



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

OFFICE OF STRATEGIC INITIATIVES & INNOVATION

OVERVIEW

As a global leader in municipal innovation, the Office of Strategic Initiatives & Innovation supports the City Manager, Mayor and City Council and entire City Team. The Office helps the team envision our future, evaluate how we are doing and improve our services through the use of data and innovation. We lead the City's grants and advocacy efforts to support funding the needs of residents and advocating for critical policy issues. We oversee strategic partnerships with philanthropic institutions and nonprofit organizations and lead critical projects across city departments and government organizations, improving service to residents through design.

FY 2026/27

ENGAGED & CONNECTED CITY

- Continue to advance resident and team engagement in co-designing solutions to challenges and identifying opportunities for our growing City.
- Continue to expand the design and engagement of the award-winning #IAMPSTL Citizen Summit, engaging residents in the Strategic Plan and expanding human-centered design, including expanding the development of prototype testing, at the Summit and throughout the year.
- Lead the annual Community Survey of residents and produce an integrated analysis with the Citizen Summit, integrating resident insights from the scientific survey into the approach of the City team and citywide performance metrics.

STRATEGIC GROWTH FOR A RESILIENT FUTURE

Naturally PSL: Green Spaces & Places

- Through resident-focused initiatives such as Naturally PSL and the High-Performance Public Spaces Team we advance sustainable design, resident engagement and innovative placemaking.
- Launch the Naturally PSL Community Land Trust, a non-profit arm to the Naturally PSL to leverage private donations and grants ultimately increasing the number of acres of land acquired and continue investment in green spaces and places through parks, trails, tree planting and stewardship.
- Create a resident-led stewardship model through the Whispering Pines' Neighborhood Green Space and additional neighborhood green space projects with philanthropic support, including the Trust for Public Land and Love Your Block program.
- Develop city-wide trail master plan to identify new trail and grant opportunities, expand partnerships, and work towards obtaining the Bicycle-Friendly America designation.
- Increase public access to city-managed conservation land through grants, partnership, and department collaboration.
- Continue to engage the Youth Council subcommittee to implement youth-led service project and incorporate youth voices in Naturally PSL projects.

In 2024, 75% of employees positively rated the City of Port St. Lucie providing a clear vision for our organization, higher than the benchmark. Source: National Employee Survey

HIGH-PERFORMING GOVERNMENT ORGANIZATION

Smart City & AI

- Continue to support the development of smart city enhancements through the Innovate PSL Team
- Create a generative AI tool for the city for emergencies
- Partner with the IT department in implementing new A.I. technologies to improve data analysis and efficiency
- Continue to work with U.S. Digital Response and the IT department to pilot a new approach for application development, accelerating department's use of technology

Innovate PSL: Improve Performance & Design through Innovation

- Foster a culture of innovation by working to embed innovation into daily operations and empowering employees to lead change
- Celebrate creative solutions that deliver measurable impact through new Innovate PSL Recognition Program
- Expand Innovate PSL Academy to include a Black Belt Program, project management training, coaching and citywide innovation challenges/awards to support a culture of innovation.
- Continue to expand the use of human-centered design in city departments and strategic planning
- Support and partner with City departments in key innovation projects including the Police Department as we innovate in supporting the autism community, improve processes and wait times in the Utility Systems Department, and improve customer service citywide through the 1PSL Innovation Project.

Strategic Plan Implementation

- Continue to lead the implementation of the City Strategic Plan and support alignment throughout the City by hosting department strategic plan workshops and trainings
- Incorporate the use of human-centered design for new projects to ensure residents are at the center of the project
- Continue to further refine Port St. Lucie's globally recognized strategic planning system as a model for good governance and planning

Intergovernmental Priorities Advancement

- Lead the Grants & Advocacy Team and the Legislative Strike Team advocating for key federal and state appropriations and grant requests and federal and state policy issues of importance to the city.
- Continue to build on the success of the team approach generating \$160 million in grants and appropriations since 2021 to further generate resources to support the needs of the City.

Performance Management

- Support all City departments in measuring the impact of their performance and identifying opportunities to improve efficiencies and outcomes.
- Obtain What Works Cities Gold Certification, continuing to support the City team in becoming more data-driven and high-performing.
- Continue to expand PSL Stat and Community Stat to better collaborate on data sharing and solutions to critical issues and projects.

PERFORMANCE MEASURES AND SCORECARD

STRATEGIC INITIATIVES & INNOVATION

Workload Measures		
Goal	Key Performance Indicator	2026/27 Target
7	Total amount of funding awarded through grant applications and Federal/State appropriations during the fiscal year	\$16,000,000

Efficiency Measures		
Goal	Key Performance Indicator	2026/27 Target
2	Percent of residents living within 10 mins walking distance to access a park, green space, or trails	30%

Effectiveness Measures		
Goal	Key Performance Indicator	2026/27 Target
7	**The National Employee Survey™ (NES™): Percentage of respondents rating "Providing a clear vision for our organization" positively	77%
7	NES™: Communicating information that helps employees understand the problems and issues facing the City	63%
7	NES™: Encouraging employees to come up with innovative solutions to problems	79%

*Social media engagement is a measure of how people interact with our social media content and accounts. It can include actions like likes and favorites; comments, direct messages and replies; shares, reposts; saves; clicks; and mentions.

**NCS and NES: Percent of respondents rating serve as excellent or good from the annual National Community Survey™ and annual National Employee Survey for Port St. Lucie.