

**First Regular Session
Seventy-second General Assembly
STATE OF COLORADO**

REVISED

*This Version Includes All Amendments Adopted
on Second Reading in the Second House*

LLS NO. 19-1021.01 Nicole Myers x4326

HOUSE BILL 19-1306

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A BILL FOR AN ACT

101 **CONCERNING THE MONITORING OF COLORADO CALL CENTER JOB**
102 **LOSSES.**

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

The bill requires a business to notify the office of economic development (OED) of any plans to terminate customer service employee positions and employees who are employed by or work on behalf of a call center in those positions in the state and relocate the duties of those positions outside of the United States.

The bill requires the OED to maintain and make public a list of

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
Capital letters or bold & italic numbers indicate new material to be added to existing statute.
Dashes through the words indicate deletions from existing statute.

SENATE
2nd Reading Unamended
April 27, 2019

HOUSE
3rd Reading Unamended
April 19, 2019

HOUSE
Amended 2nd Reading
April 18, 2019

businesses that have terminated and relocated customer service employee positions outside of the United States.

1 *Be it enacted by the General Assembly of the State of Colorado:*

2 **SECTION 1.** In Colorado Revised Statutes, **add** 24-48.5-125 as
3 follows:

4 **24-48.5-125. Protecting Colorado call center jobs - definitions.**

5 (1) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE
6 REQUIRES:

7 (a) "BUSINESS" MEANS ANY LAWFUL ACTIVITY PERFORMED BY AN
8 ENTITY, WHETHER OR NOT ENGAGED IN FOR PROFIT, THAT CONTRACTS
9 WITH OR OPERATES A CALL CENTER. "BUSINESS" ALSO MEANS TAXPAYER
10 AS THAT TERM IS USED IN TITLE 39.

11 (b) "CALL CENTER" MEANS A BUSINESS ENTITY OR A DIVISION OF
12 A BUSINESS ENTITY WHOSE PRIMARY PURPOSE INCLUDES INITIATING OR
13 RECEIVING TELEPHONE COMMUNICATIONS ON BEHALF OF A PERSON FOR
14 THE PURPOSE OF INITIATING SALES, INCLUDING MAKING A TELEPHONE
15 SOLICITATION, OR PROVIDING OR RECEIVING INFORMATION IN CONNECTION
16 WITH THE PROVISION OF SERVICES, AND THAT HAS:

17 (I) AT LEAST FIFTY CUSTOMER SERVICE EMPLOYEES LOCATED IN
18 THE STATE, NOT INCLUDING CUSTOMER SERVICE EMPLOYEES WHO WORK
19 LESS THAN TWENTY HOURS PER WEEK; OR

20 (II) AT LEAST FIFTY CUSTOMER SERVICE EMPLOYEES LOCATED IN
21 THE STATE WHO, IN THE AGGREGATE, WORK A TOTAL OF AT LEAST ONE
22 THOUSAND FIVE HUNDRED HOURS PER WEEK.

23 (c) "CUSTOMER SERVICE EMPLOYEE" MEANS A PERSON EMPLOYED
24 BY OR WORKING ON BEHALF OF A CALL CENTER.

25 (d) "DEPARTMENT" MEANS THE DEPARTMENT OF LABOR AND

1 EMPLOYMENT. [REDACTED]

2 (2) THE DEPARTMENT SHALL ANNUALLY INCLUDE AS PART OF ITS
3 PRESENTATION TO ITS COMMITTEE OF REFERENCE AT A HEARING HELD
4 PURSUANT TO SECTION 2-7-203 (2)(a) OF THE "STATE MEASUREMENT FOR
5 ACCOUNTABLE, RESPONSIVE, AND TRANSPARENT (SMART)
6 GOVERNMENT ACT", DATA THAT IT CURRENTLY COLLECTS REGARDING
7 THE CALL CENTER WORK FORCE, INCLUDING TRACKING CALL CENTER JOBS
8 AND WAGE ANALYSIS OF CUSTOMER SERVICE EMPLOYEES.

9 **SECTION 2. Act subject to petition - effective date.** This act
10 takes effect at 12:01 a.m. on the day following the expiration of the
11 ninety-day period after final adjournment of the general assembly (August
12 2, 2019, if adjournment sine die is on May 3, 2019); except that, if a
13 referendum petition is filed pursuant to section 1 (3) of article V of the
14 state constitution against this act or an item, section, or part of this act
15 within such period, then the act, item, section, or part will not take effect
16 unless approved by the people at the general election to be held in
17 November 2020 and, in such case, will take effect on the date of the
18 official declaration of the vote thereon by the governor.