



STATE OF CALIFORNIA
Franchise Tax Board

Filing Season Update

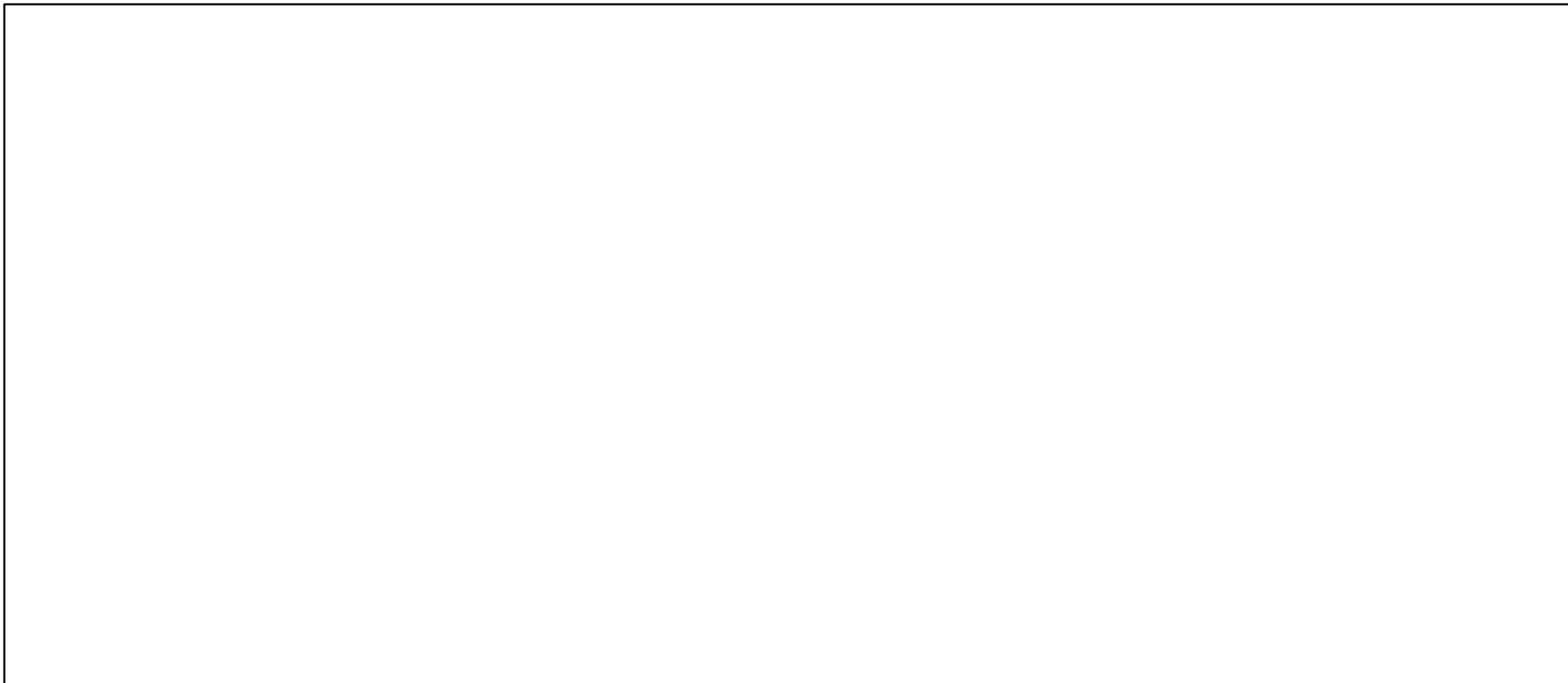
Matt Feaster – Filing Division

Frank Curcuro – Accounts Receivable Management Division

June 13, 2019

Filing Season Update

Filing by the Numbers Video



Filing Season Update

2019 Filing Season Records

- Electronic Payments

Electronic Payments	2018	2019	+/- Change
# of Electronic Payments	3.1 M	3.6 M	+15%

Filing Season Update

2019 Filing Season Records

- Refund Processing Times

Refund Received	2019
Within 14 Days	88%
Within 30 Days	98%

Filing Season Update

2019 Filing Season Readiness

- Perfect Storm Mitigation – Enterprise effort
- Careful preparation for Federal Tax Reform

Filing Season Update

Perfect Storm Stats

- Processing Day Planning
 - Projected increases in traffic and e-file activity to our critical systems
 - Successfully handled the load
 - Projected a 15% increase in secure data transfers
 - Increase was 16% (130K)
 - Projected 438K visits to our website
 - Record high received 442k
 - Received \$2 billion in web based payments between 12:01am and 3:00pm

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Perfect Storm Stats

- Processing Day Records – April 15, 2019
 - Processed 570K e-file and paper returns
 - 365K payments processed
 - 22 hours to process e-filed returns
 - 29 hours to process paper returns

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2019 Filing Season Service

- Level of Access
 - 352,000 calls received
 - 73% phone access rate
 - 6 minute average wait time

Filing Season Update

2019 FTB VITA Highlights

- 142 FTB volunteers
- 54 new volunteers this year
- Assisted taxpayers at 25 community sites
- Filed 19,000 State and Federal returns
- Over 2600 volunteer hours
- Estimated \$453,000 in tax prep savings

Filing Season Update

2019 FTB CalEITC Highlights

- 52 successful CalEITC e-bus VITA events
- 19 Partners
- Almost 8,400 miles traveled

Filing Season Update

What Our Partners Are Saying

Possible Quotes:

- “The FTB VITA Training we had at the beginning of the year was excellent!
- “The E-bus made preparing taxes fun! The customers were very comfortable and enjoyed the experience which otherwise could be somewhat intimidating.”
- “The bus driver was great! Plus, the bus was a great visual and added to the event excitement.”
- “Booking the e-bus was a fantastic experience. FTB staff made the experience painless. We would definitely use the bus again!”

Filing Season Update

2019 CalEITC Highlights

CalEITC Highlights	2018	2019	+/- Change
Allowed Claims	1.3 M	1.9 M	+ 42%
Amount Allowed	\$308 M	\$348 M	+ 13%

Questions?