

Town and County of Nantucket Select Board • County Commissioners

Dawn E. Hill Holdgate, Chair
Thomas M. Dixon
Matt Fee
Malcolm W. MacNab
Brooke Mohr



16 Broad Street
Nantucket, Massachusetts 02554

Telephone (508) 228-7255
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www.nantucket-ma.gov

C. Elizabeth Gibson
Town & County Manager

AGENDA FOR THE MEETING OF THE SELECT BOARD FEBRUARY 14, 2024 - 5:30 PM PSF COMMUNITY ROOM, 4 FAIRGROUNDS ROAD AND REMOTE PARTICIPATION VIA ZOOM WEBINAR NANTUCKET, MASSACHUSETTS

YOU TUBE LINK FOR VIEWING ONLY:
<https://youtube.com/live/s4f56Q768jY>

ZOOM WEBINAR REGISTRATION LINK TO VIRTUALLY ATTEND MEETING:
https://us06web.zoom.us/webinar/register/WN_jLULTuvDSk-M6D-SxxmWw

- I. CALL TO ORDER***
- II. SELECT BOARD ACCEPTANCE OF AGENDA***
- III. ANNOUNCEMENTS***
 1. The Select Board Meeting is Being Audio/Video Recorded.
 2. Town Offices will be Closed Monday, February 19, 2024 in Observance of Presidents' Day.
 3. Select Board Joint Hybrid Meeting with Nantucket Planning and Economic Development Commission to be Held on Tuesday, February 20, 2024 at 6:00 PM at Room A of Meeting Trailer at 131 Pleasant Street; Register to Attend Remotely at https://us06web.zoom.us/webinar/register/WN_rsn4ZWASSFGm5NUYwnldqw
 4. Select Board Announcements/Comments.
- IV. FOLLOW-UP ON COMMENTS FROM PRIOR SELECT BOARD MEETINGS***
- V. PUBLIC COMMENT****
- VI. NEW BUSINESS****
- VII. APPROVAL OF MINUTES AND WARRANTS***
 1. Approval of Minutes of February 7, 2024 at 5:30 PM.

2. Approval of Treasury Warrants for February 14, 2024.

VIII. CITIZEN/DEPARTMENTAL/COMMITTEE REQUESTS/REPORTS

1. Town Clerk: Request for Approval of Election Warrant for March 5, 2024 Presidential Primary.

IX. PUBLIC HEARINGS

1. Nantucket Sewer Commission: Public Hearing to Consider Amendments to Nantucket Town and Siasconset Sewer Districts Pursuant to Section 10 of the Nantucket Sewer Act Regarding Articles 66, 70 and 71 of the 2024 Annual Town Meeting.

X. TOWN MANAGER'S REPORT

1. Communications Division: Request for Policy Guidance on Translation of Public Documents.

XI. SELECT BOARD'S REPORTS/COMMENT

1. Committee Reports.

XII. ADJOURNMENT

****Identified on Agenda Protocol Sheet***

SELECT BOARD AGENDA PROTOCOL:

Roberts Rules: The Select Board follows Roberts Rules of Order to govern its meetings as per the Town Code Charter.

Public Comment: Public Comment is to bring matters of public interest to the attention of the Board. At the Board's discretion, matters raised under Public Comment may be directed to Town Administration or may be placed on a future agenda, allowing all viewpoints to be represented before the Board takes action, if any. Except in emergencies, the Board will not normally take any other action on Public Comment in its sole discretion.

To facilitate that any individual who wishes to provide Public Comment has the opportunity and to ensure the ability of the Board to conduct its business in an orderly fashion, the following rules and procedures are adopted consistent with the United States Constitution and the Massachusetts Declaration of Rights.

The agenda for regular Select Board meetings will include a Public Comment period at the beginning of the meeting unless there is more urgent business for the Board to take up first. This time is reserved for speakers to address the Board on matters that are not related to any other Agenda item. If a speaker wishes to address the Board on a matter that is related to another Agenda item, the Chair will accept public comment when that Agenda item is reached during the meeting.

All speakers are encouraged to present their remarks in an orderly and peaceable manner, without disruption to other speakers.

All remarks will be addressed through the Chair of the meeting.

The Chair of the meeting may not interrupt speakers who have been recognized to speak, except that the Chair reserves the right to terminate speech which is not protected under the United States Constitution and the Massachusetts Declaration of Rights because it constitutes true threats, incitement to imminent lawless conduct, or engages in conduct that disrupts other speakers.

Each speaker may not exceed three (3) minutes during any Public Comment portion of the meeting.

Disclaimer: Public Comment is not a time for debate or response to comments by the Board. Comments made during the Public Comment period do not reflect the views or positions of the Board. Because of free speech principles, the Board does not have authority to prevent all speech that may be upsetting and/or offensive made during the Public Comment period.

Unanticipated Business: Topics not reasonably anticipated by the Chair 48 hours in advance of the meeting may be brought up for discussion in accordance with the Open Meeting Law.

Public Participation: The Board welcomes valuable input from the public at appropriate times during the meeting with recognition from the Chair at his/her sole discretion. For appropriate agenda items, the Chair will introduce the item and take public input. Individual Board Members may have questions on

the clarity of the information presented. The Board will hear any staff input and then deliberate on a course of action.

Select Board Report and Comment: Individual Board Members may have matters to bring to the attention of the Board during a meeting. If the matter contemplates action by the Board, Board Members will consult with the Chair and/or Town Manager in advance and provide any needed information by the Thursday before the meeting and/or schedule the matter for a future Board meeting. Otherwise, except in emergencies, the Board will not normally take action on Select Board Comment.

