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To: ["Liz Hartsgrove"](#); Administrator@townofbecket.org; ["Jay Green"](#); [Carolyn Hogencamp](#)
Cc: ["Christopher Brittain"](#); ["Mari Enoch"](#); [Matthew Kollmer](#)
Subject: Permitting Software as a Core Operational Component of the Shared Department
Date: Friday, December 19, 2025 11:30:00 AM
Attachments: [IMA bldg insp FY26 5 Towns.pdf](#)

To the Town Administrators/Managers of the Participating Communities,
The Shared Inspectional and Zoning Enforcement Services Department currently operates using a single, unified permitting platform (PermitEyes) which functions as a core operational system for the Department.

It is important to clarify that regardless of the software vendor or platform under consideration, any change to the permitting system whether to GovWell or OpenGov, or any other permitting solution constitutes an operational change under the Intermunicipal Agreement (IMA). As such, no town may independently adopt, transition to, or operate a separate permitting system for inspectional services while remaining a participant in the shared department.

The use of a common permitting system is fundamental to shared staffing, consistent workflows, cross-training, records management, reporting, and fiscal and legal accountability. Any modification to that system affects the structure and operation of the Department as a whole.

Accordingly:

- Evaluation of alternative permitting platforms must occur collectively, through the process established in the IMA Section 8.
- Any transition away from PermitEyes to another system requires formal approval under the IMA, including the required votes and documentation.
- The IMA does not allow for partial participation, parallel systems, or town-specific permitting platforms for core departmental functions.

If a town determines that it wishes to operate its inspectional services using a different permitting platform independently, that decision would represent a departure from the shared operational framework and would necessitate formal withdrawal from the Agreement, in accordance with its withdrawal provisions.

In such circumstances, the appropriate mechanism would be formal withdrawal from the Agreement, in accordance with its withdrawal provisions. Under the IMA:

- Withdrawal requires written notice by January 1, and
- Becomes effective on June 30 of that fiscal year, with the withdrawing town remaining fully responsible for all financial and operational obligations through that date.

This clarification is intended to ensure transparency, operational stability, and fairness to staff and all participating communities, and to avoid unintended impacts on service delivery or cost allocation.

If any community wishes to propose a collective review of permitting software options, or to raise questions about process or implications, those items should be brought forward to the group of town administrators/managers for discussion through the appropriate forum.

Respectfully,

Michael J. Canales

Town Administrator, Stockbridge

Lead Town for Shared Inspectional and Zoning Enforcement Services

Christopher Brittain
Town Administrator, Lee
Lead Town for Administrative Assistance for Inspectional and Zoning Enforcement Services

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