,801	21,192
Dallas (See (g) below)	5,675,551	3,180,484	900,385	81,523	29,357	63,035	115,475	1,514	4,329	813,842	13,462	26,235	25,257	420,653
Denver (Colorado)	2,955,885	1,607,026	516,791	34,186	9,209	29,829	79,833	792	2,456	446,965	8,634	17,479	10,934	191,751
Houston (See (g) below)	3,344,444	1,932,288	483,075	42,312	15,613	27,816	76,866	822	2,998	445,285	5,975	16,693	10,573	284,128
Oklahoma City (Oklahoma)	2,417,087	1,332,567	433,756	32,116	8,785	18,748	53,512	750	1,637	349,218	6,160	10,286	12,461	157,091
Phoenix (Arizona)	2,908,824	1,636,387	574,798	32,104	6,601	23,766	62,390	867	1,763	377,003	6,136	14,408	6,181	166,420
Salt Lake City (Utah)	1,183,289	702,624	168,607	17,715	3,022	14,363	27,460	181	613	163,808	2,589	7,142	4,261	70,904
Wichita (Kansas)	2,094,948	1,116,201	441,728	30,223	7,142	16,803	38,693	700	1,801	312,502	6,939	12,552	12,744	96,920
Western Region	34,891,884	19,321,596	6,834,487	360,768	91,725	330,700	618,653	14,589	21,620	4,779,927	83,855	212,692	114,424	2,106,848
Anchorage (Alaska)	518,161	331,440	55,808	1,889	721	4,686	8,470	72	216	64,867	1,744	2,421	2,186	43,641
Boise (Idaho)	800,866	440,705	143,486	7,441	1,638	8,302	16,234	147	444	130,872	2,025	4,084	7,094	38,394
Honolulu (Hawaii)	1,000,625	563,865	179,935	10,385	2,600	6,843	24,651	448	1,563	126,460	2,233	7,216	1,684	72,742
Laguna Niguel (See (a) below)	7,122,800	4,096,914	1,383,632	64,541	13,079	66,642	120,532	2,927	3,470	900,591	13,357	40,322	13,575	403,218
Las Vegas (Nevada)	1,070,680	633,405	176,374	8,670	2,295	8,429	25,505	220	721	135,111	1,704	4,747	7,888	65,611
Los Angeles (See (a) below)	6,013,781	3,378,971	1,008,430	69,727	21,140	67,228	129,877	3,149	3,238	878,296	14,706	43,075	9,745	386,199
Portland (Oregon)	2,528,958	1,322,439	531,540	35,878	4,864	18,182	50,703	637	1,963	370,953	6,871	15,707	11,177	158,044
Sacramento (See (a) below)	4,261,260	2,251,494	981,634	33,784	10,422	39,716	53,771	1,847	2,418	575,173	10,549	24,241	11,885	264,326
San Francisco (See (a) below)	2,639,692	1,349,919	592,231	44,449	11,354	27,653	42,534	1,854	1,942	363,109	9,168	20,618	3,791	171,070
San Jose (See (a) below)	4,579,452	2,597,698	910,548	39,311	12,456	46,218	64,465	2,072	2,845	613,318	10,295	27,485	14,595	238,146
Seattle (Washington)	4,355,609	2,354,746	870,869	44,693	11,156	36,801	81,911	1,216	2,800	621,177	11,203	22,776	30,804	265,457
International	1,704,782	1,033,043	200,576	1,197	312	1,580	25,181	569	388	216,299	706	1,967	3,498	219,466
Puerto Rico	400,368	117,274	72,508	336	68	211	847	31	29	202,319	141	1,623	133	4,848
Other	1,304,414	915,769	128,068	861	244	1,369	24,334	538	359	13,980	565	344	3,365	214,618
Totals for states not shown above														
(a) California	24,616,985	13,674,996	4,876,475	251,812	68,451	247,457	411,179	11,849	13,913	3,330,487	58,075	155,741	53,591	1,462,959
(b) Florida	12,175,949	6,229,187	2,698,203	140,304	33,084	63,524	407,539	4,714	13,434	1,689,376	20,858	46,381	29,277	800,068
(c) Illinois	9,406,771	5,353,993	1,785,462	167,240	46,687	68,500	205,427	3,640	7,675	1,259,837	25,029	66,949	32,806	383,526
(d) New York	14,820,199	8,063,631	2,693,844	226,870	53,133	118,770	443,561	5,856	16,096	2,221,443	45,576	111,588	33,398	786,433
(e) Ohio	8,622,071	5,113,616	1,541,371	140,419	18,824	60,942	161,395	2,210	7,192	1,088,936	24,326	54,934	32,577	375,329
(f) Pennsylvania	9,643,573	5,495,703	1,963,328	198,287	26,462	76,955	169,693	2,678	7,300	1,225,550	26,804	59,115	41,649	350,049
(g) Texas	13,066,310	7,521,003	1,983,418	171,222	60,780	123,739	257,326	3,319	10,838	1,818,479	28,962	55,996	50,166	981,062

Table 8 — Number of Returns Filed Electronically

Individual Returns ¹							
Service Centers and Districts	1986	1987	1988	1989	1990	1991	1992
United States	24,814	77,612	583,462	1,160,516	4,193,242	7,575,000²	10,924,000²
Andover	0	172	16,631	74,672	291,168	483,374	620,172
Albany	—	172	3,327	10,692	34,677	57,917	73,570
Augusta	—	—	—	2,448	15,660	27,789	38,966
Boston	—	—	—	11,151	55,334	112,410	145,518
Buffalo	—	—	13,304	36,016	95,491	144,074	187,338
Burlington	—	—	—	1,546	6,583	8,888	12,120
Hartford	—	—	—	5,446	47,764	76,241	90,966
Portsmouth	—	—	—	2,744	23,550	36,762	46,611
Providence	—	—	—	4,629	12,109	19,293	25,083
Brookhaven	0	0	0	14,404	186,433	358,244	520,146
Brooklyn	—	—	—	11,193	58,864	109,474	161,052
Manhattan	—	—	—	3,211	42,670	85,737	126,612
Newark	—	—	—	—	84,899	163,033	232,482
Philadelphia	0	8,913	58,508	69,198	319,449	621,124	925,799
Baltimore	—	—	—	8,559	61,903	145,894	236,213
Philadelphia	—	—	—	—	85,103	152,172	227,330
Pittsburgh	—	—	—	—	42,603	80,941	119,816
Richmond	—	8,913	58,508	60,639	120,166	223,112	312,091
Wilmington	—	—	—	—	9,674	18,465	30,349
A/C International	—	—	—	—	—	—	—
Atlanta	0	0	0	92,897	520,871	1,058,337	1,535,588
Atlanta	—	—	—	—	187,501	366,902	505,332
Columbia	—	—	—	35,081	106,655	226,780	306,413
Fort Lauderdale	—	—	—	9,096	69,092	150,705	289,729
Jacksonville	—	—	—	48,720	157,623	313,950	434,112
Memphis	1,953	16,376	152,199	238,122	699,407	1,288,898	1,794,459
Birmingham	—	—	—	28,813	47,150	110,585	192,913
Greensboro	1,953	16,376	123,386	142,943	251,058	413,220	530,077
Jackson	—	—	—	—	45,758	123,469	198,689
Little Rock	—	—	—	—	67,352	120,872	164,165
Nashville	—	—	—	48,029	143,207	258,016	364,744
New Orleans	—	—	—	—	81,447	180,408	267,623
Cincinnati	9,157	25,976	153,492	267,458	612,306	987,676	1,358,457
Cincinnati	9,157	25,976	60,558	61,288	105,062	162,585	205,532
Cleveland	—	—	—	20,882	82,192	151,599	206,711
Detroit	—	—	—	51,582	136,678	228,868	324,515
Indianapolis	—	—	62,036	82,482	161,324	251,216	354,477
Louisville	—	—	30,898	43,902	91,466	135,770	192,487
Parkersburg	—	—	—	7,322	35,584	57,638	74,735
Kansas City	0	440	5,450	42,776	474,214	827,228	1,185,880
Chicago	—	—	—	12,471	166,019	305,567	422,976
Des Moines	—	—	—	—	35,181	61,760	95,016
Milwaukee	—	440	5,450	14,001	64,880	105,013	167,158
Springfield	—	—	—	16,304	67,840	107,524	151,205
St. Louis	—	—	—	—	96,540	173,329	239,225
St. Paul	—	—	—	—	43,754	74,035	110,300
Austin	0	0	70,832	141,766	474,204	880,217	1,273,199
Albuquerque	—	—	—	—	35,424	63,963	83,086
Austin	—	—	—	26,623	88,593	182,831	296,043
Dallas	—	—	70,832	97,565	203,411	347,017	535,225
Houston	—	—	—	17,578	51,496	114,679	196,353
Oklahoma City	—	—	—	—	50,128	99,522	151,219
Wichita	—	—	—	—	45,152	72,205	111,273
Fresno	0	0	10,592	43,342	225,048	399,685	679,582
Honolulu	—	—	—	—	10,926	19,589	30,747
Laguna Niguel	—	—	—	10,536	120,148	165,181	275,285
Los Angeles	—	—	—	5,462	38,816	105,921	206,189
San Francisco	—	—	—	9,460	17,110	30,943	44,661
San Jose	—	—	10,592	17,884	38,048	78,051	122,700
Ogden	13,704	25,735	96,880	175,777	390,142	611,078	897,727
Aberdeen	—	—	—	1,404	8,873	15,238	21,584
Anchorage	—	—	—	883	6,222	10,108	15,874
Boise	—	—	—	7,296	14,336	21,337	28,101
Cheyenne	—	—	—	4,721	10,365	15,189	22,773
Denver	—	—	—	22,018	52,863	79,532	144,552
Fargo	—	—	—	408	6,647	12,247	17,032
Helena	—	—	—	3,192	11,162	16,865	24,033
Las Vegas	—	—	—	3,618	14,885	37,214	60,584
Omaha	—	—	2,343	12,491	30,447	43,164	58,107
Phoenix	13,704	19,142	47,998	45,702	66,509	102,667	143,842
Portland	—	—	—	19,087	31,311	55,001	70,941
Sacramento	—	6,593	12,312	14,759	30,062	57,207	83,678
Salt Lake City	—	—	—	16,657	12,391	38,570	48,647
Seattle	—	—	—	17,570	27,807	106,739	156,979
Other	0	0	18,878	104	0	0	0
Non-Individual Returns³							
United States							
Fiduciary	2,165	2,165	73,224	117,144	216,791	314,310	
Schedule K-1	24,770	24,321	336,244	745,861	897,342	810,268	
Partnership	3	38	509	500	498	60	
Schedule K-1 ⁴	41,000	238,000	460,000	500,000	830,754	1,275,396	
Employee Plans							
5500 C			128	408			
5500 R			177	572			
5500 C/R				900	311		

Table 9 — Selected Information from Returns Filed

Presidential Election Campaign Fund	Returns Showing Designations	Dollar Amount	Cumulative Dollar Amounts Since 1972	
	20.5 million	\$29.6 million	\$662 million	
Contribution to Reduce the Public Debt	Contributions	Dollar Amount	Cumulative Since 1982 Contributions	Dollar Amount
	361	\$211,316	12,222	\$2.3 million
Earned Income Credit	Returns	Dollars Claimed	Refunds Issued	Refund Dollars
	13.5 million	\$11.2 billion	9.7 million	\$7.8 billion
Debtor Master File	Returns	Collections	Cumulative Since 1981 (CS) and 1986 (NFD) Returns Collections	
Child Support (CS)	987,948	\$659.2 million	5.5 million	\$3.2 billion
Nontax Federal Debts (NFD)	925,182	\$633.2 million	3.9 million	\$2.2 billion
Master File Accounts	Individual Master File Accounts	Business Master File Accounts		
	157.1 million	33.2 million		

Table 10 — Taxpayer Assistance and Education Programs

Assisting Taxpayers	1992
Write, call or walk-in	
Telephone (including tele-tax)	67,285,220
Correspondence	202,256
Walk-in (at 606 sites)	7,246,743
Accuracy	
Toll-Free Technical Tax Law ¹	88.7%
Forms and publications	
Forms and publications distributed	N/A
Forms and publications telephone orders	6,642,867
Libraries, banks, postal service distribution sites	67,524
Disaster/emergency assistance	
States	23
Counties	363
Taxpayer education	
Outreach taxpayers assisted	710,523
Outreach community sites	10,189
VITA & TCE taxpayers assisted	3,212,037
Volunteers	84,417
Students using understanding taxes ²	77,989
Small business workshop attendees	79,264
Tax practitioner institute attendees	
Taxpayer information	
Value of free advertising received	\$57,524,025
Broadcast (radio and television)	\$52,862,195
Print and outdoor	\$4,661,830
Television clinics/special programs	30
Estimated viewers/listeners	40,000,000
Newspapers using tax supplement	1,800
Estimated tax supplement circulation	49,000,000

Table 11 — Returns Filed, Examination Coverage (1992)

	Returns Examined					Percent Coverage
	Returns filed CY 1991	Revenue Agents	Tax Auditors	Service Centers	Total	
Individuals, total	113,829,200	210,166	536,640	292,549	1,039,355	0.91
1040A, TPI ¹ under \$25,000	43,430,500	12,432	154,387	133,661	300,480	0.69
Non 1040A, TPI under \$25,000	18,655,500	16,033	83,386	20,334	119,753	0.64
TPI \$25,000 under \$50,000	27,492,300	25,541	106,912	29,219	161,672	0.59
TPI \$50,000 under \$100,000	13,656,900	27,494	81,249	29,256	137,999	1.01
TPI \$100,000 and over	3,172,700	47,064	45,764	63,241	156,069	4.92
Schedule C—TGR ² under \$25,000	2,184,700	9,806	21,280	1,535	32,621	1.49
Schedule C—TGR \$25,000 under \$100,000	2,804,700	24,345	26,472	5,052	55,869	1.99
Schedule C—TGR \$100,000 and over	1,581,600	41,740	11,456	9,293	62,489	3.95
Schedule F—TGR under \$100,000	572,300	1,756	4,047	370	6,173	1.08
Schedule F—TGR \$100,000 and over	278,000	3,955	1,687	588	6,230	2.24
Fiduciary	2,778,700	1,857	—	1,472	3,329	0.12
Partnerships	1,630,700	8,230	—	3,691	11,921	0.73
Corporations, total	2,621,900	75,797	—	2,588	78,385	2.99
Assets not reported	241,700	2,745	—	1,024	3,769	1.56
Under \$250,000 ³	1,679,900	19,869	—	722	20,591	1.23
\$250,000 under \$1 mil	436,300	17,393	—	214	17,607	4.04
\$1 mil under \$5 mil	173,300	17,120	—	271	17,391	10.04
\$5 mil under \$10 mil	25,100	4,667	—	90	4,757	18.95
\$10 mil under \$50 mil	28,600	6,580	—	96	6,676	23.34
\$50 mil under \$100 mil	7,100	1,996	—	43	2,039	28.72
\$100 mil under \$250 mil	5,800	1,786	—	29	1,815	31.29
\$250 mil and over	5,800	3,165	—	88	3,253	56.09
Form 1120F	18,300	476	—	11	487	2.66
Small business corporations	1,663,800	13,956	—	715	14,671	0.88
Estate, total	64,600	11,887	—	126	12,013	18.60
Gross estate under \$1 mil	37,700	3,737	—	40	3,777	10.02
Gross estate \$1 mil under \$5 mil	24,700	6,932	—	74	7,006	28.36
Gross estate \$5 mil and over	2,200	1,218	—	12	1,230	55.91
Gift	156,800	2,068	—	3	2,071	1.32
Income, estate and gift, total	122,745,700	323,961	536,640	301,144	1,161,745	0.95
Excise	820,900	42,814	2,830	196	45,840	5.58
Employment	28,465,300	65,074	7,731	27	72,832	0.26
Windfall profit	—	262	—	1,577	1,839	—
Miscellaneous taxable	—	589	—	78	667	—
Miscellaneous nontaxable	—	343	—	—	343	—
Service center correspondence contacts	—	—	—	168,743	168,743	—
Exempt Organizations⁴	519,600	12,801	—	—	12,801	2.46
Employee Plans	1,125,800	29,622	—	—	29,622	2.63

Table 11 — Returns Filed, Examination Coverage (1992), continued

	Recommended additional tax and penalties (in millions)				Average tax and penalty per return			No-change percent ⁴	
	Revenue Agents	Tax Auditors	Service Centers	Total	Revenue Agents	Tax Auditors	Service Centers	Revenue Agents	Tax Auditors
Individuals, total	3,919	1,223	899	6,041	18,648	2,280	3,072	11	16
1040A, TPI under \$25,000	197	230	354	781	15,839	1,489	2,647	11	14
Non 1040A, TPI under \$25,000	133	125	64	322	8,276	1,502	3,129	11	13
TPI \$25,000 under \$50,000	196	208	67	472	7,685	1,948	2,307	11	14
TPI \$50,000 under \$100,000	231	189	61	480	8,386	2,323	2,073	11	20
TPI \$100,000 and over	1,919	179	301	2,400	40,785	3,920	4,761	12	26
Schedule C—TGR under \$25,000	66	58	2	125	6,703	2,721	1,110	10	12
Schedule C—TGR \$25,000 under \$100,000	237	134	8	380	9,749	5,080	1,528	9	12
Schedule C—TGR \$100,000 and over	830	90	39	959	19,881	7,881	4,182	13	18
Schedule F—TGR under \$100,000	11	5	—	16	6,015	1,214	829	15	29
Schedule F—TGR \$100,000 and over	100	4	4	108	25,234	2,496	6,031	15	26
Fiduciary	28	—	1	29	15,064	—	807	18	—
Partnerships	—	—	—	—	—	—	—	28	—
Corporations, total	18,062	—	22	18,084	238,289	—	8,536	23	—
Assets not reported	228	—	5	233	83,021	—	5,257	22	—
Under \$250,000	201	—	2	203	10,109	—	2,471	25	—
\$250,000 under \$1 mil	212	—	1	213	12,178	—	6,463	27	—
\$1 mil under \$5 mil	372	—	4	376	21,715	—	13,843	25	—
\$5 mil under \$10 mil	207	—	—	207	44,381	—	3,987	23	—
\$10 mil under \$50 mil	622	—	4	626	94,521	—	39,079	18	—
\$50 mil under \$100 mil	327	—	1	327	163,668	—	14,686	14	—
\$100 mil under \$250 mil	585	—	1	586	327,755	—	34,372	9	—
\$250 mil and over	14,972	—	4	14,976	4,730,474	—	45,532	4	—
Form 1120F	336	—	—	336	706,253	—	3,938	28	—
Small business corporations	—	—	—	—	—	—	—	31	—
Estate, total	1,210	—	1	1,211	101,791	—	4,571	10	—
Gross estate under \$1 mil	71	—	1	72	19,119	—	10,984	12	—
Gross estate \$1 mil under \$5 mil	362	—	—	362	52,162	—	1,846	9	—
Gross estate \$5 mil and over	777	—	—	777	637,890	—	—	10	—
Gift	194	—	—	194	93,737	—	1	17	—
Income, estate and gift, total	23,413	1,223	923	25,559	72,270	2,280	3,064	15	16
Excise	360	3	—	363	8,400	1,226	332	12	3
Employment	555	17	—	572	8,528	2,169	4,549	6	8
Windfall profit	142	—	1	142	540,380	—	365	6	—
Miscellaneous taxable	24	—	1	25	41,382	—	9,348	25	—
Miscellaneous nontaxable	—	—	—	—	—	—	—	16	—
Service center correspondence contacts	—	—	271	271	—	—	1,608	—	—
Exempt Organizations	75	—	—	75	5,859	—	—	—	—
Employee Plans	348	—	—	348	11,748	—	—	—	—

