

CASE #:24-00591

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BY: DISCLOSURE OFFICE

From: Christi Grab
To: FTB Disclosure Office@FTB
Cc: Mayorga, Robert@FTB
Subject: PRA Request (I know, you are disappointed that I am back again...)
Date: Monday, July 1, 2024 12:01:01 PM

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Hello Disclosure Department,

I want to begin by again thanking you for all of the help that your department has given me over the past few years. I want to reiterate that I believe you are the best run department that I have dealt with at FTB. I was really happy to see that FTB *finally* acknowledged the incredible work your department does at this year's awards.

I hope this means that your department is being treated better overall. As you all know, I believe that your department was the victim of exploitation by FTB's unscrupulous leadership (that these leaders had never signed an oath to follow the laws, ordered you guys to violate the laws, then pinned you as the responsible party instead of themselves). I hope that you have chosen to stand up for yourselves and halt this exploitation.

That said, there is some information that I would like to see disclosed:

1. At the June 2024 Board Meeting, in Item 2, many FTB staff were awarded bonuses for doing a good job: <https://www.ftb.ca.gov/about-ftb/meetings/board-meetings/2024/june-2024/index.html>

Please list the amount of money each individual received for this bonus. (Ie, Xian Chau received \$____, Kathy Davis received \$____, Michelle Hughes received \$____, and so forth for every person who received the award.

2. Questions on Item 3 of the June 2024 Board Meeting: https://www.ftb.ca.gov/about-ftb/meetings/board-meetings/2024/june-2024/3_2024_Filing_Season_Update.pdf

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

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.

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.

Thank you again for your help. Have a wonderful 4th of July weekend!

Regards,

Christine Grab