

From: [Liz Hartsgrove](#)
To: [Canales, Michael](#); [Carolyn Hogencamp](#); [Enoch, Mari](#); [Christopher Brittain](#); [Katherine Warden](#); [Matthew Kollmer](#); [Jay Green](#)
Subject: RE: Permit Program
Date: Wednesday, February 4, 2026 10:20:56 AM

My apologies for being MIA earlier this week. I was working on preparing for my budget presentation last night.

Thank you Mike for accommodating time on the 19th. 9:30am works for me.

L

*Liz Hartsgrove, Town Manager
Town of Great Barrington, MA
334 Main Street
Great Barrington, MA 01230*

Inspired by Community, Guided by Purpose.

From: Canales, Michael <TownAdministrator@stockbridge-ma.gov>
Sent: Wednesday, February 4, 2026 9:59 AM
To: Carolyn Hogencamp <CHogencamp@berkshire.build>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Enoch, Mari <NMBos@newmarlboroughma.gov>; Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden <administrator@townofbecket.org>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>
Subject: RE: Permit Program

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I was able to move things around and can do a meeting prior to 11am on the 19th, lets try for 9:30am?

Michael J. Canales

Stockbridge Town Administrator
P.O. Box 417
50 Main Street
Stockbridge, MA 01262

Email: TownAdministrator@stockbridge-ma.gov
Phone: 413-298-4170 ext 100

Please note that e-mails to and from municipal officials are considered public records by the Secretary of State. Confidentiality should not be expected.

From: Canales, Michael
Sent: Monday, February 2, 2026 11:27 AM
To: 'Carolyn Hogencamp' <CHogencamp@berkshire.build>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Enoch, Mari <NMBos@newmarlboroughma.gov>; Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden <administrator@townofbecket.org>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>
Subject: RE: Permit Program

Thanks, Carolyn.

Given the availability, I will look to move a meeting to try to free up some time on the 19th. Liz, could you see if you can free up some time on either the 18th or the 20th?

Once we know that, we can settle on a final date.

Michael J. Canales

Stockbridge Town Administrator
P.O. Box 417
50 Main Street
Stockbridge, MA 01262

Email: TownAdministrator@stockbridge-ma.gov
Phone: 413-298-4170 ext 100

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From: Carolyn Hogencamp <CHogencamp@berkshire.build>
Sent: Monday, February 2, 2026 10:30 AM
To: Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Enoch, Mari <NMBos@newmarlboroughma.gov>; Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden <administrator@townofbecket.org>; Canales, Michael <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>
Subject: RE: Permit Program

	TU FEB 17	WED FEB 18	TH FEB 19	FRI FEB 20
Chris	8-11p, 2-4p	Anytime	After 1pm	Before 1pm
Kathe	11a-4pm	12-4pm	9am-2pm	Anytime
Mike	Anytime	Anytime	Not available	Morning
Matt	After 11	Anytime	Anytime	anytime
Jay	Anytime	Before 11	Anytime	anytime

Liz	Not available	Not available	Anytime	Not available
Mari	Not available	Anytime	Anytime	Anytime

Final Chart....

Respectfully,
 Carolyn Hogencamp
 Administrative Assistant to the Building Department
 Towns of Lee/Lenox/Great Barrington/New Marlborough
 413-243-5518

From: Carolyn Hogencamp
Sent: Monday, February 2, 2026 9:33 AM
To: Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Enoch, Mari <NMBos@newmarlboroughma.gov>; Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden <administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>
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Liz	Not available	Not available	Anytime	Not available
Mari	Not available	Anytime	Anytime	Anytime

Respectfully,
 Carolyn Hogencamp
 Administrative Assistant to the Building Department
 Towns of Lee/Lenox/Great Barrington/New Marlborough
 413-243-5518

From: Liz Hartsgrove <LHartsgrove@townofgbma.gov>
Sent: Monday, February 2, 2026 9:07 AM
To: Enoch, Mari <NMBos@newmarlboroughma.gov>; Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden <administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Good morning, and thanks Mike for pulling together the spreadsheet.

Thursday is wide open for me, which I included below.

