

## CHAPTER 321

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**GOVERNMENT - STATE**

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**HOUSE BILL 19-1306**

BY REPRESENTATIVE(S) Esgar and Galindo, Arndt, Benavidez, Buckner, Buentello, Caraveo, Cutter, Duran, Exum, Gonzales-Gutierrez, Herod, Hooton, Jackson, Jaquez Lewis, Kraft-Tharp, Sirota, Snyder, Sullivan, Tipper, Titone, Valdez A., Valdez D., Weissman;  
also SENATOR(S) Rodriguez, Winter.

**AN ACT****CONCERNING THE MONITORING OF COLORADO CALL CENTER JOB LOSSES.**

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

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

**24-48.5-125. Protecting Colorado call center jobs - definitions.** (1) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE REQUIRES:

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

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

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

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

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*Capital letters or bold & italic numbers indicate new material added to existing law; dashes through words or numbers indicate deletions from existing law and such material is not part of the act.*

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

(d) "DEPARTMENT" MEANS THE DEPARTMENT OF LABOR AND EMPLOYMENT.

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

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

Approved: May 28, 2019