Table 12 — Returns Filed, Examination Coverage (1991)

	Returns Examined					Percent Coverage
	Returns filed CY 1990	Revenue Agents	Tax Auditors	Service Centers	Total	
Individuals, total	112,304,900	200,735	499,886	422,901	1,123,522	1.00
1040A, TPI ¹ under \$25,000	43,693,800	11,687	130,513	245,995	388,195	0.89
Non 1040A, TPI under \$25,000	18,912,800	16,910	79,192	19,170	115,272	0.61
TPI \$25,000 under \$50,000	26,935,400	25,829	108,789	36,609	171,227	0.64
TPI \$50,000 under \$100,000	12,509,900	26,125	83,095	30,140	139,360	1.11
TPI \$100,000 and over	2,913,800	45,824	34,359	72,987	153,170	5.26
Schedule C—TGR ² under \$25,000	2,187,400	8,884	21,344	1,587	31,815	1.45
Schedule C—TGR \$25,000 under \$100,000	2,745,900	20,209	25,834	4,793	50,836	1.85
Schedule C—TGR \$100,000 and over	1,524,900	34,343	10,606	10,351	55,300	3.63
Schedule F—TGR under \$100,000	606,600	3,206	4,217	440	7,863	1.30
Schedule F—TGR \$100,000 and over	274,400	7,718	1,937	829	10,484	3.82
Fiduciary	2,680,900	2,403	—	—	2,403	0.09
Partnerships	1,725,500	10,898	—	—	10,898	0.63
Corporations, total	2,685,100	63,422	—	—	63,422	2.36
Assets not reported	231,700	2,475	—	—	2,475	1.07
Under \$250,000 ³	1,650,400	17,365	—	—	17,365	1.05
\$250,000 under \$500,000	301,500	6,119	—	—	6,119	2.03
\$500,000 under \$1 mil	206,600	7,121	—	—	7,121	3.45
\$1 mil under \$5 mil	201,100	11,250	—	—	11,250	5.59
\$5 mil under \$10 mil	28,800	3,833	—	—	3,833	13.31
\$10 mil under \$50 mil	31,300	7,541	—	—	7,541	24.09
\$50 mil under \$100 mil	6,000	2,011	—	—	2,011	33.52
\$100 mil under \$250 mil	4,600	1,960	—	—	1,960	42.61
\$250 mil and over	4,600	3,129	—	—	3,129	68.02
Form 1120F	18,500	618	—	—	618	3.34
Small business corporations	1,536,100	13,004	—	—	13,004	0.85
Form 1120 DISC	—	323	—	—	323	—
Estate, total	60,800	10,930	—	—	10,930	17.98
Gross estate under \$1 mil	35,300	3,484	—	—	3,484	9.87
Gross estate \$1 mil under \$5 mil	23,400	6,301	—	—	6,301	26.93
Gross estate \$5 mil and over	2,100	1,145	—	—	1,145	54.52
Gift	147,700	1,704	—	—	1,704	1.15
Income, estate and gift, total	121,141,000	303,419	499,886	422,901	1,226,206	1.01
Excise	852,000	39,883	554	—	40,437	4.75
Employment	29,126,300	54,776	3,100	—	57,876	0.20
Windfall profit	—	357	2	2,294	2,653	—
Service center correspondence contacts	—	—	—	—	202,765	—
Exempt Organizations	487,400	14,891	—	—	14,891	3.06
Employee Plans	1,108,000	27,019	—	—	27,019	2.44

Table 12 — Returns Filed, Examination Coverage (1991), continued

	Recommended additional tax and penalties (in millions)				Average tax and penalty per return			No-change percent	
	Revenue Agents	Tax Auditors	Service Centers	Total	Revenue Agents	Tax Auditors	Service Centers	Revenue Agents	Tax Auditors
Individuals, total	4,011	1,201	1,453	6,665	19,981	2,403	3,436	11	15
1040A, TPI under \$25,000	215	220	804	1,239	18,396	1,680	3,269	10	13
Non 1040A, TPI under \$25,000	151	120	38	309	8,924	1,515	2,014	11	13
TPI \$25,000 under \$50,000	239	223	146	608	9,253	2,054	3,955	11	13
TPI \$50,000 under \$100,000	275	182	70	527	10,540	2,192	2,325	13	19
TPI \$100,000 and over	1,617	158	335	2,110	35,295	4,600	4,565	12	27
Schedule C—TGR under \$25,000	83	58	1	142	9,343	2,717	644	10	10
Schedule C—TGR \$25,000 under \$100,000	254	137	10	401	12,580	5,303	2,167	9	11
Schedule C—TGR \$100,000 and over	1,062	94	46	1,202	30,918	8,857	4,473	12	19
Schedule F—TGR under \$100,000	25	5	—	30	7,798	1,186	862	13	26
Schedule F—TGR \$100,000 and over	90	4	3	97	11,661	2,065	3,864	11	19
Fiduciary	50	—	—	50	20,807	—	—	15	—
Partnerships	—	—	—	—	—	—	—	31	—
Corporations, total	21,847	—	—	21,847	344,467	—	—	21	—
Assets not reported	164	—	—	164	66,263	—	—	23	—
Under \$250,000	213	—	—	213	12,214	—	—	23	—
\$250,000 under \$500,000	118	—	—	118	19,281	—	—	25	—
\$500,000 under \$1 mil	114	—	—	114	16,009	—	—	27	—
\$1 mil under \$5 mil	364	—	—	364	32,369	—	—	25	—
\$5 mil under \$10 mil	228	—	—	228	59,469	—	—	22	—
\$10 mil under \$50 mil	679	—	—	679	90,028	—	—	16	—
\$50 mil under \$100 mil	329	—	—	329	163,360	—	—	11	—
\$100 mil under \$250 mil	722	—	—	722	368,367	—	—	9	—
\$250 mil and over	17,648	—	—	17,648	5,640,109	—	—	4	—
Form 1120F	1,268	—	—	1,268	2,051,786	—	—	33	—
Small business corporation	29	—	—	29	2,230	—	—	33	—
Form 1120 DISC	—	—	—	—	—	—	—	24	—
Estate, total	820	—	—	820	75,023	—	—	12	—
Gross estate under \$1 mil	70	—	—	70	20,093	—	—	12	—
Gross estate \$1mil under \$5 mil	341	—	—	341	54,116	—	—	10	—
Gross estate \$5 mil and over	409	—	—	409	357,205	—	—	9	—
Gift	141	—	—	141	82,746	—	—	18	—
Income, estate and gift, total	26,898	1,201	1,453	29,552	88,650	2,403	3,436	15	15
Excise	299	1	—	300	7,497	1,057	—	14	6
Employment	498	5	—	503	9,091	1,605	—	6	5
Windfall profit	153	—	1	154	426,831	—	626	—	—
Service center correspondence contacts	—	—	321	321	—	—	1,583	—	—
Exempt Organizations	167	—	—	167	11,188	—	—	—	—
Employee Plans	41	—	—	41	1,506	—	—	—	—

Table 13 — Number of Returns Examined (1992)

(By class of tax and by internal revenue region, district and other area)

	Total	Individual	Partnership	Fiduciary	Corporation	Sub-Chapter S Corporation	Estate	Gift	Employment	Excise	Winnfall Profit	Miscellaneous Taxable	Miscellaneous Non-taxable	Exempt Organizations	Employee Plans
United States	1,325,689	1,039,355	11,921	3,329	78,385	14,671	12,013	2,071	72,832	45,840	1,839	667	343	12801	29,622
North-Atlantic	150,868	116,634	1,935	797	11,728	2,292	2,348	424	3,902	5,257	—	86	102	1,908	3,455
Mid-Atlantic	102,049	77,766	1,833	232	7,651	1,437	1,413	248	3,894	3,100	15	80	68	845	3,467
Southeast	254,113	201,089	1,449	385	14,641	3,347	1,916	260	15,511	9,640	7	172	21	2,428	3,247
Central	138,322	100,688	885	334	11,499	2,313	1,381	183	8,520	4,989	11	56	17	2,275	5,171
Midwest	120,582	86,378	1,086	614	8,039	1,286	1,468	387	6,926	8,162	15	82	53	2,467	3,619
Southwest	201,446	152,612	2,218	576	11,499	2,383	1,253	284	16,953	7,210	1,790	86	31	1,111	3,440
Western	349,319	298,651	2,514	390	13,144	1,611	2,083	283	14,033	7,464	1	104	51	1,767	7,223
International	8,990	5,537	1	1	184	2	151	2	3,093	18	—	1	—	—	—
North-Atlantic Region:															
Albany	6,315	4,645	11	29	745	128	161	9	217	367	—	3	—	—	—
Augusta	3,968	2,402	40	4	320	254	—	14	482	446	—	6	—	—	—
Boston	16,820	12,267	139	166	1,666	261	457	160	908	774	—	16	6	—	—
Brooklyn	23,873	14,957	60	5	2,241	379	—	—	189	657	—	12	10	1,908	3,455
Buffalo	11,968	9,204	58	46	990	117	220	50	272	999	—	9	3	—	—
Burlington	2,920	1,761	11	—	72	31	—	—	871	173	—	1	—	—	—
Hartford	13,964	10,612	82	62	1,280	232	415	69	322	855	—	7	28	—	—
Manhattan	20,708	14,684	513	134	2,756	491	1,023	121	462	451	—	18	55	—	—
Portsmouth	5,024	4,053	41	3	430	131	—	—	122	243	—	1	—	—	—
Providence	4,898	4,075	18	—	345	135	—	1	56	266	—	2	—	—	—
Andover Service Center	16,941	16,028	246	106	453	57	21	—	1	26	—	3	—	—	—
Brookhaven Service Center	23,469	21,946	716	242	430	76	51	—	—	—	—	8	—	—	—
Mid-Atlantic Region:															
Baltimore	19,236	11,724	183	34	1,460	345	464	33	675	1	—	5	—	845	3,467
Newark	19,283	15,029	373	22	1,834	299	336	87	693	556	—	12	42	—	—
Philadelphia	13,928	11,126	402	21	1,201	219	293	62	582	—	—	10	12	—	—
Pittsburgh	13,040	8,974	137	24	1,201	189	99	35	1,170	1,164	14	24	9	—	—
Richmond	17,074	13,624	152	26	1,515	246	221	31	587	650	—	18	4	—	—
Wilmington	3,410	2,139	94	11	231	30	—	—	171	729	1	3	1	—	—
Philadelphia Service Center	16,078	15,150	492	94	209	109	—	—	16	—	—	8	—	—	—
Southeast Region:															
Atlanta	39,140	26,253	142	15	2,660	316	379	87	1,619	1,988	—	5	1	2,428	3,247
Birmingham	15,014	10,991	69	14	1,104	265	—	—	1,699	853	1	18	—	—	—
Columbia	11,134	8,667	34	11	698	109	—	—	987	622	—	5	1	—	—
Ft. Lauderdale	28,155	23,208	154	35	1,622	724	416	53	1,022	903	—	6	12	—	—
Greensboro	18,826	14,070	132	21	1,267	289	294	39	1,829	864	—	16	5	—	—
Jackson	11,833	9,607	47	9	555	106	—	—	925	580	2	2	—	—	—
Jacksonville	29,479	23,069	237	11	2,190	766	261	27	2,192	701	—	25	—	—	—
Little Rock	12,838	9,670	72	6	848	202	—	2	910	1,064	1	63	—	—	—
Nashville	21,120	16,590	161	19	1,199	210	220	16	1,691	996	—	16	2	—	—
New Orleans	24,137	17,913	109	22	1,809	223	312	36	2,635	1,069	2	7	—	—	—
Atlanta Service Center	20,989	20,400	139	159	188	67	31	—	—	—	—	5	—	—	—
Memphis Service Center	21,448	20,651	153	63	501	70	3	—	2	—	1	4	—	—	—

Table 13 — Number of Returns Examined (1992), continued

(By class of tax and by internal revenue region, district and other area)

	Total	Individual	Partnership	Fiduciary	Corporation	Sub-Chapter S Corporation	Estate	Gift	Employment	Estate	Wine/Profit	Miscellaneous Taxable	Miscellaneous Non-taxable	Exempt Organizations	Employee Plans
Central Region:															
Cincinnati	21,473	9,748	141	94	1,993	198	372	102	785	585	—	4	5	2,275	5,171
Cleveland	21,821	14,930	124	105	2,733	327	388	53	1,823	1,313	8	16	1	—	—
Detroit	26,232	18,769	163	22	3,043	507	328	10	2,148	1,211	3	17	11	—	—
Indianapolis	18,654	13,285	196	25	1,796	910	240	13	1,615	569	—	5	—	—	—
Louisville	11,765	8,141	86	5	1,167	230	—	4	1,304	817	—	11	—	—	—
Parkersburg	5,983	3,773	31	5	685	95	53	1	844	494	—	2	—	—	—
Cincinnati Service Center	32,394	32,042	144	78	82	46	—	—	1	—	—	1	—	—	—
Midwest Region:															
Aberdeen	2,757	1,767	17	1	123	17	1	—	296	535	—	—	—	—	—
Chicago	26,403	15,279	331	48	1,933	209	356	150	1,153	813	13	14	18	2,467	3,619
Des Moines	8,056	5,882	28	64	641	74	109	6	549	698	1	4	—	—	—
Fargo	4,076	3,101	15	15	182	52	42	4	289	372	1	1	2	—	—
Helena	4,259	2,907	13	16	306	52	31	9	614	311	—	—	—	—	—
Milwaukee	7,996	5,488	29	40	735	102	198	43	703	632	—	18	8	—	—
Omaha	6,106	3,287	34	17	526	37	116	26	451	1,601	—	10	1	—	—
Springfield	8,207	5,673	74	45	859	153	184	48	823	343	—	5	—	—	—
St. Louis	14,352	9,912	204	54	1,219	211	273	40	874	1,542	—	9	14	—	—
St. Paul	14,587	10,116	84	29	1,472	331	143	61	1,173	1,148	—	20	10	—	—
Kansas City Service Center	23,783	22,966	257	285	43	48	15	—	1	167	—	1	—	—	—
Southwest Region:															
Albuquerque	5,306	4,147	62	13	224	84	20	5	440	309	—	2	—	—	—
Austin	21,792	15,564	136	36	1,452	352	161	48	2,856	1,178	1	2	6	—	—
Cheyenne	2,870	1,847	41	6	128	57	30	2	265	494	—	—	—	—	—
Dallas	36,765	25,072	272	73	2,421	324	309	47	2,656	996	36	7	1	1,111	3,440
Denver	19,787	13,550	197	66	1,588	325	147	30	2,874	997	—	10	3	—	—
Houston	17,774	14,109	150	28	1,198	107	94	10	1,443	496	107	11	21	—	—
Oklahoma City	18,095	11,970	137	30	1,368	317	159	65	2,370	1,591	70	18	—	—	—
Phoenix	16,750	12,682	104	8	1,148	225	166	27	1,980	405	—	5	—	—	—
Salt Lake City	4,339	3,284	76	34	287	39	—	—	454	165	—	—	—	—	—
Wichita	9,801	5,632	98	13	1,290	371	162	47	1,609	576	—	3	—	—	—
Austin Service Center	25,491	22,761	562	191	263	100	5	—	6	3	1,576	24	—	—	—
Ogden Service Center	22,676	21,994	383	78	132	82	—	3	—	—	—	4	—	—	—
Western Region:															
Anchorage	5,128	4,239	18	8	240	20	15	7	472	109	—	—	—	—	—
Boise	5,654	3,949	34	7	291	73	34	13	942	309	—	1	1	—	—
Honolulu	3,627	2,283	21	21	411	28	50	—	396	417	—	—	—	—	—
Laguna Niguel	52,949	44,432	271	14	2,301	188	348	42	3,271	2,059	—	15	8	—	—
Las Vegas	13,287	11,944	55	5	404	82	56	11	682	48	—	—	—	—	—
Los Angeles	62,506	46,970	722	14	2,482	166	498	31	2,014	590	—	13	16	1,767	7,223
Portland	10,178	6,817	47	36	1,153	153	165	54	1,042	697	—	14	—	—	—
Sacramento	23,428	19,718	172	7	1,213	123	263	41	1,039	845	—	7	—	—	—
San Francisco	21,148	17,523	154	38	1,074	108	257	19	1,684	287	—	3	1	—	—
San Jose	27,898	23,961	175	35	1,528	145	233	34	751	1,001	1	10	24	—	—
Seattle	23,763	18,204	246	29	1,760	465	164	31	1,740	1,102	—	21	1	—	—
Fresno Service Center	99,753	98,611	599	176	287	60	—	—	—	—	—	20	—	—	—

Table 14 — Additional Tax and Penalties Recommended After Examination (1992)(By class of tax and by internal revenue region, district and other area)
(In thousands of dollars)