Hope everyone's weekend was enjoyable,

L

Liz Hartsgrove, Town Manager

Town of Great Barrington, MA

334 Main Street

Great Barrington, MA 01230

Inspired by Community, Guided by Purpose.

From: Enoch, Mari <NMBos@newmarlboroughma.gov>

Sent: Monday, February 2, 2026 8:17 AM

To: Christopher Brittain <christopher.brittain@leema.gov>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Katherine Warden <administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

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Kathe				
Mike				
Matt				
Jay				
Liz	Not available	Not available	Anytime	Not available
Mari	Not available	Anytime	Anytime	Anytime

From: Christopher Brittain <christopher.brittain@leema.gov>

Sent: Friday, January 30, 2026 4:59 PM

To: Liz Hartsgrove <lhartsgrove@townofgbma.gov>; Katherine Warden

<administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>;
Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>; Enoch, Mari
<NMBos@newmarlboroughma.gov>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Here is a chart to indicate **times you are available** the week of 2/17 (no Monday for presidents day)

	TU FEB 17	WED FEB 18	TH FEB 19	FRI FEB 20
Chris	8-11p, 2-4p	Anytime	After 1pm	Before 1pm
Kathe				
Mike				
Matt				
Jay				
Liz				
Mari				

Thanks!

R. Christopher Brittain, CAGS, MCA, AP
Town Administrator
Lee, Massachusetts
413-409-5976



From: Liz Hartsgrove <LHartsgrove@townofgbma.gov>

Sent: Friday, January 30, 2026 4:37 PM

To: Christopher Brittain <christopher.brittain@leema.gov>; Katherine Warden
<administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>;
Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>; Mari Enoch
<nmbos@newmarlboroughma.gov>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Thanks everyone for being open to meeting, offering a place for that to happen as well, Michael, on sharing the update from PermitEyes. That information is useful context.

I am not available until the week of 2/17 – is there a date/time then that works for everyone?

L

Liz Hartsgrove, Town Manager
Town of Great Barrington, MA
334 Main Street
Great Barrington, MA 01230

Inspired by Community, Guided by Purpose.

From: Christopher Brittain <christopher.brittain@leema.gov>
Sent: Friday, January 30, 2026 4:27 PM
To: Katherine Warden <administrator@townofbecket.org>; 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>; Mari Enoch <nmbos@newmarlboroughma.gov>
Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>
Subject: RE: Permit Program

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Thanks Kathe and Mike. I agree and would like to meet to make a final decision on our next steps. Happy to provide a space in Lee if this would be the most central place for everyone.

Chris

R. Christopher Brittain, CAGS, MCA, AP
Town Administrator
Lee, Massachusetts
413-409-5976



From: Administrator@townofbecket.org <Administrator@townofbecket.org>
Sent: Friday, January 30, 2026 4:15 PM
To: 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Liz Hartsgrove <lhartsgrove@townofgbma.gov>; 'Matthew Kollmer' <mKollmer@berkshire.build>; Jay Green <jgreen@townoflenox.com>; Christopher Brittain <christopher.brittain@leema.gov>; Mari Enoch <nmbos@newmarlboroughma.gov>

Cc: 'Carolyn Hogencamp' <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Good Afternoon

I am happy to meet with everyone in person to continue this discussion.

Thank you

Kathe

Katherine A. Warden

Becket Town Administrator

557 Main Street

Becket MA 01223

413-623-8934 ext 113

Office hours Mon, Tues, Thurs, & Fri 8:30am-4:30pm

Wed 12:00pm to 8:00pm

From: Canales, Michael <TownAdministrator@stockbridge-ma.gov>

Sent: Friday, January 30, 2026 3:00 PM

To: Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Administrator@townofbecket.org; Matthew Kollmer <mKollmer@berkshire.build>; 'Jay Green' <jgreen@townoflenox.com>; 'Christopher Brittain' <Christopher.Brittain@lee.ma.us>; 'Mari Enoch' <nmbos@newmarlboroughma.gov>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Hi everyone,

Thank you, Liz, for your message and for laying out Great Barrington's perspective. A few points are important to keep clear as we move forward.

