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HB 19-1306

REVISED
FISCAL NOTE

(replaces fiscal note dated April 15, 2019)

Drafting Number: LLS 19-1021
Prime Sponsors: Rep. Esgar; Galindo
Sen. Rodriguez

Date: April 22, 2019
Bill Status: Senate SVMA
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Bill Topic: MONITORING COLORADO CALL CENTER JOB LOSSES

Summary of Fiscal Impact:

- State Revenue
- State Expenditure (*minimal*)
- State Transfer
- TABOR Refund
- Local Government
- 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 revised fiscal note reflects the reengrossed bill.

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 takes effect August 2, 2019, if the General Assembly adjourns on May 3, 2019, as scheduled, and no referendum petition is filed.

State and Local Government Contacts

Economic Development

Labor and Employment