

By Senator Polsky

30-00849-25

20251088\_\_

1                   A bill to be entitled  
2           An act relating to state department customer service  
3           standards; amending s. 23.30, F.S.; requiring state  
4           departments to employ a callback queue system for  
5           customers who contact the departments by telephone;  
6           providing an effective date.

7  
8   Be It Enacted by the Legislature of the State of Florida:

9  
10           Section 1. Present paragraphs (e) through (k) of subsection  
11           (4) of section 23.30, Florida Statutes, are redesignated as  
12           paragraphs (f) through (l), respectively, and a new paragraph  
13           (e) is added to that subsection, to read:

14           23.30 Florida Customer Service Standards Act.—  
15           (4) MEASURES TO BE IMPLEMENTED.—State departments shall:

16           (e) Employ a system by which a customer who contacts a  
17           department by telephone has the option of being placed in a  
18           callback queue to receive a call at a later designated time,  
19           while maintaining his or her place in line, instead of waiting  
20           on hold or allowing the telephone to continuously ring.

21           Section 2. This act shall take effect July 1, 2025.