

By Senator Rader

29-00521-20

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1                   A bill to be entitled  
2           An act relating to customer service standards for  
3           state agencies; amending s. 23.30, F.S.; requiring  
4           departments within the executive branch of state  
5           government to implement certain measures with respect  
6           to telephone calls placed by customers; providing an  
7           effective date.  
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9   Be It Enacted by the Legislature of the State of Florida:  
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11           Section 1. Present paragraphs (c) through (k) of subsection  
12           (4) of section 23.30, Florida Statutes, are redesignated as  
13           paragraphs (d) through (l), respectively, and a new paragraph  
14           (c) is added to that subsection, to read:

15           23.30 Florida Customer Service Standards Act.—

16           (4) MEASURES TO BE IMPLEMENTED.—State departments shall:

17           (c) Employ a system by which a customer who contacts a  
18           department by telephone may press "0" to be transferred to an  
19           operator or is provided with a call-back option in lieu of  
20           waiting on hold.

21           Section 2. This act shall take effect October 1, 2020.