



Transparency

06.22.10 Board Meeting

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Franchise Tax Board





The Wildly Important Goal:
A Legacy of Transparency

In Full Compliance

Moving Well Beyond “Required”

With Our Employees

- Ask Management
- Town Hall Meetings
- Savings Ideas



Moving Well Beyond “Required”

With Customers and Stakeholders

- **We Listen**
 - Interested Party Meetings
 - SIMS – Systemic Issue Management System
 - Stakeholder Value Research Program
- **We Inform**
 - Webinars
 - FTB Website
 - Social Media
- **We Deliver**
 - Customer Service
 - My FTB Account
 - E-Programs
 - RSS Feed



Questions?