# Senate Bill 272

Approved on October 11, 2015, SB 272 adds a section to the California Public Records Act requiring local agencies to create a catalog of Enterprise Systems by July 1, 2016 with annual updates.

## Enterprise System

A software application or computer system that collects, stores, exchanges and analyzes information that the agency uses that is both of the following:

- A multi-departmental system or a system that contains information collected about the public.
- A system that serves as an original source of data within an agency.

An Enterprise System does not include any of the following:

- Information Technology security systems, including firewalls and other cybersecurity systems.
- Physical access control systems, employee identification management systems, video monitoring and other physical control systems.
- Infrastructure and mechanical control systems, including those that control or manage street lights, electrical, natural gas or water or sewer functions.
- Systems related to 911 dispatch and operation or emergency services.
- Systems that would be restricted from disclosure by Section 6254.19.
- The specific records that the information technology system collects, stores, exchanges or analyzes.

## Requirements

1. Create a catalog of enterprise systems, containing:
    - Current system vendor
    - Current system product
    - System’s purpose
    - A description of categories or types of data
    - The department that is the prime custodian of the data
    - The frequency that system data is collected
    - The frequency that system data is updated
2. To make the catalog publicly available upon request
3. To post the catalog in a prominent location on the agency’s website

## Exception

If the public interest served by not disclosing the information described clearly outweighs the public interest served by disclosure, the local agency may instead provide a system name, brief title or identifier of the system.

# City of Citrus Heights Enterprise Systems Generated December 02, 2025

| Product | Vendor | Purpose | Data Category | Custodian | Collection frequency | Update frequency |
|---|---|---|---|---|---|---|
| ArcGIS | ESRI | Collection and maintenance of geographic data, including property addresses, parcels, streets, zoning, and landmarks. | Geographic Information Systems | Information Technology | As Needed | As Needed |
| ArcGIS Online | ESRI | Online public maps including council districts and city projects | Geographic Information Systems | Information Technology | As Needed | As Needed |
| CitizenServe | Online Solutions, LLC | Business Licensing | Business License | Planning | Daily | Daily |
| Cityworks AMS | Trimble | Service requests, maintenance management of city assets | Asset Management | General Services | Daily | Daily |
| Community Crime Map | LexisNexis | Public web crime mapping | Public Safety | Police | Daily | Daily |
| Contract Assistant | Blueridge Software | Contract Management | Other | City Clerk | As Needed | As Needed |
| CopLogic | LexisNexis | Non-emergency online crime reporting | Public Safety | Police | Daily | Daily |
| Crossroads | Crossroads Software | Traffic collision and citation processing | Public Safety | Police Department | Daily | Daily |
| DocuWare | DocuWare Corporation | Document storage and retrieval | Document Management | City Clerk/Information Technology | Daily | Daily |
| FAMS | Phoenix Information Group | Alarm permits, false alarm tracking and invoicing | Public Safety | Police | Daily | Daily |
| GovernmentJobs.com | NeoGov | Employee Recruitment | Human Resources | Human Resources | As Needed | As Needed |
| MyGovernmentOnline | MyGovernmentOnline | Planning project permitting and tracking | Permit System | Community & Economic Development | Daily | Daily |
| PermitCity | Civos, Inc. | Building permit issuance and tracking | Permit System | Community & Economic Development | Daily | Daily |
| SeeClickFix | CivicPlus | Online service requests | Other | General Services | Daily | Daily |
| SIRE | Hyland Software | Document imaging and retrieval | Document Management | City Clerk/Information Technology | Daily | Daily |
| Twitter | Twitter | Social Media | Social Media | City Clerk/Police | Daily | Daily |
| Tyler Cashiering | Tyler Technologies | Payment Management | Financial System | Finance | Daily | Daily |

| Product | Vendor | Purpose | Data Category | Custodian | Collection frequency | Update frequency |
|---|---|---|---|---|---|---|
| Tyler Enterprise ERP | Tyler Technologies | Accounts Payable, Accounts Receivable, Budgeting, General Ledger, Payroll, Human Resources | Financial System | Finance | Daily | Daily |
| Viva Civic | Civos, Inc. | Encroachment Permits and Development tracking | Engineering | General Services | Daily | Daily |
| Web Site | CivicPlus | Internet web sites and content management system | Web Site | City Clerk/Information Technology | As Needed | As Needed |