

By the Committee on Appropriations; and Senators Polsky and Arrington

576-03347-26

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1 A bill to be entitled  
2 An act relating to customer service callback queues;  
3 amending s. 23.30, F.S.; defining the term "callback  
4 queue"; establishing a pilot program to require the  
5 Department of Commerce to use a callback queue for  
6 returning certain calls; requiring that calls be  
7 returned in a specified manner; requiring the  
8 department to report specified information to the  
9 Legislature by a certain date; providing an effective  
10 date.

11  
12 Be It Enacted by the Legislature of the State of Florida:

13  
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 PROGRAM.—

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 by the Department of Commerce in returning  
26 calls from claimants concerning reemployment assistance.

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

29 (d) On or before December 31, 2027, the Department of

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30 Commerce must submit a report to the President of the Senate and  
31 the Speaker of the House of Representatives which includes  
32 information concerning the effectiveness of the pilot program,  
33 any suggested changes to the program, and a recommendation as to  
34 whether the program should be continued or expanded.

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