	Total	Individual	Fiduciary	Corporation	Estate	Gift	Employment	Excise	Winnings Profit	Miscellaneous Taxable
United States	26,660,767	6,041,266	29,161	18,083,662	1,210,564	193,849	571,844	363,161	142,156	25,103
North-Atlantic	3,528,815	705,739	3,834	2,173,453	557,136	11,436	44,641	30,294	—	2,284
Mid-Atlantic	2,561,770	416,284	499	1,983,174	98,173	10,320	26,751	11,771	5,437	9,361
Southeast	2,959,692	927,993	839	1,539,729	129,534	124,362	96,812	137,107	5	3,311
Central	4,146,767	469,751	2,076	3,413,143	73,321	4,083	47,280	39,074	96,288	1,752
Midwest	4,779,300	1,078,581	3,879	3,425,484	125,185	12,568	91,721	37,184	6	4,692
Southwest	4,364,183	1,157,082	14,851	2,868,616	66,237	11,592	146,913	55,426	40,421	3,046
Western	4,203,690	1,265,877	3,183	2,616,582	138,075	19,463	107,655	52,195	—	658
International	116,549	19,959	—	63,481	22,903	24	10,071	111	—	—
North-Atlantic Region:										
Albany	92,314	23,946	15	56,021	4,585	12	4,193	3,403	—	138
Augusta	27,772	13,156	2	12,100	—	532	1,406	519	—	57
Boston	264,249	70,820	2,040	155,165	20,130	2,610	9,360	4,095	—	30
Brooklyn	241,076	108,827	—	121,198	—	—	1,135	9,850	—	65
Buffalo	242,081	51,226	108	174,277	8,083	833	1,772	5,473	—	310
Burlington	15,098	5,366	—	7,928	—	—	1,304	501	—	—
Hartford	288,817	57,597	587	198,560	23,267	1,293	2,076	4,016	—	1,420
Manhattan	2,093,905	188,957	611	1,376,019	500,658	6,041	20,026	1,592	—	—
Portsmouth	36,353	20,343	—	14,542	—	—	940	527	—	—
Providence	78,049	21,235	—	53,789	—	116	2,428	316	—	165
Andover Service Center	41,787	39,386	61	1,944	396	—	—	—	—	—
Brookhaven Service Center	107,315	104,880	410	1,910	17	—	—	—	—	99
Mid-Atlantic Region:										
Baltimore	509,064	72,439	72	377,311	55,099	660	3,420	—	—	62
Newark	737,091	98,281	21	608,416	18,771	1,894	7,050	2,544	—	114
Philadelphia	304,457	80,157	125	204,489	10,001	2,538	7,062	—	—	87
Pittsburgh	263,191	52,755	71	184,119	5,000	1,313	4,911	4,193	5,435	5,394
Richmond	143,659	65,046	185	58,860	9,303	3,915	2,931	3,388	—	31
Wilmington	561,442	8,287	—	546,570	—	—	1,263	1,646	2	3,673
Philadelphia Service Center	42,865	39,319	26	3,407	—	—	114	—	—	—
Southeast Region:										
Atlanta	471,333	94,963	98	271,769	19,517	55,850	8,177	20,959	—	—
Birmingham	160,267	44,995	52	102,985	—	—	4,354	7,255	—	626
Columbia	56,781	29,803	64	15,009	—	—	7,913	3,940	—	52
Ft. Lauderdale	338,844	161,450	194	94,323	28,838	36,017	9,615	8,402	—	5
Greensboro	332,240	68,305	9	230,609	19,326	738	10,665	2,431	—	158
Jackson	85,370	31,562	41	50,370	—	—	1,874	1,506	4	13
Jacksonville	300,866	140,854	4	113,631	19,628	9,164	11,404	5,479	—	702
Little Rock	156,028	39,395	32	90,101	—	2	22,687	3,101	—	710
Nashville	694,856	98,672	24	489,961	13,004	9,813	6,243	76,573	—	565
New Orleans	215,828	77,241	87	75,223	29,145	12,778	13,882	7,461	—	11
Atlanta Service Center	69,220	64,457	228	4,007	72	—	—	—	—	456
Memphis Service Center	78,059	76,296	5	1,742	5	—	—	—	—	12

Table 14 — Additional Tax and Penalties Recommended After Examination, continued

(By class of tax and by internal revenue region, district and other area)
(In thousands of dollars)

	Total	Individual	Fiduciary	Corporation	Estate	Gift	Employment	Excise	Windfall Profit	Miscellaneous Taxable
Central Region:										
Cincinnati	237,908	44,330	1,132	162,647	23,445	1,867	3,058	1,430	—	—
Cleveland	382,870	86,564	153	155,174	13,707	441	23,190	7,107	96,066	469
Detroit	2,876,559	131,336	41	2,701,383	18,170	284	10,053	14,735	221	336
Indianapolis	151,881	57,765	428	70,073	14,786	261	4,230	4,337	—	—
Louisville	370,552	39,892	258	313,638	—	1,220	4,654	9,943	—	946
Parkersburg	30,413	13,439	53	10,081	3,213	10	2,095	1,522	—	—
Cincinnati Service Center	96,583	96,425	11	147	—	—	—	—	—	—
Midwest Region:										
Aberdeen	12,876	7,221	—	4,075	—	—	239	1,342	—	—
Chicago	3,042,738	710,536	1,068	2,206,156	83,807	1,638	32,109	3,766	5	3,654
Des Moines	95,265	23,483	322	59,098	3,699	160	2,068	6,434	—	—
Fargo	24,863	7,897	49	14,971	836	306	510	295	—	—
Helena	19,276	9,246	16	2,923	4,904	108	1,408	671	—	—
Milwaukee	255,526	31,975	594	202,873	9,508	2,745	3,416	4,370	—	45
Omaha	96,796	12,773	116	76,603	2,710	123	1,364	2,988	—	120
Springfield	117,918	60,053	852	31,793	5,961	3,821	2,912	12,525	—	1
St. Louis	455,549	45,923	785	363,508	7,180	225	34,177	3,073	—	678
St. Paul	565,874	80,717	73	459,778	6,494	3,442	13,521	1,655	—	195
Kansas City Service Center	92,620	88,757	5	3,707	86	—	—	65	—	—
Southwest Region:										
Albuquerque	37,277	20,163	81	11,130	4,059	135	991	717	—	—
Austin	581,158	375,185	4,948	131,319	10,693	1,347	39,972	17,670	—	24
Cheyenne	11,278	6,402	15	2,573	63	—	479	1,747	—	—
Dallas	1,059,141	140,021	94	854,250	25,712	2,095	29,861	5,064	984	1,059
Denver	375,462	103,577	5,292	240,739	6,818	2,017	13,172	3,154	—	694
Houston	1,076,272	85,179	25	892,913	7,220	1,200	43,354	18,029	27,979	374
Oklahoma City	523,841	94,804	19	401,261	4,338	1,635	4,489	5,665	10,881	749
Phoenix	252,247	77,012	—	155,667	4,097	2,072	10,953	2,446	—	—
Salt Lake City	161,282	37,591	21	122,626	—	—	794	249	—	—
Wichita	102,095	36,101	3,986	54,154	3,238	1,091	2,839	686	—	—
Austin Service Center	96,112	93,971	356	1,054	—	—	9	—	576	146
Ogden Service Center	88,019	87,076	12	931	—	—	—	—	—	—
Western Region:										
Anchorage	70,081	46,631	—	21,512	112	—	1,428	399	—	—
Boise	30,857	14,824	12	11,709	1,517	398	1,782	539	—	77
Honolulu	59,773	19,975	407	33,882	2,313	—	2,423	773	—	—
Laguna Niguel	637,805	272,118	15	273,963	30,032	3,112	41,888	16,660	—	18
Las Vegas	103,921	57,677	—	29,204	8,461	3,733	2,085	2,762	—	—
Los Angeles	1,452,044	221,237	—	1,151,729	32,103	4,715	32,418	9,643	—	199
Portland	168,602	30,186	859	126,248	4,421	2,123	2,950	1,814	—	2
Sacramento	176,287	110,954	548	49,395	6,339	2,281	2,886	3,863	—	21
San Francisco	645,072	99,960	623	518,048	11,538	1,663	9,571	3,647	—	21
San Jose	491,890	126,286	510	324,678	25,686	583	3,470	10,586	—	90
Seattle	155,841	57,844	133	72,975	15,555	856	6,753	1,510	—	216
Fresno Service Center	211,517	208,184	76	3,241	—	—	—	—	—	16

Table 15 — Civil Penalties Assessed and Abated

Dollars in thousands)

	Assessments		Abatements		Net penalties	
	Number	Amount	Number	Amount	Number	Amount
Total, all civil penalties	33,704,311	12,505,017	3,890,936	3,629,426	29,813,375	8,875,592
Individual Total	19,594,696	4,018,863	1,373,996	649,290	18,220,700	3,369,573
Delinquency	2,657,118	1,190,600	297,478	237,155	2,359,640	953,445
Estimated tax	5,071,388	893,764	179,468	75,978	4,891,920	817,786
Failure to pay	10,010,874	851,114	692,392	73,698	9,318,482	777,416
Bad check	260,348	7,397	12,811	1,506	247,537	5,892
Fraud	8,971	218,274	1,007	32,093	7,964	186,181
Negligence	1,320,870	601,743	172,745	176,811	1,148,125	424,932
Other ¹	265,127	255,971	18,095	52,049	247,032	203,922
Corporation Total²	739,536	1,266,892	143,251	426,027	596,285	840,865
Delinquency	150,033	575,703	27,469	153,145	122,564	422,559
Estimated tax	253,300	225,287	24,929	109,711	228,371	115,576
Failure to pay	321,891	238,557	90,191	83,555	231,700	155,002
Bad check	2,556	177	186	61	2,370	116
Fraud	702	72,630	70	23,367	632	49,264
Negligence	4,604	76,538	249	8,477	4,355	68,061
Other	6,450	77,999	157	47,711	6,293	30,288
Employment Total³	12,160,517	3,906,532	2,071,808	1,225,684	10,088,709	2,680,848
Delinquency	2,385,697	794,295	370,095	237,488	2,015,602	556,807
Failure to pay	5,027,031	381,142	763,839	68,526	4,263,192	312,617
Federal tax deposits	4,623,556	2,708,598	934,534	917,258	3,689,022	1,791,341
Bad check	112,045	5,341	2,321	389	109,724	4,951
Fraud	894	7,534	62	174	832	7,360
Other	11,294	9,622	957	1,849	10,337	7,773
Excise Total⁴	410,998	205,051	96,271	117,855	314,727	87,196
Delinquency	130,447	43,449	16,761	17,528	113,686	25,920
Daily delinquency	45,497	56,010	32,757	46,718	12,740	9,291
Failure to pay	193,494	13,001	38,565	6,092	154,929	6,910
Federal tax deposits	30,336	67,204	7,039	44,696	23,297	22,508
Bad check	3,746	80	207	6	3,539	74
Fraud	1,840	18,698	173	1,542	1,667	17,156
Other	5,638	6,610	769	1,273	4,869	5,337
Estate and Gift Total	18,944	119,019	10,699	113,098	8,245	5,921
Delinquency	7,265	80,534	3,885	80,684	3,380	(150)
Failure to pay	11,032	33,456	6,595	29,480	4,437	3,975
Bad check	212	120	44	264	168	(144)
Fraud	5	750	1	21	4	729
Negligence	53	528	12	47	41	480
Other	377	3,632	162	2,601	215	1,031
All Other Total⁵	364,342	403,810	148,959	362,448	215,383	41,362
Delinquency	189,812	348,453	97,437	313,655	92,375	34,798
Estimated tax	55,842	12,077	8,378	5,575	47,464	6,501
Failure to pay	109,817	8,746	36,543	5,104	73,274	3,642
Bad check	2,409	77	293	38	2,116	39
Negligence	67	967	6	561	61	406
Missing information	6,354	32,945	6,294	37,432	60	(4,488)
Other	41	546	8	83	33	463
Non-return⁶	415,278	2,584,850	45,952	735,024	369,326	1,849,826

Table 16 — Examined Returns and Service Center Correspondence Contacts Involving Revenue Base Protection¹

	Number of returns	Amount protected (in thousands of dollars)
Individuals	38,401	265,219
Fiduciary	280	16,495
Corporations	3,798	3,593,392
Estate	1,119	68,799
Gift	180	12,903
Excise	2,173	77,752
Employment	2,405	21,425
Windfall	143	122,722
Miscellaneous taxable	23	166
Total	48,522	4,178,874

Table 17 — Examined Returns and Service Center Correspondence Contacts Resulting in Refunds

	Number of returns	Amount recommended (in thousands of dollars)
Individuals	77,621	464,579
Fiduciary	487	15,011
Corporations	6,249	1,392,119
Estate	2,680	159,415
Gift	108	3,379
Excise	3,677	52,821
Employment	1,197	26,193
Windfall	184	42,652
Miscellaneous taxable	99	14,861
Total	92,302	2,171,031

Table 18 — Information Reporting Program

(In millions)

Information returns received	
Other than paper	953
Paper	82
Total	1,035
Contacts	
Underreporter program	3,771
IRP nonfiler	1,528
Total	5,299
Additional tax, penalties, interest assessed	
Underreporter program	\$1,799
IRP nonfiler	\$2,460
Total	\$4,259

Table 19 — Delinquent Collection Activity

(In thousands)

	1991	1992
Total yield from taxpayer delinquent accounts	\$24,280,629	\$24,234,723
First bill	\$ 9,793,379	\$ 9,006,254
Subsequent bills ¹	\$ 6,874,484	\$ 6,926,407
Additional action on taxpayer delinquent accounts ²	\$ 7,612,766	\$ 8,302,062
Taxpayer delinquent accounts		
Opening inventory	3,531	3,999
Issuances ³	3,834	4,322
Dispositions	3,366	3,975
Closing inventory		
(a) Number of accounts	3,999	4,346
(b) Balance of assessed tax, penalty and interest	\$24,161,050	\$27,184,311
Delinquent returns dollars assessed	\$ 9,893,234	\$11,426,025
Delinquent return investigations		
Opening inventory	2,305	2,289
Issuances ³	1,378	1,499
Dispositions	1,394	1,485
Closing inventory	2,289	2,303
Returns compliance investigations closed	27	5
Miscellaneous investigations closed	26	28
Offers in compromise received	9	18
Enforcement activity		
Notice of federal tax lien filed	1,495	1,453
Notice of levy served upon third party	2,951	3,253
Seizures of property made	11	11

Table 20 — Criminal Investigation Program

	Initiated	Discontinued	Referred For Pros	Info. Indictments	Convictions	Total Sentenced	To Prison	% To Prison
Program: Abusive Compliance								
North Atlantic	159	29	96	75	57	37	33	89.19%
Mid-Atlantic	174	16	88	69	69	73	42	57.53%
Southeast	253	65	140	109	97	83	50	60.24%
Central	135	23	92	57	61	47	37	78.72%
Midwest	105	28	47	41	36	42	30	71.43%
Southwest	206	33	131	109	79	87	60	68.97%
Western	184	51	109	89	87	80	64	80.00%
AC International	0	1	0	0	0	0	0	0.00%
U.S Total	1216	246	703	549	486	449	316	70.38%
Program: Narcotics Crimes								
North Atlantic	168	68	104	104	101	76	48	63.16%
Mid-Atlantic	190	32	139	104	76	74	65	87.84%
Southeast	366	54	283	287	193	192	153	79.69%
Central	227	43	178	168	137	145	125	86.21%
Midwest	193	42	178	167	147	140	121	86.43%
Southwest	526	96	469	441	214	205	169	82.44%
Western	357	21	219	207	152	123	97	78.86%
AC International	12	2	4	4	5	1	1	100.00%
U.S Total	2039	358	1574	1482	1025	956	779	81.49%
Program: Organized Crime								
North Atlantic	59	22	46	45	44	26	14	53.85%
Mid-Atlantic	46	11	26	35	22	12	5	41.67%
Southeast	107	24	101	92	65	42	24	57.14%
Central	62	17	63	40	35	44	27	61.36%
Midwest	44	18	41	36	43	33	18	54.55%
Southwest	36	11	40	27	24	29	20	68.97%
Western	57	13	33	28	24	30	18	60.00%
AC International	0	0	0	0	0	0	0	0.00%
U.S Total	411	116	350	303	257	216	126	58.33%
Program: Public Corruption Tax Crimes								
North Atlantic	44	10	34	32	28	19	9	47.37%
Mid-Atlantic	19	12	20	23	25	19	9	47.37%
Southeast	41	7	37	29	21	20	14	70.00%
Central	16	4	8	9	7	7	6	85.71%
Midwest	29	10	15	7	8	12	7	58.33%
Southwest	49	14	25	21	11	14	9	64.29%
Western	21	1	19	17	20	10	9	90.00%
AC International	0	0	0	0	0	0	0	0.00%
U.S Total	219	58	158	138	120	101	63	62.38%
Program: White Collar Tax Crimes								
North Atlantic	395	206	197	148	144	115	43	37.39%
Mid-Atlantic	386	105	183	127	123	152	112	73.68%
Southeast	468	194	192	177	170	142	95	66.90%
Central	318	138	149	109	107	92	66	71.74%
Midwest	242	104	139	110	98	82	58	70.73%
Southwest	389	139	210	185	120	109	59	54.13%
Western	381	127	185	148	128	133	97	72.93%
AC International	9	9	5	1	0	0	0	0.00%
U.S Total	2588	1022	1260	1005	890	825	530	64.24%
Program: All Programs								
North Atlantic	825	335	477	404	374	273	147	53.85%
Mid-Atlantic	815	176	456	358	315	330	233	70.61%
Southeast	1235	344	753	694	546	479	336	70.15%
Central	758	225	490	383	347	335	261	77.91%
Midwest	613	202	420	361	332	309	234	75.73%
Southwest	1206	293	875	783	448	444	317	71.40%
Western	1000	213	565	489	411	376	285	75.80%
AC International	21	12	9	5	5	1	1	100.00%
U.S Total	6473	1800	4045	3477	2778	2547	1814	71.22%

Table 21 — Internal Audit

Number of audit reports issued	101
National audits	29
Regional audits	14
Single office audits	58
Staff time allocation	
Program reviews	35.1%
Installation reviews	23.7%
Integrity program	13.1%
Systems development reviews	11.5%
Inspection systems modernization	8.3%
Financial reviews	6.9%
Computer assistance to management	1.4%
Treasury IG projects	.02%
Potential monetary benefits added from Internal Audit recommendations	\$ 56,080,000
Total monetary benefits realized from Internal Audit recommendations	\$117,626,000