Approved: April 26, 2023



Agenda Item Summary

Agenda Item #	VIII. 1.
Date	Feb. 14, 2024

Staff

Nancy Holmes, Town Clerk

Subject

Warrant for March 5, 2024 Presidential Primary

Executive Summary

Warrant needs to be signed by Select Board in order to be posted by Constable 7 days prior

Staff Recommendation

Recommend approval

Background/Discussion

N/A

Impact: Environmental ☐ Fiscal ☐ Community ☐ Other ☒

Comply with MGL

Board/Commission Recommendation

n/a

Public Outreach

n/a

Connection to Existing Applicable Plan (i.e., Strategic Plan, Master Plan, etc.)

n/a

Attachments

Copy of Warrant Attached



COMMONWEALTH OF MASSACHUSETTS
WILLIAM FRANCIS GALVIN
SECRETARY OF THE COMMONWEALTH

WARRANT FOR PRESIDENTIAL PREFERENCE PRIMARIES

SS.

To either of the Constables of the City/Town of Nantucket

GREETINGS:

In the name of the Commonwealth, you are hereby required to notify and warn the inhabitants of said city or town who are qualified to vote in Primaries to vote at

0/1

Nantucket High School, 10 Surfside Road

on **TUESDAY, THE FIFTH DAY OF MARCH, 2024**, from 7:00 A.M. to 8:00 P.M. for the following purpose:

To cast their votes in the Presidential Primaries for the candidates of political parties for the following offices:

PRESIDENTIAL PREFERENCE FOR THIS COMMONWEALTH
STATE COMMITTEE MAN CAPE & ISLANDS SENATORIAL DISTRICT
STATE COMMITTEE WOMAN CAPE & ISLANDS SENATORIAL DISTRICT
WARD OR TOWN COMMITTEE NANTUCKET

Hereof fail not and make return of this warrant with your doings thereon at the time and place of said voting.

Given under our hands this _____ day of _____, 2024.
(month)

City Council or Selectmen of: NANTUCKET

By hand: 16 Broad St., Bulletin Boards: corner of Main St. & Federal St., Siasconset Square Bulleting Board

Constable	(month and day)



Agenda Item Summary

Agenda Item #	IX. 1.
Date	2/14/2024

Staff

David Gray, Sewer Director; Roberto Santamaria, Health Director; Leslie Snell, Planning Director

Subject

Public hearing to consider amendments to the Town and Siasconset Sewer Districts pursuant to Section 10 of the Nantucket Sewer Act regarding Articles 66, 70 and 71 of the 2024 Annual Town Meeting.

Executive Summary

If the Select Board positively recommends any of the three articles, then the vote on the article at town meeting will only require a majority vote. If the Select Board does not recommend an article, then a two-thirds vote at town meeting is required.

Staff Recommendation

Review staff recommends positive motions on articles 66 and 71. The parcels in Article 70 are already included in the Town-sponsored article 66, so Article 70 is not needed.

Background/Discussion

n/a

Impact: Environmental ☒ Fiscal ☒ Community ☐ Other ☐

Board/Commission Recommendation

N/A

Public Outreach

Two weeks advertisement in newspaper.

Connection to Existing Applicable Plan (i.e., Strategic Plan, Master Plan, etc.)

Strategic Plan – Environmental Leadership; Town Meeting articles proposed which entail Sewer Commission action

Attachments

Articles 66, 70 and 71 of 2024 Annual Town Meeting with recommendations and accompanying plans



ARTICLE 66

(Bylaw Amendment: Board of Sewer Commissioners/Siasconset Sewer District Map Changes - Sankaty Road, Isobels Way and Plainfield)

To see if the Town will vote to amend Chapter 41 (Board of Sewer Commissioners), section 41-3B (Siasconset Sewer District) of the Code of the Town of Nantucket by adding the following parcels to the Siasconset Sewer District:

Map	Parcel	Number	Street
49	80.2	62	Sankaty Road
49	58.1	63	Sankaty Road
49	80.1	64	Sankaty Road
49	58	65	Sankaty Road
49	80	66	Sankaty Road
49	187	68	Sankaty Road
49	81	70	Sankaty Road
49	82	74	Sankaty Road
49	198	90	Sankaty Road
49	2	100	Sankaty Road
49	3	100	Sankaty Road
49	163	100	Sankaty Road
49	164	100	Sankaty Road
48	25	100	Sankaty Road
49	113	8	Isobels Way
49	115	12	Isobels Way
49	144		Plainfield

