



STATE OF CALIFORNIA
Franchise Tax Board
DISCLOSURE SECTION MS A181
PO BOX 1468
SACRAMENTO CA 95812-1468

July 11, 2024

VIA EMAIL ONLY
CHRISTINE GRAB

RE: Public Records Act Request

Dear Ms. Grab:

We are responding to your correspondence (copy enclosed), received July 1, 2024, under the California Public Records Act, Government Code section 7920.000, et seq.

Per your correspondence, you referenced the FTB staff awarded bonuses presented at the June 2024 Board Meeting and provided a link to the Staff Report found on FTB public website. You requested:

1. The amount of money each individual received for this bonus.

FTB has located the enclosed records that include the information you requested.

You also referenced the filing season update of the June 2024 Board meeting and provided a link to the Staff Report found on FTB public website. You requested as items 2A, 2B, and 2C:

2A. FTB disclosed that for tax year 2023, FTB answered 72,000 chats, but did not disclose what percentage of people that was. Please disclose the percentage of chats answered.

FTB Responds: For the 2024 Filing season which incorporates the 2023 tax year, FTB answered 72,000 chats with approximately 103,000 chats offered for a level of access of 70%.

2B. FTB also did not disclose how many people's issues could be resolved via chat versus how many were told that they needed to call in for resolution. Please provide the percentage of chats that are resolved via the chat conversation.

FTB Responds: FTB does not capture the number of chats that are resolved via the chat conversation.

2C. FTB also did not disclose their turn times for document processing for tax year 2023. At the March 28, 2023 meeting, FTB had disclosed that correspondence sent via USPS was being processed within 4 – 5 months and correspondence sent via MyFTB (FTB's portal) was processed within 30-days (page 8), and did not disclose the turn times for documents submitted via fax. Please disclose the current turn times for documents via all three delivery methods.

FTB Responds: The current turn times for documents received by (1) USPS is 91 days; (2) MyFTB is 30 days; and (3) general fax line is 30-45 days.

We redacted information exempt from disclosure under Government Code sections 7927.700, 7927.705, and 7928.300(a); Civil Code section 1798, et seq.; and California Constitution, Article I, Section 1.

FTB reserves the right to claim additional exemptions in the future for the documents redacted and does not waive any exemptions by not specifically claiming them at this time.

If you have any questions or need further assistance, please contact me at (916) 845-0222.

Sincerely,

Anastasia Isborn
Senior Disclosure Specialist

Enclosures