

**By** the Committee on Governmental Oversight and Accountability;  
and Senator Polsky

585-03147-25

20251088c1

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.

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

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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 calls a  
17           department's centralized call center or directly to a department  
18           employee or employees designated to receive customer calls has  
19           the option of being placed in a callback queue to receive a call  
20           at a later designated time, while maintaining his or her place  
21           in line, instead of waiting on hold or allowing the telephone to  
22           continuously ring.

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