

**2026 Capital Improvement Budget
Development Services Department**

(in thousands)

Projects	Bonds	State	Federal	Other	Total
New Permit Software	-	-	-	990	990
Total	-	-	-	990	990

2026 - 2031 Capital Improvement Program Development Services Department

(in thousands)

Projects	Year	Bonds	State	Federal	Other	Total
Management Information Systems						
New Permit Software	2026	-	-	-	990	990
	Total	-	-	-	990	990

New Permit Software

Project ID	DS2026001	Department	Development Services
Project Type	IT	Start Date	January 2026
District	Assembly: Areawide, Tax: 1 - City/Anchorage	End Date	January 2027
Community Council	Areawide		

Description

This is a one-time request to shift unspent labor budget into a capital account for the purchase and implementation of an enterprise software solution to improve municipal permitting processes and provide user-friendly online permitting, licensing, planning case applications, payment, inspection scheduling and code enforcement requests. This software will replace Development Services' current permitting software and the Planning Departments' case tracking software, which have no online application or payment functionality and are "on-prem" requiring continual IT support, with a SaaS solution to greatly improve customer interaction with Community Development departments.

The SaaS software will result in a significant decrease in the IT support demands and the need for citizens to come to the permit center to apply for permits, planning entitlements and make payments. The software's plan review functionality will allow applicants to immediately respond to review comments and upload revised documents, resulting in faster permitting. The software's improved mobile inspection functionality will provide scheduling through GIS integration and allow inspectors to post inspection results in real time to potentially increase the number of daily inspection and reduce delays in construction. Planning case reviews will be streamlined by allowing reviewers, stakeholders and the general public to submit comments to one location where they will be aggregated and incorporated into staff reports.

Citizens will be able to apply for permits, Planning entitlements and contractor licenses and pay all fees online, eliminating the need to travel to the permit center to apply and pay in person. Design professionals will be able to see staff review comments in real time and interact with reviewers to decrease review times. Contractors will be able to schedule inspections online and see inspection results in real time instead of waiting for inspectors to return to the office to result inspections. Permit counter and Zoning plan review staff will be able to process permit intake faster due to having less customers physically in the building waiting to meet with a permit technician. Staff will be able to generate reports to provide the Administration with up-to-date information on development in the municipality, including permit types and locations.

This project includes future operations and maintenance (O&M) costs for licensing and updates to ensure system is operating at its most effective and efficient as possible.

Version 2026 Approved

		2026	2027	2028	2029	2030	2031	Total
Revenue Sources	Fund							
Transfer from Other Funds	401800 - Areawide General CIP Transfers	990	-	-	-	-	-	990
Total (in thousands)		990	-	-	-	-	-	990
O & M Costs								
Computer SW Maint(MOA/AWWU)		-	181	187	192	198	204	962
Total (in thousands)		-	181	187	192	198	204	962