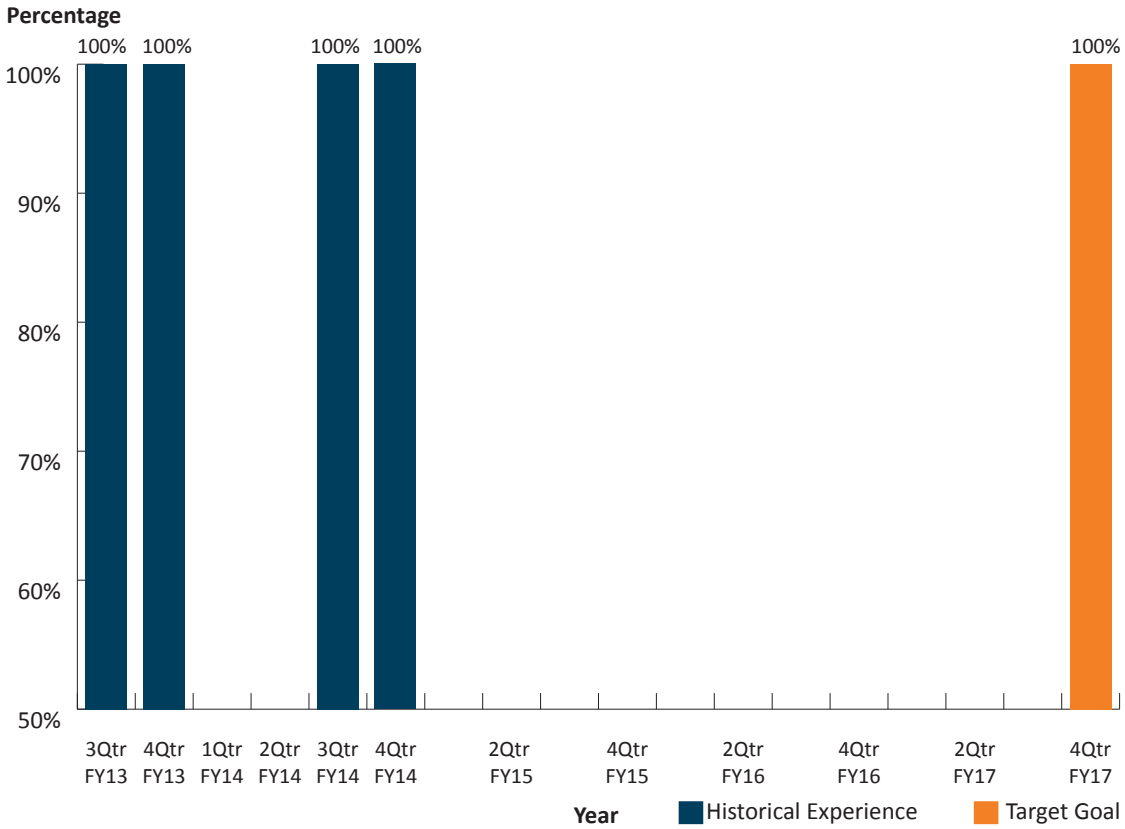
IRS.gov Availability

This measure gauges the degree to which the IRS internet portal, IRS.gov, is properly functioning and available to the public. Nearly a quarter of U.S. adults access this official IRS website at least once a year—resulting in approximately 400 million web page visits, annually. As a result, it is critical that the IRS website be available for use at all times to serve taxpayers and tax professionals. The IRS target is for IRS.gov to be available nearly 100 percent of the time through the year 2017.