

San Diego Metropolitan System – Catalog of Enterprise Systems

Current as of 2/14/2025

System Product	Brief Description of System's Purpose	Dept. Serving as Primary Custodian	System Vendor	General Description of Categories or Types of Data	How Frequently Is Data Collected	How Frequently System Data Is Updated
ADP Vantage	Employee and Payroll Data	MTS HR & Payroll	ADP	Electronic Personnel Files	Daily	r Daily
AppSpace	VMS Content Management	MTS Marketing MTS IT	AppSpace	Route and Scheduling Data	Quarterly	Quarterly
APC / Mobile Statistics	Automate Passenger Counting System	MTS Rail Operations & IT	INIT	Ridership Data	Daily	Daily
ArcGIS (ESRI)	GIS Software	MTS IT MTS Planning MTS MOW	ESRI	Geographic Data	Daily	Quarterly
Claims Administration	Claims and Workers Comp Information	MTS Risk	MTS IT	Internal/External Personal Data	Daily	Daily
Davra	Rail Operations Train Management	MTS Rail Operations	Davra	Train Tracking Data	Daily	Quarterly
eFORCE	Records Management & Dispatch System	MTS Transit Enforcement	IntelliChoice	Internal/External Personal Data	Daily	Daily
Fleetwatch	Oil and Fuel Monitoring	MTS Bus Maintenance	Fleetwatch	Oil and Fuel Consumption Data	Daily	Daily
HASTUS	Scheduling Information	MTS Bus/Rail Operations & Planning	GIRO	Route and Scheduling Data	Quarterly	Quarterly
Freshservice	IT Service Management	MTS IT	Freshservice	Incident, Asset, and Change Management Data	Daily	Daily
PRONTO	Fare System	MTS Revenue	INIT	Fare Collection data	Daily	Daily
Quality Management Administrator	Records Voice Calls	MTS IT & Support Services	Cisco	Recorded Voice Calls	Daily	Daily
Qualtrics XM	Web-based Survey Tool	MTS Marketing	Qualtrics	Survey Data	Quarterly	Quarterly
Ride Monitor	Bus Rider Passenger Counts	MTS Bus Operations	MTS IT	Ridership Data	Daily	Daily
RTMS	Bus CAD/AVL	MTS Bus Operations	Conduit	Dispatch and Bus Tracking Data	Daily	Daily
Salesforce	Customer Relations Management (PRONTO)	MTS PRONTO Support Services	Salesforce	Customer Data	Daily	Daily
SAP CRM	Customer Relationship: Complaints, Lost & Found	MTS Support Services	SAP	Customer Cases	Daily	Daily
SAP ERP ECC	Finance, Mini HR, Procurement, Materials Management, EAM	MTS IT	SAP	Enterprise Business Data	Daily	Daily

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SAP SBP	Budget and Planning	MTS Finance	SAP	Financial Data	Daily	Daily
Taxi Administration	For-Hire Vehicle Fleet Management	MTS FHV-Admin	MTS IT	FHV Fleet Medallion, Inspections, and Regulatory Fees Data	Daily	Daily
TOSA	MTS Rail Unusual Occurrence (Incident) Management	MTS Rail Operations	MTS IT	Rail Incident and Operational Data	Daily	Daily
TREP	MTS Trolley Ridership Estimation Program	SANDAG	INIT	NTD Rail Ridership Data	Monthly	Monthly
Trapeze	MTS Para-Transit Dispatch, Trip Planning and Scheduling System	MTS Bus Operations	Trapeze	Scheduling Data	Daily	Quarterly
TransTrack	Transit Data and Analytics	MTS Contract Services	TransTrack	Route and Scheduling Data	Daily	Daily
Urbiplan-Alerts	Manages and Broadcasts alerts to patrons via social media accounts, SMS, Google Transit, SDMTS Website	MTS Bus/Rail Operations	Mecatran	Alerting and Scheduling Data	Daily	Daily
Vector EHS	Safety Management System	MTS Bus Operations	Red Vector Solutions	Incident and Personnel Data	Daily	Daily

Per California Government Code section 6270.5, MTS must post a catalog of its enterprise systems on its website.

Enterprise system means 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; and 2) a system of record that serves as an original source of data within an agency.

An enterprise system does not include any of the following:

- A. Information technology security systems, including firewalls and other cybersecurity system;
- B. Physical access control systems, employee identification management systems, video monitoring, and other physical control system;
- C. Infrastructure and mechanical control systems, including those that control or manage streetlights, electrical, natural gas, or water or sewer functions;
- D. Systems related to 911 dispatch and operation or emergency services;
- E. Information security record that would reveal vulnerabilities to or otherwise increase the potential for an attack on an information technology system; or
- F. The specific records that the information technology system collects, stores, exchanges, or analyzes.

Please note, the records and systems described on this list does not necessarily mean they are open for public inspection. A case-by-case analysis is required to confirm whether access to certain data would be restricted or permitted per the California Public Records Act.