

# STATE OF NEW YORK

8939

## IN ASSEMBLY

January 30, 2024

Introduced by M. of A. BRONSON -- read once and referred to the Committee on Labor

AN ACT to amend the labor law, in relation to preventing the displacement of call center workers who provide call center services for the government in certain circumstances

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

1 Section 1. The labor law is amended by adding a new article 21-B to  
2 read as follows:

### ARTICLE 21-B

#### PROTECTION OF CALL CENTER WORKERS FROM DISPLACEMENT

##### Section 790. Definitions.

6 791. Terminated call center contract.

7 792. Entering into a call center contract.

8 793. Remedies.

9 794. No conflict with collective bargaining agreements.

##### § 790. Definitions. As used in this article:

11 1. The term "call center" means a facility or other operation in which  
12 employees receive phone calls or other communications, including elec-  
13 tronic communications for the purpose of providing customer assistance  
14 or for related services supportive of business processes.

15 2. The term "call center contract" means a contract with a govern-  
16 mental body, or a subcontract with an entity that has a contract with a  
17 governmental body, pursuant to which the contractor furnishes call  
18 center services for the benefit of the governmental body.

19 3. The term "governmental body" means the state of New York or any  
20 political subdivision thereof, and any public authority or public bene-  
21 fit corporation in the state of New York.

22 4. The term "call center employee" means any person employed to  
23 perform call center services who has been regularly assigned to such  
24 work for a call center contractor on a full or part-time basis for at  
25 least ninety days, except for (a) persons whose work for a call center  
26 is managerial or supervisory; and (b) persons regularly scheduled to  
27 work fewer than four hours per week for the call center.

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

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1     5. The term "entity" means a person, partnership, proprietorship,  
2 association, limited liability company, trust, corporation, firm, joint  
3 venture or enterprise of any kind.

4     6. The term "call center contractor" means an entity (a) that is a  
5 party to a call center contract, and (b) provides call center services  
6 for the benefit of a governmental body, and (c) employs call center  
7 employees or engages a subcontractor or other entity to perform such  
8 call center services and that entity employs call center employees.

9     7. The term "terminating call center contractor" means an entity that  
10 has provided services as a call center contractor pursuant to a call  
11 center contract which is being terminated.

12     8. The term "former call center contractor" means an entity that  
13 provided services as a call center contractor pursuant to a call center  
14 contract which has been terminated, and after termination of that  
15 contractor, a successor call center contractor has performed some or all  
16 of the same services pursuant to a call center contract.

17     9. The term "successor call center contractor" means an entity that,  
18 pursuant to a call center service contract, succeeds to the performance  
19 of call center services previously performed by a terminating call  
20 center contractor.

21     § 791. Terminated call center contract. 1. No less than thirty calen-  
22 dar days before termination of a call center contract in circumstances  
23 where a successor call center contractor will undertake to provide  
24 services that were the subject of the terminating contract, the termi-  
25 nating call center contractor shall provide to the successor call center  
26 contractor a full and accurate list containing the name, address, date  
27 of hire and employment classification of each call center employee whose  
28 work includes providing call center services that were the subject of  
29 the terminating contract. The terminating call center contractor shall  
30 simultaneously post the list in a notice to the call center employees  
31 that also sets forth the rights provided by this article. The posting  
32 shall be in a manner or location reasonably calculated to be seen by  
33 affected employees. The posting may be electronic, provided that if it  
34 is electronic, it must be directed to each affected employee individual-  
35 ly and may not be a general posting on a website. Such notice shall also  
36 be provided to the employees' collective bargaining representative, if  
37 any.

38     2. Upon termination of a call service contract in circumstances in  
39 which services provided under that contract will be performed by a  
40 successor call center contractor, the successor call center contractor  
41 shall retain those call center employees who performed such services for  
42 the former call center contractor immediately prior to termination of  
43 that contract. Such employees shall be retained for a ninety-day tran-  
44 sition employment period.

45     3. If the successor call center contractor is obligated to retain call  
46 center employees pursuant to subdivision two of this section, but deter-  
47 mines that fewer call center employees are required to perform the  
48 services that are the subject of the contract than had been required to  
49 perform such services by the former call center contractor, the succes-  
50 sor call center contractor shall fill the positions that it determines  
51 are needed with the call center employees with the greatest seniority  
52 within job classification; provided, that during the ninety-day transi-  
53 tion period, the successor call center contractor shall maintain a pref-  
54 erential hiring list of those call center employees not retained, and  
55 those on the preferential hiring list shall be given a right of first

1 refusal to any jobs within their classifications that become available  
2 during that period.

3 4. Except as provided in subdivision three of this section, during the  
4 ninety-day transition period, the successor call center contractor shall  
5 not discharge without cause a call center employee retained pursuant to  
6 this article.

7 5. At the end of the ninety-day transition period, the successor call  
8 center contractor shall perform a written performance evaluation for  
9 each call center employee retained pursuant to this article. If such  
10 employee's performance during the ninety-day transition period is satis-  
11 factory, the successor call center contractor shall offer such employee  
12 continued employment.

