



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

NEIGHBORHOOD SERVICES DEPARTMENT

OVERVIEW

The Neighborhood Services Department (NSD) enhances neighborhood appearance, sustainability and vibrancy through citizen education and strategic action. It coordinates programs in Code Compliance, Community Programs, Housing Initiatives and Resources & Referrals, all vital to neighborhood engagement, preservation and revitalization, improving residents' quality of life in Port St. Lucie.

FY 2026/27

SAFE, CLEAN & BEAUTIFUL

- Maintain an 80% or higher proactive caseload and continue to adapt to the needs of the City and be responsive to the community.
- Partner with commercial property owners City-wide to improve the aesthetics of the area through education, enforcement, and identifying potential grant opportunities for commercial property owners.
- Keep pace with increased administrative and inspection workloads for commercial and residential property maintenance cases as the City continues to grow.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Strategically update our Code software program to streamline reporting abilities, improve mapping and create automated inspection routes to increase Code Officer efficiency.
- Maintain top notch, current levels of service in administering the City's recurring community development and housing grants.
- Build deeper cross-training among division teams in order to create further depth as a Succession Planning tool.
- Streamline the application process for permits and registration services managed by the Code Compliance Division.
- Achieve agency reaccreditation through the American Association of Code Enforcement.
- Modernize our code of ordinances to better serve our current and future needs.

STRATEGIC GROWTH FOR A RESILIENT FUTURE

- Identify partnership opportunities
- Research strategies to partner with Goal 2: Strategic Growth for a Resilient Future initiatives to collect more data and develop more initiatives to support seniors and vulnerable populations

DIVERSE ECONOMY & EMPLOYMENT OPPORTUNITIES

Housing Initiative:

- Partner with Planning & Zoning to workshop and present the Housing Needs Assessment & Implementation Plan
- Develop a 5-Year CDBG Action Plan

Milestones:

- Update the Community Development Block Grant Citizen Participation Plan
- Support the adoption and implementation of economic development Housing Strategies

PERFORMANCE MEASURES AND SCORECARD

NEIGHBORHOOD SERVICES 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
7	Code cases opened	17,825	18,914	15,245	17,000	15,076	16,500
7	Special magistrate cases prepared	674	842	1,205	1,300	543	800
7	Number of community programs applications for assistance received and processed	N/A	750	2,053	685	359	650

Efficiency Measures							
Goal	Key Performance Indicator	2022/23 Results	2023/24 Results	2024/25 Results	2025/26 Target	2025/26 Results	2026/27 Target
1	Percentage of total cases brought into compliance	93%	93%	91%	95%	88%	92%
1	Average day from code case start date to initial inspection	3.74	1.62	1.75	3.38	2.57	2.25

Effectiveness Measures: National Community Survey™ (NCS™)			
KPI	2024/25 Results	2025/26 Results	2026/27 Target
Residents rating Port St. Lucie as a place to live positively	76% ↓	75% ↔	75%
Residents rating the overall quality of life positively	70% ↔	70% ↔	75%
Residents rating the overall appearance of the City positively	63% ↔	69% ↔	70%
Residents rating Port St. Lucie as taking care of vulnerable residents positively	46% ↔	45% ↔	50%
Residents rating the variety of housing options positively	35% ↔	41% ↔	45%
Residents rating the availability of affordable quality housing positively	16% ↔	19% ↔	45%

*NCS - Percent of respondents rating serve as excellent or good from the annual National Community 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