Table 22 — Internal Security Activities Employee/Non-Employee Violations

	Guilty	Pre-Trial Diversion	Not Guilty	Cases Dismissed	Criminal Misconduct	Background Investigations
Cases Initiated					3,196	5,828
Theft/embezzlement	62	8	0	2		
Bribery	37	2	1	3		
False/fraud. statement	33	9	0	1		
Assault	23	5	2	8		
Impersonation	23	4	0	1		
Conspiracy	12	0	1	3		
Narcotics	12	0	0	0		
Mail fraud	12	0	0	0		
Harassment	5	0	1	1		
Extortion	4	0	0	0		
Disclosure	2	0	0	0		
Other	19	5	2	2		
Totals	244	33	7	23	3,196	5,828

Table 23 — Employee Plans and Exempt Organizations Tax Rulings and Technical Advice (Closings)

Subject	Total	Taxpayers requests for tax rulings	Field requests for technical advice
Total	4,061	3,886	175
Actuarial matters	198	186	12
Exempt organizations	3,527	3,406	121
Employee plans	336	294	42

Table 24 — Determination Letters Issued on Employee Benefit Plans

Letters Issued	Stock bonus	Money purchase	Target benefit	Profit sharing	401(k)	ESOP	Total defined contribution	Total defined benefit	Total
Initial qualification:									
Qualified	82	2,139	6	10,813	1,032	9	14,081	264	14,345
Participating Employees ¹	11,686	161,872	708	496,967	414,244	1,624	1,087,101	304,563	1,391,664
Not Qualified	0	0	0	5	2	1	8	1	9
Amendment:									
Qualified	187	13,155	18	31,957	2,516	32	47,865	1,044	48,909
Participating Employees ¹	135,020	389,523	1,311	1,271,292	1,457,338	39,893	3,294,377	1,711,661	5,006,038
Not Qualified	0	1	0	3	1	0	5	1	6
Terminations:									
Qualified	27	3,400	152	7,097	0	— ²	10,676	8,714	19,390
Participating Employees ¹	3,315	54,433	1,937	467,230	0	—	526,915	433,961	960,876
Not Qualified	0	0	1	7	0	—	8	5	13
Total									
Qualified	296	18,694	176	49,867	3,548	41	72,622	10,022	82,644
Not Qualified	0	1	1	18	3	1	21	7	28

Table 25 — Exempt Organizations and Other Entities Listed on Exempt Organizations and Business Master File

	1991	1992
Section 501(c):		
(1) Corporation organized under act of Congress	9	9
(2) Titleholding corps	6,408	6,529
(3) Religious, charitable, etc	516,554 ¹	546,100 ¹
(4) Social welfare	142,473	142,673
(5) Labor, agriculture organizations	72,009	71,012
(6) Business leagues	68,442	70,871
(7) Social and recreation clubs	63,922	64,681
(8) Fraternal beneficiary societies	98,840	93,544
(9) Voluntary employees' beneficiary associations	14,708	14,986
(10) Domestic fraternal beneficiary societies	18,360	21,415
(11) Teachers' retirement funds	10	10
(12) Benevolent life insurance assns.	5,984	6,103
(13) Cemetery companies	8,781	9,025
(14) State chartered credit unions	6,219	5,559
(15) Mutual insurance companies	1,147	1,157
(16) Corps. to finance crop operation	20	23
(17) Supplemental unemployment benefit trusts	644	625
(18) Employee funded pension trusts	8	8
(19) War veterans' organizations	27,962	28,096
(20) Legal service organizations	206	217
(21) Black lung trusts	23	23
(22) Multiemployer pension plans	0	0
(23) Veterans associations founded prior to 1880	2	2
(24) Trusts described in section 4049 of ERISA	0	1
(25) Holding companies for pensions etc.	181	290
501(d) Religious and apostolic organizations	93	92
501(e) Cooperative hospital service organizations	72	68
501(f) Cooperative service organizations of operating educational organizations	1	1
521 Farmers' cooperatives	2,129	2,086
Sub-total exempt organizations (EO)	1,055,545	1,085,206
Taxable farmers' cooperatives	3,219	3,161
Nonexempt charitable trusts ²	48,900	52,021
Total EOs and other entities	1,107,664	1,140,388

Table 26 — Exempt Organizations Applications (Disposals)

	Approved	Denied	Other ¹	Total
Section 501(c):				
(1) Corporation organized under act of Congress	0	0	0	0
(2) Titleholding corps	193	0	77	270
(3) Religious, charitable, etc	36,108	730	10,334	47,172
(4) Social welfare	2,177	27	663	2,867
(5) Labor, agriculture organizations	430	4	68	502
(6) Business leagues	2,278	60	405	2,743
(7) Social and recreation clubs	1,168	36	478	1,682
(8) Fraternal beneficiary societies	17	4	21	42
(9) Voluntary employees' beneficiary associations	796	2	216	1,014
(10) Domestic fraternal beneficiary societies	29	2	39	70
(11) Teachers' retirement funds	0	0	0	0
(12) Benevolent life insurance assns.	113	5	66	184
(13) Cemetery companies	271	1	19	291
(14) State chartered credit unions	2	0	0	2
(15) Mutual insurance companies	7	0	5	12
(16) Corps. to finance crop operation	0	0	0	0
(17) Supplemental unemployment benefit trusts	0	0	2	2
(18) Employee funded pension trusts	0	0	0	0
(19) War veterans' organizations	155	0	24	179
(20) Legal service organizations	20	1	3	24
(21) Black lung trusts	0	0	0	0
(22) Multiemployer pension plans	0	0	0	0
(23) Veterans associations founded prior to 1880	0	0	0	0
(24) Trusts described in section 4049 of ERISA	1	0	0	1
(25) Holding companies for pensions etc.	0	0	1	1
501(d) Religious and apostolic organizations	5	0	2	7
501(e) Cooperative hospital service organizations	0	0	0	0
501(f) Cooperative service organizations of operating educational organizations	0	0	0	0
521 Farmers' cooperatives	16	0	13	29
Nonexempt charitable trusts	2	0	2	4
National Office rulings and determinations letters	—	—	—	3,406
Total EOs and other entities	43,788	872	12,438	60,504

Table 27 — Internal Revenue Collections, Costs, Employees and U.S. Population

Average positions realized

Fiscal Year	Operating cost (1)	Collections (2)	Cost of collecting \$100 (3)	Population (thousands) (4)	Tax per capita (5)	Average positions realized		
						Total (6)	National Office (7)	Field (8)
1960	363,735,359	91,774,802,823	0.40	180,671	507.96	51,047	2,910	48,137
1961	413,295,238	94,401,086,398	0.44	183,691	513.91	53,206	3,042	50,164
1962	450,080,420	99,440,839,245	0.45	186,538	533.09	56,481	3,401	53,080
1963	500,804,314	105,925,395,281	0.47	189,242	559.74	59,711	3,657	56,054
1964	549,692,131	112,260,257,115	0.49	191,889	585.03	61,059	3,839	57,220
1965	597,387,471	114,434,633,721	0.52	194,303	588.95	62,098	3,881	58,217
1966	624,861,929	128,879,961,342	0.48	196,560	655.68	63,508	3,982	59,526
1967	667,080,295	148,374,814,552	0.45	198,712	746.68	65,946	3,894	62,052
1968	699,190,304	153,363,837,665	0.46	200,706	765.48	67,574	3,967	63,607
1969	758,785,475	187,919,559,668	0.40	202,677	927.19	66,064	3,862	62,202
1970	886,159,162	195,722,096,497	0.45	204,878	955.31	68,683	4,103	64,580
1971	981,065,297	191,647,198,138	0.51	207,053	925.63	68,972	4,358	64,614
1972	1,127,390,411	209,855,736,878	0.54	208,846	1,004.83	68,549	4,134	64,415
1973	1,162,009,945	237,787,204,058	0.49	210,410	1,130.11	74,170	4,505	69,665
1974	1,312,894,661	268,952,253,663	0.49	211,901	1,269.24	78,921	4,310	74,611
1975	1,584,711,486 ¹	293,822,725,772	0.54	213,559	1,375.84	82,339	4,531	77,808
1976	1,667,311,689 ¹	302,519,791,922	0.56	215,142	1,406.14	84,264	4,732	79,532
1977	1,790,588,738 ¹	358,139,416,730	0.50	217,329	1,647.91	83,743	4,994	78,749
1978	1,962,129,287 ¹	399,776,389,362	0.49	219,033	1,826.61	85,329	4,919	80,410
1979	2,116,166,276 ¹	460,412,185,013	0.46	220,999	2,083.32	86,168	4,978	81,190
1980	2,280,838,622 ¹	519,375,273,361	0.44	228,231 ²	2,275.66 ²	87,464	5,114	82,350
1981	2,465,468,704 ¹	606,799,120,630	0.41	230,613 ²	2,631.24 ²	86,156	5,110	81,046
1982	2,626,338,036 ¹	632,240,505,595	0.42	232,962 ²	2,713.92 ²	82,857	5,098	77,759
1983	2,968,525,840 ¹	627,246,792,581	0.47	235,225 ²	2,666.58 ²	83,605 ³	4,357 ³	79,248
1984	3,279,067,495 ¹	680,475,229,453	0.48	237,454 ²	2,865.71 ²	87,635 ³	5,327 ³	82,308
1985	3,600,952,523 ¹	742,871,541,283	0.48	239,714 ²	3,098.99 ²	92,254	5,454	86,800
1986	3,841,983,050 ¹	782,251,812,225	0.49	241,995 ²	3,232.51 ²	95,880	5,361	90,519
1987	4,365,816,254 ¹	886,290,589,996	0.49	244,344 ²	3,627.22 ²	102,188	6,253	95,935
1988	5,069,376,692 ¹	935,106,594,000	0.54	246,329 ²	3,792.17 ²	114,873	6,934	107,939
1989	5,198,546,063 ¹	1,013,322,133,000	0.51	249,412 ²	4,062.84 ²	114,758	7,895	106,863
1990	5,440,417,630 ¹	1,056,365,651,631	0.52	250,205 ²	4,222.00 ²	111,858	7,459	104,399
1991	6,097,627,226 ¹	1,086,851,401,315	0.56	253,432 ²	4,288.53 ²	115,628	8,286	107,342
1992	6,536,336,443 ¹	1,120,799,558,292	0.58	256,167	4,375.27	116,673	9,333	107,340

Table 28 — Internal Revenue Service Costs by Activity

(In thousands of dollars)

	Total		Pers. Comp. and Benefits		Other	
	1991	1992	1991	1992	1991	1992
Total Obligations, Appropriations and Reimbursements	6,180,910	6,652,835	4,423,286	4,819,826	1,757,624	1,833,009
Obligations against appropriated funds ¹	6,097,627	6,536,336	4,375,289	4,760,496	1,722,338	1,775,840
Administration and Management (Salaries & Expenses)						
Total	144,822	141,130	101,772	110,404	43,050	30,726
Executive Direction	13,551	13,112	10,096	10,682	3,455	2,430
Management Services	42,149	31,868	24,703	20,973	17,446	10,895
Internal Audit and Internal Security	89,122	96,150	66,973	78,749	22,149	17,401
Processing Tax Returns and Assistance (Processing Tax Returns)						
Total	1,617,264	1,660,706	1,078,889	1,174,954	538,375	485,752
Returns Processing and Revenue Accounting	1,227,660	1,265,712	798,280	853,733	429,380	411,979
Statistics of Income	21,554	25,088	16,708	19,871	4,846	5,217
Taxpayer Service	368,050	369,906	263,901	301,350	104,149	\$68,556
Tax Law Enforcement (Examination & Appeals; Investigation, Collection & Taxpayer Service)						
Total	3,410,583	3,577,666	2,820,118	3,027,557	590,465	550,109
Tax Fraud and Financial Investigations	275,886	309,292	232,691	266,783	43,195	42,509
Examination	1,532,267	1,605,490	1,297,084	1,378,442	235,183	227,048
Appeals and Tax Litigation	344,595	374,041	311,327	343,601	33,268	30,440
Employee Plans and Exempt Organizations	132,291	140,918	114,387	124,576	17,904	16,342
International	56,203	57,559	41,789	45,319	14,414	12,240
Collection	874,491	921,731	706,464	767,313	168,027	154,418
Document Matching	194,850	168,635	116,376	101,523	78,474	67,112
Information Systems						
Total	924,958	1,156,834	374,510	447,581	550,448	709,253
Processing and Services	526,252	637,333	226,396	247,385	299,856	389,948
Compliance and Enforcement	125,169	118,035	22,736	14,798	102,433	103,237
Program Support	75,321	104,675	38,885	68,249	36,436	36,426
Tax Systems Modernization	198,216	296,791	86,493	117,149	111,723	179,642
Reimbursable Obligations, Total	83,283	116,499	47,997	59,330	35,286	57,165

Table 29 — Internal Revenue Service Costs by Office¹

(In thousands of dollars)

Internal Revenue Office, District or Region	Total (1)	Personnel Compensation (2)	Travel (3)	Equipment (4)	Other (5)
A. Total Internal Revenue Service	6,652,835	4,819,826²	143,326	199,280³	1,490,403⁴
National Office	1,463,184	580,011	36,509	136,822	709,842
North Atlantic	772,572	609,930	12,811	6,917	142,914
Mid-Atlantic	545,300	436,824	9,063	7,418	91,995
Southeast	761,926	626,972	16,978	7,835	110,141
Central	478,863	384,677	11,316	4,206	78,664
Midwest	541,226	437,090	11,355	4,925	87,856
Southwest	805,034	673,037	15,990	11,078	104,929
Western	809,167	668,469	16,132	5,643	118,923
Regional Appeals	154,256	143,354	3,055	2,799	5,048
Regional Counsel	126,058	111,086	4,269	4,408	6,295
Regional Inspection	75,225	64,463	4,241	2,563	3,958
Martinsburg Computing Center	46,274	29,653	490	2,186	13,945
Detroit Computing Center	73,750	54,260	1,117	2,480	15,893
B. Regional Commissioners Office	528,751	129,771	20,110	11,973	366,897
(excluding District Directors Offices and Service Centers)					
North Atlantic	35,563	20,911	1,764	1,460	11,428
Mid-Atlantic	74,911	16,331	1,434	1,732	55,414
Southeast	83,355	20,299	4,690	1,957	56,409
Central	73,127	15,835	3,705	1,226	52,361
Midwest	77,109	17,796	2,968	1,000	55,345
Southwest	80,666	20,242	2,581	3,615	54,228
Western	104,020	18,357	2,968	983	81,712
C. District Directors Offices and Service Centers	4,185,337	3,707,228	73,535	36,049	368,525
North Atlantic	737,009	589,019	11,047	5,457	131,486
Albany	24,291	19,157	764	125	4,245
Augusta	11,903	9,708	456	156	1,583
Boston	76,645	61,483	1,687	480	12,995
Brooklyn	100,256	73,397	1,327	769	24,763
Buffalo	46,385	38,278	1,281	300	6,526
Burlington	6,556	5,297	333	42	884
Hartford	43,121	35,045	1,142	662	6,272
Manhattan	138,075	108,908	1,771	760	26,636
Portsmouth	13,042	10,637	498	196	1,711
Providence	12,470	10,207	440	195	1,628
Boston ACS	2,854	2,854	0	0	0
Buffalo ACS	2,856	2,855	1	0	0
Manhattan ACS	4,686	4,681	5	0	0
North Atlantic Region centralized training	558	0	524	0	34
Andover Service Center	112,900	92,611	499	807	18,983
Brookhaven Service Center	140,411	113,901	319	965	25,226
Mid-Atlantic	470,389	420,493	7,629	5,686	36,581
Baltimore	69,900	63,620	1,351	1,068	3,861
Newark	80,012	73,255	1,687	806	4,264
Philadelphia	63,734	57,482	981	1,460	3,811
Pittsburgh	35,786	32,303	843	316	2,324
Richmond	51,467	45,766	1,620	482	3,599
Wilmington	9,065	8,127	241	141	556
Forms Distribution Center	8,049	6,897	28	283	841
Baltimore ACS Site	5,437	5,289	19	1	128
Newark ACS Site	3,480	3,293	8	5	174
Philadelphia ACS Site	4,203	3,936	4	25	238
Mid-Atlantic Region centralized training	431	0	410	0	21
Philadelphia Service Center	138,369	120,422	436	1,088	16,423
Cooperative Administrative Support Unit, Baltimore	456	103	1	11	341

Internal Revenue Office, District or Region	Total (1)	Personnel Compensation (2)	Travel (3)	Equipment (4)	Other (5)
Southeast	678,571	606,673	12,288	5,878	53,732
Atlanta	85,914	77,073	2,440	1,313	5,088
Birmingham	25,242	22,895	762	228	1,357
Columbia	18,297	16,624	491	337	845
Fort Lauderdale District	67,867	61,648	1,502	801	3,916
Greensboro	41,150	37,158	1,350	712	1,930
Jackson	16,064	14,721	485	77	781
Jacksonville	68,663	63,130	1,502	318	3,713
Little Rock	17,149	15,554	524	308	763
Nashville	46,331	42,359	1,080	182	2,710
New Orleans	35,726	32,851	839	57	1,979
Southeast Region centralized training	879	0	767	0	112
Atlanta Service Center	121,622	108,663	292	745	11,922
Memphis Service Center	116,822	97,278	223	730	18,591
Charlotte Regional Development Center	1,695	1,569	31	70	25
Atlanta ACS Site	3,922	3,922	0	0	0
Jacksonville ACS Site	6,015	6,015	0	0	0
Nashville ACS Site	5,213	5,213	0	0	0
Central	405,736	368,842	7,611	2,980	26,303
Cincinnati	55,658	50,781	1,218	235	3,424
Cleveland	51,755	47,730	1,271	200	2,554
Detroit	75,435	69,922	1,786	173	3,554
Indianapolis	44,187	40,287	938	348	2,614
Louisville	23,411	21,491	708	61	1,151
Parkersburg	12,399	11,082	444	161	712
Cooperative Administrative Support Unit, Indianapolis	0	0	0	0	0
Cooperative Administrative Support Unit, Cleveland	198	72	2	10	114
Cooperative Administrative Support Unit, Cincinnati	876	420	3	0	453
Treasury Complaints Processing Center	890	797	90	0	3
Detroit ACS Site	2,997	2,997	0	0	0
Cleveland ACS Site	2,748	2,748	0	0	0
Indianapolis ACS Site	2,936	2,936	0	0	0
Central Region centralized training	580	0	537	0	43
Cincinnati Service Center	131,666	117,579	614	1,792	11,681
Midwest	464,117	419,294	8,387	3,925	32,511
Aberdeen	5,659	4,962	277	142	278
Chicago	108,349	101,397	1,823	529	4,600
Des Moines	20,094	18,022	594	215	1,263
Fargo	7,204	6,049	280	179	696
Helena	8,286	7,209	353	41	683
Milwaukee	34,426	31,598	780	182	1,866
Omaha	16,938	15,492	369	247	830
St. Louis	48,975	45,418	1,075	109	2,373
St. Paul	43,963	40,249	986	356	2,372
Springfield	17,946	16,350	558	128	910
Forms Distribution Center	6,153	5,562	12	17	562
Midwest Region centralized training	715	0	599	0	116
Kansas City Service Center	131,228	116,484	371	1,533	12,840
Treasury Complaints Processing Center	938	701	128	5	104
National Forensic Laboratory	2,838	2,157	159	230	292
Cooperative Administrative Support Unit, Chicago	3,383	812	6	12	2,553
Chicago ACS Site	3,997	3,890	7	0	100
St. Louis ACS Site	3,025	2,942	10	0	73

