CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

CITY MANAGER'S OFFICE

OVERVIEW

As Florida's sixth-largest city, Port St. Lucie continues to grow and the City Manager's Office ensures agile, responsive service delivery. It advances the City's mission to enhance safety, beauty and quality of life through innovation, engagement and fiscal responsibility. The office provides executive leadership, drives economic development, fosters intergovernmental relations and promotes continuous improvement and strategic planning, aligning with the City Council's Strategic Plan.

FY 2026/27

DIVERSE ECONOMY & EMPLOYMENT OPPORTUNITIES

Advancing economic development to support job creation and a diverse economy.

- Provide executive leadership with City Manager serving as Executive Director of the Government Finance Organization and support the implementation of the Southern Grove Master Plan and the Walton & One Master Plan.
- Continue to streamline the development process through the Cloud Group.

- **National Community Survey: Percentage of respondents rating economic development as excellent or good in 2025. This is similar to other cities nationwide and a 24% increase in satisfaction since 2009.**

HIGH-QUALITY INFRASTRUCTURE & FACILITIES

Ensuring effective cross departmental communication and collaboration to maximize efficiency and advance project management.

- Implement new capital projects to support critical infrastructure through various funding sources, including mobility fees, federal and state grants and local taxes and fees.
- Lead the Sales Tax Oversight Committee.
- Champion the needs of Port St. Lucie through strategic advocacy and collaboration through leading the Grants & Advocacy Team and Legislative Team and working strategically to increase grants and legislative appropriations to support the City's infrastructure and facilities, in addition to vital programs.
- Proactively lead capital projects and ensure effective implementation of Strategic Plan priorities while improving project management and timely deliverables.

ENGAGED & CONNECTED CITY

- Provide executive leadership and oversight of City operations and the departments and project managers that implement each of the goals, initiatives and projects contained in the City's Strategic Plan; the work of the City Manager's Office is to support the implementation of every plan element.
- Improve customer service through 1PSL, expanding training and improving operations through innovation and expand call center capacity.
- Continue our nationally-award winning, resident-driven strategic planning process that propels our City forward.
- Provide proactive communication through the monthly PSL on the Pulse publication and quarterly Strategic Plan update, weekly City Manager individual briefings with Council, New Council Member orientation, 1PSL, data dashboards and the annual Year in Review.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Promote effective intergovernmental relations and annually review and revise Interlocal agreements to ensure the best interests of PSL.
- Proactively identify opportunities for budget efficiencies and reductions and provide effective oversight.
- Support a culture of high performance, building on the City's receipt of a Certificate of Excellence from ICMA and continue to pursue higher levels of certification through What Works Cities.
- Work collaboratively with the Citizens Advisory Committee on key annual projects for City Council.
- Build a diverse, empowered and visionary City team capable to handle emerging issues with efficiency and plan innovatively for future needs through executive leadership and management, organizational development, succession planning and strategic initiatives to support the city team.
- Innovate as a leader in government innovation through expanding performance and process improvement, leading the Innovate PSL Team and managing comprehensive innovation projects. Expand efforts to become more data driven and harness emerging technology.

ADVANCING CUSTOMER SERVICE THROUGH 1PSL

- **607,649 calls**
- **171,361 requests**

As of September 2026 since its inception in October 2019.

PERFORMANCE MEASURES AND SCORECARD

CITY MANAGER'S OFFICE

Workload Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	Employees per 1,000 residents	6.01	5.97	5.78	5.51	5.78	5.50

Effectiveness Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
7	*NCS™: % of respondents rating City customer service as excellent or good	70% ↔	67% ↔	71% ↔	73%	67% ↔	70%
7	*NCS™: % of respondents rating overall quality of life as excellent or good	70% ↔	66% ↔	70% ↔	72%	70% ↔	72%
7	*NCS: Emergency Preparedness (services that prepare the community for natural disasters or other emergency situations)	72% ↔	74% ↔	72% ↔	74%	71% ↔	74%
7	*NCS™: Percentage of respondents rating economic development as excellent or good	52%	52%	48%	50%	39% ↔	45%
7	*The National Employee Survey (The NES™): Percent of Respondents rating Providing a Clear Vision for our Organization positively	79% ↑	75% ↑	75% ↑	77%	*	77%
7	*NES™: % of respondents rating the organization fostering a respectful atmosphere positively	80% ↑	76% ↑	74% ↑	76%	*	76%
7	Number of residents reached through emergency management communications - online and in person	14,165	19,367	16,619	22,000	11,614	15,150

*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. The NES Survey Results will be updated in FY 2027 once released.

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