

Committee on Governmental Oversight and Accountability

HB 1031 — Customer Service Callback Queues

by Rep. Rosenwald and others (CS/SB 1192 by Appropriations Committee and Senators Polsky and Arrington)

The bill amends the Florida Customer Service Standards Act and creates a callback queue pilot program for certain calls made to the Department of Commerce. Under the pilot program, the Department of Commerce must give a caller the option to be placed in a callback queue to receive a call at a later time while maintaining his or her place in line, as opposed to waiting on hold. Calls must be returned in the order in which they were received and by the end of the next business day. The Department of Commerce currently already uses a callback queue system.

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 must be submitted to the President of the Senate and the Speaker of the House of Representatives.

If approved by the Governor, or allowed to become law without the Governor's signature, these provisions take effect on July 1, 2026.

Vote: Senate 38-0; House 109-0