

By Senator Polsky

30-01016B-26

20261192

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

14 Section 1. Present subsections (5) through (8) of section
15 23.30, Florida Statutes, are redesignated as subsections (6)
16 through (9), respectively, and a new subsection (5) is added to
17 that section, to read:

18 23.30 Florida Customer Service Standards Act.—

19 (5) PILOT PROGRAMS.—

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

24 (b) A pilot program is implemented to require a callback
25 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.

30-01016B-26

20261192

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.