

**From:** Christi Grab [REDACTED]

**Subject:** Public Records Request

**Date:** May 15, 2025 at 12:49 PM

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CG

Hi Disclosure Department:

I know you guys always love getting requests from me. :)

1. How many customer service agents does FTB have as of May 14, 2025. How many customer service agents did FTB have on March 28, 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 correspondence received via each of the following methods: MyFTB, regular first class mail, express mail, and fax?
6. What is the current average number of calls taken per day per agent in each of the departments? What was the average number of calls taken per day per agent in each of the departments in March 28, 2023, when FTB gave itself the 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 every notice issued, even when the main line number cannot help with the issue that notice is regarding? If this policy of only putting the main line phone number has changed, please provide the date this went into effect.
9. Please provide FTB's total annual budget for fiscal year 2023-2024 and fiscal year 2024-2025, with an overview of where the money is spent.
10. Please provide a complete list of all lawsuits filed against FTB since January 1, 2020. Please provide the case name, court it was filed in, case number and current status.

Thank you in advance for your help. It is much appreciated.

Regards,

Christine Grab

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Psalm 64