



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

OFFICE OF SOLID WASTE

OVERVIEW

The City of Port St. Lucie's Office of Solid Waste is committed to providing exceptional services while aligning with the City's Strategic Plan. It manages the entire solid waste system, oversees the franchise agreement and ensures compliance with new ordinances. The Office enhances community awareness and leads solid waste education and outreach initiatives.

FY 2026/27

SAFE, CLEAN & BEAUTIFUL

Service Provider Performance

- Strengthen the partnership with FCC to support high-quality service delivery
- Collaborate with FCC on continuous training for drivers and supervisors
- Ensure compliance with safety protocols
- Review available technology to improve collection and customer service
- Oversight and administration of the St. Lucie County Interlocal Agreement governing disposal activities.
- Ensure consistency in service delivery and enforcement
- Collaborate across teams to deliver comprehensive solid waste services and effective enforcement (including tagging), while proactively planning for the City's continued rapid growth.
- Integrate the Please Stop Litter campaign into projects and outreach efforts
- Continue development of the In-House Solid Waste Services Study
- Enhance resident education on recycling, yard waste, and cart placement expectations
- Oversight and administration of the Nature's Keepers disposal services contract

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Continue to foster an office culture that promotes exceptional customer service and supports a high-performing, values-driven organization.
- Continue customer service quality control
- Explore chat feature on website

ENGAGED & CONNECTED CITY

Education of Solid Waste Ordinance and Franchise Agreement Guidelines

- City-sponsored events
- Educational materials and mailers
- In-person education opportunities
- Educate residents through in-person personalized customer service and ordinance enforcement
- Collaborate with Code Enforcement on education through enforcement
- Continue collaboration with Information Technology (IT) to refine newly implemented solid waste electronic citations

ENHANCING CUSTOMER SERVICE

• **Number of service calls**
2024: 36,258
2025: 33,297

• **Number of 1PSL entries**
2024: 16,717
2025: 15,390

PERFORMANCE MEASURES AND SCORECARD

OFFICE OF SOLID WASTE

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	Number of Solid Waste cases open	7,697	7,854	4,769	8,000	5,827	7,000
3	Number of community engagement events	17	26	30	25	37	30
7	Number of customer service calls	41,116	34,769	35,270	35,000	39,665	39,000

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	Ratio of open and closed Solid Waste IPSL tickets	0.01%	0.2%	1.2%	4%	0.1%	3%

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	*National Community Survey™ (NCS™): Percent of residents who rate garbage collection as collection as Excellent or Good	37% ↓↓	60% ↓	53% ↓	67%	54% ↓↓	62%
7	*NCS™: Percent of residents who rate Yard waste pick-up as collection as Excellent or Good	43% ↓↓	63% ↔	62% ↔	70%	59% ↔	65%

*NCS and NES - Percent of respondents rating service as excellent or good from the annual National Employee Survey™ and 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