Table 29 — Internal Revenue Service Costs by Office, continued

(In thousands of dollars)

Internal Revenue Office, District or Region	Personnel				
	Total (1)	Compensation (2)	Travel (3)	Equipment (4)	Other (5)
Southwest	724,368	652,795	13,409	7,463	50,701
Albuquerque	11,924	10,224	526	447	727
Austin	50,408	45,788	1,682	78	2,860
Cheyenne	6,565	5,720	492	30	323
Dallas	110,518	101,272	2,735	160	6,351
Denver	53,169	48,967	1,455	174	2,573
Houston	73,704	67,319	1,540	390	4,455
Oklahoma City	35,580	32,319	1,110	154	1,997
Phoenix	34,916	30,587	693	1,375	2,261
Salt Lake City	12,548	10,939	358	648	603
Wichita	22,439	19,755	586	1,155	943
Treasury Complaints Center	1,030	822	185	11	12
Dallas ACS Site	3,777	3,777	0	0	0
Denver ACS Site	4,169	4,169	0	0	0
Houston ACS Site	4,671	4,671	0	0	0
Oklahoma City ACS Site	1,523	1,523	0	0	0
Southwest Region centralized training	845	0	747	0	98
Austin Service Center	96,227	82,974	399	840	12,014
Ogden Service Center	155,846	139,417	752	1,800	13,877
Austin Compliance Center	44,430	42,552	149	143	1,586
Automated Examination System Project	79	0	0	58	21
Western	705,147	650,112	13,164	4,660	37,211
Anchorage	14,552	13,176	676	32	668
Boise	10,000	8,921	453	170	456
Honolulu	14,079	12,731	358	85	905
Laguna Niguel	97,276	91,030	1,876	419	3,951
Los Angeles	132,532	124,041	2,679	804	5,008
Portland	27,014	25,064	659	109	1,182
Las Vegas	21,013	18,750	593	464	1,206
Sacramento	40,412	37,366	980	258	1,808
San Francisco	61,708	57,789	956	90	2,873
San Jose	53,662	49,989	1,445	112	2,116
Seattle	43,840	40,095	1,105	264	2,376
San Francisco Quality Review Office	3,245	3,072	32	0	141
Cooperative Administrative Support Unit, Los Angeles	1,491	182	5	37	1,267
Cooperative Administrative Support Unit, Fresno	2	0	0	2	0
Treasury Complaints Processing Center	946	805	116	0	25
Forms Distribution Center	3,337	3,102	16	19	200
San Francisco ACS Site	5,652	5,649	3	0	0
Seattle ACS Site	5,899	5,857	16	0	26
Laguna Niguel ACS Site	7,361	7,308	15	0	38
Kearney Mesa ACS Site	0	0	0	0	0
Fresno Service Center	160,524	145,185	604	1,795	12,940
Western Region centralized training	602	0	577	0	25

Table 30 — Internal Revenue Service Personnel Summary¹

Location and Type	Average Positions Realized		Number of Employees at Close of Year	
	1991	1992	1991	1992
Service Total¹	117,017	117,945	119,213	114,819
Permanent ²	115,413	116,638	117,287	113,028
Temporary	1,604	1,307	1,926	1,791
National Office³	8,507	9,567	9,435	9,757
Field Offices⁴	108,510	108,378	109,778	105,062
Data Processing Operations⁵	39,685	39,847	38,796	36,747
Collection⁶	18,605	18,518	19,595	18,790
Revenue Officers	7,929	9,704	8,377	7,916
Other	10,676	8,814	11,218	10,874
Taxpayer Services	8,297	8,232	8,544	7,771
Taxpayer Service Specialists	1,437	1,625	1,619	1,693
Taxpayer Service Representatives	2,572	2,873	2,946	2,870
Other	4,288	3,734	3,979	3,208
Examination	28,592	28,393	29,644	28,294
Revenue Agents	15,738	15,947	16,377	15,894
Tax Auditors	2,842	2,704	2,885	2,678
Other	10,012	9,742	10,382	9,722
Employee Plans/Employee Organizations	2,370	2,413	2,454	2,448
EP/EO Technicals	1,373	1,407	1,422	1,403
Other	997	1,006	1,032	1,045
Appeals	2,859	2,780	2,936	2,783
Appeals Officers	1,268	1,243	1,282	1,223
Appeals Auditors	241	239	247	236
Other	1,350	1,298	1,407	1,324
Tax Fraud	4,617	4,863	4,507	4,583
Special Agents	2,776	2,943	2,884	2,976
Other	1,841	1,920	1,623	1,607
Executive Direction	169	197	190	200
Management Services⁷	1,356	1,653	1,625	1,683
Resources Management	5,541	5,787	5,763	6,289
Counsel⁸	2,919	3,109	3,013	3,058
Inspection⁹	1,340	1,468	1,449	1,489
International	667	685	697	684

Table 31 — Chief Counsel Workload by Function

Function	Type of Case	Pending Oct. 1, 1991	Received ¹	Closed	Pending Sept. 30, 1992
Appeals ²	Nondocketed:			Agreed	Unagreed
	Regular work (excl. TEFRA)	33,221	41,829	38,183	4,323
	Tax Shelters (excl. TEFRA)	3,047	192	1,829	15
	TEFRA regular work	711	381	570	6
	TEFRA tax shelters	942	-60	595	9
	Docketed:				
	Regular work (excl. TEFRA)	15,201	23,947	20,767	2,438
	Tax shelters (excl. TEFRA)	5,461	2,443	4,371	489
	TEFRA regular work	272	166	189	14
	TEFRA tax shelters	2,143	120	747	46
	Total	60,998	69,018	67,251	7,340
					55,425
Criminal Tax	Requests for grand jury	6,412	3,381	2,367	7,426
	Grand jury evaluations	0	1,144	1,075	69
	Administrative	2,283	861	924	2,220
	Forfeiture cases	857	1,508	888	1,477
	National Office	0	10,738	10,738	0
	Total	9,552	17,632	15,992	11,192
Disclosure Litigation	Disclosure opinions	142	392	428	106
	FOIA, other	1,797	3,864	3,026	2,635
	Privacy act other	10	34	41	3
	FOIA litigation	128	69	55	142
	Privacy act litigation	14	5	14	5
	Sections 7217 and 7431 litigation	69	43	31	81
	Appellate litigation	34	34	25	43
	Coordinations	11	34	35	10
	Total	2,205	4,475	3,655	3,025
Domestic	Request for rulings	777	1,852	1,972	657
	Technical advice	130	297	331	96
	Revenue rulings and revenue procedures	600	258	236	622
	Changes in accounting methods	3,495	6,171	5,861	3,805
	Changes in accounting periods	159	1,124	1,180	103
	Earnings and profits determinations ³	2,918	0	2,918	0
	Congressional correspondence	64	696	722	38
	Technical and general correspondence	76	413	453	36
	Reviews of field determinations	0	0	0	0
	Regulations projects	474	140	273	341
	Legislative projects	10	151	29	132
	Assistance outside technical	244	1,987	2,111	120
	Rulings disclosure	89	1,012	857	244
	Other	44	183	37	190
	Total	9,080	14,284	16,980	6,384
Employee Benefits & Exempt Organizations	Request for rulings	111	488	455	144
	Technical advice	20	50	52	18
	Revenue rulings and revenue procedures	42	14	13	43
	News releases	2	3	3	2
	Congressional correspondence	61	518	528	51
	Technical and general correspondence	89	410	421	78
	Regulations projects	72	12	11	73

Function	Type of Case	Pending Oct. 1, 1991	Received ¹	Closed	Pending Sept. 30, 1992
Employee Benefits & Exempt Organizations, Continued	Legislative projects	7	5	2	10
	Assistance outside technical	161	697	647	211
	Other	19	37	24	32
	Total	584	2,234	2,156	662
General Legal Services	Adverse actions	98	193	197	94
	Grievance arbitration	193	449	239	403
	Discrimination	260	390	334	316
	Unfair labor practice	64	124	110	78
	Contracts	102	908	937	73
	Forfeitures	12	19	31	0
	Bivens	157	168	210	115
	Claims collections	270	99	198	171
	Labor or personnel	82	565	482	165
	Tort claims	50	273	239	84
	Expert witness	134	350	384	100
	Miscellaneous other	324	3,817	3,766	375
	Total	1,746	7,355	7,127	1,974
General Litigation	Chapter 7 bankruptcies	2,660	4,289	3,917	3,032
	Chapter 11 bankruptcies	6,606	7,310	7,308	6,608
	Chapter 13 bankruptcies	6,705	12,700	11,783	7,622
	Collection suits (U.S. plaintiff)	2,328	3,407	3,528	2,207
	Suits against U.S.	2,213	1,597	1,631	2,179
	Summons enforcement	4,712	6,156	8,017	2,851
	Advisory opinions	1,898	10,598	10,239	2,257
	Miscellaneous	728	1,216	1,159	785
	Appeals cases	314	398	358	354
	Other cases ⁴	14	188	172	30
	Total	28,178	47,859	48,112	27,925
International	Competent authority	13	9	12	10
	Private letter rulings	122	132	113	141
	Regulations	100	19	25	94
	Revenue rulings	103	30	36	97
	Technical advice memoranda	17	22	19	20
	Technical assistance - non-ISP	188	341	353	176
	Litigating tax	98	60	33	125
	Treaties	41	8	3	46
	Criminal tax function	6	9	9	6
	General litigation function	223	464	570	117
	Tax litigation function	258	6	6	258
	Other	134	293	265	162
	Total	1,303	1,393	1,444	1,252
Tax Litigation ⁵ (Dollars in millions)	Tax Court cases total	50,737	30,404	34,446	46,695
	Tax & penalty in dispute	\$33,480	\$7,864	\$5,552	\$35,792
	Tax & penalty determined	N/A	N/A	\$1,725	N/A
	of cases settled:				
	Won	N/A	N/A	718	N/A
	Lost	N/A	N/A	130	N/A
	Split	N/A	N/A	583	N/A
	Cases on appeal (decided/pending)	N/A	N/A	153	427
	Tax and penalty decided/pending	N/A	N/A	\$75	\$456
	Refund suits:				
	District Courts	2,317	761	844	2,234
	Amount in suits ⁶	\$741	\$190	\$171	\$760
	Amount not refunded ⁷	N/A	N/A	\$112/65.5%	N/A
	Claims Court	750	202	141	811
	Amount in suits ⁸	\$1,204	\$749	\$269	\$1,684
	Amount not refunded ⁷	N/A	N/A	\$164/61%	N/A
	Cases on appeal	N/A	N/A	49	136
	Tax and penalty decided/pending	N/A	N/A	\$39	\$69
	Total	53,804	31,367	35,431	49,740
Total Chief Counsel Workload		167,192	195,611	205,482	157,321

Table 32 — Chief Counsel Workload by Region/Office

Region/Office	Pending Oct. 1, 1991	Received	Closed	Pending Sept. 30, 1992
Central	8,900	7,650	8,139	8,411
Mid-Atlantic	10,382	9,672	9,680	10,374
Midwest	9,072	8,945	8,811	9,206
North Atlantic	13,748	9,413	10,681	12,480
Southeast	9,974	15,087	14,377	10,684
Southwest	14,392	18,456	16,361	16,487
Western	22,985	20,714	22,485	21,214
Total Regions	89,453	89,937	90,534	88,856
International Function	1,303	1,393	1,444	1,252
Total National Office	76,436	104,281	113,504	67,213
Total Chief Counsel Workload	167,192	195,611	205,482	157,321

Table 33 — Comparison of Equal Employment Opportunity Statistics

Internal Revenue Service	White		Black		Hispanic		Asian-American/ Pacific Islander		American Indian/ Alaskan Native		Total
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Full-time and Part-time	31,437	40,063	4,720	17,504	2,258	4,327	1,178	1,499	243	486	103,915
Seasonal	5,735	12,941	1,333	6,312	473	1,572	181	293	55	248	29,145
TOTAL	37,172	53,004	6,053	23,816	2,731	5,899	1,359	1,792	298	734	133,060
Federal civilian labor force— (Source OPM's Central Personnel Data File)	43.8%	28.2%	6.7%	10.6%	3.2%	2.3%	3.2%	1.3%	0.9%	0.9%	100%
Internal Revenue Service Full-time and and part-time	30.3%	38.6%	4.5%	16.8%	2.2%	4.2%	1.1%	1.4%	0.2%	0.5%	100%
Seasonal	19.7%	44.4%	4.6%	21.7%	1.6%	5.4%	0.6%	1.0%	0.2%	0.9%	100%
Civilian Labor Force Source: (1990 census data File)	60%	26.5%	3.6%	3.1%	2.8%	1.3%	1.1%	.5%	0.3%	0.2%	100%

Footnotes for Table 1

* Less than 0.1%

NOTE: Detail may not add to totals due to rounding.

1. Includes Presidential Election Campaign Fund contributions of \$32,319,473 in fiscal year 1991 and \$29,622,465 in fiscal year 1992.
2. Collections of individual income tax are not reported separately from old-age, survivor's, disability and hospital insurance (OASDHI) taxes on wages, salaries, and self-employment income. The amount of OASDHI tax collections shown is based on estimates made by the Secretary of the Treasury pursuant to the provisions of section 201(a) of the Social Security Act as amended and includes all OASDHI taxes. The amounts shown for the two categories of individual income taxes were derived by subtracting the OASDHI tax estimates from the combined totals collected.
3. Does not include interest paid on refunds.
4. Refunds from Forms 1040, 1040A, and 1040EZ including withheld taxes, minus FICA.

Footnotes for Table 2

NOTE: Detail may not add to totals due to rounding.

1. Includes Forms 1040SS/PR, 1040C, and 1040NR.
2. Includes Forms 1040X, 1120X, 2688, 4868, 7004, 1041A, and 8752.

Footnotes for Table 3

NOTE: Detail may not add to totals due to rounding. Amounts reflect adjustments made to data reported in prior years. Negative figures are displayed when prior year adjustments exceed current year receipts.

1. Receipts in the various states do not indicate the federal tax burden of each since, in many instances, taxes are collected in one state from residents of another state. For example, withholding taxes reported by employers located near state lines may include substantial amounts withheld from salaries of employees who reside in neighboring states. Also, the taxes of some corporations are paid from a principal office, although their operations may be located in another state, or throughout several states.
2. Corporate tax rates generally ranged from 15 to 39 percent of taxable income.
3. Includes taxes of \$181.6 million on unrelated business income of exempt organizations (Forms 990T).
4. Collections of individual income tax (withheld and not withheld) include old-age, survivor's, disability, and hospital insurance taxes on salaries and wages (FICA) and self-employment income (SECA). Estimated national totals for individual income tax and for employment taxes are shown in Table 1, and are used to obtain national totals for individual income taxes and for employment taxes in table 4.
5. Individual income tax rates for tax year 1991 were 15, 28, and 33 percent of taxable income. Includes SECA taxes imposed on taxable self-employment income.
6. Includes fiduciary income tax collections of \$6.1 billion.
7. Income tax rates for 1991 were 15, 28, and 33 percent.
8. A tax rate of 6.2 percent was imposed on employers with one or more covered employees in each of 20 days in a year, each day being in a different week, or with a quarterly payroll for covered employment of at least \$1,500 in the current or preceding calendar year. This was applied to the first \$7,000 of taxable wages paid to each covered employee. The tax is reduced by credits of up to 5.4 percent for unemployment contributions paid to states.
9. Estate and gift tax rates ranged from 18 to 55 percent.
10. Amounts not classified by state or district as of the end of the fiscal year. This includes tax payments made to banks under the Federal Tax Deposit (FTD) System. These payments are included in collections but are not classified by district until applied to taxpayer accounts. Also included are credits allowable on income tax returns for certain gasoline, diesel, and special motor fuel tax payments and for excess payments under the Federal Insurance Contributions Act. Designations by taxpayers of a portion of their taxes to the Presidential Election Campaign Fund are also included even though they are not collections, as such, because they do not affect taxpayer liability. Transfer of amounts to this fund was made on a national basis only and had no effect on district and regional collection data.

Footnote for Table 4

1. Transition quarter.

Footnotes for Table 5

1. IRS issued 89.2 million refunds totaling \$113.1 billion which includes \$3.2 billion in interest.
2. Includes \$2.0 billion paid in interest.
3. Includes earned income credits refunded in the amount of \$7.7 billion, refunds of \$962.2 million paid on partnership and fiduciary returns, and \$434.3 million paid in interest. Direct deposit refunds were \$12 billion. The average refund for all individual income tax returns was \$1024. (Note: The Annual Report for 1991 incorrectly showed partnership and fiduciary refunds of \$124.7 million instead of \$1.2 billion.)
4. Includes withheld income tax, FICA, Railroad Retirement, and FUTA refunds and credits.
5. Includes credits and claims for gasoline and lubricating oil tax payments.
6. Includes Highway and Airport Trust Fund reclassification.
7. Includes credits for excess payments under the Federal Old Age and Survivors, Federal Disability, and Federal Hospital Funds of \$804.6 million.
8. The source of this information is the U.S. Customs Service and the Bureau of Alcohol, Tobacco, and Firearms
9. Includes refunds issued in September, 1992, minus refund reversals received in September, 1992, that were not classified by September 30, 1992 (the end of the fiscal year). For accounting and comparative purposes, the data included in this table must agree with the actual transactions affecting the refund and interest appropriation accounts for the fiscal year.

Footnotes for Table 6

1. Includes 246,795 refunds issued to fiduciaries and partnerships, and 9.0 million refunds issued through direct deposit.
2. Includes refunds issued in September, 1992, minus refund reversals received in September, 1992, that were not classified by district before September 30, 1992, (the end of the fiscal year). For accounting and comparative purposes, the data included in this table must agree with the actual transactions affecting the refund and interest appropriation.

