

# STATE OF NEW YORK

4707

2017-2018 Regular Sessions

## IN ASSEMBLY

February 3, 2017

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

AN ACT to amend the public authorities law, the executive law and the state finance law, in relation to requiring the provision of telephone service in other languages

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. The public authorities law is amended by adding two new  
2 sections 2858 and 2882 to read as follows:

3 § 2858. Telephone service languages. 1. Any public authority or public  
4 benefit corporation that directly operates a telephone answering service  
5 to respond to inquiries, questions or complaints made by the general  
6 public, including the residents of the counties of Bronx, Kings, New  
7 York, Queens and Richmond, shall ensure that such service be provided in  
8 English, Chinese, French Creole, Korean, Russian and Spanish.

9 2. (a) Commencing with calendar year two thousand twenty-two, and  
10 every five years thereafter, any public authority or public benefit  
11 corporation subject to the provisions of subdivision one of this section  
12 shall study and peruse the most recent population data compiled and  
13 published by the United States census bureau to determine whether a  
14 language other than those languages referred to in subdivision one of  
15 this section is spoken by more than two per cent (2%) of the total resi-  
16 dents of the counties of the Bronx, Kings, New York, Queens and Rich-  
17 mond.

18 (b) If it is determined that a language other than those languages  
19 referred to in subdivision one of this section is spoken by more than  
20 two per cent (2%) of the total residents of the counties of the Bronx,  
21 Kings, New York, Queens and Richmond, the public authority shall ensure  
22 that such additional language is provided to the residents of such coun-  
23 ties as required by subdivision one of this section.

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

LBD07605-01-7

1 § 2882. Telephone service languages. 1. Notwithstanding any provision  
2 of law to the contrary, all contracts, with a value of one million  
3 dollars or more, made and awarded by any public authority or public  
4 benefit corporation to operate or otherwise provide a telephone answer-  
5 ing service to respond to inquiries, questions or complaints made by the  
6 general public, including the residents of the counties of Bronx, Kings,  
7 New York, Queens and Richmond, shall require that such service be  
8 provided in English, Chinese, French Creole, Korean, Russian and Span-  
9 ish.

10 2. (a) Commencing with calendar year two thousand twenty-two, and  
11 every five years thereafter, any public authority or public benefit  
12 corporation subject to the provisions of subdivision one of this section  
13 shall study and peruse the most recent population data compiled and  
14 published by the United States census bureau to determine whether a  
15 language other than those languages referred to in subdivision one of  
16 this section is spoken by more than two per cent (2%) of the total resi-  
17 dents of the counties of the Bronx, Kings, New York, Queens and Rich-  
18 mond.

19 (b) If it is determined that a language other than those languages  
20 referred to in subdivision one of this section is spoken by more than  
21 two per cent (2%) of the total residents of the counties of the Bronx,  
22 Kings, New York, Queens and Richmond, the public authority shall ensure  
23 that such additional language is provided to the residents of such coun-  
24 ties as required by subdivision one of this section.

25 § 2. Article 7 of the executive law is amended by adding a new section  
26 171 to read as follows:

27 § 171. Telephone service languages. 1. The state and any state agency,  
28 as such term is defined in paragraph (a) of subdivision one of section  
29 eighteen of the state finance law, that directly operates a telephone  
30 answering service to respond to inquiries, questions or complaints made  
31 by the general public, including the residents of the counties of Bronx,  
32 Kings, New York, Queens and Richmond, shall ensure that such service be  
33 provided in English, Chinese, French Creole, Korean, Russian and Span-  
34 ish.

35 2. (a) Commencing with calendar year two thousand twenty-two, and  
36 every five years thereafter, the state and any state agency subject to  
37 the provisions of subdivision one of this section shall study and peruse  
38 the most recent population data compiled and published by the United  
39 States census bureau to determine whether a language other than those  
40 languages referred to in subdivision one of this section is spoken by  
41 more than two per cent (2%) of the total residents of the counties of  
42 the Bronx, Kings, New York, Queens and Richmond.

43 (b) If it is determined that a language other than those languages  
44 referred to in subdivision one of this section is spoken by more than  
45 two per cent (2%) of the total residents of the counties of the Bronx,  
46 Kings, New York, Queens and Richmond, the state or the applicable state  
47 agency shall ensure that such additional language is provided to the  
48 residents of such counties as required by subdivision one of this  
49 section.

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

52 § 139-1. Telephone service languages. 1. Notwithstanding any  
53 provision of law to the contrary, all contracts, with a value of one  
54 million dollars or more, made and awarded by the state or any state  
55 agency, as such term is defined in paragraph (a) of subdivision one of  
56 section eighteen of this chapter, to operate or otherwise provide a

1 telephone answering service to respond to inquiries, questions or  
2 complaints made by the general public, including the residents of the  
3 counties of Bronx, Kings, New York, Queens and Richmond, shall require  
4 that such service be provided in English, Chinese, French Creole, Kore-  
5 an, Russian and Spanish.

6 2. (a) Commencing with calendar year two thousand twenty-two, and  
7 every five years thereafter, the state and any state agency subject to  
8 the provisions of subdivision one of this section shall study and peruse  
9 the most recent population data compiled and published by the United  
10 States census bureau to determine whether a language other than those  
11 languages referred to in subdivision one of this section is spoken by  
12 more than two per cent (2%) of the total residents of the counties of  
13 the Bronx, Kings, New York, Queens and Richmond.

14 (b) If it is determined that a language other than those languages  
15 referred to in subdivision one of this section is spoken by more than  
16 two per cent (2%) of the total residents of the counties of the Bronx,  
17 Kings, New York, Queens and Richmond, the state or the applicable state  
18 agency shall ensure that such additional language is provided to the  
19 residents of such counties as required by subdivision one of this  
20 section.

21 § 4. This act shall take effect on the thirtieth day after it shall  
22 have become a law and shall apply to all contracts awarded or in effect  
23 on or after such effective date.