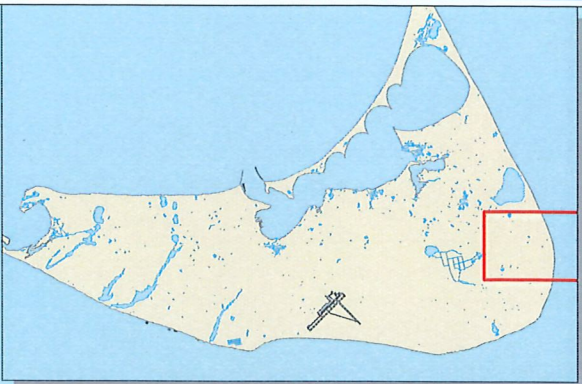
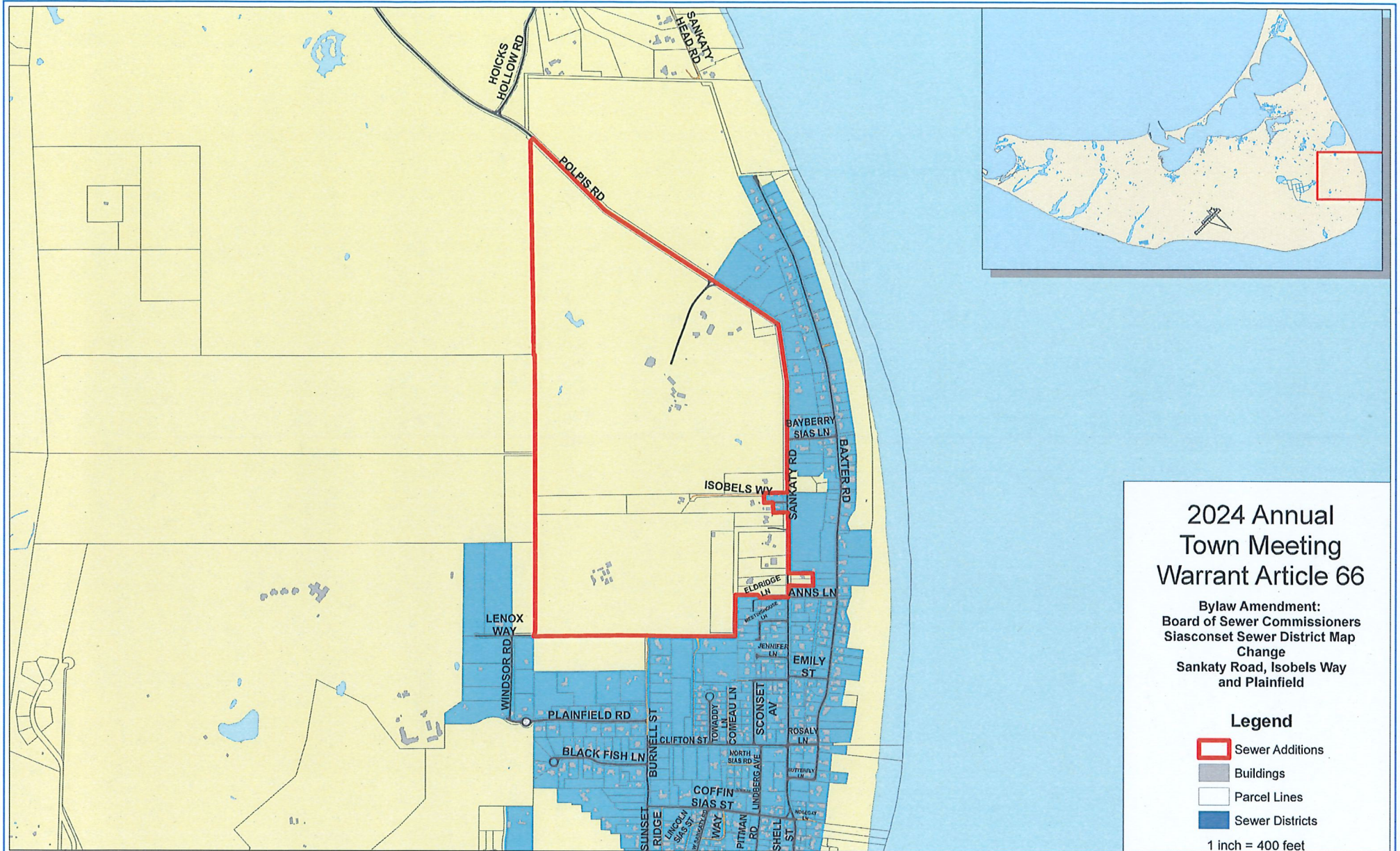
And to take any other action as may be related thereto.

(Select Board/Sewer Commissioners)

This Article is being proposed by the Town to be able to connect any new alternate access for sanitary sewer for the Baxter Road area to the existing sanitary sewer in Sankaty Road at or near Meeting House Lane.

All the homes along Baxter Road that may have their existing utilities to include water, sewer, electric and communications severed or disconnected and relocated because of the coastal bank erosion will need to be reconnected by an alternative new sanitary sewer force main system.

The proposed new low pressure sewer force main system will be extended north from the existing sanitary gravity line in Sankaty Road up to the bike path and then will be installed within the bike path layout from approximately number 49 Sankaty Road to approximately 117 Sankaty Road to serve those impacted along Baxter Road. This article adds all the properties that would be adjacent to a Town and County of Nantucket sanitary sewer that would be required to connect per Town Regulation § 332-9 and is also in line with the Sewer Regulations (Chapter 332) regarding sewer extensions. *This Area has been included in the most recent CWMP that is currently in the final stages of being submitted to the Town.*



2024 Annual Town Meeting Warrant Article 66

Bylaw Amendment:
Board of Sewer Commissioners
Siasconset Sewer District Map
Change
Sankaty Road, Isobels Way
and Plainfield

- Legend**
- Sewer Additions
 - Buildings
 - Parcel Lines
 - Sewer Districts

1 inch = 400 feet

Data Sources:
The planimetric data on this mapsheet is based primarily upon interpretation of April, 2018 aerial photography. It was compiled to meet the ASPRS Standard for Class 1 Map Accuracy for 1"=100' scale maps.
The parcel boundaries are based primarily upon the Tax Assessor's data through October, 2022.