Footnote for Table 7

1. Column contents for columns 2-14 are explained below by appropriate columns.
 - (2) Forms 1040, 1040A, 1040EZ, 1040NR, 1040SS-PR and 1040C.
 - (3) Form 1040ES.
 - (4) Form 1041.
 - (5) Form 1041ES.
 - (6) Form 1065.
 - (7) Form 1066 and the 1120 series of returns.
 - (8) Form 706 series of returns.
 - (9) Form 709.
 - (10) Forms 940, 940EZ, 940PR, 941, 941PR & SS, 941E, 942, 942PR, 943, 943PR, CT-1, and 1042.
 - (11) Forms 990, 990PF, 990T, 990C, 990EZ, 5227 and 4720.
 - (12) Forms 5500, 5500C, 5500EZ, and 5500R.
 - (13) Forms 720, 730, 2290 and 11C.
 - (14) Forms 1040X, 1120X, 2688, 4868, 7004, 8752, and 1041A.

Footnotes for Table 8

1. The "—" indicates the district did not participate in electronic filing that year. Electronic filing was available for individual returns nationwide for the first time in 1990. For 1991 and 1992 individual district volumes are as of May 24, 1991, and May 22, 1992. Individual district volumes for 1991 have been revised to agree with the same time period as 1990 (May 24) and 1992 (May 22).
2. District totals do not add to grand totals. Grand totals for 1991 and 1992 are as of Aug. 27.
3. 1992 volumes are as of December 1, 1992. Partnership and Employee Pension Plan returns were filed nationwide to Andover Service Center for processing. Fiduciary returns were filed through the Philadelphia Service Center for processing.
4. Volumes include related Forms K-1 filed with 331 Forms 1065 filed in paper form (Paper/Parent Option).

Footnotes for Table 10

1. As measured by the Integrated Test Call Survey System (ITCSS). Period covered is from February 3, 1992 through April 25, 1992.
2. During 1992 we did not have a valid means of collecting data on the number of students participating in the Understanding Taxes (UT) Program.

Footnotes for Table 11

1. Total positive income.
2. Total gross receipts.
3. Balance sheet assets.
4. Exempt organization examination includes the following:

Number of returns examined by type

501(c)(3) — Private foundations	736
501(c)(3) — All others	1852
501(c)(4) — Civic leagues, social welfare	474
501(c)(5) — Labor, agricultural, horticulture	445
501(c)(6) — Business leagues	748
501(c)(7) — Social and recreational clubs	686
501(c) — All others	650
Form 1120 POL	287
Farmers cooperatives	386
Employment tax	3945
Form 990-T	2336
Form 4720	242

Footnotes for Table 12

1. Total positive income.
2. Total gross receipts.
3. Balance sheet assets.

Footnotes for Table 15

Note: Detail may not add to your totals due to rounding. With the exception of estimated tax, assessments and abatements can apply to any tax year. In addition to penalties, the law requires that interest be charged on late payments. Net interest charges totaled \$4.9 billion on individual returns. Net interest charged to business returns totaled \$4.8 billion.

1. Includes failure to supply taxpayer identification number and failure to report tips.
2. Includes Forms 1120, 990C and 990T.
3. Includes Forms 940, 941, 942, 943 and CT-1.
4. Includes Forms 1041A, 5227, 990PF, 990, 4720, 2290, 11C, 720 and 730.
5. Includes Forms 1041, 1065 and individual retirement accounts.
6. Includes penalties assessable under the Tax Equity and Fiscal Responsibility Act of 1982 and the Tax Reform Acts of 1984 and 1986. Examples are failure to file W-2, failure to file proper information returns (e.g. 1099), and the penalty for promoting an abusive tax shelter.

Footnote for Table 16

1. Revenue base protection is any action taken by the Internal Revenue Service to prevent the release of funds from the Treasury in response to taxpayer efforts to recoup all, or part, or previously assessed and paid tax or penalty.

This table replaces prior Table 16 — Examination Results.

Footnotes for Table 19

1. Includes subsequent notices and Installment Agreement yield.
2. Includes TDA, Deferred and NMF yield.
3. Adjusted to balance in accounting method.

Footnotes for Table 24

1. These figures may include employees that are counted as participants in more than one plan.
2. The termination reporting system does not distinguish between stock bonus and ESOP plans.

Footnotes for Table 25

1. All section 501(c)(3) organizations are not included because certain organizations, such as churches, integrated auxiliaries, subordinate units and conventions or associations of churches need not apply for recognition of exemption unless they desire a ruling. Also, includes IRC 501(k) organizations.
2. These organizations are not EOs, but are taxable entities for which the Exempt Organizations function has program responsibility.

Footnote for Table 26

1. Application withdrawn by taxpayer and failure to furnish required information.

Footnotes for Table 27

1. This figure represents actual IRS operating costs from fiscal year 1975 exclusive of reimbursements received from other agencies for services performed. While the operating cost figures for fiscal years prior to 1975 may in some cases include reimbursements, those amounts are small and do not alter the cost figures in column 3.
 - Economic stabilization program average positions included in 1972, 1973 and 1974.
 - Federal energy program average positions included in 1974.
 - 1972 adjusted by 3,990 average positions to reflect the AT&F transfer-July 1972. AT&F included in years 1960-71. Eleven average positions transferred to office of the Secretary in 1965. Twenty average positions transferred to office of the Secretary in 1963.
2. Population and Tax per capita figures have been revised to agree with the Census Bureau's adjusted data on population.
3. Methodology to count average positions realized was adjusted in 1984 to conform to Office of Personnel Management instructions, 1983 average positions realized also are adjusted for comparability.

Footnote for Table 28

1. Reflects obligations from prior year Appropriations (1992 = 24,012).

Footnotes for Table 29

1. Reimbursements are included in figures.
2. Personnel Compensation includes costs for employees salaries, terminal payments, overtime, cash awards, expert witness fees, employer's share of benefits, cost of living allowance, moving expense allowance, severance pay and unemployment compensation payments.
3. Equipment includes cost for automobiles, ADP equipment, investigative equipment, software, office equipment, furniture and fixtures and telecommunications equipment.
4. Other costs are for transportation of things, rental payments, communications, utilities, printing and reproduction, supplies and materials, cooperative agreements, indemnity payments, small claims act payments, and judgements and settlements.

Footnotes for Table 30

1. Reimbursements are included in the above figures.
2. Permanent includes all permanent, permanent part-time and seasonal career employees.
3. National Office includes only employees employed at the National Office or the International activity. It excludes Appeals, Counsel, and Inspection employees that are not employed at the National Office.
4. Includes the Martinsburg and Detroit Computing Centers.
5. Data Processing Operations includes Returns Processing, Statistics of Income, Information Systems Management, Information Systems Development, Document Matching - Returns Processing, and Service Center Resources Management.
6. Collection includes Document Matching - Collection.
7. Management Services includes Procurement, Planning and Research, Finance, and Human Resources.
8. Counsel includes International Counsel.
9. Inspection includes Internal Audit and Internal Security.

Footnotes for Table 31

1. Received statistics are net numbers, i.e., actual number of cases received plus or minus transfers and adjustments to prior years' receipts.
2. A case represents taxpayers grouped together by tax periods with common or related issues that may be considered and disposed of together. Cases docketed in the Tax Court in response to a notice of deficiency issued by Appeals are not included because they remain in inventory, merely shifting from nondocketed to docketed status. Cases that are subsequently tried or settled by Counsel are included.
3. During FY 92, the National Office discontinued the processing of "Earnings and Profits Determinations."
4. Includes actions for injunctions and/or declaratory relief and district counsel cases.
5. Tax Litigation workload includes International Tax Court and Refund workload which is also reflected under the International function above. Dollar data is not duplicative. Disposals include cases tried, settled, and dismissed.
6. Amount of taxes, penalties and assessed interest sought as a refund but does not include counterclaims.
7. That portion of the amount sought as a refund, which the Government protected in litigation.
8. Beginning inventory does not match ending inventory of the FY91 Annual Report due to mathematical errors in the previous report.

Commissioners of Internal Revenue

Office of Commissioner of
Internal Revenue created by
Act of Congress, July 1, 1862.

George S. Boutwell
Massachusetts
July 17, 1862/March 4, 1863

Joseph J. Lewis (acting)
Pennsylvania
March 5 to March 17, 1863

Joseph J. Lewis
Pennsylvania
March 18, 1863/June 30, 1865

William Orton
New York
July 1, 1865/Oct. 31, 1865

Edward A. Rollins
New Hampshire
Nov. 1, 1865/March 10, 1869

Columbus Delano
Ohio
March 11, 1869/Oct. 31, 1870

John W. Douglass (acting)
Pennsylvania
Nov. 1, 1870/Jan. 2, 1871

Alfred Pleasonton
New York
Jan. 3, 1871/Aug. 8, 1871

John W. Douglass
Pennsylvania
Aug. 9, 1871/May 14, 1875

Daniel D. Pratt
Indiana
May 15, 1875/Aug. 1, 1876

Green B. Raum
Illinois
Aug. 2, 1876/April 30, 1883

Henry C. Rogers (acting)
Pennsylvania
May 1 to May 10, 1883

John J. Knox (acting)
Minnesota
May 11 to May 20, 1883

Walter Evans
Kentucky
May 21, 1883/March 19, 1885

Joseph S. Miller
West Virginia
March 20, 1885/March 20, 1889

John W. Mason
West Virginia
March 21, 1889/April 18, 1893

Joseph S. Miller
West Virginia
April 19, 1893/Nov. 26, 1896

W. St. John Forman
Illinois
Nov. 27, 1896/Dec. 31, 1897

Nathan B. Scott
West Virginia
Jan. 1, 1898/Feb. 28, 1899

George W. Wilson
Ohio
March 1, 1899/Nov. 27, 1900

Robert Williams, Jr., (acting)
Ohio
Nov. 28 to Dec. 19, 1900

John W. Yerkes
Kentucky
Dec. 20, 1900/April 30, 1907

Henry C. Rogers (acting)
Pennsylvania
May 1 to June 4, 1907

John G. Capers
South Carolina
June 5, 1907/Aug. 31, 1909

Royal E. Cabell
Virginia
Sept. 1, 1909/April 27, 1913

William H. Osborn
North Carolina
April 28, 1913/Sept. 25, 1917

Daniel C. Roper
South Carolina
Sept. 26, 1917/March 31, 1920

William M. Williams
Alabama
April 1, 1920/April 11, 1921

Millard F. West (acting)
Kentucky
April 12 to May 26, 1921

David H. Blair
North Carolina
May 27, 1921/May 31, 1929

Robert H. Lucas
Kentucky
June 1, 1929/Aug. 15, 1930

H. F. Mires (acting)
Washington
Aug. 16 to Aug. 19, 1930

David Burnet
Ohio
Aug. 20, 1930/May 15, 1933

Pressly R. Baldrige (acting)
Iowa
May 16 to June 5, 1933

Guy T. Helvering
Kansas
June 6, 1933/Oct. 8, 1943

Robert E. Hannegan
Missouri
Oct. 9, 1943/Jan. 22, 1944

Harold N. Graves (acting)
Illinois
Jan. 23 to Feb. 29, 1944

Joseph D. Nunan, Jr.
New York
March 1, 1944/June 30, 1947

George J. Schoeneman
Rhode Island
July 1, 1947/July 31, 1951

John B. Dunlap
Texas
Aug. 1, 1951/Nov. 18, 1952

Principal Officers of the Internal Revenue Service

as of September 30, 1992

National Office

COMMISSIONER
SHIRLEY D. PETERSON

Deputy Commissioner
Michael P. Dolan

Assistants to the Commissioner
Attorney Advisors
Frances M. Horner
Thomas R. Hood

Assistant to the
Deputy Commissioner
John C. Stocker

Executive Secretariat
Helen Bolton

Assistant to the Commissioner
(Equal Opportunity)
Helen L. White

Assistant to the Commissioner
(Legislative Liaison)
Gayle G. Morin

Assistant to the Commissioner
(Public Affairs)
Ellen Murphy

Assistant to the Commissioner
(Quality)
Alvin H. Kolak

Assistant to the Commissioner
(Taxpayer Ombudsman)
Damon O. Holmes

Director, Legislative
Affairs Division
Richard J. Hinkemeyer
(acting)

John S. Graham (acting)
North Carolina
Nov. 19, 1952/Jan. 19, 1953

Justin F. Winkle (acting)
New York
Jan. 20 to Feb. 3, 1953

T. Coleman Andrews
Virginia
Feb. 4, 1953/Oct. 31, 1955

O. Gordon Delk (acting)
Virginia
Nov. 1 to Dec. 4, 1955

Russell C. Harrington
Rhode Island
Dec. 5, 1955/Sept. 30, 1958

O. Gordon Delk (acting)
Virginia
Oct. 1 to Nov. 4, 1958

Dana Latham
California
Nov. 5, 1958/Jan. 20, 1961

Charles I. Fox (acting)
Utah
Jan. 21 to Feb. 6, 1961

Mortimer M. Caplin
Virginia
Feb. 7, 1961/July 10, 1964

Bertram M. Harding (acting)
Texas
July 11, 1964/Jan. 24, 1965

Sheldon S. Cohen
Maryland
Jan. 25, 1965/Jan. 20, 1969

William H. Smith (acting)
Virginia
Jan. 21 to March 31, 1969

Randolph W. Thrower
Georgia
April 1, 1969/June 22, 1971

Harold T. Swartz (acting)
Indiana
June 23 to Aug. 5, 1971

Johnnie M. Walters
South Carolina
Aug. 6, 1971/April 30, 1973

Raymond F. Harless (acting)
California
May 1 to May 25, 1973

Donald C. Alexander
Ohio
May 25, 1973/Feb. 26, 1977

William E. Williams (acting)
Illinois
Feb. 27 to May 4, 1977

Jerome Kurtz
Pennsylvania
May 5, 1977/Oct. 31, 1980

William E. Williams (acting)
Illinois
Nov. 1, 1980/March 13, 1981

Roscoe L. Egger, Jr.
Indiana
March 14, 1981/April 30, 1986

James I. Owens (acting)
Alabama
May 1 to Aug. 3, 1986

Lawrence B. Gibbs
Texas
Aug. 4, 1986/March 4, 1989

Michael J. Murphy (acting)
Wisconsin
March 5 to July 4, 1989

Fred Goldberg
Missouri
July 5, 1989/Feb. 2, 1992

Shirley D. Peterson
Colorado
Feb. 3, 1992 to present

CHIEF FINANCIAL OFFICER
PHIL BRAND

FINANCE/CONTROLLER

Assistant Commissioner
C. Morgan Kinghorn

Directors:

Budget
Carl Moravitz

Financial Management
Joseph Donlon

Systems & Accounting Standards
Anthony Musick

Automated Financial Systems
Project Manager
David Biehler

PLANNING & RESEARCH

Assistant Commissioner
Gary H. Matthews

Deputy Assistant Commissioner
Roger K. Burgess

Directors:

Planning
Frank Nixon

Research
Roger L. Plate

HUMAN RESOURCES & SUPPORT

Assistant Commissioner
David A. Mader

Deputy Assistant Commissioner
Tyrone B. Ayers

Directors:

Facilities & Information Management Support
Robert E. Brazzil

Human Resources
Darlene R. Berthod

Support & Services Division
Richard E. Simko

Practice
Leslie S. Shapiro

PROCUREMENT

Assistant Commissioner
Gregory D. Rothwell

Deputy Assistant Commissioner
James Williams

Directors:

Information Systems Acquisitions
David A. Rodgers

Office of Procurement Policy
Frances C. Wray

Operations
Michael Jones

Office of Information & Management Services
Joan Longo

Contract Administration
James Williams (acting)

Office of Tax Processing Systems Acquisition
Fred Martin

CHIEF OPERATIONS OFFICER
DAVID G. BLATTNER

COLLECTION

Assistant Commissioner
Robert E. Wenzel

Deputy Assistant Commissioner
James D. Helm

Directors:

Office of Operations
James E. Donelson

Quality, Budget & Research
Ronald S. Rhodes

Automotive Systems
Janice M. Dionne

CRIMINAL INVESTIGATION

Assistant Commissioner
Inar Morics

Deputy Assistant Commissioner
David B. Palmer

Directors:

Operations
Patrick D. Dorsey

Resources & Development
Douglas S. Evaul

Review & Information Systems Management
J. Wayne Loving

EMPLOYEE PLANS & EXEMPT ORGANIZATIONS

Assistant Commissioner
John E. Burke

Deputy Assistant Commissioner
Edward J. Weiler

Directors:

Office of Employee Plans & Exempt Organizations Operations

Donald R. Kehoe

Employee Plans Technical & Actuarial
Martin I. Slate

Exempt Organizations Technical
Marcus S. Owens

Office of Planning, Development & Quality
Garland A. Carter

EXAMINATION

Assistant Commissioner
George A. O'Hanlon

Deputy Assistant Commissioner
Michael L. Killfoil

Chief of Staff
Gerald J. Songy

Coordinated Examination Programs
John J. Monaco

Directors:
Disclosure
Carman L. Gannotti

Office of Automation
Richard Lehman

Office of Financial Management Operations Research
William Roth

Examination Programs
William R. Stiff

Examination Quality & Support
James J. Feehan, Jr.

Information Reporting Program
John F. Devlin

INTERNATIONAL

Assistant Commissioner

Regina M. Deanehan

Deputy Assistant Commissioner

David P. Robins

Directors:

International Programs

Stanley Novack

Resources Management

Gene Porter

*Tax Administration Advisory
Services*

Socorro Velazquez

Taxpayer Service & Compliance

Margaret J. Connell

RETURNS PROCESSING

Assistant Commissioner

Judy K. Van Alfen

Deputy Assistant Commissioner

Robert J. Carver

Directors:

*Returns Processing &
Accounting*

Beverly Stowell

Statistics of Income

Frederick J. Scheuren

Management Operations

Edward J. Martin

TAXPAYER SERVICES

Assistant Commissioner

Deborah S. Decker

Deputy Assistant Commissioner

Margaret J. Lullo

Directors:

Taxpayer Service

Donald L. Houck

Tax Forms & Publications

Arthur Altman

CHIEF INFORMATION OFFICER

HENRY H. PHILCOX

INFORMATION SYSTEMS
MANAGEMENT

Assistant Commissioner

Walter H. Hutton, Jr.

