

CHAPTER 2026-113

House Bill No. 1031

An act relating to customer service callback queues; amending s. 23.30, F.S.; defining the term “callback queue”; establishing a pilot program to require the Department of Commerce to use a callback queue for returning certain calls; requiring that calls be returned in a specified manner and timeframe; requiring the department to report specified information to the Legislature by a certain date; providing an effective date.

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

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

23.30 Florida Customer Service Standards Act.—

(5) PILOT PROGRAM.—

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

(b) A pilot program is implemented to require a callback queue to be used by the Department of Commerce in returning calls from claimants concerning reemployment assistance.

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

(d) On or before December 31, 2027, the Department of Commerce must submit a report to the President of the Senate and the Speaker of the House of Representatives which includes information concerning the effectiveness of the pilot program, any suggested changes to the program, and a recommendation as to whether the program should be continued or expanded.

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

Approved by the Governor May 22, 2026.

Filed in Office Secretary of State May 22, 2026.