13 6. If the successor call center contractor engages a subcontractor or  
14 other entity to perform call center services provided for in a successor  
15 call center contract, that successor call center contractor shall  
16 require the subcontractor or other entity to adhere to all of the obli-  
17 gations of this article.

18 § 792. Entering into a call center contract. 1. Whenever a govern-  
19 mental body shall undertake to procure call center services using a call  
20 center contractor, the governmental body shall ensure that the call  
21 center contract with such entity includes the obligations pursuant to  
22 this article, including, where applicable, the call center contractor's  
23 obligation to retain call center employees of the former call center  
24 contractor. The obligation to retain the terminating call center  
25 contractor's employees shall be included in the call center contract  
26 irrespective of whether the terminating call center contractor's  
27 contract included the obligations pursuant to this article. Such obli-  
28 gations shall be set forth in requests for proposals or other solici-  
29 tations and, in any event, shall be included in each call center contract.  
30 Whether or not the provisions are included in such contract, the obli-  
31 gations under this article shall apply to the successor call center  
32 contractor whenever such contractor begins performance on a successor  
33 call center contract on or after the effective date of this article.

34 2. A governmental body intending to enter into a call center service  
35 contract, in circumstances in which such services had theretofore been  
36 performed by call center employees pursuant to a call center contract,  
37 shall require any entity seeking to enter into such contract to demon-  
38 strate that it will establish the site for its performance in a location  
39 which is reasonably accessible to the employees who have been performing  
40 such services prior to the solicitation of bids for a successor call  
41 center contract. In determining whether the site proffered by a bidder  
42 meets the reasonable accessibility standard, the governmental body shall  
43 consider the availability of public transportation to retained call  
44 center employees and prevailing traffic patterns in and around the  
45 proposed site. A site which is within ten miles of, or average travel  
46 time by public or private transportation of not more than one-half hour  
47 from, the location of the affected employees' work facility when  
48 employed by the former call center contractor shall be presumed to be  
49 reasonably accessible unless unusual obstacles to access are present.

50 § 793. Remedies. 1. A call center employee who has been discharged or  
51 not retained in violation of this article may bring an action in the  
52 supreme court against a former call center contractor or successor call  
53 center contractor, including its subcontractors, or in appropriate  
54 circumstances, against both, for violation of any obligation imposed  
55 pursuant to this article.

1 2. The court shall have authority to order preliminary and permanent  
2 equitable relief, including, but not limited to, reinstatement of any  
3 employee who has been discharged or not retained in violation of this  
4 article.

5 3. If the court finds that a call center employee has been discharged  
6 or not retained in violation of this article, it shall award to the  
7 employee:

8 (a) Back pay, and an equal amount as liquidated damages, for each day  
9 during which the violation continues, which shall be calculated at a  
10 rate of compensation not less than the higher of (i) the average regular  
11 rate of pay received by the employee during the six months of the  
12 employee's employment in the same occupation classification; or (ii) the  
13 final regular rate received by the employee. Back pay shall apply to the  
14 period commencing with the date of the discharge or refusal-to-retain  
15 through the effective date of any offer of instatement or reinstatement  
16 of the employee; and

17 (b) Costs of benefits the former call center contractor or successor  
18 call center contractor would have incurred for the employee under such  
19 employee's benefit plan; and

20 (c) The employee's reasonable attorney's fees and costs.

21 4. In any such action, the court shall have authority to order the  
22 former call center contractor or the successor call center contractor,  
23 as applicable, to provide any information required pursuant to this  
24 article.

25 § 794. No conflict with collective bargaining agreements. The  
26 provisions of this article shall not apply to any:

27 1. Successor call center contractor that, on or before the effective  
28 date of a termination of a call center contract, agrees to assume, or to  
29 be bound by, the collective bargaining agreement of the former call  
30 center contractor, provided that the collective bargaining agreement  
31 provides terms and conditions for the discharge or laying off of employ-  
32 ees that are at least as protective of employee rights as those pursuant  
33 to this article; and

34 2. Successor call center contractor whose call center employees will  
35 be accreted to a bargaining unit with a pre-existing collective bargain-  
36 ing agreement, provided that the collective bargaining agreement  
37 provides terms and conditions for the discharge or laying off of employ-  
38 ees that are at least as protective of employee rights as those pursuant  
39 to this article; and

40 3. Former call center contractor that obtains a written commitment  
41 from a successor call center contractor that the successor call center  
42 contractor's call center employees will be covered by a collective  
43 bargaining agreement that provides terms and conditions for the  
44 discharge or laying off of employees that are at least as protective of  
45 employee rights as those pursuant to this article.

46 § 2. Severability. If any provision of this law or the application  
47 thereof to any person or circumstance is held invalid, such invalidity  
48 shall not affect other provisions of the law which can be given effect  
49 without the invalid provision or application, and to this end the  
50 provisions of this article shall be severable.

51 § 3. This act shall take effect immediately.