

**SUBSTITUTE FOR
HOUSE BILL NO. 5164**

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
5 for receiving or transmitting customer requests or inquiries by
6 telephone.

7 (b) "Department" means the department of labor and economic
8 opportunity.



1 (c) "Employer" means a person that employs, either full-time
2 or part-time, 50 or more individuals at a call center.

3 (d) "Person" means an individual or a sole proprietorship,
4 partnership, association, corporation, or any other legal entity.

5 Sec. 5. (1) An employer shall notify the department at least
6 30 days before the employer does either of the following:

7 (a) Relocates either of the following from this state to a
8 foreign country:

9 (i) A call center.

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

14 (b) Closes or otherwise ceases the operations of a call center
15 or of a facility or operating unit described in subdivision (a) (ii)
16 if the employer contracts with or intends to contract with a person
17 to provide the same services that the call center, facility, or
18 operating unit provided in a foreign country.

19 (2) An employer that violates subsection (1) is subject to a
20 civil fine of not more than \$10,000.00. The prosecutor of the
21 county in which the violation occurred or the attorney general may
22 bring an action to collect the fine. A fine collected must be
23 deposited in the general fund.

24 Sec. 7. Beginning 6 months after the effective date of this
25 act, and every 6 months thereafter, the department shall compile a
26 registry of the employers required to provide notice under section
27 5(1) and publish the registry on its website. The registry must
28 include all of the following information:

29 (a) The name of the employer.



1 (b) The date of the relocation or closing, as applicable.

2 (c) The number of jobs to be relocated or eliminated, as
3 applicable.

4 (d) The location of the relocated or new call center,
5 facility, or operating unit, including the name of the city and the
6 country.

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

