

FLORIDA HOUSE OF REPRESENTATIVES FINAL BILL ANALYSIS

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BILL #: [HB 1031](#)

TITLE: Customer Service Callback Queues

SPONSOR(S): Rosenwald

COMPANION BILL: [SB 1192](#) (Polsky)

LINKED BILLS: None

RELATED BILLS: None

FINAL HOUSE FLOOR ACTION: 109 Y's 0 N's

GOVERNOR'S ACTION: Pending

SUMMARY

Effect of the Bill:

The bill establishes a pilot program to implement callback queues at the Department of Commerce to return calls from claimants concerning reemployment assistance. By December 31, 2027, the department must submit a report to the Legislature describing the effectiveness of the program, providing suggested changes, if any, and recommending whether the program should be continued.

Fiscal or Economic Impact:

The bill will likely have an indeterminate, negative fiscal impact on the Department of Commerce associated with the implementation of systems enabling callback queues.

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ANALYSIS

EFFECT OF THE BILL:

The bill establishes a pilot program to implement callback queues at the Departments of Commerce (Commerce). A "callback queue" is a system that allows a caller to leave a telephone number at which he or she may be reached at a later time rather than receiving no answer or remaining on hold. Commerce is required to use callback queues for returning calls from claimants concerning reemployment assistance. The bill requires all calls be returned, in the order in which they were received, by the end of the next business day. By December 31, 2027, Commerce must submit a report to President of the Senate and the Speaker of the House of Representatives describing the effectiveness of the program, suggesting changes, if any, and recommending whether the program should be continued. (Section [1](#))

Subject to the Governor's veto powers, the effective date of the bill is July 1, 2026. (Section [2](#))

FISCAL OR ECONOMIC IMPACT:

STATE GOVERNMENT:

The bill will likely have an indeterminate, negative fiscal impact on Commerce associated with the development and implementation of systems enabling callback queues.

RELEVANT INFORMATION

SUBJECT OVERVIEW:

Florida Consumer Service Standards Act

The Florida Customer Service Standards Act (Act) directs executive agencies and the Public Service Commission to practice and employ certain measures to improve customer service.¹ For purposes of the Act, a "customer" means

¹ [S. 23.30, F.S.](#)

any person who uses or requests services or information provided by a state executive agency or who is required by statute to interact with the agency.² The measures include:

- Designating an employee or employees to facilitate the resolution of customer complaints and developing a process for reviewing unresolved complaints by upper-level management.
- Promptly providing available information and accurate responses to questions and requests for assistance.
- Acknowledging receipt of questions or requests received either electronically or by telephone by the end of the next business day.
- Providing local or toll-free telephonic or electronic access either through a centralized complaint-intake call center or directly to a departmental employee or employees designated to resolve customer complaints.
- Developing customer satisfaction measures and systems for tracking complaints and resolutions.
- Providing annual reports showing statistical data on customer complaints, resolutions, and satisfaction.
- Including in departmental strategic plans a program outline or goal for customer service.
- Conducting interdepartmental discussions on methods of improving customer service.³

The Act requires specified state agencies to use their presently available resources and does not apply penalties for an agency's failure to comply.⁴

Voicemail Systems

State agencies are currently under no requirement to employ a voicemail system or telephone menu options system. State employees are required to answer the phone—as opposed to relying on voicemail systems—when the employee is at his or her regularly assigned work station, unless the telephone is in use, the voicemail system provides the caller with access to a nonelectronic attendant, or the voicemail system automatically transfers the call to a nonelectronic attendant. Similarly, telephone menu options systems must also provide the caller with access to a nonelectronic attendant. The agency head is required to ensure compliance with these provisions.⁵

² [S. 20.30\(3\)\(a\), F.S.](#)

³ [S. 23.30\(4\), F.S.](#)

⁴ [S. 23.30\(6\), \(7\), F.S.](#)

⁵ [S. 110.1082\(1\)-\(3\), F.S.](#)