The data on this mapsheet represents the efforts of the Town of Nantucket and other participating organizations to record and compile pertinent geographical and related information using the capabilities of the Nantucket Geographic Information System (GIS). The GIS staff maintains an ongoing program to record and correct errors in these data that are brought to its attention. The Town of Nantucket makes no claim as to the absolute validity or reliability of these data or their fitness for any particular use.



Town of Nantucket - GIS Mapsheet



Nantucket governmental agencies will not necessarily approve public works based solely on GIS data. Applicants for permits and licenses must inquire of the relevant agency for applicable requirements. The presence of information on this mapsheet does not necessarily imply public right-of-way or the right of public access.

Please send identification of any errors and corresponding corrections to:

GIS Coordinator
Town of Nantucket
2 Fairgrounds Road
Nantucket, MA 02554

November, 2023

ARTICLE 70

(Bylaw Amendment: Board of Sewer Commissioners/Siasconset Sewer District Map Change - 62 and 64 Sankaty Road)

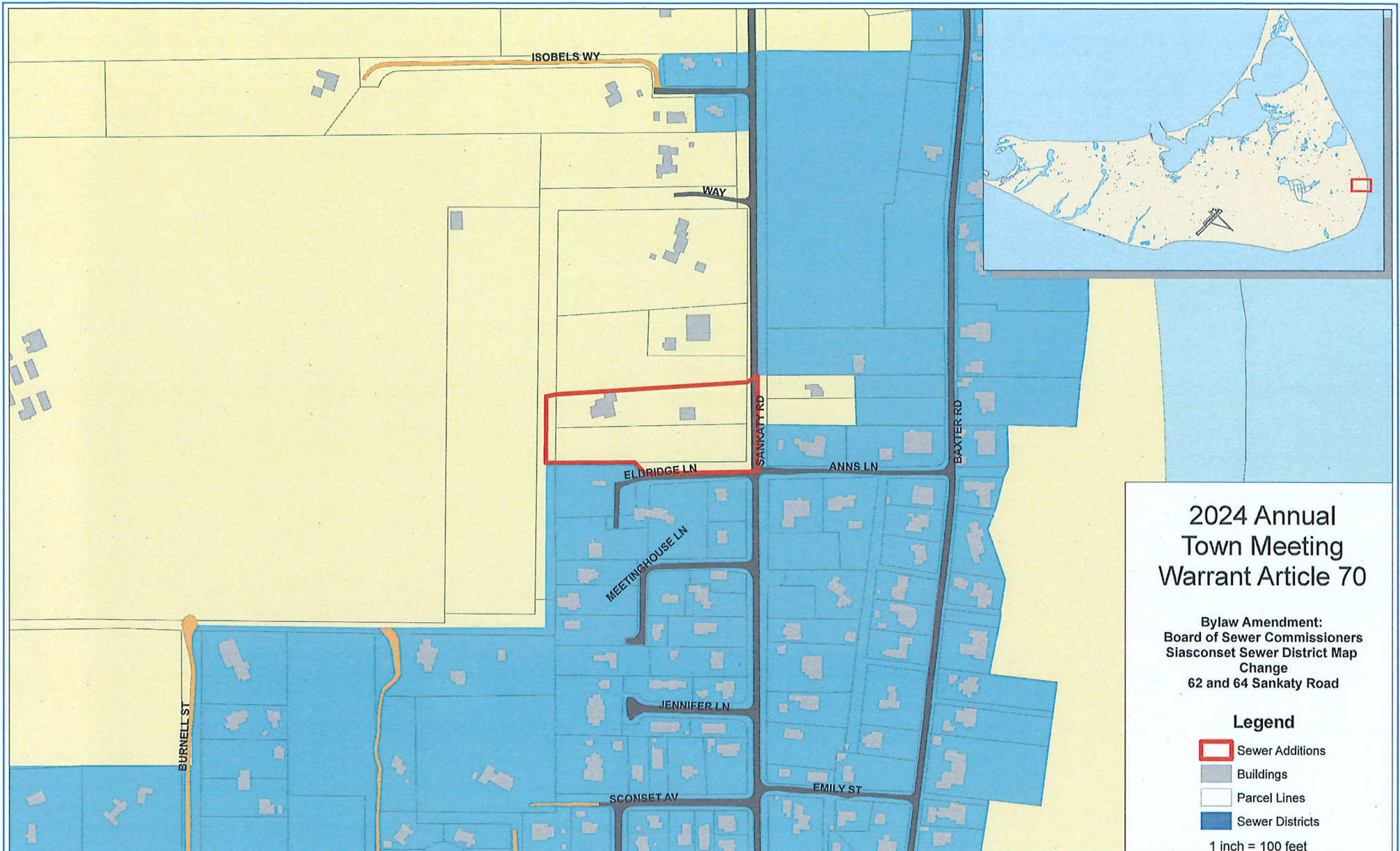
To see if the Town will vote to amend Chapter 41 (Board of Sewer Commissioners), Section 41-3A (Siasconset Sewer District) of the code of the town of Nantucket by adding the following properties, currently outside of the district. All as shown on the attached map.

Map	Lot	Number	Street
49	80.2	62	Sankaty Road
49	80.1	64	Sankaty Road

Or to take any other action related thereto.

