



September 12, 2024

VIA EMAIL ONLY

ATTN: CHRISTINE GRAB



RE: Public Records Act Request

Dear Ms. Grab:

We are responding to your correspondence (copy enclosed), received September 3, 2024, under the California Public Records Act (PRA), Government Code section 7920.000, et seq.

The Disclosure Office is responsible for administering the provisions of the Information Practices Act and the PRA. These statutes afford access to records kept regarding individual persons and/or records reflecting conduct of the public's business. These statutes do not grant the authority for alternate means of communication with this department about specific individual tax problems, case specific issues of tax law applicability, responding to questions, or performing legal research on your behalf.

In this correspondence, we have provided a partial response(s) to your PRA request. Please see partial responses below to items one (1) and three (3) of your request, and a response to item eleven (11) of your request.

For the remaining items in your request, we have determined that we have one or more non-exempt public records that are responsive to your request. We are still completing a search of our records and will provide a follow-up response by October 11, 2024.

You requested the following information:

1. What is the current wait time and percentage of calls answered for the tax practitioner hotline?

Pursuant to your request, we are providing a partial response to this request. The wait time for the Tax Practitioner Hotline can be found on our public website at www.ftb.ca.gov/help/time-frames/.

2. What was the wait time and percentage of calls answered for the tax practitioner hotline in March 2023?
3. What is the current wait time and percentage of calls answered for the collections department?

Pursuant to your request, we are providing a partial response to this request. The wait time for the Collections Department can be found on our public website at www.ftb.ca.gov/help/time-frames/.

4. How many people are currently employed in the customer service department that answers the main number?
5. How many people were employed in the customer service department that answers the main line number in March 2023?
6. How many people are currently employed in the department that answers the tax practitioner phone number?
7. How many people were employed in the department that answers the tax practitioner phone number in March 2023?
8. How many people are currently employed in the collections department?
9. How many people were employed in the collection department in March 2023?
10. In March 2023, FTB's Board voted to approve a budget increase. Will you please disclose to me the final Budget Change Request number that was approved? Will you also tell me where I can locate more information about this particular Budget Change Request on the internet?
11. Has the State of California set a budget cap for the amount of money that can be claimed under the CalEITC program? Or is this an open budget program where an unlimited number of people can make a claim?

FTB responds that item 11 consists of legal research. The PRA does not require state agencies to perform legal research on your behalf.

The Franchise Tax Board reserves the right to claim any exemptions that may apply to the requested record(s) and does not waive these exemptions by not specifically claiming them at this time.

If we can be of further assistance, you may contact me at [REDACTED] or email FTBDisclosureOffice@ftb.ca.gov.

Sincerely,

Jarrold Reiser
Lead Disclosure Specialist

Enclosures

Reiser, Jarrod@FTB

CASE #:24-00809

From: Christi Grab [REDACTED]
Sent: Monday, September 2, 2024 1:15 PM
To: FTB Disclosure Office@FTB
Cc: Mayorga, Robert@FTB; Reiser, Jarrod@FTB
Subject: Yet Another PRA Request



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Dear Disclosure Department:

Thank you for all your help over the years. This is a follow up to some recent requests that I have made in which I did not properly phrase the requests, so the response wasn't exactly what I was looking for. Hopefully, this time I did a better job with wording. There are also a few new items that I forgotten in the previous requests:

1. What is the current wait time and percentage of calls answered for the tax practitioner hotline?
2. What was the wait time and percentage of calls answered for the tax practitioner hotline in March 2023?
3. What is the current wait time and percentage of calls answered for the collections department?
4. How many people are currently employed in the customer service department that answers the main line number?
5. How many people were employed in the customer service department that answers the main line number in March 2023?
6. How many people are currently employed in the department that answers the tax practitioner phone number?
7. How many people were employed in the department that answers the tax practitioner phone number in March 2023?
8. How many people are currently employed in the collections department?
9. How many people were employed in the collection department in March 2023?
10. In March 2023, FTB's Board voted to approve a budget increase. Will you please disclose to me the final Budget Change Request number that was approved? Will you also tell me where I can locate more information about this particular Budget Change Request on the internet?
11. Has the State of California set a budget cap for the amount of money that can be claimed under the CalEITC program? Or is this an open budget program where an unlimited number of people can make a claim?

I hope you had a nice Labor Day weekend.

Regards,

