

Port St. Lucie, FL

The National Community Survey

Report of Results
2025

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Port St. Lucie. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement



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The report provides the opinions of a representative sample of 248 residents of the City of Port St. Lucie collected from January 22nd, 2025 to March 9th, 2025. The margin of error around any reported percentage is 6% for all respondents and the response rate for the 2024 survey was 8%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Port St. Lucie.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Port St. Lucie's results are noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark, meaning that the average rating given by Port St. Lucie residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Port St. Lucie's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Port St. Lucie's average rating was more than 20 points different when compared to the benchmark.

Trends over time

Trend data for Port St. Lucie represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than eight percentage points between the 2023 and 2025 surveys, the change is statistically significant.

1. In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Selecting survey recipients

All households within the City of Port St. Lucie were eligible to participate in the survey. A list of all households within the zip codes serving Port St. Lucie was purchased from Polco's mailing vendor, Go-Dog Direct, based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Port St. Lucie households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Port St. Lucie boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 3,000 randomly selected households received mailings beginning on January 22nd, 2025 and data collection for the survey remained open for about six weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. Both mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

About 1% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,957 households that received the invitations to participate, 248 completed the survey, providing an overall response rate of 8%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.²

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Port St. Lucie survey is no greater than plus or minus six percentage points around any given percent reported for all respondents (248 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Port St. Lucie. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Port St. Lucie and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on February 1st, 2025. The survey remained open for five weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2023 American Community Survey estimates for adults in the City of Port St. Lucie. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.³ The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target ⁴
Age	18-34	5%	22%	23%
	35-54	23%	33%	32%
	55+	72%	46%	45%
Area	Area 1	22%	22%	23%
	Area 2	29%	27%	27%
	Area 3	26%	26%	26%
	Area 4	23%	24%	24%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	87%	79%	79%
	Yes, I consider myself to be of Hispanic, Latino/a..	13%	21%	21%
Housing tenure	Own	93%	83%	83%
	Rent	7%	17%	17%
Housing type	Attached	10%	12%	12%
	Detached	90%	88%	88%
Race & Hispanic ori..	Not white alone	27%	45%	45%
	White alone, not Hispanic or Latino	73%	55%	55%
Sex	Man	45%	49%	48%
	Woman	55%	51%	52%
Sex/age	Man 18-34	3%	12%	11%
	Man 35-54	9%	16%	16%
	Man 55+	33%	22%	21%
	Woman 18-34	2%	10%	12%
	Woman 35-54	15%	17%	16%
	Woman 55+	39%	24%	23%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident

behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Port St. Lucie funded this research. Please contact Sabrina McLeod of the City of Port St. Lucie at SMcLeod@cityofpsl.com if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. **Non-response error** arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. **Coverage error** refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, **recall bias** occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and **social desirability bias** may cause respondents to answer in ways they think cast their responses in a more favorable light.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

2. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
4. Targets come from the 2020 Census and 2023 American Community Survey

Key Findings

Highest-performing areas:

- Virtually all (96%) of community members reported feeling safe in their neighborhood during the day, and 7 in 10 respondents rated the overall feeling of safety as excellent or good.
- About 7 in 10 residents positively rated Port St. Lucie's public information services and the overall customer service by Port St. Lucie employees.
- A significant portion (roughly two-thirds) of the community rated the overall quality of parks and recreation opportunities and city parks favorably.
- The city's cleanliness, air quality, and water resources received strong positive ratings, consistent with 2024 results. Ratings for recycling and yard waste pick-up also remained steady since 2024 after improving significantly from 2023 to 2024.

Focus areas:

- Mobility-centered ratings were generally less favorable, with only one-third of respondents rating the ease of travel by car, bicycle, and walking as excellent or good. Fewer residents, about 2 in 10, had a positive view of traffic flow on major streets.
- Some ratings related to the transparency of local governance experienced downward trends since 2024, including:
 - Being open and transparent to the public (from 50% in 2024 to 42% in 2025)
 - Informing residents about issues facing the community (from 47% to 38%)
- While employee opportunities (33%) and Port St. Lucie as a place of work (38%) were rated relatively lower, residents' economic outlook improved in 2025 (from 23% very or somewhat positive in 2024 to 35% in 2025).
- Several ratings related to education decreased significantly since 2024, including:
 - K-12 education (from 44% in 2024 to 33% in 2025)
 - Adult educational opportunities (from 42% to 34%)
 - Overall support for education, culture, and arts (from 43% to 32%)

Other notable results:

- Most residents supported a sales tax increase to continue city-wide traffic improvements, such as roundabouts at key corridors, roadway widening, and improved traffic signal systems.
- Residents tended to utilize the City website to access information about Port St. Lucie.
- The possibility of the City acquiring land for additional parks, green spaces, water quality, etc. and planting additional trees in parks and along streets for increased shade access was strongly supported.
- A significant portion (76%) of respondents preferred accessing city services online (through applications such as 1PSL), though some (32%) sought more in-person options.

