



Legislative  
Council Staff

*Nonpartisan Services for Colorado's Legislature*

HB 19-1306

**FINAL  
FISCAL NOTE**

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<b>Drafting Number:</b>	LLS 19-1021	<b>Date:</b>	July 2, 2019
<b>Prime Sponsors:</b>	Rep. Esgar; Galindo Sen. Rodriguez	<b>Bill Status:</b>	Signed into Law
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**Bill Topic:** MONITORING COLORADO CALL CENTER JOB LOSSES

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**Summary of Fiscal Impact:**

<input type="checkbox"/> State Revenue	<input type="checkbox"/> TABOR Refund
<input checked="" type="checkbox"/> State Expenditure ( <i>minimal</i> )	<input type="checkbox"/> Local Government
<input type="checkbox"/> State Transfer	<input type="checkbox"/> Statutory Public Entity

This bill requires the Department of Labor and Employment to track and report on data specific to the state's call centers. It will increase state workload on an ongoing basis.

**Appropriation Summary:** No appropriation is required.

**Fiscal Note Status:** The fiscal note reflects the enacted bill.

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## Summary of Legislation

This bill requires the Department of Labor and Employment (CDLE) to include data regarding call center jobs and employee wages as part of its annual report related to the State Measurement for Accountable, Responsive, and Transparent (SMART) Government Act.

"Call center" is defined as a business or a division of a business whose primary purpose is initiating or receiving telephone communications on behalf of a person in order to initiate sales or provide or receive information in connection with the provision of services. The call center must have at least 50 customer service employees that work at least 20 hours per week or who, in aggregate, work a total of at least 1,500 hours per week.

## Background

According to the U.S. Bureau of Labor Statistics, there are currently 39 telephone call centers and 1 telephone answering service in the state that meet the bill's criteria.

## State Expenditures

Beginning in FY 2019-20, the bill will increase workload for CDLE to track and report call center data. This workload can be accomplished within existing appropriations.

**Effective Date**

The bill was signed into law by the Governor on May 28, 2019, and takes effect August 2, 2019, assuming no referendum petition is filed.

**State and Local Government Contacts**

Economic Development

Labor and Employment