



## 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 25/26**

## 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.



Continuing 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.

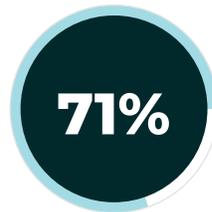
- Implement new capital projects to support critical infrastructure through various funding sources, including mobility fee, federal and state grants and local taxes and fees.
- Lead the Sales Tax Oversight Committee.
- Champion the needs of Port St. Lucie through strategic advocacy and collaboration 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 and improve project management and timely deliverables.

## ENGAGED & CONNECTED CITY

- Executive leadership in providing 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 through annually conducting the National Community Survey and Citizen Summit.
- 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, our data dashboards and the annual Year in Review.
- 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 the development and promotion of initiatives to support diversity and inclusion.
- Innovate as a national leader of government innovation through expanding performance and process improvement leading the Innovation PSL Team and managing comprehensive innovation projects. Expand efforts to improve data and become more data driven.



**1PSL has received 138,839 calls and 523,213 requests since its inception in October 2019.**



**National Community Survey: 71% of residents rated overall customer service positively in 2025, similar to other cities nationwide.**