Areas of greatest change since 2024:

Of the 114 evaluative questions included on both the 2024 and current survey iterations, 96 were statistically similar to previous results. Upward trends were seen in 4 items, while 14 ratings decreased since 2024. The most significant of those trends are listed below.

Increases

- Traffic signal timing (+12%)
- Economic income on family income over the next six months (+12%)
- Sewer services (+9%)
- Utility billing (+8%)

Decreases

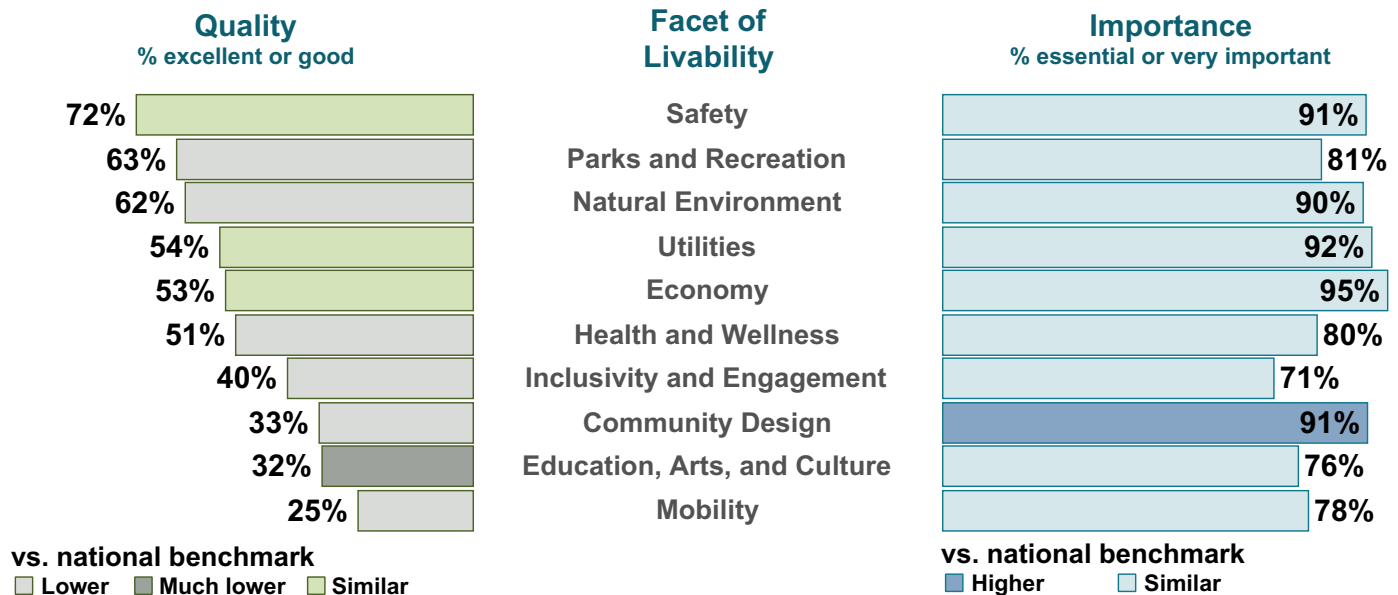
- Making all residents feel welcome (-12%)
- Overall opportunities for education, culture, and the arts (-11%)
- Overall appearance of Port St. Lucie (-11%)
- Recreational opportunities (-11%)
- K-12 education (-11%)

