



October 11, 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, and initially responded to on September 12, 2024 under the California Public Records Act (PRA), Government Code section 7920.000, et seq.

In this correspondence, we are providing a final response to your PRA request.

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, during the month of September the percentage of calls answered for the Tax Practitioner Hotline (916) 845-7057^[1] was 33%. We provided the current wait time link in our September 12, 2024 response.

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

Pursuant to your request, the wait time in March 2023 was 11 minutes and the percentage of calls answered was 39%.

3. What is the current wait time and percentage of calls answered for the collections department?

We interpret collections department to be our Accounts Receivable Management (ARM) Division. Pursuant to your request, the percentage of calls answered in the ARM Division for Personal Income Tax (800-689-4776) is 73.8% and 58.9% for Business Entities (888-635-0494) for the period of January 2024 through June 2024. We provided the current wait time link in our September 12, 2024 response.

^[1] The Tax Practitioner phone number applies to requests 1, 2, 6, and 7.

4. How many people are currently employed in the customer service department that answers the main number?

We interpret this request as the number of individuals who answer the (800) 852-5711 Customer Service number. Pursuant to your request, there are 202 people currently employed to answer the Customer Service phone number.

5. How many people were employed in the customer service department that answers the main line number in March 2023?

We interpret this request as the number of individuals who answered the (800) 852-5711 Customer Service number. Pursuant to your request, in March 2023 there were 186 people employed to answer phone calls.

6. How many people are currently employed in the department that answers the tax practitioner phone number?

Pursuant to your request, there are 44 agents currently employed to answer the Tax Practitioner phone number.

7. How many people were employed in the department that answers the tax practitioner phone number in March 2023?

Pursuant to your request, there were 59 agents employed to answer the Tax Practitioner phone number in March 2023.

8. How many people are currently employed in the collections department?

Pursuant to your request, the total number of individuals currently employed by the ARM Division is 1,313.

9. How many people were employed in the collection department in March 2023?

Pursuant to your request, the total number of individuals employed by the ARM Division in March 2023 was 1,298.

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?

Pursuant to your request, the approved Budget Change Request number is 7730-029-BCP-2023-MR and can be found on the California Department of Finance website.

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?

We responded to this request on September 12, 2024.

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,

Jarrod 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



CAUTION: This email originated from outside of the organization! Do not click links, open attachments or reply unless you recognize the sender's email and trust the content.

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,

