

STATE OF NEW YORK

1826--B

2019-2020 Regular Sessions

IN SENATE

January 16, 2019

Introduced by Sens. KENNEDY, ADDABBO, BAILEY, BENJAMIN, BIAGGI, BOYLE, BRESLIN, BROOKS, COMRIE, GALLIVAN, GAUGHRAN, GIANARIS, GOUNARDES, HARCKHAM, HOYLMAN, JACKSON, KAMINSKY, KAPLAN, KAVANAGH, KRUEGER, LANZA, LIU, MARTINEZ, MAY, MAYER, METZGER, MONTGOMERY, MYRIE, PARKER, PERSAUD, RAMOS, SALAZAR, SANDERS, SAVINO, SERRANO, SKOUFIS, STAVISKY -- read twice and ordered printed, and when printed to be committed to the Committee on Labor -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee -- reported favorably from said committee and committed to the Committee on Finance -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the labor law, in relation to enacting the "New York call center jobs act"

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

1 Section 1. Short title. This act shall be known and may be cited as
2 the "New York call center jobs act".

3 § 2. The labor law is amended by adding a new article 21 to read as
4 follows:

ARTICLE 21

NEW YORK CALL CENTER JOBS ACT

Section 770. Definitions.

8 771. List of relocated call centers.

9 772. Grants, guaranteed loans and tax benefits.

10 773. Procurement contracts.

11 774. State benefits for workers.

12 775. No private right of action.

13 776. Regulations.

14 § 770. Definitions. As used in this article:

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

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1 1. The term "call center" means a facility or other operation whereby
2 employees receive phone calls or other electronic communication for the
3 purpose of providing customer assistance or other service.

4 2. (a) The term "call center employer" means any business entity that
5 employs fifty or more employees, excluding part-time employees; or fifty
6 or more employees that in the aggregate work at least fifteen hundred
7 hours per week, excluding overtime hours, for the purpose of staffing a
8 call center.

9 (b) The term "part-time employee" means an employee who is employed
10 for an average of fewer than twenty hours per week or who has been
11 employed for fewer than six of the twelve months preceding the date on
12 which notice is required under this article.

13 § 771. List of relocated call centers. 1. A call center employer that
14 intends to relocate a call center from New York state to a foreign coun-
15 try or any other state, or reduce call volume handled at call centers in
16 New York state by at least thirty percent, measured as the call volume
17 of the previous calendar month compared to the average monthly call
18 volume of the previous twelve months, and intends to relocate such oper-
19 ations from New York state to a foreign country or any other state,
20 shall notify the commissioner at least one hundred days before such
21 relocation.

22 2. A call center employer that violates subdivision one of this
23 section shall be subject to a civil penalty not to exceed ten thousand
24 dollars for each day of such violation, except that the commissioner may
25 reduce such amount for just cause shown.

26 3. The commissioner shall compile an annual list of all call center
27 employers that relocate or reduce call volume pursuant to subdivision
28 one of this section, and such list shall be made available to the public
29 and shall prominently display a link to the list on the department's
30 website.

31 4. The commissioner shall make the list created pursuant to subdivi-
32 sion three of this section, available to the public and shall prominent-
33 ly display a link to the list on the department's website.

34 § 772. Grants, guaranteed loans and tax benefits. 1. Except as
35 provided in subdivision three of this section and notwithstanding any
36 other provision of law, a call center employer that appears on the list
37 described in section seven hundred seventy-one of this article shall be
38 ineligible for any direct or indirect state grants, state guaranteed
39 loans, tax benefits or other financial governmental support for a period
40 of five years from the date such list is published.

41 2. Except as provided in subdivision three of this section and
42 notwithstanding any other provision of law, a call center employer that
43 appears on the list described in section seven hundred seventy-one of
44 this article shall remit the unamortized value of any grant or guaran-
45 teed loans, or any tax benefits or other governmental support it has
46 previously received in the past five years. The provisions of this
47 subdivision shall apply to grants, loans, tax benefits and financial
48 governmental assistance that is received on or after the effective date
49 of this article. Nothing in this subdivision shall be deemed to prevent
50 the call center employer from receiving any grant to provide training or
51 other employment assistance to individuals who are selected as being in
52 particular need of training or other employment assistance due to the
53 transfer or relocation of the call center employer's facility or operat-
54 ing units.

55 3. The commissioner, in consultation with the appropriate agency
56 providing a loan or grant, may waive the requirement provided under

1 subdivision two of this section if the call center employer demonstrates
2 that such requirement would:

- 3 (a) threaten state or national security;
4 (b) result in substantial job loss in the state of New York; or
5 (c) harm the environment.

6 § 773. Procurement contracts. The head of each state agency shall
7 ensure that all state-business-related contracts for call center and
8 customer service work be performed by state contractors or other agents
9 or subcontractors entirely within the state of New York. State contrac-
10 tors who currently perform such work outside the state of New York shall
11 have two years following the effective date of this article to comply
12 with this section; provided, that if any such contractors which perform
13 work outside this state adds customer service employees who will perform
14 work on such contracts, those new employees shall immediately be
15 employed within the state of New York, except that businesses subject to
16 a contract agreed to prior to the effective date of this article with
17 terms extending beyond a date greater than two years after the effective
18 date of this article shall be subject to the provisions of this subdivi-
19 sion at the next point in which the contract is subject to renewal.

20 § 774. State benefits for workers. No provision of this article shall
21 be construed to permit withholding or denial of payments, compensation,
22 or benefits under any other state law, including but not limited to
23 state unemployment compensation, disability payments or worker retrain-
24 ing or readjustment funds, to workers employed by call center employers
25 that relocate to a foreign country.

26 § 775. No private right of action. Nothing set forth in this article
27 shall be construed as creating, establishing, or authorizing a private
28 cause of action by an aggrieved person against a call center employer
29 who has violated, or is alleged to have violated, any provision of this
30 article.

31 § 776. Regulations. The commissioner shall promulgate such rules and
32 regulations as shall be necessary and proper to effectuate the purposes
33 and provisions of this article.

34 § 3. This act shall take effect on the one hundred eightieth day after
35 it shall have become a law.