

By Senator Polsky

30-01016B-26

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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. 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 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:

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

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

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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.