

**City of Monterey Park**

Vendor	Product	Purpose	Data Category	Custodian	Freq. Collected	Freq. Updated
GRM	GRM Document Management	Document Imaging / Management	Database of Archived Documents	City Clerk's Office	Daily	Daily
ContractSafe	ContractSafe	Contract Management, Archiving	Management software	City Clerk's Office	Daily	Daily
CivicPlus	Social Media Archiving	Social Media Archiving Management	Records Management	City Clerk's Office	Daily	Daily
CivicPlus	NextRequest	Public Records Request	Records Management	City Clerk's Office	Daily	Daily
CivicPlus	Agenda & Meeting Management	Manage Agendas, Minutes and Public Meetings	Records Management	City Clerk's Office	Daily	Daily
Accela	Accela Automation	Permit Management System	Building Permits, Planning Review	Community and Economic Development	Daily	Daily
Kaizen Labs	Kaizen	Facility Reservations	Registration software	Recreation and Community Services	As Needed	As Needed
Active Network	Active Registration & Reservations	Class Reservations	Recreation Maintenance Software	Recreation and Community Services	Daily	Daily
ESRI	ArcGIS	Geographic Information	Mapping, property data, zoning data, Utility Data	Public Works	As Needed	As Needed
inHANCE	Billmaster	Utility Billing	Water Billing	Finance	Daily	Daily
Infosend	Infosend - Bill Print & Send	Bill Print & Send	Billing Services process service	Finance	Monthly	Monthly
Tyler	ERP	Enterprise Resource Planning (ERP)	Enterprise Resource Planning	Finance	Daily	Daily
Tyler	Munice	Finance Management	General Ledger, Budgeting, Purchasing, Accounts Payable, Accounts Receivable, Cash Collections, Job Costing	Finance	Daily	Daily
InvoiceCloud	InvoiceCloud	eBilling and Payment system	Online payment and eBilling	Finance	Daily	Daily
HDL Companies	HDL Business License System	Transient Occupancy Tax Reporting	Sales and Property Tax	Finance	Daily	Quarterly
Tyler	Payment Central	Cashier System	Cashier Program	Finance	Daily	Daily
Microsoft	Exchange	Email communication	Communication software	Finance	Daily	Daily

Vendor	Product	Purpose	Data Category	Custodian	Freq. Collected	Freq. Updated
GoGov	GoMPK	Interdepartmental and citizen requests for service, complaints, or inquiries	Service Request Tracking, Code Enforcement	Finance	Daily	Daily
NeoGov	NeoGov HR	Online Applicant System	Applicant Tracking	Human Resources	Daily	Daily
Granicus	Granicus	Video Streaming for Council Meetings	Online Video for Council Meetings	City Manager	As Needed	As Needed
ASAP	ASAP	Student Registration	Registration and Management software	Library	Daily	Daily
CASAS	TopsPro Enterprise	Library Reports	Data Aggregate software	Library	Daily	Daily
Biblionix	Apollo	Library Management	Integrate Library System	Library	Daily	Daily

**Notes:**  
 Catalog of Enterprise Systems August 8, 2025  
 In accordance with 6270.5., this document is available on the City's website, and may be requested by the public at the City Clerks office. This document is updated annually. For this document an enterprise system is a multidepartment system of record. This catalog excludes:

- (A) Information technology security systems, including firewalls and other cyber security systems.
- (B) Physical access control systems, employee identification management systems, video monitoring, and other physical control systems.
- (C) Infrastructure and mechanical control systems, including those that control or manage street lights, electrical, natural gas, or water or sewer functions.
- (D) Systems related to 911 dispatch and operation or emergency services.
- (E) Systems that would be restricted from disclosure pursuant to Section 6254.19. of the Government Code
- (F) The specific records that the information technology system collects, stores, exchanges, or analyzes.

(d) Nothing in this section shall be construed to permit public access to records held by an agency to which access is otherwise restricted by statute or to alter the process for requesting public records, as set forth in this chapter