Facets of livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

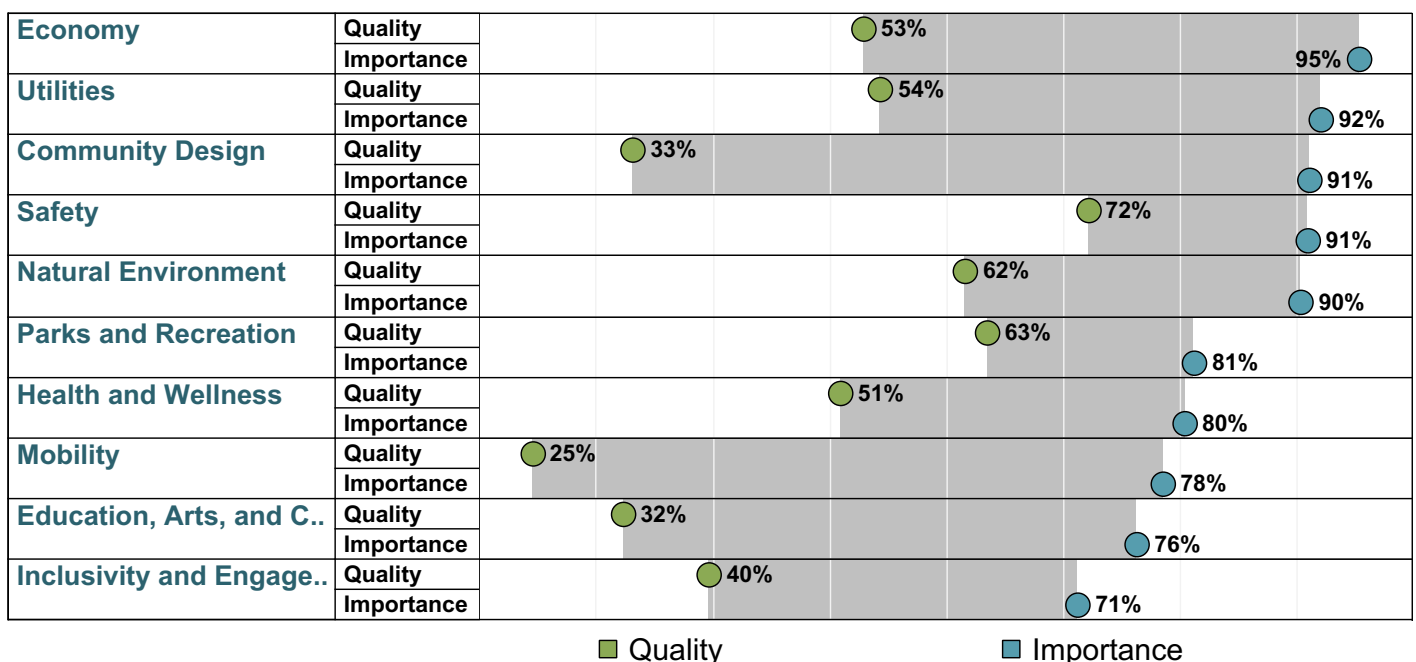
Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



Quality/Importance Gap Analysis

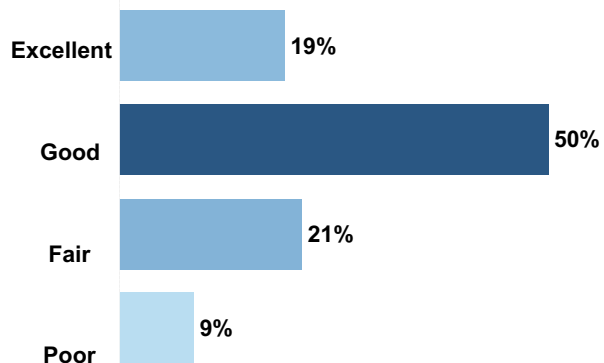
The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



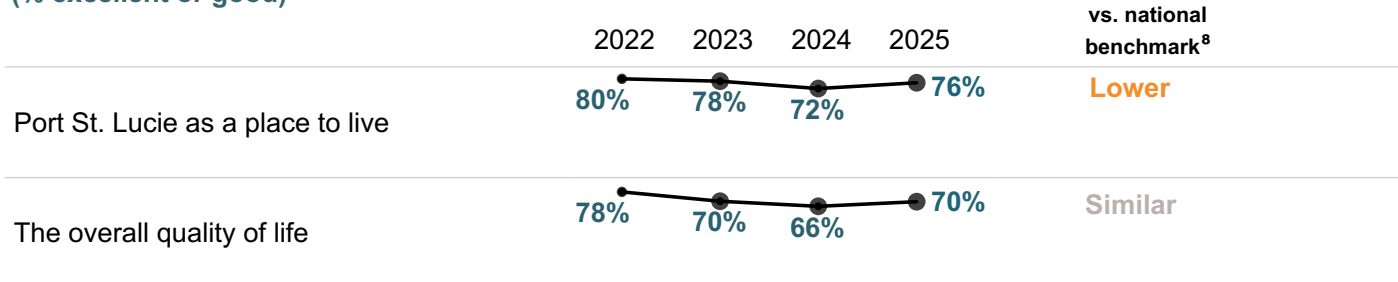
The overall quality of life in Port St. Lucie, 2025

