

**First Regular Session  
Seventy-second General Assembly  
STATE OF COLORADO**

**REREVISED**

*This Version Includes All Amendments  
Adopted in the Second House*

LLS NO. 19-1021.01 Nicole Myers x4326

**HOUSE BILL 19-1306**

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**HOUSE SPONSORSHIP**

**Esgar and Galindo**, Arndt, Benavidez, Buckner, Buentello, Caraveo, Cutter, Duran, Exum, Gonzales-Gutierrez, Herod, Hooton, Jackson, Jaquez Lewis, Kraft-Tharp, Sirota, Snyder, Sullivan, Tipper, Titone, Valdez A., Valdez D., Weissman

**SENATE SPONSORSHIP**

**Rodriguez**, Winter

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**House Committees**  
Business Affairs & Labor

**Senate Committees**  
State, Veterans, & Military Affairs

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**A BILL FOR AN ACT**

101 **CONCERNING THE MONITORING OF COLORADO CALL CENTER JOB**  
102 **LOSSES.**

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**Bill Summary**

*(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)*

The bill requires a business to notify the office of economic development (OED) of any plans to terminate customer service employee positions and employees who are employed by or work on behalf of a call center in those positions in the state and relocate the duties of those positions outside of the United States.

The bill requires the OED to maintain and make public a list of

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.  
Capital letters or bold & italic numbers indicate new material to be added to existing statute.  
Dashes through the words indicate deletions from existing statute.

SENATE  
3rd Reading Unamended  
April 30, 2019

SENATE  
2nd Reading Unamended  
April 27, 2019

HOUSE  
3rd Reading Unamended  
April 19, 2019

HOUSE  
Amended 2nd Reading  
April 18, 2019

businesses that have terminated and relocated customer service employee positions outside of the United States.

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1 *Be it enacted by the General Assembly of the State of Colorado:*

2 **SECTION 1.** In Colorado Revised Statutes, **add** 24-48.5-125 as  
3 follows:

4 **24-48.5-125. Protecting Colorado call center jobs - definitions.**

5 (1) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE  
6 REQUIRES:

7 (a) "BUSINESS" MEANS ANY LAWFUL ACTIVITY PERFORMED BY AN  
8 ENTITY, WHETHER OR NOT ENGAGED IN FOR PROFIT, THAT CONTRACTS  
9 WITH OR OPERATES A CALL CENTER. "BUSINESS" ALSO MEANS TAXPAYER  
10 AS THAT TERM IS USED IN TITLE 39.

11 (b) "CALL CENTER" MEANS A BUSINESS ENTITY OR A DIVISION OF  
12 A BUSINESS ENTITY WHOSE PRIMARY PURPOSE INCLUDES INITIATING OR  
13 RECEIVING TELEPHONE COMMUNICATIONS ON BEHALF OF A PERSON FOR  
14 THE PURPOSE OF INITIATING SALES, INCLUDING MAKING A TELEPHONE  
15 SOLICITATION, OR PROVIDING OR RECEIVING INFORMATION IN CONNECTION  
16 WITH THE PROVISION OF SERVICES, AND THAT HAS:

17 (I) AT LEAST FIFTY CUSTOMER SERVICE EMPLOYEES LOCATED IN  
18 THE STATE, NOT INCLUDING CUSTOMER SERVICE EMPLOYEES WHO WORK  
19 LESS THAN TWENTY HOURS PER WEEK; OR

20 (II) AT LEAST FIFTY CUSTOMER SERVICE EMPLOYEES LOCATED IN  
21 THE STATE WHO, IN THE AGGREGATE, WORK A TOTAL OF AT LEAST ONE  
22 THOUSAND FIVE HUNDRED HOURS PER WEEK.

23 (c) "CUSTOMER SERVICE EMPLOYEE" MEANS A PERSON EMPLOYED  
24 BY OR WORKING ON BEHALF OF A CALL CENTER.

25 (d) "DEPARTMENT" MEANS THE DEPARTMENT OF LABOR AND

1 EMPLOYMENT. [REDACTED]

2 (2) THE DEPARTMENT SHALL ANNUALLY INCLUDE AS PART OF ITS  
3 PRESENTATION TO ITS COMMITTEE OF REFERENCE AT A HEARING HELD  
4 PURSUANT TO SECTION 2-7-203 (2)(a) OF THE "STATE MEASUREMENT FOR  
5 ACCOUNTABLE, RESPONSIVE, AND TRANSPARENT (SMART)  
6 GOVERNMENT ACT", DATA THAT IT CURRENTLY COLLECTS REGARDING  
7 THE CALL CENTER WORK FORCE, INCLUDING TRACKING CALL CENTER JOBS  
8 AND WAGE ANALYSIS OF CUSTOMER SERVICE EMPLOYEES.

9 **SECTION 2. Act subject to petition - effective date.** This act  
10 takes effect at 12:01 a.m. on the day following the expiration of the  
11 ninety-day period after final adjournment of the general assembly (August  
12 2, 2019, if adjournment sine die is on May 3, 2019); except that, if a  
13 referendum petition is filed pursuant to section 1 (3) of article V of the  
14 state constitution against this act or an item, section, or part of this act  
15 within such period, then the act, item, section, or part will not take effect  
16 unless approved by the people at the general election to be held in  
17 November 2020 and, in such case, will take effect on the date of the  
18 official declaration of the vote thereon by the governor.