

HB 1107

2020

1 A bill to be entitled
2 An act relating to customer service standards for
3 state agencies; amending s. 23.30, F.S.; requiring
4 departments within the executive branch of state
5 government to implement certain measures with respect
6 to telephone calls placed by customers; providing an
7 effective date.

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9 Be It Enacted by the Legislature of the State of Florida:

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11 Section 1. Present paragraphs (c) through (k) of
12 subsection (4) of section 23.30, Florida Statutes, are
13 redesignated as paragraphs (d) through (l), respectively, and a
14 new paragraph (c) is added to that subsection, to read:

15 23.30 Florida Customer Service Standards Act.—

16 (4) MEASURES TO BE IMPLEMENTED.—State departments shall:

17 (c) Employ a system by which a customer who contacts a
18 department by telephone may press "0" to be transferred to an
19 operator or is provided with a call-back option in lieu of
20 waiting on hold.

21 Section 2. This act shall take effect October 1, 2020.