

**The Florida Senate**  
**BILL ANALYSIS AND FISCAL IMPACT STATEMENT**

(This document is based on the provisions contained in the legislation as of the latest date listed below.)

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Prepared By: The Professional Staff of the Committee on Governmental Oversight and Accountability

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BILL: CS/SB 1088

INTRODUCER: Governmental Oversight and Accountability Committee and Senator Polsky

SUBJECT: State Department Customer Service Standards

DATE: April 2, 2025

REVISED: \_\_\_\_\_

ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1. White	McVaney	GO	Fav/CS
2. _____	_____	AEG	_____
3. _____	_____	AP	_____

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**Please see Section IX. for Additional Information:**

COMMITTEE SUBSTITUTE - Substantial Changes

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**I. Summary:**

CS/SB 1088 amends the Florida Customer Service Standards Act to require executive branch agencies and the Public Service Commission to use a telephone system that provides customers with the option to be placed in a callback queue to receive a call at a later designated time, while maintaining their place in line, as opposed to waiting on hold. This requirement applies to a centralized call center and to any department employee who is designated to receive customer calls, rather than to all state agency phone lines.

The state government may incur indeterminate but significant costs to the extent the agency does not currently use a system with the required features.

The bill takes effect July 1, 2025.

**II. Present Situation:**

**Florida Customer Service Standards Act**

The Florida Customer Service Standards Act (Act) directs executive branch agencies and the Public Service Commission to practice and employ certain measures to improve customer service.<sup>1</sup> For purposes of this act, a “customer” means any person who uses or requests services

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<sup>1</sup> Section 23.30, F.S.

or information provided by a state executive agency or who is required by statute to interact with the agency.<sup>2</sup> The measures include:

- Designating an employee or employees to facilitate the resolution of customer complaints and developing a process for review by upper-level management for customer complaints not resolved by the designated employees.
- Promptly providing available information and accurate responses to questions and requests for assistance.
- Acknowledging receipt of telephonic or electronic question or request by the end of the next business day.
- Providing local or toll-free telephonic or electronic access either through a centralized complaint-intake call center or directly to a departmental employee or employees designated to resolve customer complaints.
- Developing customer satisfaction measures and systems for tracking complaints and resolutions.
- Providing annual reports showing statistical data on customer complaints, resolutions, and satisfaction.
- Including in strategic plans a program outline or goal for customer service.
- Conducting interdepartmental discussions on methods of improving customer service.<sup>3</sup>

The Act requires specified state agencies to comply with their presently-available resources and does not apply penalties for an agency's failure to comply.<sup>4</sup>

### **Voice Mail Systems**

There is no statutory requirement for state agencies to employ a voice mail system or a telephone menu options system. Telephone menu options, however, must provide the caller with access to a nonelectronic attendant.<sup>5</sup> Moreover, state employees must answer the phone—as opposed to relying on voice mail systems—when the employee is at his or her regularly assigned work station, unless (a) the telephone is in use, (b) the voice mail system provides the caller with access to a nonelectronic attendant, or (c) the voice mail system automatically transfers the call to a nonelectronic attendant.<sup>6</sup>

The agency head is required to ensure compliance with these provisions.<sup>7</sup>

For purposes of these requirements, the term “state agency” includes executive and judicial branch entities of the state.<sup>8</sup> It does not include the Public Service Commission.

The level of compliance by state agencies is unknown.

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<sup>2</sup> Section 20.30(3)(a), F.S.

<sup>3</sup> Section 23.30(4), F.S.

<sup>4</sup> Section 23.30(6), (7), F.S.

<sup>5</sup> Section 110.1082(2), F.S.

<sup>6</sup> Section 110.1082(1), F.S.

<sup>7</sup> Section 110.1082(3), F.S.

<sup>8</sup> Section 110.107(30), F.S.

### III. Effect of Proposed Changes:

**Section 1** amends the Florida Customer Service Standards Act, s. 23.30, F.S., to require executive branch agencies and the Public Service Commission to use a telephonic system that allows a customer who calls a particular department to be placed in a callback queue to receive a call at a later designated time, while maintaining his or her place in line, instead of waiting on hold or allowing the telephone to continuously ring. This requirement applies to a centralized call center and to any department employee who is designated to receive customer calls rather than to all state agency phone lines.

**Section 2** provides that the act takes effect July 1, 2025.

### IV. Constitutional Issues:

#### A. Municipality/County Mandates Restrictions:

Not applicable. The bill does not require counties or municipalities to take an action requiring the expenditure of funds, reduce the authority that counties or municipalities have to raise revenue in the aggregate, or reduce the percentage of state tax shared with counties or municipalities.

#### B. Public Records/Open Meetings Issues:

None identified.

#### C. Trust Funds Restrictions:

None identified.

#### D. State Tax or Fee Increases:

None identified.

#### E. Other Constitutional Issues:

None identified.

### V. Fiscal Impact Statement:

#### A. Tax/Fee Issues:

None identified.

#### B. Private Sector Impact:

None identified.

C. Government Sector Impact:

A state agency may incur indeterminate but significant costs to the extent the agency does not currently use a system with the required features.

VI. Technical Deficiencies:

None identified.

VII. Related Issues:

None identified.

VIII. Statutes Affected:

This bill substantially amends section 23.30 of the Florida Statutes.

IX. Additional Information:

A. Committee Substitute – Statement of Substantial Changes:

(Summarizing differences between the Committee Substitute and the prior version of the bill.)

**CS by Governmental Oversight and Accountability on April 1, 2025:**

The committee substitute clarifies that the callback requirement applies to a centralized call center and to any department employee who is designated to receive customer calls, not to all state agency phone lines.

B. Amendments:

None.