



May 23, 2025

**VIA EMAIL ONLY**

**CHRISTINE GRAB**

RE: Public Records Act Request

Dear Ms. Grab:

We are providing a partial response to your correspondence (copy enclosed), received May 15, 2025, under the California Public Records Act (PRA), Government Code section 7920.000, et seq. This response addresses Items 1-8 and 10 of your request.

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 the Disclosure Office about specific individual tax problems, case specific issues of tax law applicability, responding to questions, or performing legal research on your behalf.

We have determined that we have one or more non-exempt public records that are responsive to your request. We are continuing to review our files for responsive records and to review any responsive records for applicable exemptions. We will be providing our response in rolling phases. Our next response will be sent by June 25, 2025.

Regarding the items listed in your request, we provide the following responses:

- 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 \$25 million budget increase on the grounds that the funds were needed to hire more customer service agents)?**

As conveyed in our correspondence to you dated July 25, 2024, we do not have a record reflecting that Franchise Tax Board (FTB) gave itself a \$25 million budget increase in March 2023, or that FTB's board granted \$25 million in March 2023 to improve customer service issues.

We interpret this request as seeking a record reflecting the number of individuals FTB employed to answer the (800) 852-5711 Customer Service number (a) on May 14, 2025; and (b) on March 28, 2023.

As stated in our correspondence to you dated October 11, 2024, in March 2023 there were 186 people employed to answer the (800) 852-5711 Customer Service number.

FTB continues to search for responsive records to Item 1.

**2. What percentage of issues are resolved via chat?**

As stated in our correspondence to you dated July 11, 2024, FTB does not capture the number of chats that are resolved via the chat conversation. As such, FTB does not have records responsive to Item 2.

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

We interpret your reference to “the collections department” to be our Accounts Receivable Management (ARM) Division.

As stated in our correspondence to you dated September 12, 2024, the wait time for the collections phone lines can be found on our public website at [www.ftb.ca.gov/help/time-frames/](http://www.ftb.ca.gov/help/time-frames/).

FTB continues to search for responsive records to Item 3.

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

As stated in our correspondence to you dated September 12, 2024, the wait time for the Tax Practitioner Hotline can be found on our public website at [www.ftb.ca.gov/help/time-frames/](http://www.ftb.ca.gov/help/time-frames/).

FTB continues to search for responsive records to Item 4.

**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?**

FTB responds that the turn times can be found on our public website at [www.ftb.ca.gov/help/time-frames/](http://www.ftb.ca.gov/help/time-frames/).

**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?**

Again, as conveyed in our correspondence to you dated July 25, 2024, as well as stated above, we do not have a record reflecting that FTB gave itself a \$25 million budget increase in March 2023, or that FTB’s board granted \$25 million in March 2023 to improve customer service issues.

The use of the terms, “calls taken,” “per agent,” and “the departments” in Item 6 are unclear.

Nonetheless, FTB is making a reasonable effort to search for responsive documents. FTB responds that after a search of our records, FTB does not have a record reflecting the number of calls answered, averaged across the number of agents, for each of FTB’s Divisions measured (a) on the date of your request, or (b) on March 28, 2023.

**7. What are the abandonment rates for phone calls? Can FTB tell the difference between someone voluntarily hanging up versus FTB disconnecting them? If so, please disclose the rates that FTB hangs up on callers versus the callers hanging up on their own volition.**

Again, the PRA generally provides access to information concerning the conduct of the people's business and requires agencies to provide non-exempt records that can be located with reasonable effort. The statute does not require public agencies to respond to questions.

The use of the terms, "abandonment rates" and "hangs up on callers" and "the callers hanging up on their own volition" in Item 7 are unclear.

Nonetheless, FTB is making a reasonable effort to search for responsive documents. After a search of our records, FTB does not have a record reflecting the rate that FTB ends calls compared with the rate customers end calls.

FTB continues to search for responsive records to Item 7.

**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.**

Again, the PRA generally provides access to information concerning the conduct of the people's business and requires agencies to provide non-exempt records that can be located with reasonable effort. The statute does not require public agencies to respond to questions.

The use of the terms, "mainline phone number" and "main line phone number" in Item 8 are unclear. For purposes of this Item, FTB interprets these terms as referencing the (800) 852-5711 Customer Service number.

FTB does not have a record reflecting a policy of putting the (800) 852-5711 Customer Service number on every notice issued. As such, FTB does not have records responsive to Item 8.

**10. Please provide a complete list of all lawsuits filed against FTB since January 1, 2020. Please provide the case name, court was filed in, case number and current status.**

Again, the PRA generally provides access to information concerning the conduct of the people's business and requires agencies to provide non-exempt records that can be located with reasonable effort. The statute does not require public agencies to perform legal research on your behalf.

While not directly responsive to your request, you may wish to view the list of active cases and cases closed within the last two (2) years on our public website at:

<https://www.ftb.ca.gov/tax-pros/law/litigation-roster.html>.

We are continuing to review our files for responsive records and review any responsive records for applicable exemptions. If a duplication cost for records is associated with any portion of records to be produced, we will notify you of the estimated total.

In general, FTB charges duplication costs for records produced under the PRA and IPA. The first 49 pages of records requiring duplication that we produce during the calendar year are free. All remaining pages (beginning with page 50) will be subject to a duplication fee of 10 cents per page (plus postage and any storage media cost). Please note that the free page count is cumulative over a 12-month calendar year and resets on January 1.

In certain circumstances, we charge on an hourly basis for the direct costs of the programming and computer services necessary to construct or compile a record or produce a copy of a record. The charge is calculated based on the prorated salary and cost of benefits for the employees who do the work and the actual time it takes.

Depending on the number or file size of the records, we may charge for the cost of storage media used to store and send the records to you, whether or not there are other associated duplication fees.

We require payment of estimated costs before production of records under the PRA. We will notify you of the estimated total duplication fees for the records and provide payment instructions once we have estimated the costs. For further information on how these costs are calculated, please visit our public website at **ftb.ca.gov** and search "duplication fees".

FTB reserves the right to claim any exemptions that may apply to the requested records 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  or email [FTBDisclosureOffice@ftb.ca.gov](mailto:FTBDisclosureOffice@ftb.ca.gov).

Sincerely,

Jarrod Reiser  
Lead Disclosure Specialist

Enclosures

**From:** Christi Grab  
**To:** FTB Disclosure Office@FTB; Mayorga, Robert@FTB  
**Cc:** Scullar, Melod @FTB; Hofelin, Shane@FTB; [REDACTED]; Hasib.Emran@sco.ca.gov; [REDACTED]; Stanislaus, Selvi@FTB; Moe, Gretchen@FTB; Fowler, Jennifer@FTB; Lackey, Roger@FTB; Frazier, Michelle@FTB; Shavor, Nadean@FTB; Williams, Carol D@FTB  
**Subject:** Public Records Request  
**Date:** Thursday, May 15, 2025 9:49:22 AM

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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  
Constituent  
Psalm 64