

**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 Appropriations

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BILL: CS/SB 1192

INTRODUCER: Appropriations Committee and Senators Polsky and Arrington

SUBJECT: Customer Service Callback Queues

DATE: March 4, 2026

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

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	<u>White</u>	<u>McVaney</u>	<u>GO</u>	<b>Favorable</b>
2.	<u>Griffin</u>	<u>Nortelus</u>	<u>ATD</u>	<b>Favorable</b>
3.	<u>Griffin</u>	<u>Sadberry</u>	<u>AP</u>	<b>Fav/CS</b>

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

COMMITTEE SUBSTITUTE - Substantial Changes

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**I. Summary:**

CS/SB 1192 amends the Florida Customer Service Standards Act to create a pilot program for callback queues. Under the pilot program, the Department of Commerce must use a telephone system for certain calls. Under the program, a customer will have the option to be placed in a callback queue to receive a call at a later designated time, while maintaining his or her place in line, as opposed to waiting on hold. On or before December 31, 2027, the Department of Commerce must submit a report on the effectiveness of the pilot program, any suggested changes to the program, and a recommendation as to whether the program should be continued. The report is submitted to the President of the Senate and Speaker of the House of Representatives.

The Department of Commerce currently employs a callback queue system, which costs the department \$329,940 annually. **See Section V. Fiscal Impact Statement.**

The bill takes effect July 1, 2026.

**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 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 a 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 each state agency to comply with its presently-available resources but 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. If an entity uses a telephone menu options, however, it 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>1</sup> Section 23.30, F.S.

<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.

### **Current Callback Queue System Used by the Department of Commerce**

In July 2024, the Department of Commerce implemented a “Mindful Virtual Hold/Callback” system for the Reemployment Assistance program. This system allows claimants to request a callback rather than remain on hold while waiting to speak to a representative. Approximately 60-65 percent of eligible calls choose to use this option when it is available. The Department of Commerce stated that the system resulted in “substantial improvement in claimant access and system efficiency.” In particular, the Department cited an average wait time of 31 minutes and 26 seconds, a “measurable improvement in customer service” when compared to the previous wait time of up to 90 minutes.

A. The Department of Commerce currently absorbs the costs of this system in its current budget.<sup>9</sup>

### **III. Effect of Proposed Changes:**

**Section 1** establishes a pilot program under the Florida Customer Service Standards Act to determine the effectiveness of state agency use of a callback queue. The term “callback queue” is defined to mean “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.”

Under the pilot program, the Department of Commerce must use a callback queue for calls from claimants concerning reemployment assistance.

Calls must be returned in the order in which they were received and by the end of the next business day.

On or before December 31, 2027, the Department of Commerce must submit a report to the President of the Senate and the Speaker of the House of Representatives. The report must include information on the effectiveness of the pilot program, any suggested changes to the program, and a recommendation as to whether the program should be continued or expanded.

**Section 2** provides that this act shall take effect July 1, 2026.

### **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.

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<sup>9</sup> Dept. of Commerce, *SB 1192 Agency Analysis* (Feb. 1, 2026) (on file with Senate Committee on Governmental Oversight and Accountability).

**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:**

The Department of Commerce indicated that it currently contracts with a vendor to provide a callback queue system; the contract costs the department \$329,940 annually.<sup>10</sup> The Department of Commerce was able to absorb these costs within its existing budget.

**VI. Technical Deficiencies:**

The current language at lines 25-26 may be unclear. This part of the bill directs the Department of Commerce to utilize the callback queue for “calls from claimants concerning reemployment assistance.” It is difficult for an agency, prior to answering the call, to determine who a caller is and why he or she is calling. Accordingly, it is difficult for a department participating in the pilot program to know whether an incoming call falls within the purview of the pilot program, thereby being entitled to a callback queue. To ease the administration of the pilot program, the Legislature may wish to specify particular phone lines to be part of the pilot program. For instance, the Department of Commerce currently has callback queue system for the Reemployment Assistance Program.

In the alternative, if the Legislature does not indicate the specific phone lines included in the pilot program, it may wish to provide that the bill applies exclusively to call centers and customer service lines, as opposed to all employee’s private office lines.

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<sup>10</sup> *Id.*

**VII. Related Issues:**

The Department of Commerce currently uses a callback queue system. The department, however, is not currently required to submit the report on the program required in the bill or to return calls within the timeframe required in the bill (within one business day after receiving the phone call). The department indicates it generally currently returns calls within the time frame required in the bill (an average wait time of 31 minutes and 26 seconds).

**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 Appropriations on March 2, 2026:**

The committee substitute removed the Department of Children and Families from the pilot program.

- B. **Amendments:**

None.