

SENATE BILL NO. 920

February 24, 2022, Introduced by Senators MCMORROW, HOLLIER, ALEXANDER, HERTEL, BAYER, MOSS, GEISS, CHANG, POLEHANKI, BULLOCK, BRINKS, WOJNO and MCCANN and referred to the Committee on Government Operations.

A bill to create the call center jobs retention act; to provide for the powers and duties of certain state governmental 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 may be cited as the "call center jobs
2 retention act".

3 Sec. 3. As used in this act:

4 (a) "Call center" means a centralized office used primarily

1 for receiving or transmitting customer requests or inquiries by
2 telephone.

3 (b) "Department" means the department of labor and economic
4 opportunity.

5 (c) "Employer" means an individual, sole proprietorship,
6 partnership, association, corporation, or any other legal entity
7 that employs, either full-time or part-time, 50 or more individuals
8 at a call center.

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

12 (a) A call center.

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

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

20 Sec. 7. Beginning 6 months after the effective date of this
21 act, and every 6 months thereafter, the department shall compile a
22 registry of the employers required to provide notice under section
23 5(1) and shall publish the registry on its website. The registry
24 must include all of the following information:

25 (a) The name of the employer.

26 (b) The date of the relocation.

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

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

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