(Robert Sarkisian, et al)

The parcels in this article are included in Article 66 therefore this article is not needed. These same parcels did get voted down at the 2023 Annual Town Meeting. *This Area has been included in the most recent CWMP that is currently in the final stages of being submitted to the Town.*



2024 Annual Town Meeting Warrant Article 70

Bylaw Amendment:
Board of Sewer Commissioners
Siasconset Sewer District Map
Change
62 and 64 Sankaty Road

Legend

- Sewer Additions
- Buildings
- Parcel Lines
- Sewer Districts

1 inch = 100 feet

Data Sources:
The geographic data on this mapsheet is based primarily upon interpretation of April, 2018 aerial photography. It was compiled to meet the ASPRS Standard for Class 1 Map Accuracy for 1"=100 scale maps.

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Town of Nantucket - GIS Mapsheet



Nantucket governmental agencies will not necessarily approve or disapprove of any use of this data. Approval for use and liability must be sought from the relevant agency for specific requirements. The presence of information on this mapsheet does not necessarily imply public right-of-way or the right of public access.

Please send identification of any errors and corresponding corrections to:

GIS Coordinator
Town of Nantucket
2 Fairgrounds Road
Nantucket, MA 02554

November, 2023

ARTICLE 71

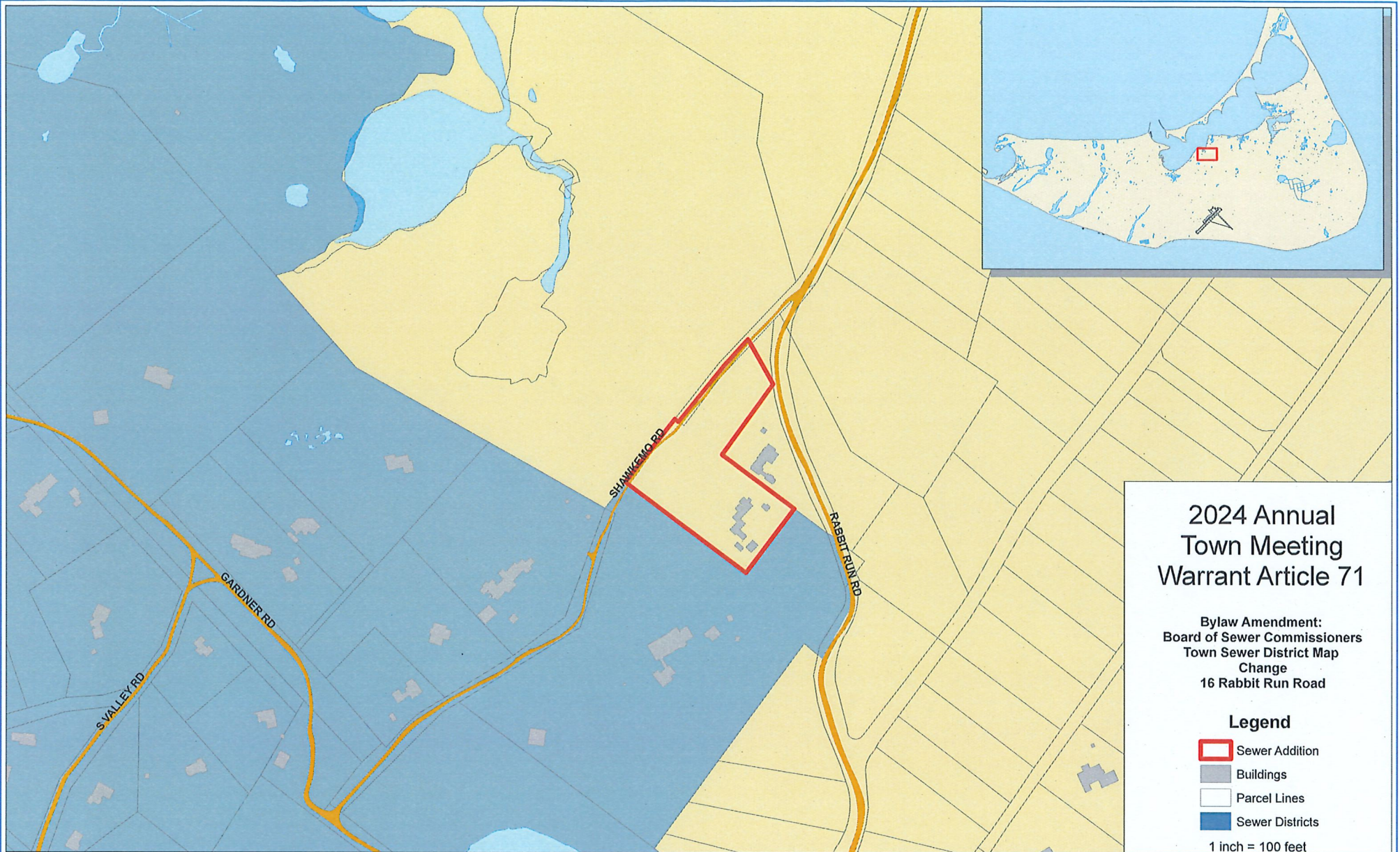
**(Bylaw Amendment: Board of Sewer Commissioners/Town Sewer District Map Change
- 16 Rabbit Run Road)**

To see if the Town will vote to place the real property ;known and numbered as 16 Rabbit Run Road (Map 43, Parcel 4) in the Town Sewer District pursuant to Nantucket Code, § 41-3.A;

or take other action with regard thereto.

(Arthur I. Reade, Jr., et al)

This article meets the sewer criteria as the parcel is in the Harbor Watershed Protection Zone A. This area was already planned to be added to the Town Sewer District as it was already designed, and connections have been installed as part of the Nantucket Harbor Shimmo/Plus Parcels Sewer Extension project.