Quality of Life

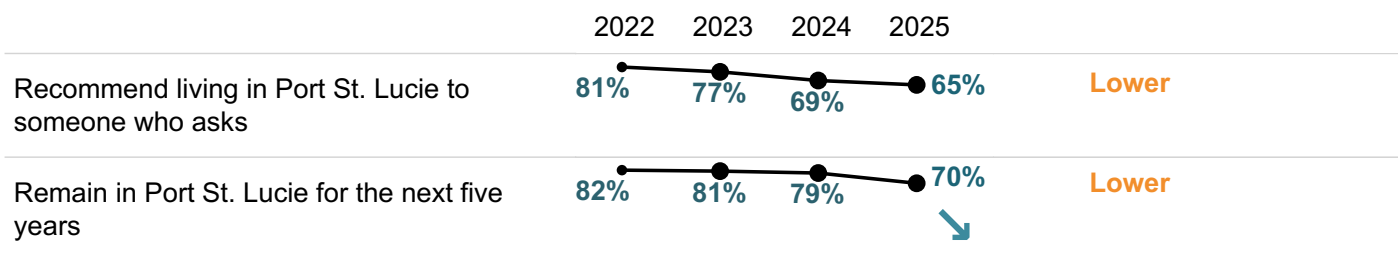
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



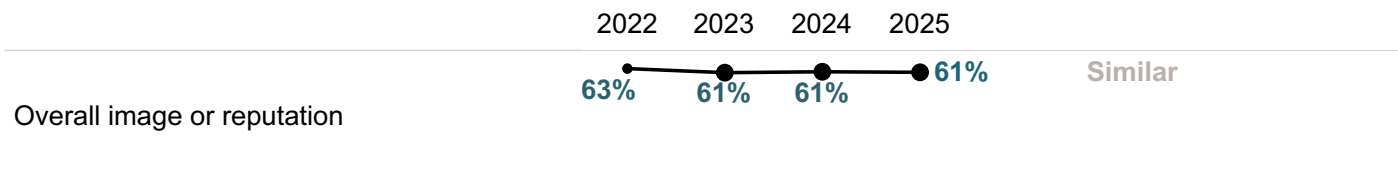
Please rate each of the following aspects of quality of life in Port St. Lucie.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Port St. Lucie community.
(% excellent or good)



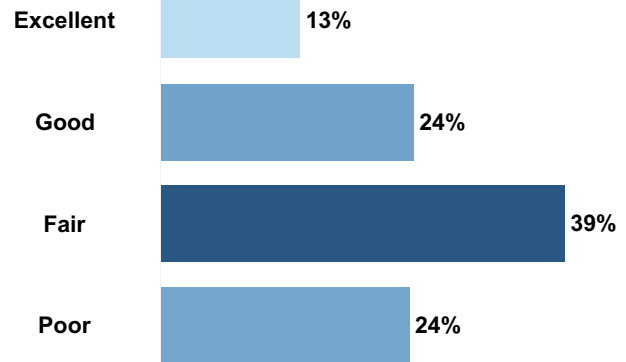
⁸. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



