

**Appendix A**  
**Department of Technology Services Billing Rates Adjustment—Phase III**  
**Customer Impact 2008-09**  
**(Whole Dollars)**

| <b>Customer</b>                          | <b>COM</b>   | <b>Disaster Recovery</b> | <b>Secure File Transport</b> | <b>zAAP Processing</b> | <b>Annual Difference</b> |
|--|--------------|--------------------------|------------------------------|------------------------|--------------------------|
| Board of Equalization                    | \$5,273.25   | (\$187,204.12)           |                              |                        | (\$181,930.87)           |
| CalPERS                                  | \$3,588.25   |                          |                              |                        | \$3,588.25               |
| CALSTARS                                 | \$98,549.14  |                          |                              |                        | \$98,549.14              |
| Caltrans                                 | \$172,509.95 |                          |                              |                        | \$172,509.95             |
| Consumer Affairs                         |              | (\$1,799.62)             |                              |                        | (\$1,799.62)             |
| Contractor's State Licensing Board       | \$41,123.57  | \$37,908.96              |                              |                        | \$79,032.53              |
| Controller's Office <sup>1</sup>         | \$51,797.57  |                          |                              |                        | \$51,797.57              |
| Controller's Office <sup>1</sup> Payroll | \$82,233.33  |                          |                              |                        | \$82,233.33              |
| Controller's Office <sup>1</sup>         | \$7,461.18   | (\$161,861.99)           |                              | \$271,130.55           | \$116,729.74             |
| Corrections                              | \$33,630.42  | \$34,423.38              |                              |                        | \$68,053.80              |
| Developmental Services                   | \$774.06     |                          | (\$1,416.60)                 |                        | (\$642.54)               |
| Employment Development                   | \$42,340.94  |                          |                              |                        | \$42,340.94              |
| Finance                                  |              | \$43,450.13              |                              |                        | \$43,450.13              |
| Forestry                                 |              | \$42,035.79              |                              |                        | \$42,035.79              |
| General Services                         | \$25.92      |                          |                              |                        | \$25.92                  |
| Health Care Services                     | \$10,197.83  |                          | (\$944.40)                   | \$138,958.82           | \$148,212.25             |
| Lottery Commission                       |              | \$28,346.97              |                              |                        | \$28,346.97              |
| Motor Vehicles                           | \$8,336.22   | (\$132,335.27)           |                              | (\$915,159.63)         | (\$1,039,158.68)         |
| Racing Board                             |              | \$42,327.19              |                              |                        | \$42,327.19              |
| Rehabilitation                           | \$913.98     |                          |                              |                        | \$913.98                 |
| Secretary of State                       | \$1,157.54   |                          |                              |                        | \$1,157.54               |
| Social Services                          | \$57.87      |                          | (\$7,083.00)                 |                        | (\$7,025.13)             |
| State Personnel Board                    | \$1,672.65   | \$30,600.62              |                              |                        | \$32,273.27              |
| State Treasurer's Office                 | \$2,689.75   |                          |                              |                        | \$2,689.75               |
| STRS                                     | \$1,477.00   | \$4,966.05               |                              |                        | \$6,443.05               |
| Youth Authority                          | \$105.69     |                          |                              |                        | \$105.69                 |
| <b>Total</b>                             |              |                          |                              |                        | <b>(\$167,740.06)</b>    |

<sup>1</sup> Controller's Office, Motor Vehicles and Finance have multiple accounts with the DTS for which they are billed separately, so there may be more than one entry for these departments.