

News Release



Controller of the State of California - Kathleen Connell

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FOR IMMEDIATE RELEASE

STATE CONTROLLER CONNELL BUYS LUNCH AFTER TAX SERVICE CENTER BREAKS RECORDS

RECORD CALL VOLUME AND SHORTER WAIT TIMES EARN CUSTOMER SERVICE REPRESENTATIVES RECOGNITION

Sacramento, April 26, 2001 – State Controller Kathleen Connell today served pizza to the staff at the Franchise Tax Board call center to honor their extraordinary work during the tax filing season.

“This is what customer service is all about: Helping people use our services to make filing their taxes easier,” Connell said. “Any agency or business would be proud to have you on their customer service staff.”

Connell, chair of the Franchise Tax Board, personally bought pizza for approximately 400 workers at the Franchise Tax Board Taxpayer Service Center in Rancho Cordova. She promised the staff she’d buy pizza for the second year in a row if they reduced waiting time for callers. They succeeded, reducing the wait time from 2:04 to 1:50.

“When was the last time you called anywhere for help and only had to wait two minutes?” asked Connell. “That kind of response time is something you should all be extremely proud of.”

The Franchise Tax Board customer service representatives assist tax filers with all questions related to filing their state income tax. The staff handled more than one million calls this tax season, January through April 16.

Caller Statistics

- 1,034,053 total calls from January –April 16
- 34,006 calls on April 16, tax filing deadline
- Caller hold time averaged 1:50

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