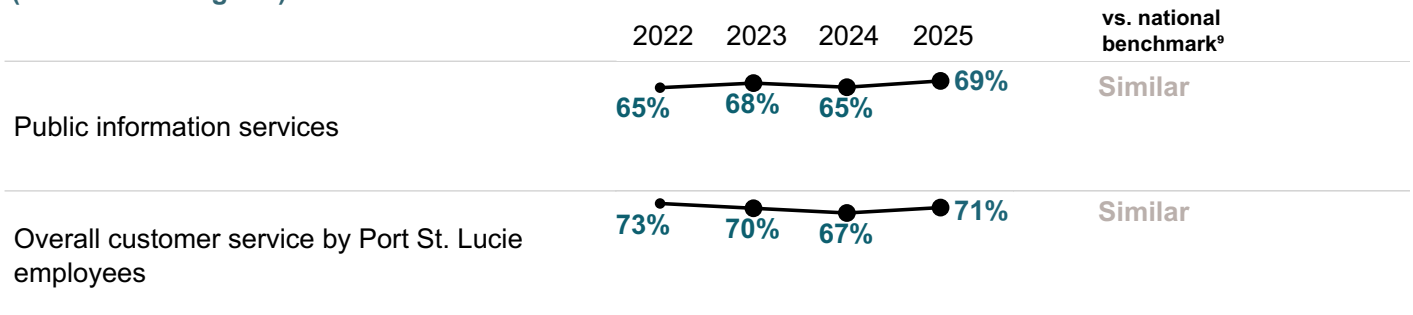
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

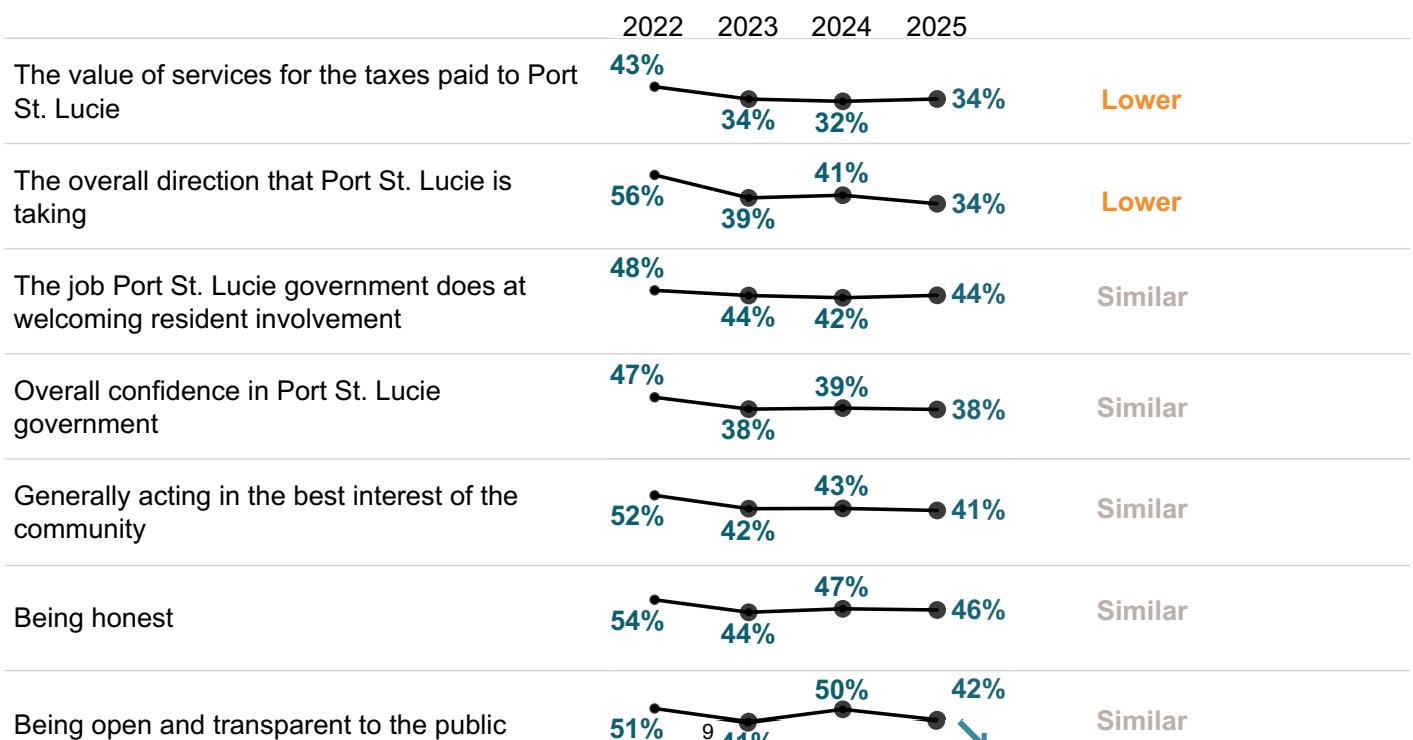
Overall confidence in Port St. Lucie government, 2025

