

2013 Accomplishments Video
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The best way to predict the future is to create it.
Let's look at what we created in 2013.

Taxpayer Centric Services –

Improving services to help taxpayers:

- Public Counter staff now help non-tax debtors
- VITA Vitality! – taxpayers save time and money in tax preparation assistance
- Web Improvements
- CalFile supercharged! Now with imported data option and ability to file prior year return
 - Customer comments:
 - “Just filed – woot!”
 - “Site was easy and fast!”

Effective Enforcement –

Encouraging tax compliance:

- Top 500 List exceeds \$300 Million in revenue! Nearly \$90 Million of that in 2013
- Criminal Investigators level the playing field for taxpayers – 25 Arrests and 98% conviction rate
- Audit revenue UP-\$48 Million over projections
- Collections revenue UP-\$25 Million over projections
- Filing Compliance revenue UP-\$78 Million over projections
- Non Tax Debt helps the courts collect \$100 Million
- Non Tax Debt helps the DMV collect \$142 Million

Strong Organization –

Dedicated to the community:

- Gave Back OVER \$384,000 raised in charitable contributions and walk-a-thons
- Bike to Work Month promoted green living by pedaling over 52,000 miles in May
- Blood Drives saved lives by giving 650 units of blood
- Food Drive gave over 40,000 pounds of food to those in need
- Run, Hide, Fight Awareness - Your safety is important

Operational Excellence –

YOUR innovative ideas improve OUR outcomes:

- EDR wins!!
 - 46% complete
 - \$734 Million in revenue to date!
- Employee Savings Ideas = \$8.6 Million
- District Offices pilot do without cash but expand other payment options
- Paper is “so old school!”
 - E-levy – banking’s better when we’re connected.
 - E-correspondence pilot – when it absolutely, positively, has to be there
 - E-image cashiering – you can bank on it!

What others are saying about FTB:

- 2013 State Technical Innovator Award
- Best in IT Collaboration Award
- Small Business Procurement Award

What’s coming in 2014?

- Internal Taxpayer Folder – multiple systems, one easy access.
- New Return Validation System – more data / less fallout
- New BE credit card payment option - Businesses asked, we answered!
- E processing of all returns and payments.
- EDR – collects its first - \$1,000,000,000!

*“I’m amazed at all we’ve accomplished and very excited about what this next year will bring. For all you do.... **THANKS A BILLION!**” - Selvi Stanislaus*