On the accessibility issue specifically, following Great Barrington's email I asked Matt Kollmer to reach out to PermitEyes directly. We have since received confirmation from the PermitEyes vendor that they are aware of the April 2027 accessibility mandate and that they have an active plan underway to bring their e-permitting platform into compliance within the required timeframe. They have also indicated that additional information and follow-up will be forthcoming from their permitting and sales teams.

In light of that information, it seems appropriate for the shared service group to pause before any moves are made to address this matter. Specifically, I would suggest that we convene a meeting of the administrators/managers to formally discuss and vote on maintaining PermitEyes for FY27, while at the same time agreeing on a structured, collective approach to evaluating permitting software options for the following fiscal year (FY28).

This approach would allow us to:

- Maintain operational continuity for inspectors and administrative staff in FY27
- Document good-faith engagement with the current vendor regarding accessibility compliance
- Develop a coordinated evaluation and transition plan, if ultimately needed, that reflects the needs and timing of all member communities
- Ensure any change to a single, unified system is properly vetted and approved under the IMA

If the group is amenable, we can work to schedule that discussion soon, so expectations, timelines, and next steps are clear for everyone.

Happy to continue the conversation and thank you all for your continued collaboration.

Best regards,

Michael J. Canales

Stockbridge Town Administrator
P.O. Box 417
50 Main Street
Stockbridge, MA 01262

Email: TownAdministrator@stockbridge-ma.gov

Phone: 413-298-4170 ext 100

Please note that e-mails to and from municipal officials are considered public records by the Secretary of State. Confidentiality should not be expected.

From: Rajan Nanda <RNanda@schneidergis.com>

Sent: Friday, January 30, 2026 12:31 PM

To: mKollmer@berkshire.build

Cc: Quint Pertzsch <qpertzsch@schneidergis.com>; Courtney Kolb <CKolb@schneidergis.com>; Canales, Michael <TownAdministrator@stockbridge-ma.gov>; CHogencamp@berkshire.build

Subject: Question on Website Accessibility

Hi Matt,

Appreciate your email!

Yes, we are very aware of the state mandate and the ADA requirements.

We have an aggressive plan in place to ensure that our E-Permitting program will meet the state mandated requirements, as this is absolutely critical going forward.

I have copied Courtney Kolb, Permitting Services Manager, and Quint Pertzsch, Director of Municipal Sales who will keep you in the loop as necessary.

Also I should add that today is my last day on the job, as I am retiring!

Its been a real pleasure working with you all these years!

Thank you.

Rajan Nanda

On Fri, Jan 30, 2026 at 10:46 AM Matthew Kollmer <mKollmer@berkshire.build> wrote:
Hello Rajan,

I wanted top reach out to you as its come to my attention that as of April 2027, our municipal websites and web based platforms will be required to the meet accessibility requirements per state mandate.

We have been with Permiteyes for years and wanted to inquire whether there is a plan in place for Full Circle Technologies to meet those requirements on that timeframe?

Please let me know your thoughts on this.

Matt Kollmer

Building Commissioner

Lee- Lenox- Stockbridge- Great Barrington- Becket

[mkollmer@berkshire.build](mailto:mKollmer@berkshire.build)

413-243-5518 – Lee Office

413-528-1619 – GB Office

413-298-4170 – Stockbridge Office

From: Liz Hartsgrove <LHartsgrove@townofgbma.gov>

Sent: Thursday, January 29, 2026 1:37 PM

To: Administrator@townofbecket.org; Canales, Michael <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; 'Jay Green' <jgreen@townoflenox.com>; 'Christopher Brittain' <Christopher.Brittain@lee.ma.us>; 'Mari Enoch' <nmbos@newmarlboroughma.gov>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Good afternoon everyone,

I want to acknowledge that this has understandably created, at least through email, frustration. We are all trying to balance compliance, budgets, staff capacity, and regional coordination, and that is not easy. I believe we are all in agreement that we need to move away from PermitEyes and no one is intentionally trying to make this more complicated, disruptive, or neglectful.

We are all working toward the same goal of a system that supports our shared inspectors, serving the public well, and protecting our communities. I truly appreciate everyone's patience, candor, and continued willingness to work through this together.

Matt and I spoke yesterday, and I want to clarify Great Barrington's position for you all.

