

# HOUSE BILL No. 4988

September 19, 2017, Introduced by Reps. Hoadley, Elder, Faris, Gay-Dagnogo, Chirkun, Cochran, Greig, Wittenberg, Pagan, Zemke, Hertel, Sowerby, Love, Green, Yanez, Sabo, Hammoud, Lasinski, Brinks, Schor and Peterson and referred to the Committee on Commerce and Trade.

A bill to create the call center jobs retention act; to provide for the powers and duties of certain state officers and entities; to impose certain duties on certain employers; and to prescribe civil sanctions.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1           Sec. 1. This act shall be known and may be cited as the "call  
2 center jobs retention act".

3           Sec. 3. As used in this act:

4           (a) "Call center" means a centralized office used primarily  
5 for receiving or transmitting customer requests or inquiries by  
6 telephone.

7           (b) "Department" means the department of talent and economic  
8 development.

1 (c) "Employer" means an individual, sole proprietorship,  
2 partnership, association, corporation, or any other legal entity  
3 who employs, either full-time or part-time, 50 or more individuals  
4 at a call center.

5 Sec. 5. (1) An employer shall notify the department 30 days  
6 before the employer relocates either of the following from this  
7 state to a foreign country:

8 (a) A call center.

9 (b) A facility or operating unit within a call center  
10 comprising at least 30% of the call center's total call volume as  
11 measured against the call center's average call volume during the  
12 immediately preceding 12 months.

13 (2) An employer who violates subsection (1) is responsible for  
14 a state civil infraction and may be ordered to pay a civil fine of  
15 not more than \$10,000.00.

16 Sec. 7. Beginning 6 months after the effective date of this  
17 act, and every 6 months thereafter, the department shall compile a  
18 registry of the employers required to provide notice under section  
19 5(1) and shall publish the registry on its website. The registry  
20 must include all of the following information:

21 (a) The name of the employer.

22 (b) The date of the relocation.

23 (c) The number of jobs to be relocated.

24 (d) The location of the relocated call center, facility, or  
25 operating unit, including the name of the city and the country.

26 Enacting section 1. This act takes effect 90 days after the  
27 date it is enacted into law.