

From: Christi Grab [REDACTED]
Subject: Please add the following information to agenda item 4 for the May 14 board meeting
Date: May 7, 2025 at 11:01 AM

CG

To: [REDACTED]
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Hi FTB:

I perused the agenda. I request that FTB disclose the following information to the filing season update (item #4):

1. How many more customer service agents does FTB have now versus in March 2023, when FTB gave itself a \$25 million budget increase on the grounds that the funds were needed to hire more customer service agents?
2. What percentage of issues are resolved via chat? (I know that for me, chat usually told me my issue was beyond the scope of what they could help with and I needed to call in.)
3. What is the wait time and percentage of calls answered for the collections department? (I know I personally had a much harder time getting through to collections than I did the main line number.)
4. What is the wait time and percentage of calls answered for the tax practitioner hotline?
5. What is the turn time for processing documents received via each of the following methods: MyFTB, regular first class mail, express mail, and fax?
6. What is the average number of calls taken per day per agent in each of the departments? Have those numbers changed since the \$25 million budget increase?
7. What are the abandonment rates for phone calls? Can FTB tell the difference between someone voluntarily hanging up versus FTB disconnecting them (I know I was frequently "disconnected" mid-call and was told that FTB had "phone issues")? If so, please disclose the rates that FTB hangs up on callers versus the callers hanging up of their own volition.
8. Does FTB still put the mainline phone number on collection notices instead of the Collections department number? If so, please explain why taxpayers are directed to call a number where they cannot be helped.

Thank you in advance for adding all of this information to your presentation.

Regards,

Christine Grab
Constituent