PermitEyes does not meet accessibility requirements, nor has the company indicated any intent or roadmap to become compliant. If accessibility were a priority, we would have been notified and seen meaningful system improvements over time. It is particularly concerning that an inspectional department charged with enforcing accessibility standards uses a public facing software that does not meet those same standards.

To be clear, Great Barrington is not committed to any specific platform. Whether that is OpenGov, GovWell, or another system is still to be determined. The only non-negotiable factor is that the software must meet required accessibility standards. For that reason, I am prioritizing funding in my FY27 **recommended** budget for permitting software that will bring Great Barrington into compliance while also improving internal coordination and communication, along with enhanced customer service.

As you know, inclusion in the Town Manager's recommended budget does not guarantee that an item will appear on the warrant or be approved by Town Meeting. However, I cannot responsibly omit a known compliance and liability issue when my role requires me to bring such matters forward for public consideration.

I fully support our shared inspectional services model and the goal of a single, unified regional system. I also shared with Matt that I see opportunities to further strengthen our collaboration, including expanded shared services such as Weights & Measures. Those conversations will continue as we evaluate software options that meet all of our obligations, support staff, and serve our communities now and in the future.

From a practical standpoint, a regional transition will take time. A full procurement and data migration across multiple towns cannot realistically occur within a single fiscal year and will need to happen in phases. During that period, Matt's team will need to operate in two systems simultaneously. That temporary overlap is unavoidable as each town moves off PermitEyes.

Once the agreed upon platform is selected by all the towns, and given Great Barrington's size and permitting volume, it is reasonable for GB to serve as an initial phase in a broader regional rollout, with other communities transitioning as they are ready.

Again, I remain fully committed to the regional model and to working together toward a single, unified platform when the time is right for all of our communities. At the same time, I must move forward this fiscal year to financially address a known compliance issue, while recognizing that other towns may reasonably choose to wait until a later year. I appreciate everyone's understanding as we balance shared goals with individual obligations, and I look forward to continuing this work together in a way that strengthens the service for all of us.

Liz

*Liz Hartsgrove, Town Manager
Town of Great Barrington, MA
334 Main Street
Great Barrington, MA 01230*

Inspired by Community, Guided by Purpose.

From: Administrator@townofbecket.org <Administrator@townofbecket.org>

Sent: Thursday, January 29, 2026 12:14 PM

To: 'Canales, Michael' <TownAdministrator@stockbridge-ma.gov>; Matthew Kollmer <mKollmer@berkshire.build>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>; 'Jay Green' <jgreen@townoflenox.com>; 'Christopher Brittain' <Christopher.Brittain@lee.ma.us>; 'Mari Enoch' <nmbos@newmarlboroughma.gov>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

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Good Afternoon

Thank you for your patience. Although Becket is only in its first year with the program, my understanding is that all participating communities are currently using PermitEyes. A unified permitting platform is essential to the purpose of the shared services model, which is to streamline operations and support the Inspectors and Commissioner—not add unnecessary complexity.

While I cannot speak for the other towns, Becket's position is that we should continue with PermitEyes or any other system that the group as a whole evaluates and agrees upon. A shared department can only function effectively if all communities operate on the same platform.

I recognize that Great Barrington has expressed interest in a different system; however, it would not be reasonable or equitable for the remaining communities to adopt a platform solely because one town prefers it. Decisions of this nature must be made collaboratively to ensure fairness and operational consistency across the shared service.

My apologies for the delayed response, as I am still recovering from the flu. I appreciate everyone's efforts, and I believe a group decision-making process is the only appropriate path forward.

Kathe

Katherine A. Warden

Becket Town Administrator

557 Main Street

Becket MA 01223

413-623-8934 ext 113

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Wed 12:00pm to 8:00pm

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Sent: Thursday, January 29, 2026 11:14 AM

To: Matthew Kollmer <mKollmer@berkshire.build>; Liz Hartsgrove

<LHartsgrove@townofgbma.gov>; Jay Green <jgreen@townoflenox.com>; Christopher Brittain

<Christopher.Brittain@lee.ma.us>; Mari Enoch <nmbos@newmarlboroughma.gov>; Katherine

Warden <administrator@townofbecket.org>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Due to the lack of response to Matt's concerns and to avoid any misunderstanding,

clarification would be helpful as to whether Great Barrington's interest is in a specific platform (OpenGov), or whether it is open to participating in a collective evaluation of permitting software, with the understanding that the shared department will operate on one unified system only, subject to approval under the IMA.

