

3243

2009-2010 Regular Sessions

I N S E N A T E

March 13, 2009

Introduced by Sens. FLANAGAN, ALESi, MAZIARZ, VOLKER -- read twice and ordered printed, and when printed to be committed to the Committee on Commerce, Economic Development and Small Business

AN ACT to amend the economic development law, in relation to establishing an enhanced statewide business information and referral system call center

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

1 Section 1. The economic development law is amended by adding a new
2 section 242 to read as follows:
3 S 242. ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM
4 CALL CENTER. 1. THE DEPARTMENT, IN CONSULTATION WITH THE URBAN DEVELOP-
5 MENT CORPORATION, THE NEW YORK FOUNDATION FOR SCIENCE, TECHNOLOGY AND
6 INNOVATION, THE DEPARTMENT OF STATE, AND THE OFFICE FOR TECHNOLOGY SHALL
7 DESIGN AND IMPLEMENT AN ENHANCED STATEWIDE BUSINESS INFORMATION AND
8 REFERRAL SYSTEM CALL CENTER DESIGNATED BY A SINGLE EASILY RECOGNIZABLE
9 THREE DIGIT TELEPHONE NUMBER, ESTABLISHED PURSUANT TO THIS SECTION. THE
10 DEPARTMENT AND OTHER STATE AGENCIES, AUTHORITIES OR NOT-FOR-PROFITS THAT
11 PROVIDE BUSINESS DEVELOPMENT SERVICES SHALL PUBLICIZE AND EDUCATE THE
12 PUBLIC ON AN ONGOING BASIS CONCERNING THE STATE'S CALL CENTER SERVICES.
13 2. THE ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM
14 CALL CENTER SHALL HAVE FOR THE PURPOSES OF PROVIDING ASSISTANCE AND
15 REFERRALS TO THE APPROPRIATE ECONOMIC DEVELOPMENT SERVICE PROVIDERS AND
16 WHERE APPROPRIATE OTHER AGENCIES THAT PROVIDE EMPLOYEE DEVELOPMENT
17 SERVICES OR REGULATE, PERMIT OR LICENSE BUSINESSES:
18 (A) A COMPUTERIZED INFORMATION AND REFERRAL DATABASE AND A STRUCTURED
19 ROUTINE FOR UPDATING DATABASE INFORMATION;
20 (B) DAYTIME, EVENING AND WEEKEND CALLER ACCESS TO AN INFORMATION
21 SPECIALIST IN LIVE TIME;

EXPLANATION--Matter in ITALICS (underscored) is new; matter in brackets
[] is old law to be omitted.

LBD02448-01-9

1 (C) ABILITY TO LAUNCH AND MAINTAIN AN INTERACTIVE INTERNET APPLICA-
2 TION, AND RESPOND TO BUSINESS INQUIRIES VIA COMPUTER-BASED TELECOMMUNI-
3 CATION;

4 (D) MAY PROVIDE MULTILINGUAL ACCESSIBILITY, EITHER ON-SITE OR THROUGH
5 AN OFF-SITE TRANSLATION SERVICE;

6 (E) APPROPRIATE STAFF-TO-CALL VOLUME RATIO; AND

7 (F) SUCH OTHER CRITERIA AS SHALL BE DETERMINED BY REGULATION IN
8 CONSULTATION WITH THE PUBLIC SERVICE COMMISSION.

9 3. THE DEPARTMENT SHALL COLLABORATE WITH THE PUBLIC SERVICE COMMISSION
10 TO ASSIGN A THREE DIGIT TELEPHONE NUMBER TO THE ENHANCED STATEWIDE BUSI-
11 NESS INFORMATION AND REFERRAL SYSTEM ESTABLISHED PURSUANT TO THIS
12 SECTION.

13 4. THE DEPARTMENT SHALL COLLECT INFORMATION FROM CALLS IN ORDER TO
14 CREATE AND UPDATE A FREQUENTLY ASKED QUESTIONS AREA ON A STATE WEBSITE
15 DEDICATED TO PROVIDING ASSISTANCE TO NEW YORK BUSINESSES BASED ON CALLER
16 INQUIRIES AND ENSURE THAT EFFORTS ARE MADE TO ADDRESS THE UNDERLYING
17 QUESTIONS.

18 S 2. This act shall take effect on the one hundred twentieth day after
19 it shall have become a law; provided however, effective immediately, the
20 addition, amendment and/or repeal of any rule or regulation necessary
21 for the implementation of this act on its effective date are authorized
22 and directed to be made and completed on or before such effective date.