Vendor	Product / Application	Purpose	Category / Type of Data	Custodian Dept.	Frequency Collected	Frequency Updated
Aarmark	Core	Jail Commissary System	Persons, Financial Data	Police	Daily	Daily
Active Network	Class	Parks & Recreation Event Registration & Tracking	Recreation Software	Parks, Rec, Com Svcs, & Library	As Needed	As Needed
Advanced Technology I	Jail Management System	Jail Management System	Persons	Police	Daily	Daily
AMEC	Industrial NPDES Commercial Database	NPDES Management	Code Enforcement	Public Works	Daily	Daily
App-Order.com	My Santa Ana Mobile App	Public Works Service Requests & City Information	Service Requests	Public Works	As Needed	As Needed
CI Technologies	BlueTeam	Administrative Investigations (web-based)	Incidents, Persons, Personnel	Police	Daily	Daily
CI Technologies	IAPro	Professional Standards Case Management	Incidents, Persons, Personnel	Police	Daily	Daily
Cross Roads	Cross Road Traffic Control Device Inventory (TCDI)	Department Traffic Order	Service Requests	Public Works	Daily	Daily
Crossroads	Crossroads	Traffic Collision Case Management	Persons, Vehicles, Incidents	Police	Daily	Daily
Cycom	CityLaw	Legal Case Management (legacy archive)	Legal Cases	City Attorney's Office	None	None
Digital Map Products	GovClarity	Geographic Information System Tool with Property Information Tracking & Management	Geographic Information S	Public Works	As Needed	As Needed
ESRI	ArcGIS	Geographic Information System (GIS)	Geographic Information S	Public Works	As Needed	As Needed
Granicus	Granicus	City Meetings Video Streaming and Agenda & Minutes Web Publishing	Agenda Management	Clerk of the Council	As Needed	As Needed
Happy Software	Rehab Pro Direct	Housing Rehab Inspections Management	Housing	Community Development	As Needed	As Needed
High Line Corp.	ePersonality EMSS (Emp Mgr Self Service)	Payroll & Human Resources Processing, Management, and Reporting	Human Resources	Finance & Management Services	Daily	Daily
IC Solutions	ICS	Inmate Calling System	Persons, Telephone Records	Police	Daily	Daily
Infor	Lawson	Financial Management - record, process, track, manage, and report financial transactions and information	Financial System	Finance & Management Services	Daily	Daily
In-house	Affordable Housing	Affordable Housing Tracking & Management	Housing	Community Development	Daily	Daily
In-house	Agreements	Agreements Tracking	Contracts	Clerk of the Council	As Needed	As Needed
In-house	Business License	Business License Tax Processing and Management	Business License	Finance & Management Services	Daily	Daily
In-house	Business Survey	City Business Survey Results Tracking	Community Developmen	Community Development	As Needed	As Needed
In-house	Dog License	Dog License Processing & Management	Animal License	Finance & Management Services	Daily	Daily
In-house	Enterprise Zone Voucher	Enterprise Zone Voucher Program Management (legacy archive)	Community Developmen	Community Development	None	None
In-house	Facility Works	Building Maintenance Work Order Tracking	Service Requests	Finance & Management Services	As Needed	As Needed
In-House	False Alarms	False Alarm Management	Business, Persons, Permits	Police	Daily	Daily
In-house	Hotel Visitors Tax (HVT)	Hotel Visitors Tax Processing & Management	Revenue	Finance & Management Services	Daily	Daily
In-House	Impound/PPI	Towed Vehicle Tracking	Vehicles, Persons, Tow Justifications	Police	Daily	Daily
In-house	Intranet (CityDesk)	Internal Communication	Other	City Manager's Office	Daily	Daily
In-House	IRM	Incident Report Management - Crime Report Application	Persons, Vehicles, Crime Incidents, Locations, Property, Criminal Charges, Businesses	Police	Daily	Daily
In-house	Neighborhood Improvement Program (NIP) Contacts	Neighborhood Improvement Program Contact Management	Other	Planning & Building	As Needed	As Needed

