

07.21.15



State of California
Franchise Tax Board

Filing Season Overview



Roger Lackey | Processing Services Bureau Director

Allen Wilson | Filing Methods and Budget Bureau Director

Agenda



- 2015 filing season statistics
- Enterprise Data to Revenue (EDR)
 impacts to processing functions
- Customer Satisfaction Survey

2015 Filing Season Statistics



Tax Returns

Total 2014

17 million

PIT total

16 million

- efile – 86%

13.5 million

BE total

1 million

- efile – 70%

700,000

JOE RENTERIA
RENTERIA
RENTERIA

2015 FEDERAL RETURN AT
 YES NO

1. RENTERS FROM SAN DIEGO CA 92109

FOR COMPUTERIZED USE ONLY									
01	1	36	0	54	0	ASFC	0		
06	0	37	2225	56	0	3600	0		
09	0	38	2225	56	0	3600	0		
10	0	39	0	57	0	SCH01	0		
12	50000	0	0	58	0	S870A	0		
14	0	41	0	59	0	S805 S805F	0		
16	0	42	0	60	0	T210	0		
17	50000	43	0	63	0	FR	0		
18	3254	44	0	64	0	RDECD	0		
20	2312	45	0	65	0	SDECD	0		
23	0	77	0	66	0		0		
28	0	48	0	67	0		0		
29	0	39	0	68	0		0		
30	0	50	0	69	0		0		
31	0	31	0	70	0		0		
34	0	53	0	72	0		0		
35	0	0	0	0	0		0		

Filing Status: Single
 Married filing jointly (even if only one spouse had income)
 Married filing separately. Enter spouse's social security number above and full name here.

Exemptions: None
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12. Data wages from your Form(s) W-2, line 16, or CA S101 W-2 CO, line C
 13. Enter federal adjusted gross income from Form 1040, line 37; Form 1040A, line 21; Form 1042EZ, line 4
 14. California adjustments - subtractions. Enter the amount from Schedule CA (540), line 37, column B
 15. Subtract line 14 from line 13. If less than zero, enter the result in parentheses. See instructions.
 16. California adjustments - additions. Enter the amount from Schedule CA (540), line 37, column C
 17. California adjusted gross income. Complete line 15 and line 16
 18. Enter the larger of your CA standard deduction OR your CA itemized deductions
 19. Subtract line 18 from line 17. This is your taxable income. Enter this amount.
 20. Tax. Check box if from: Tax Table Tax Rate Schedule Form 3000 or Form 3000-SS
 21. Exemption credit. Enter the amount from line 11. Your federal ACR is less than \$10,000. See instructions.
 Subtract line 21 from line 20. If less than zero, enter -0-
 See instructions. Check box if from: Schedule G and Form FTR 5870A
 22 and line 23. Continue to Page 2.

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2015 Filing Season Statistics



Payments and Refunds



Payments processed 8.1 million

Total deposits \$29+ billion

PIT refunds \$8.8 billion

BE refunds \$700 million

2015 Filing Season Statistics



Another successful VITA season:

- Prepared 578,000 tax returns
- 960 locations
- Helped 70,000 taxpayers claim the federal EITC for more than \$114 million



2015 Filing Season Statistics



Customer Service

- 500,000+ calls answered
- 51% level of access
- Tax practitioner hotline answered 80,000
- Live Chat assisted 62,000



EDR impacts to processing functions



New pipeline activities

Incoming paper

Document preparation

**Scanning of over 90%
of all paper**

**Pulling documents
with bad images**

**Association of
correspondence**

Data capture

**200% increase in data
fields captured**

Form identification

Increased edit rules

**Image Cash Letter
(Check 21)**

Deposit reconciliation

Return analysis

**New automated
validation rules**

**Created 300 new
validation rules**

**New & improved tax
change notices**

Up front fraud detection

EDR impacts to processing functions



Pipeline Efficiencies

- Reduced number of sorts
- Eliminated DLN stamping
- Encoders decommissioned
- Eliminated need for paper returns
and trucks for validations

EDR impacts to processing functions



Enterprise Benefits

- Foundational to EDR's \$4 billion revenue target
- Return storage savings
- Decreased number of paper return scan request
- More data captured and available to enterprise
- Electronic deposits (Check 21)
- Improved customer service