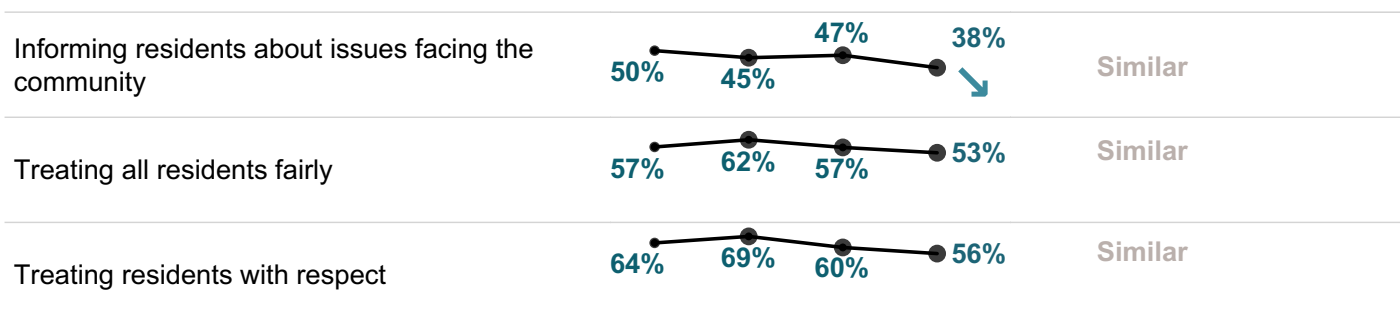


Please rate the quality of each of the following services in Port St. Lucie. (% excellent or good)

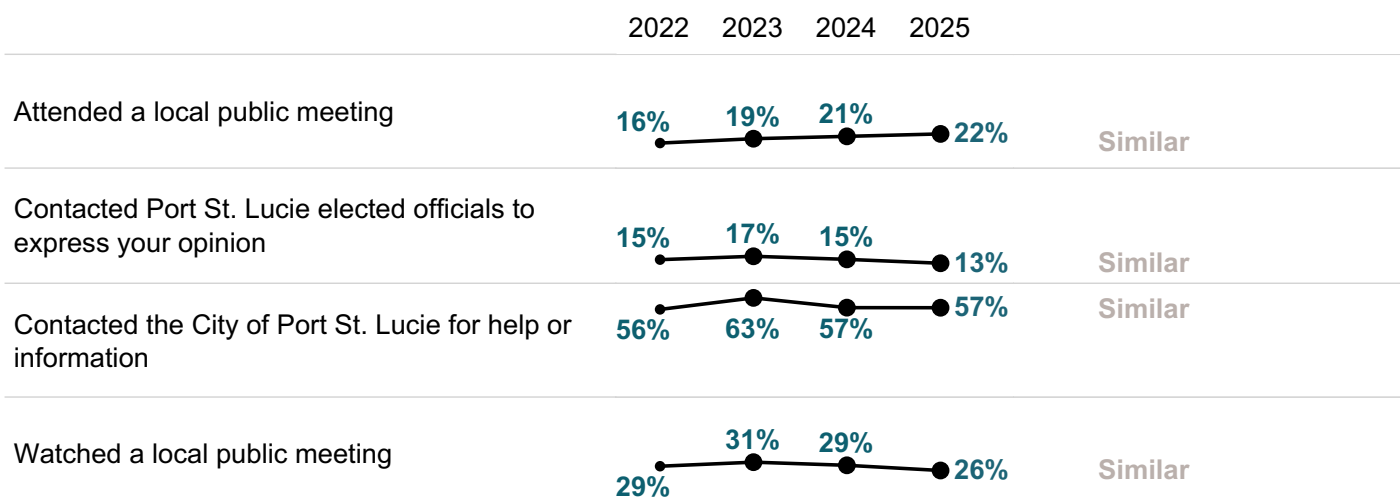


Please rate the following categories of Port St. Lucie government performance. (% excellent or good)

