

We had a very successful filing season at Franchise Tax Board with no major issues to report.

Personal Income Tax Returns

As of May 30, 2006, 14 million personal income tax returns were filed, up two percent from last year. Of this, personal income tax e-file returns are nine percent ahead of last year's figures, with 8.3 million returns received, or 61 percent of all personal income tax returns. Current year paper-filed returns have decreased this year by seven percent, or 1 million returns.

Personal Income Tax Refunds

As of May 30, 2006, 9 million personal income tax refunds were issued amounting to \$6 billion. The volume of refunds issued this year is two percent higher than last year. The average refund this year is \$796, compared to last year's average of \$745. The number of direct deposit refunds grew by 400,000, or 12 percent over last year.

Revenue and Deposits

Personal income tax revenue reached record highs this year, with \$11.7 billion received in April, over \$3 billion more than April, 2005. Overall personal income tax and bank and corporation tax revenues also reached a record for January through May, surpassing \$29 billion.

Paper continues to be the payment method of choice, representing 89 percent of total deposits made. The volume of electronic payments is up by three percent over last year.

Taxpayer & Tax Practitioner Services – Call Center

The total volume of calls reaching our general Interactive Voice Response (IVR) system reached 3 million this year, which is 13 percent less than last year.

Our general information call center answered 848,000 calls this year, down 19 percent from last year. The average wait time this year was six minutes.

For our tax practitioner hotline, we answered 107,000 calls this year, down 11 percent from last year. The average wait time was just over two minutes.

Business Entity Tax Returns

Beginning January 2006, we implemented e-filing for corporation returns and certain accompanying forms and schedules. As of May 30, 2006, 4,400 business e-file returns were received. The total number of business returns received is 630,000, up three percent from last year.

Internet Services

We have received 5 million total visits to our website this year. The top five visited pages are: Home page, Forms and Publications home, Get Your Customer Service Number, 2005 Forms, and Refund Status. Taxpayers downloaded 5 million tax forms and schedules.