Deputy Assistant Commissioner

Bruce L. Pitt

Directors:

Corporate Systems

Donald E. Curtis

Detroit Computing Center

Detroit, MI

Ronald W. Kirby

Martinsburg Computing Center

Martinsburg, WV

Gerald A. Rabe

Quality Assurance

Edward J. Curvey

Systems Management

David L. Gaugler

Input Systems

Edmund St. Jean

Planning, Budgeting & Review

Andy Buckler

Case Systems

Joyce Ruthuen

INFORMATION SYSTEMS
DEVELOPMENT

Assistant Commissioner

Mark D. Cox

Deputy Assistant Commissioner

Christopher J. Egger

Directors:

Project Management

John R. Watson

Projects

Richard P. Oakes

Systems Acquisition

Renee O. Shaw

Systems Design

Steve Medlin

Systems Integration

Theodore F. Gonter

Telecommunications

Walter Irvine

Regional and District Officers

CENTRAL REGION

Regional Commissioner
Leon Moore

Assistant Regional Commissioners:
Collection
Charles O. Carley

Criminal Investigation
Ted F. Brown

Data Processing
Henry O. Lamar, Jr.

Examination
Paul C. Lally

Resources Management
Jon R. Swan

District Directors:
Cincinnati, OH
Robert T. Johnson

Cleveland, OH
Jack P. Chivatero

Detroit, MI
John O. Hummel

Indianapolis, IN
William M. Jacobs

Louisville, KY
William E. Palzkill

Parkersburg, WV
Jack L. Schroeder

Director, Cincinnati Service Center
Frederic P. Williams

MID-ATLANTIC REGION

Regional Commissioner
Charles H. Brennan

Assistant Regional Commissioners:

Collection
Leroy C. Gay

Criminal Investigation
Thomas A. Wise

Data Processing
Robert C. Wilkerson

Examination
Richard L. McCleary

Resources Management
John E. Binnion II

District Directors:
Baltimore, MD
Herma J. Hightower

Newark, NJ
John J. Jennings

Philadelphia, PA
Robert F. Hilgen

Pittsburgh, PA
Robert I. Brauer

Richmond, VA
Jack G. Petrie

Wilmington, DE
Charles O. Guy

Director, Philadelphia Service Center
Joseph H. Cloonan

MIDWEST REGION

Regional Commissioner
Elmer W. Kletke

Assistant Regional Commissioners:

Collection
Allen G. Woodhouse

Criminal Investigation
Donald K. Vogel

Data Processing
Ladd Ellis, Jr.

Examination
Alvin J. Freeman, Jr.

Resources Management
Jack E. Shank

District Directors:
Aberdeen, SD
David M. Reizes

Chicago, IL
Richard S. Wintrode, Jr.

Des Moines, IA
Curtis S. Jenkins

Fargo, ND
Audrey A. Saari

Helena, MT
Arnold D. Wiley

Milwaukee, WI
John T. Ader

Omaha, NE
James A. Grant

St. Louis, MO
Ralph F. Shilling

St. Paul, MN
C. Dudley Switzer

Springfield, IL
Daniel L. Black, Jr.

Director, Kansas City Service Center
Everett Loury

NORTH ATLANTIC REGION

Regional Commissioner
Cornelius J. Coleman

Assistant Regional Commissioners:

Collection
Eugene P. Pfeiffer

Criminal Investigation
Michael D. Orth

Data Processing
Theodore L. Tedesco

Examination
Louis E. Carlow

Resources Management
Richard F. Moran

District Directors:
Albany, NY
Jean K. Pope

Augusta, ME
Arlene G. Kay

Boston, MA
Gerald R. Esposito

Brooklyn, NY
Eugene D. Alexander

Buffalo, NY
Carol M. Landy (acting)

Burlington, VT
Stephen L. Daige

Hartford, CT
James E. Quinn

Manhattan, NY
Robert E. Mirsberger

Portsmouth, NH
Paul M. Harrington

Providence, RI
Malcolm A. Liebermann

Director, Andover Service Center
Thomas M. Quinn

Director, Brookhaven Service Center
Bobby G. Hughes

SOUTHEAST REGION	SOUTHWEST REGION	WESTERN REGION
<i>Regional Commissioner</i> John D. Johnson	<i>Regional Commissioner</i> Richard C. Voskuil	<i>Regional Commissioner</i> Thomas P. Coleman
<i>Assistant Regional Commissioners:</i> <i>Collection</i> Charles G. Hoyle	<i>Assistant Regional Commissioners:</i> <i>Collection</i> Jack L. Miller	<i>Assistant Regional Commissioners:</i> <i>Collection</i> Steven E. Taylor
<i>Criminal Investigation</i> Randall D. Vaughn	<i>Criminal Investigation</i> Brian (Tim) Wellesley	<i>Criminal Investigation</i> Paul M. Miyahara
<i>Data Processing</i> John A. Ressler	<i>Data Processing</i> Stephen J. Stalcup	<i>Data Processing</i> J. Paul Beene
<i>Examination</i> C. Ashley Bullard	<i>Examination</i> James R. Kopidlansky	<i>Examination</i> Wayne R. Thomas
<i>Resources Management</i> Nelson A. Brooke	<i>Resources Management</i> James A. Lindsey	<i>Resources Management</i> Ludwig G. Kuttner
<i>District Directors:</i> <i>Atlanta, GA</i> Paul D. Williams	<i>District Directors:</i> <i>Albuquerque, NM</i> Herbert J. Huff	<i>District Directors:</i> <i>Anchorage, AK</i> Robert W. Brock
<i>Birmingham, AL</i> Philip J. Sullivan	<i>Austin, TX</i> Richard R. Orosco	<i>Boise, ID</i> Jack B. Cheskaty
<i>Columbia, SC</i> Donald L. Breihan	<i>Cheyenne, WY</i> Conrad L. Clapper	<i>Honolulu, HI</i> Billy J. Brown
<i>Ft. Lauderdale, FL</i> Merlin W. Heye	<i>Dallas, TX</i> Gary O. Booth	<i>Laguna Niguel, CA</i> Jesse A. Cota
<i>Greensboro, NC</i> J. Robert Starkey	<i>Denver, CO</i> Gerald F. Swanson	<i>Las Vegas, NV</i> Robert E. Withers
<i>Jackson, MS</i> Robert B. Douthitt	<i>Houston, TX</i> Arturo A. Jacobs	<i>Los Angeles, CA</i> Michael J. Quinn
<i>Jacksonville, FL</i> James J. Ryan	<i>Oklahoma City, OK</i> Kenneth J. Sawyer	<i>Portland, OR</i> Carolyn K. Leonard
<i>Little Rock, AR</i> Lee R. Monks	<i>Phoenix, AZ</i> Prescott A. Berry	<i>Sacramento, CA</i> Raymond A. Spillman
<i>Nashville, TN</i> Glenn Cagle	<i>Salt Lake City, UT</i> Carol M. Fay	<i>San Francisco, CA</i> Francis S. Miceli
<i>New Orleans, LA</i> John C. Wendorff	<i>Wichita, KS</i> Bruce R. Thomas	<i>San Jose, CA</i> Calvin E. Esselstrom
<i>Director, Atlanta Service Center</i> Michael R. Allen	<i>Director, Austin Compliance Center</i> Robert D. Ah Nee	<i>Seattle, WA</i> Ann Brown
<i>Director, Memphis Service Center</i> Richard W. Marsh	<i>Director, Austin Service Center</i> Charles J. Peoples	<i>Director, Fresno Service Center</i> Theron C. Polivka
	<i>Director, Ogden Service Center</i> Michael S. Bigelow	

Principal Officials of Inspection

NATIONAL OFFICE CHIEF INSPECTOR TED R. KERN

Deputy Chief Inspector
Gary D. Bell

Assistant Chief Inspector
Internal Audit
Billy Morrison

Assistant Chief Inspector
Internal Security
Douglas C. Crouch

CENTRAL REGION

Regional Inspector
Kenneth A. Thompson

Assistant Regional Inspector
Internal Audit
Edward L. Ball

Assistant Regional Inspector
Internal Security
Harold J. Michaels

MID-ATLANTIC REGION

Regional Inspector
Walter D. Duvall

Assistant Regional Inspector
Internal Audit
Mary V. Baker

Assistant Regional Inspector
Internal Security
William F. Gill

MIDWEST REGION

Regional Inspector
Ronald J. Lambert

Assistant Regional Inspector
Internal Audit

Parker F. Pearson
Assistant Regional Inspector

Internal Security
Philip Newsome

NORTH ATLANTIC REGION

Regional Inspector
Joseph F. Reinbold

Assistant Regional Inspector
Internal Audit
Kerry R. Kilpatrick

Assistant Regional Inspector
Internal Security
Joseph Lamonica

SOUTHEAST REGION

Regional Inspector
Richard E. Byrd, Jr.

Assistant Regional Inspector
Internal Audit
Lawrence A. Grant

Assistant Regional Inspector
Internal Security
Michael J. Bik

SOUTHWEST REGION

Regional Inspector
Derle Rudd

Assistant Regional Inspector
Internal Audit
Emmette Walker

Assistant Regional Inspector
Internal Security
John H. Dietz

WESTERN REGION

Regional Inspector
Aldwyn K. Hyatt

Assistant Regional Inspector
Internal Audit
Walter Arrison

Assistant Regional Inspector
Internal Security
Kenneth Davidson

Chief Counsel for the Internal Revenue Service

Walter H. Smith/1866
William McMichael/1871
Charles Chesley/1871
Thomas J. Smith/1888
Alphonso Hart/1890
Robert T. Hough/1893
George M. Thomas/1897
Albert W. Wishard/1901
A.B. Hayes/1903
Fletcher Maddox/1908
Ellis C. Johnson/1913
A.A. Ballantine/1918
D.M. Kelleher/1919
Robert N. Miller/1919
Wayne Johnson/1920
Carl A. Mapes/1920
Nelson T. Hartson/1923
Alexander W. Gregg/1925
Clarence M. Charest/1927
E. Barrett Prettyman/1933
Robert H. Jackson/1934
Morrison Shaforth/1936
John P. Wenchel/1937
Charles Oliphant/1947
Charles W. Davis/1952
Daniel A. Taylor/1953
John Potts Barnes/1955
Nelson P. Rose/1957
Arch M. Cantrall/1958
Hart H. Spiegel/1959
Crane C. Hauser/1961
Sheldon S. Cohen/1964
Mitchell Rogovin/1965
Lester R. Uretz/1966
K. Martin Worthy/1969
Lee H. Henkel, Jr./1972
Meade Whitaker/1973
Stuart E. Seigel/1977
N. Jerold Cohen/1979
Kenneth W. Gideon/1981
Fred Goldberg, Jr./1984
William F. Nelson/1986
Abraham N. M. Shashy, Jr./1990

Principal Officers of the IRS Office of Chief Counsel

The following were Acting Chief Counsel during periods when there was no Chief Counsel holding the office:

John W. Burrus
March 2 to Nov. 30, 1936

Mason B. Leming
Dec. 6, 1951 to May 15, 1952

Kenneth W. Gemmill
June 11 to Nov. 8, 1953

Rudy P. Hertzog
*Dec. 1, 1954 to May 8, 1955,
and Jan. 20 to Aug. 16, 1961,
and Sept. 1, 1963 to Jan. 5, 1964*

Herman T. Reiling
*Jan. 19 to March 13, 1957, and
Aug. 31 to Sept. 20, 1959*

Richard M. Hahn
Jan. 20 to June 25, 1969

Lee H. Henkel, Jr.
Jan. 16 to June 11, 1972

Lawrence B. Gibbs
April 17 to Oct. 19, 1973

Charles L. Saunders, Jr.
Jan. 20 to April 15, 1977

Leon G. Wigrizer
April 16 to June 23, 1977

Lester Stein
June 1 to Nov. 16, 1979

Jerome D. Sebastian
*Jan. 21 to Feb. 2, 1981, and
March 30 to Aug. 14, 1981*

Emory L. Langdon
Feb. 3 to March 29, 1981

Joel Gerber
May 28, 1983 to March 17, 1984

V. Jean Owens
March 14 to July 27, 1986

Peter K. Scott
Nov. 1, 1988 to Feb. 6, 1990

Note: From 1866 to 1926, the chief legal officer for the Internal Revenue Service was known as the Solicitor. For the next eight years, 1926 to 1934, he had the title of General Counsel for the Bureau of Internal Revenue. Since 1934, he has operated under the title of Chief Counsel.

as of September 30, 1992

National Office

CHIEF COUNSEL
ABRAHAM N. M. SHASHY, JR.

Deputy Chief Counsel
David L. Jordan

*Special Assistant to the
Deputy Chief Counsel*
James K. Sams

Counsel to the Chief Counsel
Charles S. Triplett

Special Counsel (Large Case)
James J. Keightley

*Special Counsel
to the Chief Counsel*
Mary L. Harmon

National Director of Appeals
James J. Casimir

*Deputy National Director
of Appeals*
Donald E. Bergherm

*Associate Chief Counsel
(Finance and Management)*
Richard J. Mihelcic

*Deputy Associate
Chief Counsel
(Finance and Management)*
Kenneth A. Little

*Special Assistant to the
Associate Chief Counsel
(Finance and Management)*
Hardi L. Jones

*Assistant Chief Counsel
(General Legal Services)*
Mark Kaizen

*Associate Chief Counsel
(International)*
Robert E. Culbertson

*Deputy Associate Chief Counsel
(International)*
Vacant

*Assistant Chief Counsel
(International)*
John T. Lyons
Benedetta Kissel

*Associate Chief Counsel
(Enforcement Litigation)*
Patrick J. Dowling

*Deputy Associate Chief Counsel
(Enforcement Litigation)*
Eliot D. Fielding

Special Appellate Counsel
Daniel F. Folzenlogen

*Assistants Chief Counsel
(Enforcement Litigation):*
Criminal Tax
Barry J. Finkelstein

Disclosure Litigation
Peter V. Filpi

General Litigation
Arnold E. Kaufman

*Associate Chief Counsel
(Domestic)*
Stuart L. Brown

*Deputy Associate Chief Counsel
(Domestic) (Technical)*
Vacant

*Deputy Associate
Chief Counsel
(Domestic) (Field Services)*
Marlene Gross

Special Litigation Counsel
Stephen M. Miller

*Assistants Chief Counsel
(Technical):*

Corporate
Eric D. Solomon

*Financial Institutions
and Products*
James F. Malloy

Income Tax and Accounting
Glen R. Carrington

*Passthroughs and
Special Industries*
Paul F. Kugler

*Assistant Chief Counsel
(Field Service)*
Dan Wiles

*Associate Chief Counsel
(Employee Benefits/Exempt
Organizations)*
James J. McGovern

*Deputy Associate Chief Counsel
(Employee Benefits/Exempt
Organizations)*
Sarah Hall

Regional and District Officials

CENTRAL REGION

Regional Counsel

Clarence E. Barnes, Jr.

Regional Director of Appeals

Thomas J. Yates

*Deputy Regional Counsel
(Criminal Tax)*

Charles M. Layton

*Deputy Regional Counsel
(General Litigation)*

Robert M. Venable

*Deputy Regional Counsel
(Tax Litigation)*

Robert J. Kastl

*Assistant Regional Counsel
(General Legal Services)*

Jeffrey S. Morris

*Assistant Regional Counsel
(Large Case)*

Mary Helen Weber

*District Counsel and
Chief Appeals Offices:*

Cincinnati, OH
Counsel- Richard E. Trogolo
Appeals- Edward C. Heinz

Cleveland, OH
Counsel- Jack E. Prestrud
Appeals- Joseph R. Brimacombe

Detroit, MI
Counsel- Oksana O. Xenos
Appeals- Zora S. Hargrave

Indianapolis, IN
Counsel- Ross E. Springer
Appeals- Gerald W. Wendel

Louisville, KY,
Counsel- Ferdinand J. Lotz III
Appeals- Walter Jernigan

MID-ATLANTIC REGION

Regional Counsel

David E. Gaston

Regional Director of Appeals

James A. Dougherty

*Deputy Regional Counsel
(Criminal Tax)*

George Reynolds

*Deputy Regional Counsel
(General Litigation)*

May C. Gorman

*Deputy Regional Counsel
(Tax Litigation)*

Vacant

*Assistant Regional Counsel
(General Legal Services)*

David J. Markman

*Assistant Regional Counsel
(Large Case)*

Eugene J. Wein

*District Counsel and
Chief Appeals Offices:*

Baltimore, MD
Counsel- Herbert A. Seidman
Appeals- Thomas L. Kruse

Newark, NJ
Counsel- Matthew Magnone
Appeals- Patrick J. Glynn

Philadelphia, PA
Counsel- H. Stephen
Kesselman
Appeals- Vincent S. Caniello

Pittsburgh, PA
Counsel- Edward F. Peduzzi, Jr.
Appeals- Malvern P. Powell

Richmond, VA
Counsel- T. Keith Fogg
Appeals- John D. Piper

Washington, DC
Counsel- Melvin E. Lefkowitz
Appeals- David M. Gerber

MIDWEST REGION

Regional Counsel

Vacant

Regional Director of Appeals

Paul H. Thornton

*Deputy Regional Counsel
(Criminal Tax)*

Rosabel I. Seigan

*Deputy Regional Counsel
(General Litigation)*

William J. York

*Deputy Regional Counsel
(Tax Litigation)*

Harmon B. Dow

*Assistant Regional Counsel
(General Legal Services)*

William P. Lehman

*Assistant Regional Counsel
(Large Case)*

James C. Lanning

*District Counsel and
Chief Appeals Offices:*

Chicago, IL
Counsel- James F. Kidd
Appeals- John M. Vest

Des Moines, IA
Counsel- Mark E. O'Leary

Helena, MT
Counsel- Virginia E. Cochran

Kansas City, MO
Counsel- James E. Cannon
Appeals- Charles F. Marcus

Milwaukee, WI
Counsel- Nelson E. Shafer
Appeals- Robert J. Collins

Omaha, NE
Counsel- Ronald M. Frykberg
Appeals- Edwin L. Brooke

Springfield, IL
Counsel- Jeff P. Ehrlich

St. Louis, MO
Counsel- Richard A. Witkowski
Appeals- Douglas E. Kelley

St. Paul, MN
Counsel- Robert F.
Cunningham
Appeals- Kenneth J. Wielinski

NORTH ATLANTIC REGION

Regional Counsel

Agatha L. Vorsanger

Regional Director of Appeals

Kevin P. Morgan

*Deputy Regional Counsel
(Criminal Tax)*

Margaret C. Tinagero

*Deputy Regional Counsel
(General Litigation)*

Myron Levine

*Deputy Regional Counsel
(Tax Litigation)*

Jay S. Hamelburg

*Assistant Regional Counsel
(General Legal Services)*

Elliot M. Carlin

*Assistant Regional Counsel
(Large Case)*

Bernard Goldstein

*District Counsel and
Chief Appeals Offices:*

Albany, NY
Counsel- Gerald A. Thorpe

Boston, MA
Counsel- Gerald J. O'Toole
Appeals- Linda M. Gerrard

Brooklyn, NY
Counsel- Martha Sullivan

Buffalo, NY
Counsel- John D. Steele
Appeals- Joseph Grait

Hartford, CT
Counsel- Powell W. Holly, Jr.
Appeals- Joseph F. Scherzinger

Long Island, NY
Appeals- Murray Navarro

New York City, NY
Counsel- Joseph F. Maselli
Appeals- Edward M. Schaeffer

SOUTHEAST REGION

Regional Counsel
William A. Goss

Regional Director of Appeals
Richard E. Foley

Deputy Regional Counsel
(Criminal Tax)
Stephen J. Waller

Special Litigation Assistant
(Criminal Tax)
Stephen J. Waller

Deputy Regional Counsel
(General Litigation)
Ronald P. Campbell

Deputy Regional Counsel
(Tax Litigation)
Roy L. Allison

Assistant Regional Counsel
(General Legal Services)
Harry G. Mason

Assistant Regional Counsel
(Large Case)
Donald W. Williamson

District Counsel and
Chief Appeals Offices:

Atlanta, GA
Counsel- Dean R. Morley III
Appeals- Charles R. Barnes

Birmingham, AL
Counsel- John B. Harper
Appeals- Robert D. Holt

Greensboro, NC
Counsel- Alan I. Weinberg
Appeals- Larry L. Davis

Jacksonville, FL
Counsel- Benjamin A. de Luna
Appeals- Christine Havels

Miami, FL
Counsel- David R. Smith
Appeals- Steven D. Herscovitz

Nashville, TN
Counsel- James E. Keeten, Jr.
Appeals- Louie C. Mays

New Orleans, LA
Counsel- Louis J. Zeller, Jr.
Appeals- Sandra T. Freeland

Tampa, FL
Appeals- William E.
Oppenheim, Jr.