Customer Satisfaction Survey



- FTB partners with Institute of Social Research (California State University Sacramento)
- Purpose – Obtain baseline for customer satisfaction with the quality of our services
- Survey included responses from 700 callers
- Survey focused on individual taxpayer's satisfaction with:
 - Live agent calls
 - FTB website

Customer Satisfaction Survey



Live Agent Calls

- 83% - Highly satisfied
 - ✓ Customer service interaction
 - ✓ Ability to accomplish goal
- Agent characteristics considered important:
 - ✓ Voice easy to understand
 - ✓ Professional
 - ✓ Responsive to needs
 - ✓ Knowledgeable
 - ✓ Provided clear and thorough information
- Most respondents prefer to speak to a live person

Customer Satisfaction Survey



Live Agent Calls (cont.)

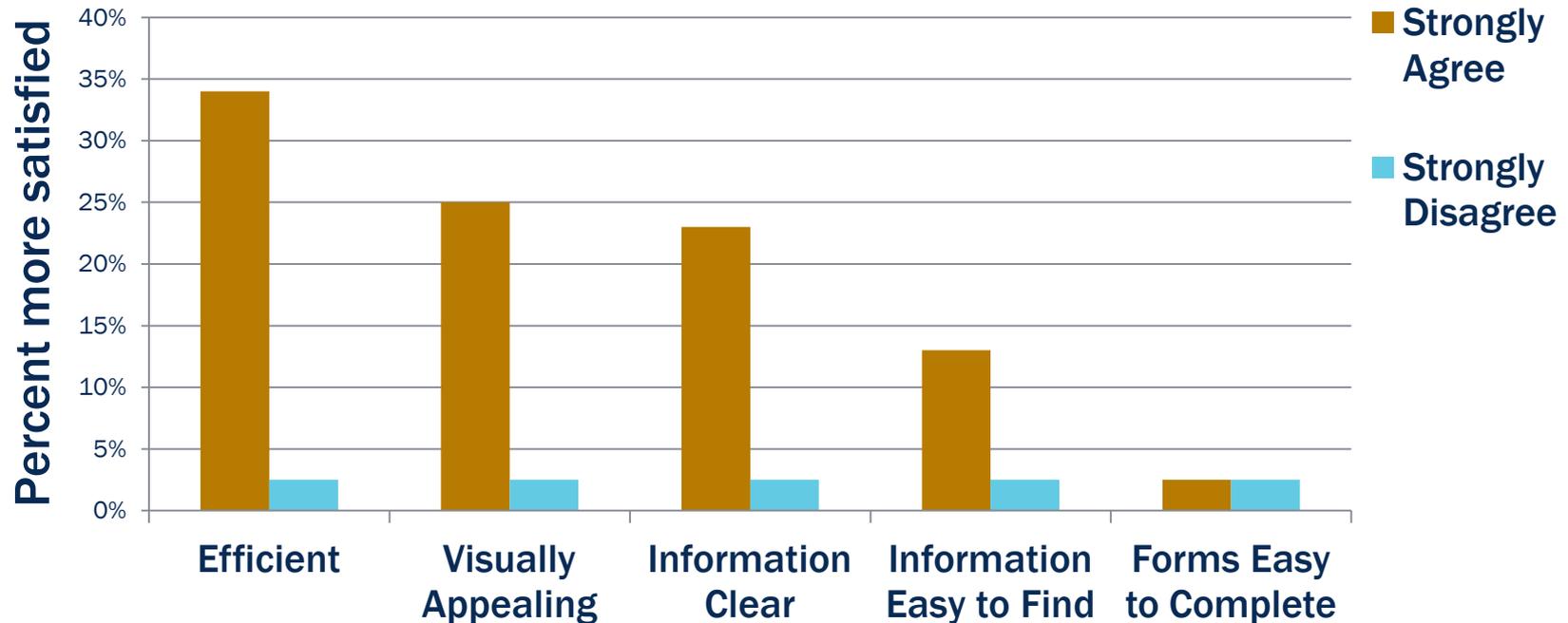
Primary Reason for Call



Customer Satisfaction Survey



FTB Website 75% satisfied with the website and MyFTB self-service features.



Customer Satisfaction Survey



- Reasons to visit website:
 - Check their refund
 - Do something payment related
 - Research a tax question
 - Ensure we received a payment/tax return
 - Find phone numbers/complete forms

Thank You!



Filing Season Overview



Questions?