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

3299

2011-2012 Regular Sessions

I N A S S E M B L Y

January 24, 2011

Introduced by M. of A. BRENNAN -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the state finance law and the public authorities law, in relation to requiring the provision of telephone customer service in the Spanish language

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

Section 1. The state finance law is amended by adding a new section 139-1 to read as follows:

S 139-1. TELEPHONE CUSTOMER SERVICE CONTRACTS. NOTWITHSTANDING ANY PROVISION OF LAW TO THE CONTRARY, ALL CONTRACTS, WITH A VALUE OF ONE MILLION DOLLARS OR MORE, MADE AND AWARDED BY THE STATE OR ANY ENTITY THEREOF, ANY PUBLIC BENEFIT CORPORATION, OR ANY PUBLIC AUTHORITY PROVIDING FOR THE PROVISION OF CUSTOMER SERVICE ON BEHALF OF THE STATE, ANY ENTITY THEREOF, A PUBLIC BENEFIT CORPORATION OR A PUBLIC AUTHORITY BY MEANS OF TELEPHONE BY A CONTRACTOR OR SUBCONTRACTOR, WHEN SUCH SERVICE IS TO BE PROVIDED IN THE ENGLISH LANGUAGE, SHALL REQUIRE THAT CUSTOMER SERVICE ALSO BE PROVIDED IN THE SPANISH LANGUAGE.

S 2. The public authorities law is amended by adding a new section 2881 to read as follows:

S 2881. TELEPHONE CUSTOMER SERVICE CONTRACTS. NOTWITHSTANDING ANY PROVISION OF LAW TO THE CONTRARY, ALL CONTRACTS, WITH A VALUE OF ONE MILLION DOLLARS OR MORE, MADE AND AWARDED BY ANY PUBLIC AUTHORITY CREATED BY THE STATE OR ANY POLITICAL SUBDIVISION PROVIDING FOR THE PROVISION OF CUSTOMER SERVICE ON BEHALF OF SUCH PUBLIC AUTHORITY BY MEANS OF TELEPHONE BY A CONTRACTOR OR SUBCONTRACTOR, WHEN SUCH SERVICE IS TO BE PROVIDED IN THE ENGLISH LANGUAGE, SHALL REQUIRE THAT CUSTOMER SERVICE ALSO BE PROVIDED IN THE SPANISH LANGUAGE.

S 3. This act shall take effect on the thirtieth day after it shall have become a law and shall apply to all contracts awarded or in effect on or after such effective date.

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

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