2024 Annual Town Meeting Warrant Article 71

**Bylaw Amendment:
Board of Sewer Commissioners
Town Sewer District Map
Change
16 Rabbit Run Road**

Legend

- Sewer Addition
- Buildings
- Parcel Lines
- Sewer Districts

1 inch = 100 feet

Data Sources:
The geographic data on this mapsheet is based primarily upon interpretation of April, 2018 aerial photography. It was compiled to meet the ASPRS Standard for Class 1 Map Accuracy for 1"=100' scale maps.

The data on this mapsheet represents the efforts of the Town of Nantucket and other cooperating organizations to record and compile pertinent geographical and related information utilizing the capabilities of the Nantucket Geographic Information Systems (GIS). The GIS staff maintains an ongoing program to record and correct errors in these data that are brought to its attention. The Town of Nantucket makes no claims as to the absolute validity or reliability of these data or their fitness for any particular use.



Town of Nantucket - GIS Mapsheet



Nantucket governmental agencies will not necessarily approve public plans based solely on GIS data. Approval for service may require final review of the relevant agency for applicable requirements. The presence of information on this mapsheet does not necessarily imply public right-of-way or the right of public access.

Please send identification of any errors and corresponding corrections to:

GIS Coordinator
Town of Nantucket
3 Fairgrounds Road
Nantucket, MA 02554

November, 2023



Agenda Item Summary

Agenda Item #	X. 1.
Date	02/14/2024

Staff

Communications Office Manager

Subject

Guidance on the Translation of Public Documents

Executive Summary

The Communications Office is seeking guidance from the Select Board regarding the translation of public documents into Spanish and possibly other languages. The Communications Office currently delivers routine social media updates and public announcements in Spanish and Portuguese, with translations handled internally.

Staff Recommendation

N/A – Seeking guidance from Select Board

Background/Discussion

In FY24, at the request of the Select Board, the Communications Office contracted with GLOBO Language Solutions, Inc. to provide on-demand translations services for Town staff to assist with customers needing language assistance, as well as a per-page cost to translate documents. This contract covers a monthly flat fee of \$99.00; other services and costs provided by this firm are: a per minute audio charge of \$1.00, a per minute video charge of \$1.50 per minutes, and per word translation charge of \$0.29 (depending on target language).

In addition, the 2023 Special Town Meeting Warrant and the 2023 Special Town Meeting Warrant with Finance Committee Motions were translated into Spanish and Portuguese per Select Board request at a cost of \$5,917.69.

In FY25, this contract is increased to \$20,000 to cover additional translation requests such as Annual Town Meeting Warrants.

The Communications Office, through Town Administration, has recently been asked to consider expanding translation services, however without budget or scope. The Communications Office is seeking guidance from the Select Board in the following areas:

PURPOSE: What are the problems being addressed by the translation of public documents? Is it the Select Board seeking to increase public engagement or to better inform/educate the public?

SCOPE: Which documents does the Select Board consider should be available in multiple languages and why? What topics or issues should be prioritized when considering language accessibility? (Social media posts, printed material, Town Meetings and Elections, Boards and Committees agendas.

LANGUAGES: In addition to English, which languages does the Select Board consider documents should be available in?

LEGAL: Should the Town seek legal advice from Town Counsel regarding the legality or potential challenges of translating official documents compared to public outreach materials?

MEASURE: How is success measured? What is the problem being solved and how do we measure it?

The Communications Office, with the support of Town Administration, is prepared to assist the Select Board's decision or to return with a proposed work plan and cost estimates tailored to the Board's requirements.

Impact: Environmental	☐	Fiscal	☒	Community	Other	☐
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- Third-party use for translation of documents has a financial impact.
- Accessibility to public documents in multiple languages promotes inclusivity and expands communication with non-English speakers.
- At times, the translation of public documents is mandated by state or federal agencies.

Board/Commission Recommendation
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TBD

Public Outreach

N/A

Attachments

GLOBO Language Solutions, Inc. contract.



GLOBO Order Form

This is an Order Form for services by and between GLOBO Language Solutions, LLC, and its subsidiaries and/or affiliate entities ("GLOBO") and Town of Nantucket ("Customer"), with its principal offices located at 16 Broad Street, Nantucket, MA 02554.

Scope of Services and Rates: GLOBO will provide such language services as described and per the terms and conditions set forth in this agreement and any attached Statements of Work and/or Scope of Work..

writing, all fees will be paid in United States dollars (USD). Except as otherwise provided in the Agreement (defined below), payment obligations are non-cancelable and fees paid are non-refundable.

Term: This GLOBO Order Form and Scope of Services shall be valid for three (3) years from the Effective Date set forth herein, unless either Party terminates in accordance with the terms of this services agreement. If the Parties wish to renew the agreement at the Term, they may do so in writing.

If Customer fails to pay an invoice when due and fails to cure such non-payment within 10 days of written notice thereof, then GLOBO may assess and Customer will pay a late fee of the lesser of 1.5% per month or the maximum amount allowable by law and GLOBO may suspend services to Customer for failure to pay as outlined in the Agreement.