Michael J. Canales

Stockbridge Town Administrator
P.O. Box 417
50 Main Street
Stockbridge, MA 01262

Email: TownAdministrator@stockbridge-ma.gov

Phone: 413-298-4170 ext 100

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From: Matthew Kollmer <mKollmer@berkshire.build>

Sent: Thursday, January 22, 2026 9:38 AM

To: Liz Hartsgrove <LHartsgrove@townofgbma.gov>; Canales, Michael <TownAdministrator@stockbridge-ma.gov>; Jay Green <jgreen@townoflenox.com>; Christopher Brittain <Christopher.Brittain@lee.ma.us>; Mari Enoch <nmbos@newmarlboroughma.gov>; Katherine Warden <administrator@townofbecket.org>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Unfortunately my understanding (unless I'm wrong) is this will only effect GB, and if this goes through, Ill not have a consistent program throughout the shared service. So it won't help me. I'd like this to be a priority for the following FY28 then as I won't be able to commit to GovWell for this coming FY27 without everyone on board

Matt

From: Liz Hartsgrove <LHartsgrove@townofgbma.gov>

Sent: Thursday, January 22, 2026 8:56 AM

To: Matthew Kollmer <mKollmer@berkshire.build>; Michael Canales (<TownAdministrator@stockbridge-ma.gov> <TownAdministrator@stockbridge-ma.gov>); Jay Green <jgreen@townoflenox.com>; Christopher Brittain <Christopher.Brittain@lee.ma.us>; Mari Enoch <nmbos@newmarlboroughma.gov>; Katherine Warden <administrator@townofbecket.org>

Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>

Subject: RE: Permit Program

Good morning Matt,

As the accessibility compliance is now a requirement, I have placed \$102k for migration and software license on for Capital as priority in FY27. Whether it gets supported and funded is up to the community but I can confirm its on my recommendation for July funding.

L

*Liz Hartsgrove, Town Manager
Town of Great Barrington, MA
334 Main Street
Great Barrington, MA 01230*

Inspired by Community, Guided by Purpose.

From: Matthew Kollmer <mKollmer@berkshire.build>
Sent: Thursday, January 22, 2026 8:20 AM
To: Michael Canales (TownAdministrator@stockbridge-ma.gov) <TownAdministrator@stockbridge-ma.gov>; Jay Green <jgreen@townoflenox.com>; Christopher Brittain <Christopher.Brittain@lee.ma.us>; Mari Enoch <nmbos@newmarlboroughma.gov>; Katherine Warden <administrator@townofbecket.org>; Liz Hartsgrove <LHartsgrove@townofgbma.gov>
Cc: Carolyn Hogencamp <CHogencamp@berkshire.build>
Subject: Permit Program

Hi All

I just wanted to reach out about this subject. If we are to employ a new program, the decision really needs to be made now so that it can be finalized and budgeted, fee schedules can be adjusted by the Select Boards, and we can go about trying to retrieve and migrate our data to another platform.

I know I've spoken with Mike and the feeling was that this won't happen for this coming fiscal year as originally targeted. Where this is not optimal from my standpoint- I get it. If this is the case, then I really wanted to put out there that this should be the goal for FY28.

On a side note, those of you involved with TriTown Health and GB Health, both of those departments have voiced frustration with Permiteyes as well and are looking for options. I'm not sure about Becket and NM Health depts, could be worth a conversation.

Matt Kollmer
Building Commissioner
Lee- Lenox- Stockbridge- Great Barrington- Becket
mKollmer@berkshire.build
413-243-5518 – Lee Office

413-528-1619 – GB Office

413-298-4170 – Stockbridge Office

Effective January 26, 2026, Town of Lee staff will begin using leema.gov email addresses. Addresses will be formatted as first.last@leema.gov.

Please be advised that the Office of the Secretary of the Commonwealth of Massachusetts has determined that e-mail could be considered a public record. (M.G.L. ch. 66, § 10)

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