SOUTHWEST REGION

Regional Counsel
Roger Rhodes

Regional Director of Appeals
Claude C. Rogers, Jr.

Deputy Regional Counsel
(Criminal Tax)
Carleton E. Knechtel

Deputy Regional Counsel
(General Litigation)
Vacant

Deputy Regional Counsel
(Tax Litigation)
Gary A. Benford

Assistant Regional Counsel
(General Legal Services)
Gary A. Anderson

Assistant Regional Counsel
(Large Case)
Rebecca W. Wolfe

District Counsel and
Chief Appeals Offices:
Albuquerque, NM
Counsel- Harry Beckhoff

Austin, TX
Counsel- Lewis J. Hubbard, Jr.
Appeals- Frederick R. Box

Dallas, TX
Counsel- William F.
Hammack, Jr.
Appeals- Elaine C.
Wedgeworth

Denver, CO
Counsel- Martin B. Kaye
Appeals- Dwight M. Sumner

Houston, TX
Counsel- Harold Friedman
Appeals- William C. Reitan

Oklahoma City, OK
Counsel- Michael J. O'Brien
Appeals- Brian W. Haley

Phoenix, AZ
Counsel- David W. Otto
Appeals- Darrell P. Ladmirault

Salt Lake City, UT
Counsel- Marion K. Mortensen
Appeals- Robert B. Stipek

WESTERN REGION

Regional Counsel
Benjamin C. Sanchez

Regional Director of Appeals
Donato Cantalupo

Deputy Regional Counsel
(Criminal Tax)
William K. Shipley

Deputy Regional Counsel
(General Litigation)
Perry T. Foster

Deputy Regional Counsel
(Tax Litigation)
Peter D. Bakutes

Assistant Regional Counsel
(General Legal Services)
Albert H. Larson III

Assistant Regional Counsel
(Large Case)
Robert E. Casey

District Counsel and
Chief Appeals Offices:
Anchorage, AK
Counsel- Jerry L. Leonard

Boise, ID
Counsel- Blake W. Ferguson

Glendale, CA
Appeals- Ann B. Mitchell

Honolulu, HI
Counsel- William A. Sims

Laguna Niguel, CA
Counsel- Harry M. Asche
Appeals- Raymond E. Gump

Las Vegas, NV
Counsel- Milton B. Blouke
Appeals- Harold Ward

Los Angeles, CA
Counsel- Vacant
Appeals- Bruce Coyne

Portland, OR
Counsel- Wayne R. Appleman
Appeals- George F. Kaufer

Sacramento, CA
Counsel- Steven J. Mopsick
Appeals- Oris McMillian

San Diego, CA
Counsel- Valerie K. Liu
Appeals- Charles E. Mason

San Francisco, CA
Counsel- J. Richard Murphy, Jr.
Appeals- Chris Beck (acting)

San Jose, CA
Counsel- Catherine Lau
Appeals- Jackson S. Kohagura

Seattle, WA
Counsel- James W. Clark
Appeals- Jerald M. Peterson

Thousand Oaks, CA
Counsel- James A. Nelson

Map and State Office Directory

Regional Commissioner
Regional Counsel
District Director
District Counsel
Regional Director of Appeals
Service Center

Alabama (SE)

Birmingham • •

Alaska (W)

Anchorage • •

Arizona (SW)

Phoenix • •

Arkansas (SE)

Little Rock •

California (W)

Sacramento • •

San Francisco • • • • •

Fresno • •

San Jose • •

Los Angeles • •

Laguna Niguel • •

San Diego •

Colorado (SW)

Denver • •

Connecticut (NA)

Hartford • •

Delaware (MA)

Wilmington •

District of Columbia (National Office)

Commissioner and Chief Counsel

Florida (SE)

Jacksonville • •

Fl. Lauderdale •

Miami •

Georgia (SE)

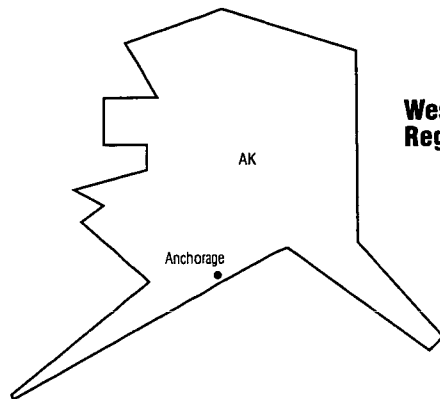
Atlanta • • • • •

Hawaii (W)

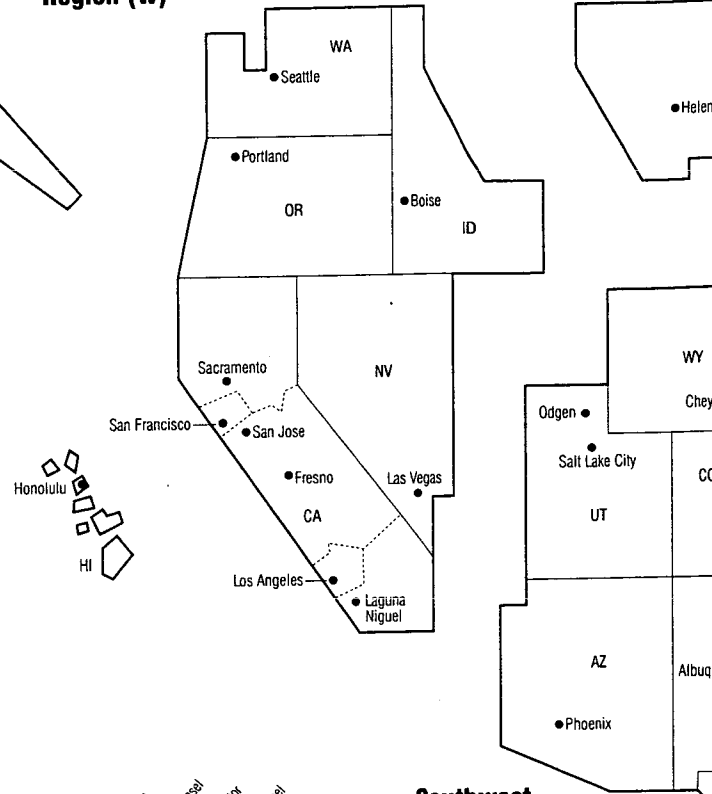
Honolulu • •

Idaho (W)

Boise • •



Western Region (W)



Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

Illinois (MW)

Chicago • • • • •

Springfield • •

Indiana (C)

Indianapolis • •

Iowa (MW)

Des Moines • •

Kansas (SW)

Wichita •

Kentucky (C)

Louisville • •

Louisiana (SE)

New Orleans • •

Maine (NA)

Augusta •

Maryland (MA)

Baltimore • •

Massachusetts (NA)

Andover •

Boston • •

Michigan (C)

Detroit • •

Detroit Computing Center

Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

Minnesota (MW)

St. Paul • •

Mississippi (SE)

Jackson •

Missouri (MW)

St. Louis • •

Kansas City • •

Montana (MW)

Helena • •

Nebraska (MW)

Omaha • •

Nevada (W)

Las Vegas • •

New Hampshire (NA)

Portsmouth •

Southwest Region (SW)

Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

New Jersey (MA)

Newark • •

New Mexico (SW)

Albuquerque • •

New York (NA)

Manhattan (NYC) • • • • •

Albany • •

Brooklyn •

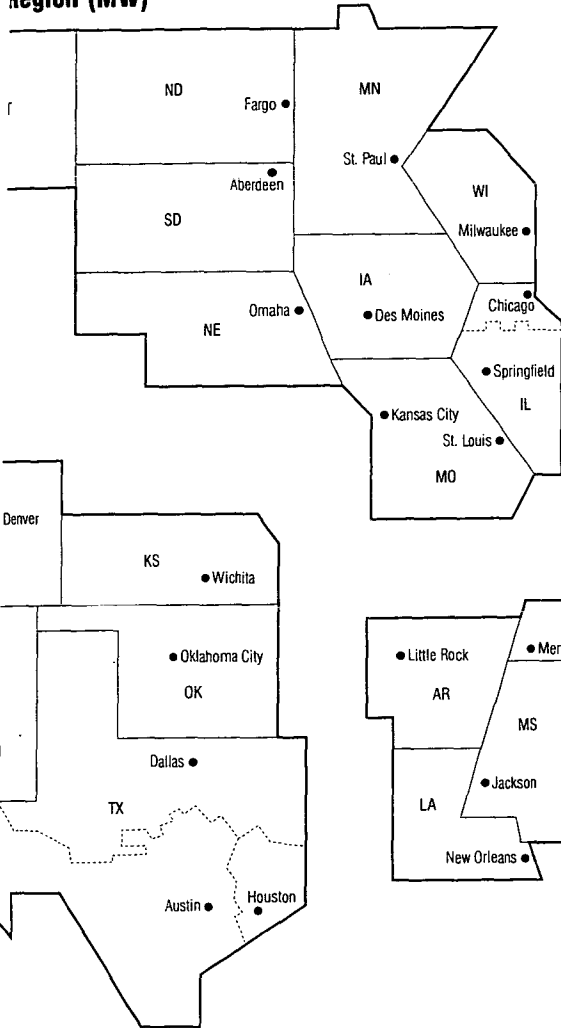
Buffalo • •

Brookhaven •

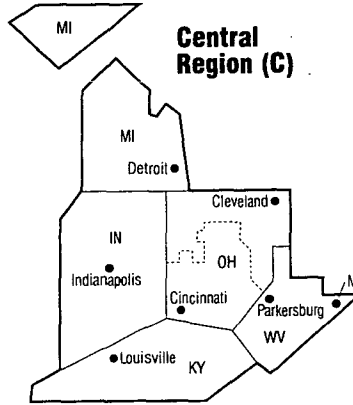
North Carolina (SE)

Greensboro • •

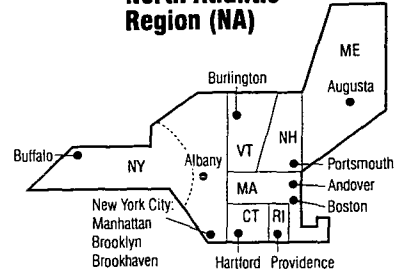
Midwest Region (MW)



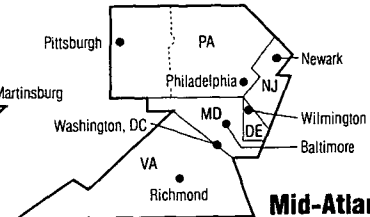
Central Region (C)



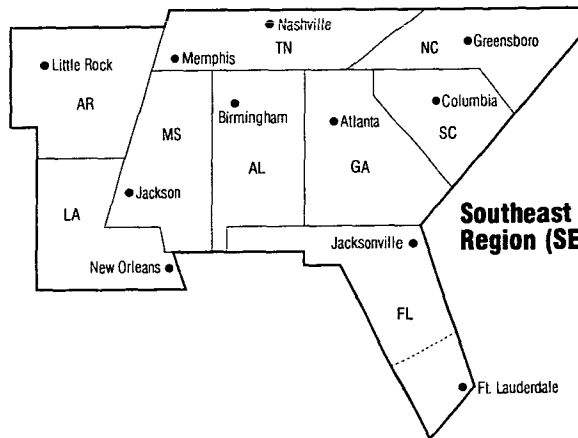
North Atlantic Region (NA)



Mid-Atlantic Region (MA)



Southeast Region (SE)



Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

North Dakota (MW)

Fargo

Ohio (C)

Cleveland

Cincinnati

Oklahoma (SW)

Oklahoma City

Oregon (W)

Portland

Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

Pennsylvania (MA)

Philadelphia

Pittsburgh

Rhode Island (NA)

Providence

South Carolina (SE)

Columbia

South Dakota (MW)

Aberdeen

Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

Tennessee (SE)

Nashville

Memphis

Texas (SW)

Dallas

Houston

Austin

Austin Computing Center

Utah (SW)

Salt Lake City

Ogden

Regional Com.
Regional Counsel
District Director
District Counsel
RDA
SC

Vermont (NA)

Burlington

Virginia (MA)

Richmond

Washington (W)

Seattle

West Virginia (C)

Martinsburg Computing Center

Parkersburg

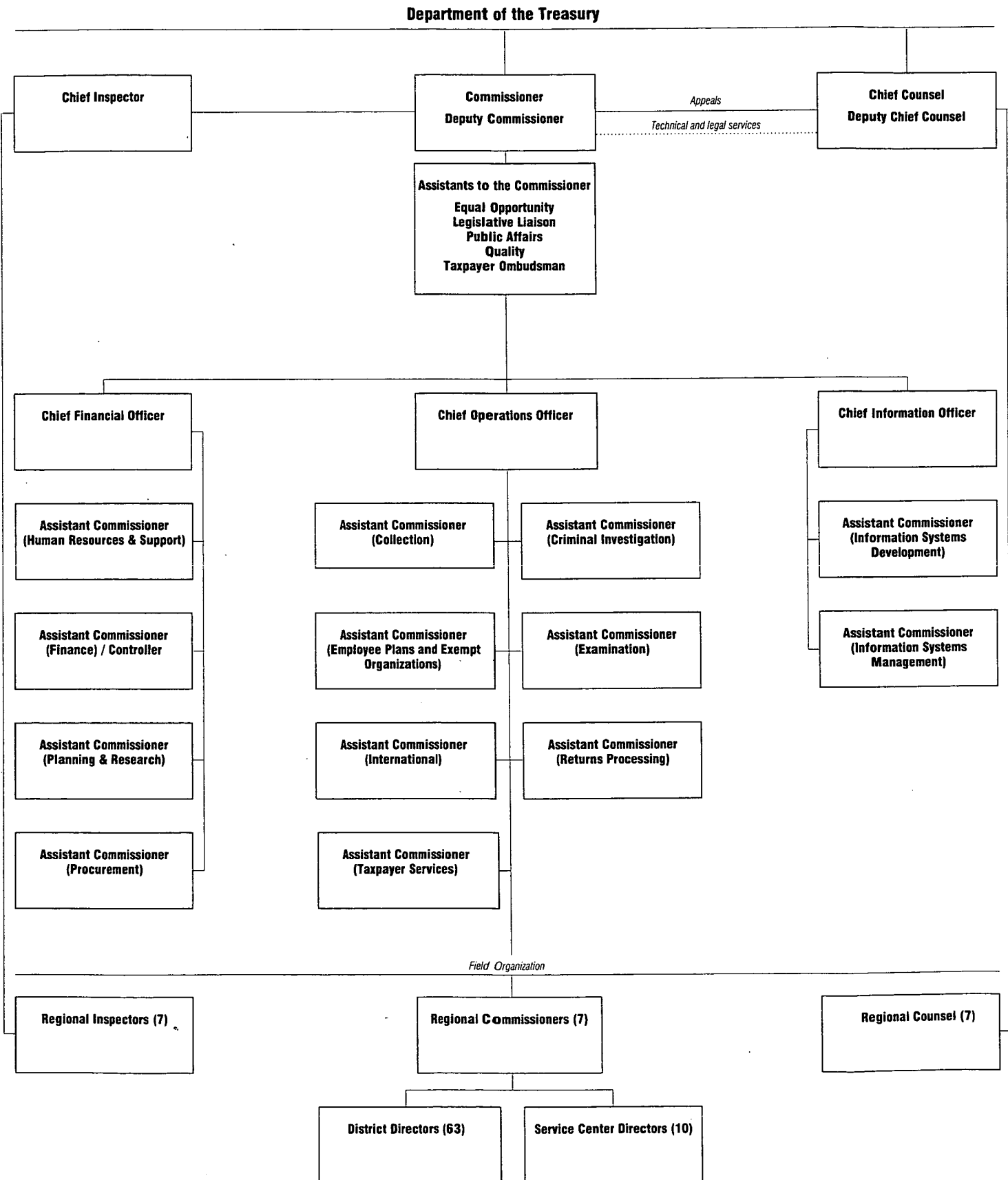
Wisconsin (MW)

Milwaukee

Wyoming (SW)

Cheyenne

IRS Organization Chart



Statistics
of Income
Library

ISBN 0-16-041797-X



90000



9 780160 417979