Invoice will be sent to:

Florencia Rullo

Payment of invoices should be sent to:

GLOBO Language Solutions LLC
PO Box 412439
Boston, MA 02241-2439

ACH PAYMENTS SHOULD BE SENT TO:

Bank of America, N.A.
ABA or Routing number: 031202084
Account number: 383011388360 For Credit to:
Globo Language Solutions LLC

For WIRE TRANSFERS:

Routing/Transit (ABA) number: 0260-0959-3
SWIFT: BOFAUS3N

Invoicing and Payment Terms:

Invoices will be sent to the Customer electronically via e-mail as a PDF on a monthly basis. Payment of undisputed fees is due Net-30 days from the date of the invoice. Unless otherwise agreed by the parties in

Termination: Customer may terminate this Agreement for convenience upon ninety (90) days prior written notice, but if Customer terminates this Agreement for convenience prior to the end of the Initial Term or any Renewal Term, Customer agrees to pay an Early Termination fee. This fee shall be the multiple of the 100 minimum number of monthly minutes required for TI at the TI rate set forth in the Scope of Services document for the total number of months remaining until the end of the Term or Renewal Term. GLOBO may terminate this Agreement at any time given ninety (90) day's notice.

Equipment Replacement: Customer will pay GLOBO the replacement cost for any equipment provided to Customer by GLOBO that is lost, stolen and/or damaged while at a Customer facility or in Customer's possession and/or control, regardless of how such loss or damage occurs. This Section shall apply to equipment including, but not limited to, telephones, laptops, tablets, cords, cell phones and/or any other equipment delivered in connection with the Services provided under this Agreement.

All equipment purchased by the Customer from GLOBO is the property of the Customer. GLOBO will not refund or replace, at its own cost, any equipment

that is damaged, lost or stolen while at a Customer's facility or in Customer's possession and/or control, regardless of how such loss or damage occurs. If Customer orders any replacement equipment through GLOBO, Customer is responsible to pay GLOBO the cost of replacement of such equipment. This Section shall apply to equipment including, but not limited to, telephones, laptops, tablets, cords, cell phones and/or any other equipment delivered in connection with the Services provided under this Agreement. This Section shall not apply to equipment that is damaged upon arrival to customer so long as customer notifies GLOBO of the damaged equipment within ten (10) days of arrival.

Agreement: This Order Form is hereby incorporated into and subject to the GLOBO Terms of Service as set

forth at <https://my.helloglobo.com/145t3rm5.html> to which Customer has agreed and accepted (the "Agreement"). Capitalized terms used but not defined in this Order Form shall have the meanings provided to them in the Agreement. In the event of any direct conflict between the terms of this Order Form and the terms of the Agreement, then the terms of this Order Form/Scope of Services shall control. The person signing on behalf of Customer represents that it has the full authority to execute and bind Customer to this Order Form/Scope of Services. Provided that both parties execute this Order Form/Scope of Services, this Order Form/Scope of Services shall be effective on the date that it is executed by the Customer ("Order Form Effective Date")

Customer: Town of Nantucket

By: 
Gregg A. Tivnan (Mar 13, 2023 15:08 EDT)

Name: Gregg A. Tivnan

Title: Assistant Town Manager

Date: 03/13/2023

GLOBO Language Solutions, LLC

By: 
Alison Walsh (Mar 14, 2023 07:39 EDT)

Name: Alison Walsh

Title: VP, Legal

Date: 3/14/2023



Helping people communicate when it matters most.

GLOBO Scope of Services

On-Demand Audio and Video Remote Interpreting

- 350+ languages
- 24/7/365 service
- Dedicated access number
- User instructional materials
- Dedicated Support
- GLOBO HQ™ Access
 - Real-time call detail reports
 - Actionable analytics
 - Quality Assurance
- Monthly electronic billing with detailed invoice

Rates

Service Category	Rate
Monthly Minimum	100 minutes
Set Up Fee	\$99.00
Telephone Interpreting (Audio): All Languages	\$ 1.00 per minute
Video Remote Interpretation: All Spoken Languages	\$1.50 per minute
Video Remote Interpretation: American Sign Language (ASL)	\$3.00 per minute
In-Language Customer Service	\$1.00 per minute

- Customer agrees to provide a credit card to have on file. The Set Up Fee defined above will be charged to the credit card provided. All future invoices will be charged to the credit card on file unless Customer and GLOBO agree to a different method of payment.
- Minimum usage of 100 minutes required per month for Audio Interpreting and Video Remote Interpretation services. If the Customer uses less than 100 minutes of Audio Interpretation Services and 100 Minutes of Video Remote Interpretation Services in a given month, the difference will be charged at the respective per minute rate. The Monthly Minimum usage rate will not be charged for the first month of services. The Monthly Minimum will only be charged if Customer chooses to enable Audio Interpretation and/or Video Remote Interpretation Services.



Helping people communicate when it matters most.

Scheduled Calls (audio & video)

- GLOBO provides for a scheduled call service. This means that Customer may schedule an audio or video call for either the same day or a future date. Scheduled calls are recommended for special circumstances, including, but not limited to, calls expected to last for more than 1 hour in duration, calls involving languages of lesser diffusion, and calls requesting interpreter preference (i.e. specific interpreter, gender, etc.).
- Special rates and terms apply for scheduled audio and video interpretation calls as follows:



Helping people communicate when it matters most.

- o The minimum charge to the client is 30 minutes at their normal telephone interpreting per minute rate/video remote interpretation per minute rate. All time after 30 minutes will be billed at their normal respective service rate.
- o Calls scheduled more than 24 hours in advance of the call will be billed at the normal respective service rate set forth above.
- o Rush rates will apply for anything scheduled less than 24 hours in advance: the Rush Rate is a 25% charge.
- o Cancellation fees will apply in the following manner:
 - Same-day (less than 24 hours in advance) cancellation - full scheduled cost will be billed
 - 24 hour or more notice - no charge
- o Calls requiring international dial outs will be charged at one and a half times the client's normal telephone interpreting per minute rate.