Vendor	Product / Application	Purpose	Category / Type of Data	Custodian Dept.	Frequency Collected	Frequency Updated
In-house	Permit Parking	Permit Issuance Tracking	Permit System	Public Works	Daily	Daily
In-house	PGIS	Payroll General Ledger Interface & Reporting	Human Resources	Finance & Management Services	Semi-monthly	Semi-monthly
In-house	Public Records Requests	Public Records Requests Tracking	Public Records	Clerk of the Council	Daily	Daily
In-house	Rehab	Housing Rehab Loan / Cost Tracking	Housing	Community Development	As Needed	As Needed
In-house	Request for Service (RFS)	Traffic Service Request Management	Service Requests	Public Works	Daily	Daily
In-house	Santa Ana Property Information Network (SAPIN)	Property Information Tracking & Management, Permitting, Inspections, Occupancy, and Code Enforcement	Permit System	Planning & Building	Daily	Daily
In-House	Tobacco Retail License	Tobacco License Management	Business, Persons, Permits	Police	Daily	Daily
In-house	Training Voucher	Client Training & Training Provider Management	Community Developmen	Community Development	As Needed	As Needed
In-house	Utility Users Tax (UUT)	Utility Users Tax Processing & Management	Revenue	Finance & Management Services	Daily	Daily
In-house	Website	Communication with Public	Website	City Manager's Office	Daily	Daily
Integrated Law and Jus	PCDECS	Probable Cause Declarations (County)	Persons, Criminal Charges	Police	Daily	Daily
Laserfiche	Laserfiche	Document Management for Clerk, Treasury, Finance, Community Development, Public Works, Police, Jail, legacy Fire, and portions of Planning & Building	Document Management	Clerk of the Council Finance & Management Services Community Development Public Works Police	Daily	Daily
Lexis Nexis	CopLogic	Citizens' Online Crime Reporting System	Persons, Property, Locations, Crime Incidents	Police	Daily	Daily
Linear	DIMS	Digital Information/Evidence Management System	Images, Audio Recordings	Police	Daily	Daily
Microsoft	Exchange	Electronic Mail Communication	Email System	Information Technology	Daily	Daily
MillerMendel	Esoph	Applicant Management System	Persons	Police	Daily	Daily
Mindtouch	Mindtouch 2009	wikiPDa - Web Platform / Document Library / Knowledgebase / Training Platform / Collaboration Tool	Persons, Incidents, Vehicles	Police	Daily	Daily
Neogov	Insight	Online Job Applicant Tracking	Human Resources	Personnel Services	As Needed	As Needed
PlanetBids	Bid Management	Online Bid Processing & Management	Procurement	Finance & Management Services	As Needed	As Needed
SharePoint	Visitor Log	City Hall Information Desk Notification	Other	Information Technology	Daily	Daily
Spiceworks	Help Desk	IT Problem Reporting & Tracking	Service Requests	Information Technology	Daily	Daily
Systems & Software	enQuesta	Utility Billing & Customer Information Management	Utility Billing	Finance & Management Services	Daily	Daily
Systems Innovators	iNovah	Cashiering	Revenue	Finance & Management Services	Daily	Daily
Tab	Tab Fusion	Housing Records Management	Document Management	Community Development	As Needed	As Needed
Taser International	Taser Evidence	Body Worn Camera and Data Management	Video and related meta-data	Police	Daily	Daily
The Library Corporatio	Integrated Library System	Library Management	Library	Parks, Rec, Com Svcs, & Library	Daily	Daily
Thomson Reuters	Concourse Matter Room	Legal Case & Document Management	Legal Cases	City Attorney's Office	As Needed	As Needed
Thomson Reuters Elite	ProLaw	Legal Case Management (legacy archive)	Legal Cases	City Attorney's Office	None	None
Tyler Technologies	Brazos	Electronic Citation System	Persons, Vehicles, Traffic Violations	Police	Daily	Daily
Ventiv	iVOS	Workers Comp & Liability Claims Processing & Management	Human Resources	Personnel Services	Daily	Daily
Vigilant	Vigilant LPR	License Plate Reader		Police	Daily	Daily
Yardi	Yardi	Housing Management	Housing	Community Development	Daily	Daily