



CITY OF PORT ST. LUCIE
HEART OF THE TREASURE COAST

TOP WAYS WE ARE PUTTING THE STRATEGIC PLAN INTO ACTION

UTILITY SYSTEMS DEPARTMENT

OVERVIEW

To be the vanguard of environmental stewardship and innovation through fiscal responsibility and advancement in utility operations.

FY 2026/27

HIGH-QUALITY INFRASTRUCTURE & FACILITIES

ADVANCE WATER QUALITY

- Septic to Sewer Master Plan will continue to connect homes and businesses currently on septic systems to the City's wastewater collection and treatment system, proactively improving the health of our local waterways.

Remaining septic systems as of Sept. 30, 2026:

- Estimated septic tanks within City limits (total): 12,107
- Estimated septic tanks within utility service area (total): 13,966
- Septic conversions completed since tracking began in 1999: 11,467
- Current conversion time is 4 to 6 weeks

Progress continues on the St. Lucie River/C-23 Water Quality Project at McCarty Ranch.

- Areas 1 through 5 are complete. To date, 17 billion gallons of water have been held back, including rainfall and water pumped from C-23 Canal.

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Continue to seek out all grant opportunities to aid in funding a multitude of capital improvement projects currently under design or to be constructed in FY 26/27 and beyond
- Committed to the continued expansion of our systems to accommodate the rapid growth rate while also upgrading and replacing older systems that have met their end of use
- Continue evaluating alternative materials or products that could be new to the market and/or have become better because of advancements in manufacturing processes
- Standard operating procedures, plus specialized training for staff, will be implemented and updated as needed to allow staff to work more efficiently and effectively when responding to calls for residential sewer services
- Offer additional educational opportunities for our customers through quarterly events, presentations and facility tours

As of Sept. 30, 2026, USD has 101,437 customers (water).

PERFORMANCE MEASURES AND SCORECARD

UTILITY SYSTEMS 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
5	Number of septic to sewer conversions	466 (32 utilizing grants)	464 (49 utilizing grants)	355 (53 utilizing grants)	400	344 (43 utilizing grants)	400
5	Water withdrawn from C-23 Canal by way of Water Quality Project	2.9 billion gallons	4.3 billion gallons	2.3 billion gallons <small>*Withdrawals for FY24/25 affected by drought.</small>	4.5 billion gallons	3.3 billion gallons <small>*Withdrawals for FY 25/26 affected by drought.</small>	4.5 billion gallons

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	Provide enhanced customer service experience through use of online services and technology (monthly)	40,661 E-bills 74,254 Electronic payments 4:49 On hold times (avg.)	43,783 E-bills 76,577 Electronic payments 6:06 On hold times (avg.)	46,702 E-bills 79,412 Electronic payments 13:48 On hold times (avg.)	49,000 E-bills 80,000 Electronic payments 3:00 On hold times (avg.)	E-bills: 50,140 Electronic payments: 84,425 3:11 On hold times (avg.)	51,000 e-bills 86,000 electronic payments 3:00 On hold times (avg.)
5	*National Community Survey (NCS™): Percent rating drinking water positively	50% ↓	47% ↓	45% ↓	>50%	41% ↓↓	>50%
5	*NCST™: Percent rating sewer services positively	68% ↔	64% ↔	73% ↔	>70%	61% ↓	>70%

*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