Additional Pricing for Audio and Video Remote Interpretation

Service	Cost
Toll Free Number	+\$0.03 per minute
Audio Recording + 1 year of retention/storage	+\$0.03 per minute
Audio Recording + 6 years of retention/storage	+\$0.06 per minute
Video Recording + 1 year of retention/storage	+\$0.06 per minute
Video Recording + 6 years of retention/storage	+\$0.08 per minute
Third Party Dial-out	+\$0.05 per minute
International Calls	+\$0.05 per minute

Document Translation

Language	Rate (per word)
Spanish (US/Latin)	\$0.19
Group 1	\$0.22
Group 2	\$0.24
Group 3	\$0.29
Set Up Fee	\$99.00

The languages contained in each group are set forth in the attached language list.



Helping people communicate when it matters most.

Translation Memory Discounts

Translation Memory Match %	Discount
100% Match	85% discount
95% Match	85% discount
85% Match	60% discount
75% Match	40% discount
50% Match	40% discount

Additional Document Translation Terms

Service	Charge
Project Minimum	\$85.00 per project
Project Management	\$85.00 per hour
Formatting/ Desktop Publishing	\$85.00 per hour
Rush Rates	Rush rates are calculated at 25%-100% additional charge to the original rate and will be determined per project.

Translation Turnaround

Page Count	Est. Word Count	Standard TAT	Rush TAT
Up to 5	1,250	3 Business days	24-48 Hours
Up to 10	2,500	3 Business days	2 Business days
Up to 20	5,000	4 Business days	3 Business days
20+	5,000+	Per Project	Per Project

Additional Translation Services

Quotes will be provided on an individual project basis for the following services:

- Transcreation
- Subtitling and Transcription
- Voiceover Recording
- Multimedia Services
- Braille, Section 508 Remediation, and other Accessibility Services



Helping people communicate when it matters most.

On-Site Interpreting

Language	Consecutive Interpreting	Simultaneous Interpreting
Spanish (US/Latin)	\$90 per hour	\$113 per hour
American Sign Language	\$125 per hour	N/A
Group 1	\$100 per hour	\$125 per hour
Group 2	\$125 per hour	\$156 per hour
Group 3	\$150 per hour	\$188 per hour

- The language contained in each group are set forth in the attached language list
- Every hour past 8 hours will be charged at 1.5 times the hourly fee
- All on-site appointments require a 2-hour minimum
- 1 Hour of Travel time will be charged for all ASL appointments in addition to the 2 hour minimum referenced above'

Additional On-Site Terms

Scenario	Charge	Note
48-hour notice rush	50% surcharge	Multi-day events require a minimum 1 week' notice to avoid rush charges
Same day notice rush	100% surcharge	
24-hour cancellation	Two hour minimum	Multi-day events may incur additional charges
Same-day cancellation	100% of all pre-determined fees	
ASL Cancellation	If cancelled less than 2 business days prior to scheduled appointment, billed at 100% of pre-determined rates.	
Travel distance < 50 miles	Current Internal Revenue Service (IRS) business standard mileage rates.	



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Travel distance > 50 miles	\$25/hour plus current IRS business standard mileage rates	
Travel distance > 100 miles	Per project	
Equipment for simultaneous interpretation	Per project	

The prices reflected in this Scope of Work are based upon the discussions and negotiations by and between the Parties upon entering into this Agreement. GLOBO shall have the right to negotiate a change in these rates in the event that the language mix of Spanish and other languages used is significantly different than proposed, GLOBO's cost to provide the services increases significantly, and/or to reflect consumer price index fluctuations.



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Language List

Group	Languages
Spanish	Spanish - US and Latin American
1	Albanian, Bosnian, Bulgarian, Croatian, Czech, Dutch, Flemish, French, German, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Swedish, Turkish, Ukrainian
2	Arabic, Bengali, Cantonese, Chinese (Traditional and Simplified), Danish, Dari, Farsi, Finnish, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Indonesian, Korean, Malay, Malayalam, Mandarin, Norwegian, Panjabi, Pashto, Sindhi, Sinhalese, Swedish, Tamil, Thai, Urdu, Vietnamese
3	Afrikaans, Amharic, Armenian, Azeri, Belorussian, Cape Verdean Creole, Estonian, Faroese, Fulani, Georgian, Hausa, Icelandic, Japanese, Karen, Khmer (Cambodian), Lao, Latin, Latvian, Lithuanian, Macedonian, Mixteco Bajo, Somali, Sotho, Tagalog, Tigrinya, Tswana, Uzbek, Xhosa, Yiddish, Zulu and all other languages

Service Activation Form

Service	Activated Input date of when service is activated
Telephone (Audio) Interpretation	
Call Recording	
Call Retention (_____months)	
Toll Free Number	
Schedule multi-participant Calls	
Video Remote Interpretation	



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Call Recording	
Call Retention	
Toll Free Number	
Document Translation	
Transcreation	
Subtitle and Transcription	
Voiceovers	
Video Production	
On-Site Interpretation	

* If additional Services are added after execution of the initial contract, this Service Activation Form will be updated and the Agreement amended to include all activated services.



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TON & GLOBO Proposal

Final Audit Report

2023-03-14

Created:	2023-02-13
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✓ Agreement completed.

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