



April 1, 2016

Honorable Mark Leno, Chair  
Senate Budget and Fiscal Review Committee

Attention: Mr. Mark Ibele, Staff Director (2)

Honorable Phil Ting, Chair  
Assembly Budget Committee

Attention: Mr. Christian Griffith, Chief Consultant (2)

**Amendment to Budget Bill Item 7730-001-0001, Support, Franchise Tax Board**

It is requested that Item 7730-001-0001 be increased by \$7,715,000 and 85 positions to provide the Franchise Tax Board (FTB) with resources to improve its customer service for taxpayers. This funding will enable FTB to encourage the use of its self-service options on the web and enhance response times to phone, email, live chat, and written correspondence. These resources will allow FTB to answer 1.1 million phone calls, respond to more than 140,000 live chats, process all written correspondence within 3 months, and process power of attorney requests within an average of 30 days when submitted through its new online tool.

The effect of my requested action is reflected on the attachment.

If you have any questions or need additional information regarding this matter, please call Mark Tollefson, Principal Program Budget Analyst, at (916) 322-2263.

MICHAEL COHEN  
Director  
By:

/s/ Amy M. Costa

AMY M. COSTA  
Chief Deputy Director

Attachment

cc: On following page

cc: Honorable Ricardo Lara, Chair, Senate Appropriations Committee  
Attention: Mr. Mark McKenzie, Staff Director  
Honorable Jim Nielsen, Vice Chair, Senate Budget and Fiscal Review Committee  
Attention: Mr. Joseph Shinstock, Appropriations Fiscal Director  
Attention: Mr. Kirk Feely, Budget Fiscal Director  
Honorable Lorena Gonzales, Chair, Assembly Appropriations Committee  
Attention: Mr. Pedro R. Reyes, Chief Consultant  
Honorable Jay Obernolte, Vice Chair, Assembly Budget Committee  
Attention: Mr. Eric Swanson, Staff Director  
Honorable Richard Roth, Chair, Senate Budget and Fiscal Review Subcommittee No. 4  
Honorable Adrin Nazarian, Chair, Assembly Budget Subcommittee No. 4  
Mr. Mac Taylor, Legislative Analyst (4)  
Mr. Craig Cornett, Senate President pro Tempore's Office (2)  
Mr. Christopher W. Woods, Assembly Speaker's Office (2)  
Mr. Seren Taylor, Director of Strategic Policy, Assembly Republican Leader's Office  
Mr. Jim Richardson, Policy and Fiscal Director, Assembly Republican Leader's Office  
Ms. Selvi Stanislaus, Executive Director, Franchise Tax Board  
Ms. Jeanne Harriman, Chief Financial Officer, Franchise Tax Board  
Mr. Marco Esquivel, Director, Financial Management Bureau, Franchise Tax Board  
Ms. Marybel Batjer, Secretary, California Government Operations Agency  
Ms. Jennifer Osborn, Deputy Secretary, Fiscal Administration, Government Operations Agency