

REFERENCE TITLE: call center relocation

State of Arizona
House of Representatives
Fifty-sixth Legislature
First Regular Session
2023

HB 2109

Introduced by
Representatives Salman: Stahl Hamilton

AN ACT

AMENDING TITLE 44, ARIZONA REVISED STATUTES, BY ADDING CHAPTER 29;
RELATING TO BUSINESS RELOCATION.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:

2 Section 1. Title 44, Arizona Revised Statutes, is amended by adding
3 chapter 29, to read:

4 CHAPTER 29

5 CALL CENTER RELOCATION

6 ARTICLE 1. GENERAL PROVISIONS

7 44-7201. Definitions

8 IN THIS CHAPTER, UNLESS THE CONTEXT OTHERWISE REQUIRES:

9 1. "AGENCY" MEANS A DEPARTMENT OR AGENCY OF THE EXECUTIVE BRANCH OF
10 STATE GOVERNMENT.

11 2. "EMPLOYER" HAS THE SAME MEANING PRESCRIBED IN SECTION 23-371.

12 44-7202. Call center relocation; notification; civil penalty;
13 definition

14 A. AN EMPLOYER THAT INTENDS TO RELOCATE A CALL CENTER FROM THIS
15 STATE TO ANOTHER STATE OR TO A FOREIGN COUNTRY SHALL NOTIFY THE CHIEF
16 EXECUTIVE OFFICER OF THE ARIZONA COMMERCE AUTHORITY OF THAT INTENTION AT
17 LEAST ONE HUNDRED TWENTY DAYS BEFORE THE RELOCATION.

18 B. AN EMPLOYER THAT VIOLATES THIS SECTION IS SUBJECT TO A CIVIL
19 PENALTY OF NOT MORE THAN \$10,000 FOR EACH DAY OF THE VIOLATION.

20 C. FOR THE PURPOSES OF THIS SECTION, "CALL CENTER" INCLUDES A CALL
21 CENTER OR ONE OR MORE FACILITIES OR OPERATING UNITS WITHIN A CALL CENTER
22 THAT COMPRISE AT LEAST THIRTY PERCENT OF THE CALL CENTER'S OR OPERATING
23 UNIT'S TOTAL VOLUME WHEN MEASURED AGAINST THE PREVIOUS TWELVE-MONTH
24 AVERAGE CALL VOLUME OF OPERATIONS OR SUBSTANTIALLY SIMILAR OPERATIONS.

25 44-7203. Semiannual employer list; distribution; posting;
26 definition

27 A. THE CHIEF EXECUTIVE OFFICER OF THE ARIZONA COMMERCE AUTHORITY
28 SHALL COMPILE A SEMIANNUAL LIST OF ALL EMPLOYERS THAT RELOCATE A CALL
29 CENTER FROM THIS STATE TO ANOTHER STATE OR TO A FOREIGN COUNTRY. THE LIST
30 SHALL INCLUDE THE NAME OF THE EMPLOYER AND THE DATE ON WHICH THE CALL
31 CENTER WAS RELOCATED.

32 B. THE CHIEF EXECUTIVE OFFICER OF THE ARIZONA COMMERCE AUTHORITY
33 SHALL DISTRIBUTE THE LIST REQUIRED BY THIS SECTION TO ALL AGENCIES. ALL
34 AGENCIES MUST CHECK QUALIFIED TAX CREDIT APPLICANTS AGAINST THIS LIST.

35 C. THE ARIZONA COMMERCE AUTHORITY SHALL POST THE FOLLOWING
36 INFORMATION ON ITS WEBSITE AND SHALL UPDATE THE INFORMATION MONTHLY:

37 1. THE NUMBER OF CALL CENTERS THAT ARE LOCATED IN THIS STATE.

38 2. THE NUMBER OF CALL CENTERS THAT ARE LOCATED IN THIS STATE AND
39 THAT ARE RECEIVING TAX CREDITS.

40 3. THE AMOUNTS OF THE TAX CREDITS DESCRIBED IN PARAGRAPH 2 OF THIS
41 SUBSECTION.

1 D. FOR THE PURPOSES OF THIS SECTION, "CALL CENTER" INCLUDES A CALL
2 CENTER OR ONE OR MORE FACILITIES OR OPERATING UNITS WITHIN A CALL CENTER
3 THAT COMPRISE AT LEAST FORTY PERCENT OF THE CALL CENTER'S TOTAL VOLUME OF
4 OPERATIONS.

5 44-7204. Ineligibility for grants and loans

6 NOTWITHSTANDING ANY OTHER LAW, AN EMPLOYER THAT APPEARS ON THE LIST
7 PRESCRIBED BY SECTION 44-7203 IS NOT ELIGIBLE FOR ANY DIRECT OR INDIRECT
8 STATE GRANTS OR STATE GUARANTEED LOANS FOR FIVE YEARS AFTER THE DATE THAT
9 THE LIST IS PUBLISHED.