S T A T E O F N E W Y O R K

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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:

Section 1. The economic development law is amended by adding a new section 242 to read as follows:

S 242. ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM CALL CENTER. 1. THE DEPARTMENT, IN CONSULTATION WITH THE URBAN DEVELOPMENT CORPORATION, THE NEW YORK FOUNDATION FOR SCIENCE, TECHNOLOGY AND INNOVATION, THE DEPARTMENT OF STATE, AND THE OFFICE FOR TECHNOLOGY SHALL DESIGN AND IMPLEMENT AN ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM CALL CENTER DESIGNATED BY A SINGLE EASILY RECOGNIZABLE THREE DIGIT TELEPHONE NUMBER, ESTABLISHED PURSUANT TO THIS SECTION. THE DEPARTMENT AND OTHER STATE AGENCIES, AUTHORITIES OR NOT-FOR-PROFITS THAT PROVIDE BUSINESS DEVELOPMENT SERVICES SHALL PUBLICIZE AND EDUCATE THE PUBLIC ON AN ONGOING BASIS CONCERNING THE STATE'S CALL CENTER SERVICES.

2. THE ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM CALL CENTER SHALL HAVE FOR THE PURPOSES OF PROVIDING ASSISTANCE AND REFERRALS TO THE APPROPRIATE ECONOMIC DEVELOPMENT SERVICE PROVIDERS AND WHERE APPROPRIATE OTHER AGENCIES THAT PROVIDE EMPLOYEE DEVELOPMENT SERVICES OR REGULATE, PERMIT OR LICENSE BUSINESSES:

(A) A COMPUTERIZED INFORMATION AND REFERRAL DATABASE AND A STRUCTURED ROUTINE FOR UPDATING DATABASE INFORMATION;

(B) DAYTIME, EVENING AND WEEKEND CALLER ACCESS TO AN INFORMATION SPECIALIST IN LIVE TIME;

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

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(C) ABILITY TO LAUNCH AND MAINTAIN AN INTERACTIVE INTERNET APPLICATION, AND RESPOND TO BUSINESS INQUIRIES VIA COMPUTER-BASED TELECOMMUNICATION;

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

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

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

3. THE DEPARTMENT SHALL COLLABORATE WITH THE PUBLIC SERVICE COMMISSION TO ASSIGN A THREE DIGIT TELEPHONE NUMBER TO THE ENHANCED STATEWIDE BUSINESS INFORMATION AND REFERRAL SYSTEM ESTABLISHED PURSUANT TO THIS SECTION.

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

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