



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

FACILITIES MAINTENANCE

OVERVIEW

The Facilities Maintenance Department supports City departments by managing more than 300 City-owned buildings and structures and providing maintenance, renovations and routine services. The department uses a cost-effective service model that combines in-house staff and contracted services to ensure facilities are safe, functional and well maintained. The department also oversees facility-related capital improvements and coordinates project delivery across the City's building portfolio.

FY 2026/27

HIGH-QUALITY INFRASTRUCTURE & FACILITIES

- Maintain the City's vital assets critical to public safety, health and wellbeing. Provide preventative maintenance and continue addressing deferred maintenance.
- Improve energy efficiency across City facilities through centralized HVAC controls and lighting upgrade programs.
- Asset management: Use asset management systems to track buildings and equipment, manage work orders and preventative maintenance and support data-driven decision-making.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Improve maintenance operations to reduce downtime of City facilities and building systems. Enhance efficiency in procurement, project coordination and service delivery.
- Strengthen internal coordination and communication with City departments to improve responsiveness and service delivery.
- Develop, support, mentor and retain a qualified, well-trained team, with a continued focus on safety.
- Improve service delivery through training, technology and timely response to work order requests.
- Maintain and upgrade tools and equipment to support efficient and reliable facility maintenance operations.
- Improve efficiency and timeliness of completing work orders, preventative maintenance and repairs through better processes and cross-training of staff.
- Leverage technology: Use asset management systems to track facilities and manage work orders and preventative maintenance.

PERFORMANCE MEASURES AND SCORECARD

FACILITIES MAINTENANCE

Workload Measures						
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2026/27 Target
5	Number of projects managed	48	50	53	55	58

Effectiveness Measures						
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2026/27 Target
7	Work order completion rate	84%	88%	90%	93%	95%
7	HVAC preventive maintenance schedule completion rates	96%	98%	98%	99%	99%
7	*The National Employee Survey™ (NES™): Percentage of respondents rating Facilities Management Services overall as excellent or good, strongly or somewhat agree	81% ↑	81% ↑	81% ↑	85%	85%
7	*NES™: Percentage of respondents rating Maintenance and Repair Services overall as excellent or good, strongly or somewhat agree	80% ↑	81% ↑	81% ↑	85%	85%

*NCS and NES - Percent of respondents rating serve as excellent or good from the annual National Community Survey™ and National Employee Survey™ for Port St. Lucie. The following symbols are provided to show the relationship to the National Benchmark.

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower