



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

BUILDING DEPARTMENT

OVERVIEW

The Port St. Lucie Building Department is dedicated to promoting public health, safety, and general welfare within the building environment. This is achieved through the proper administration of the Building Codes. The department strives to be a model of timeliness, accuracy, and customer service across all its divisions, working within the fiscal constraints of its budget.

FY 2026/27

DIVERSE ECONOMY & EMPLOYMENT OPPORTUNITIES

- Review all City ordinances and make changes as needed based on the current economy, needs of department, Florida Building Code and State Statutes.
- Ensure quality and timely inspections and plans review, which includes consulting with stakeholders regarding permit timelines.
- Provide outreach to contractors through training events, meetings and newsletters.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Renovate the newly acquired 300 Peacock building to serve the land development departments and support the development community.
- Provide staff with the necessary tools to conduct inspections, plan review and provide exceptional customer service.
- Ensure timeliness through working with our stakeholders.
- Maintain accuracy through the use of checklists, random email surveys and management site visits.
- Promote customer service and ensure it is integral to all weekly staff meetings, and it is also included in Building Department Pre-build meetings, surveys, management site visits, pre-certificate of occupancy meetings and stakeholder meetings.
- The department continues to build an exemplary operation by continually assessing its current workload, developing a robust succession plan, and updating standard operating procedures.
- Support staff with the tools and equipment needed for success, increase participation in Mentorship Program and encourage staff to attain additional certifications and provide additional trainings.
- Proactively engage and educate contractors, stakeholders and customers on services, functions and programs, including building partnerships and developing training events for all stakeholders.
- Collaborate with other building departments in neighboring communities and throughout Florida to develop positive relationships and continuity throughout the industry.
- Provide educational training such as realtor assistance, expired permit classes and participation in local events and expos.
- Enhance service through technology upgrade and innovation by:
 - Adding additional inspections that can be conducted virtually
 - Adding modifications to PANDA as recommended by our stakeholders
 - Addition of online contractor licensing applications
 - Updating system to allow for homeowner builder permits to be applied for electronically
 - Updating and teaching real estate professionals through the Realtor Assist Program

PERFORMANCE MEASURES AND SCORECARD

BUILDING DEPARTMENT

Workload Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
2	Single-family issued permits	3,586	3,622	3,067	2,500	2,771	2,500
2	Plans reviewed and approved	38,237	34,893	37,323	40,000	33,266	35,000
5	Inspections conducted	218,001	199,255	167,058	150,000	157,665	165,000

Efficiency Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Number of permits applications per permit clerk	5,533	4,251	2,284	3,000	4,002	3,500

Effectiveness Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
5	Average number of days to issuance of single-family permits	10 days	9 days	10 days	7 days	7 days	8 days