



460890

LEGISLATIVE ACTION

Senate	.	House
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Floor: 1/AD/2R	.	Floor: C
03/10/2026 06:08 PM	.	03/12/2026 02:19 PM
	.	

Senator Polsky moved the following:

Senate Amendment (with title amendment)

Delete everything after the enacting clause
and insert:

Section 1. Present subsections (5) through (8) of section
23.30, Florida Statutes, are redesignated as subsections (6)
through (9), respectively, and a new subsection (5) is added to
that section, to read:

23.30 Florida Customer Service Standards Act.—

(5) PILOT PROGRAM.—

(a) As used in this subsection, the term "callback queue"



12 means a system that allows a caller to leave a telephone number
13 at which he or she can be reached at a later time rather than
14 receiving no answer to his or her call or remaining on hold.

15 (b) A pilot program is implemented to require a callback
16 queue to be used by the Department of Commerce in returning
17 calls from claimants concerning reemployment assistance.

18 (c) All calls must be returned, in the order in which they
19 were received, by the end of the next business day.

20 (d) On or before December 31, 2027, the Department of
21 Commerce must submit a report to the President of the Senate and
22 the Speaker of the House of Representatives which includes
23 information concerning the effectiveness of the pilot program,
24 any suggested changes to the program, and a recommendation as to
25 whether the program should be continued or expanded.

26 Section 2. This act shall take effect July 1, 2026.

27
28 ===== T I T L E A M E N D M E N T =====

29 And the title is amended as follows:

30 Delete everything before the enacting clause
31 and insert:

32 A bill to be entitled
33 An act relating to customer service callback queues;
34 amending s. 23.30, F.S.; defining the term "callback
35 queue"; establishing a pilot program to require the
36 Department of Commerce to use a callback queue for
37 returning certain calls; requiring that calls be
38 returned in a specified manner and timeframe;
39 requiring the department to report specified
40 information to the Legislature by a certain date;



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providing an effective date.