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A bill to be entitled
 An act relating to customer service callback queues;
 amending s. 23.30, F.S.; defining the term "callback
 queue"; establishing a pilot program to require
 specified agencies to use a callback queue for
 returning certain calls; requiring calls to be
 returned in a specified manner; requiring pilot
 program participants to report specified information
 to the Legislature by a certain date; providing an
 effective date.

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

Section 1. Subsections (5) through (8) of section 23.30, Florida Statutes, are renumbered 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 PROGRAMS.—

(a) As used in this subsection, the term "callback queue" means a system that allows a caller to leave a telephone number at which he or she can be reached at a later time rather than receiving no answer to his or her call or remaining on hold.

(b) A pilot program is implemented to require a callback queue to be used:

26 | 1. By the Department of Commerce in returning calls from
27 | claimants concerning reemployment assistance.

28 | 2. By the Department of Children and Families in returning
29 | calls concerning public benefits and services.

30 | (c) All calls must be returned, in the order in which
31 | received, by the end of the next business day.

32 | (d) On or before December 31, 2027, any department that
33 | participates in the pilot program must submit a report to the
34 | President of the Senate and the Speaker of the House of
35 | Representatives which includes information concerning the
36 | effectiveness of the pilot program, any suggested changes to the
37 | program, and a recommendation as to whether the program should
38 | be continued or expanded.

39 | **Section 2.** This act shall take effect July 1, 2026.