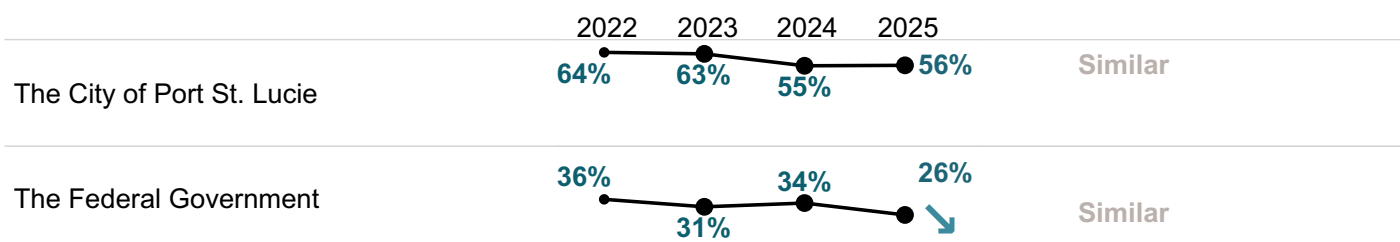




Please indicate whether or not you have done each of the following in the last 12 months.
 (% excellent or good)



Overall, how would you rate the quality of the services provided by each of the following?
 (% excellent or good)

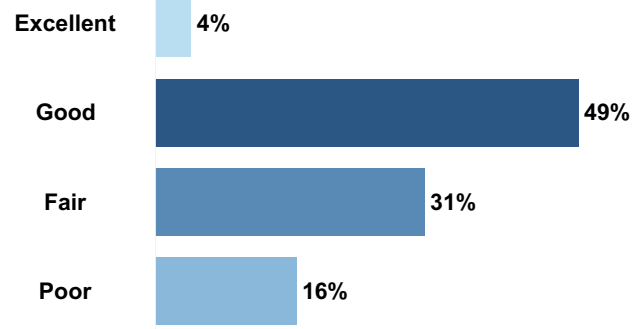


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

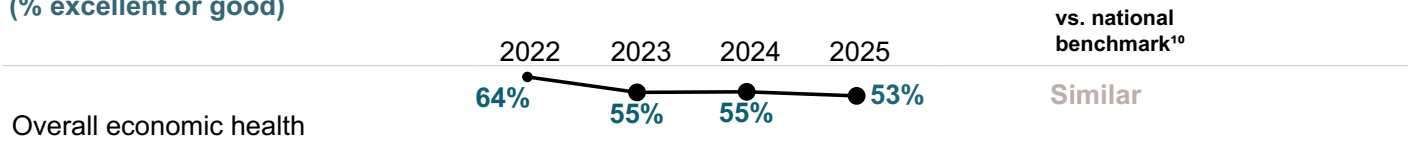
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

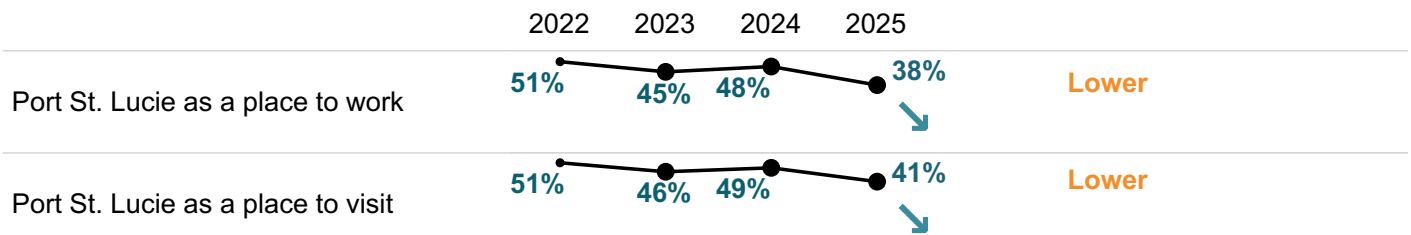
Overall economic health of Port St. Lucie, 2025



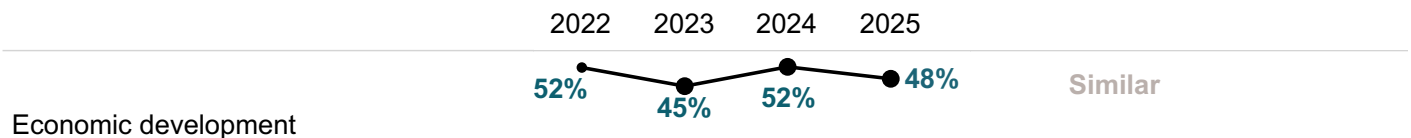
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



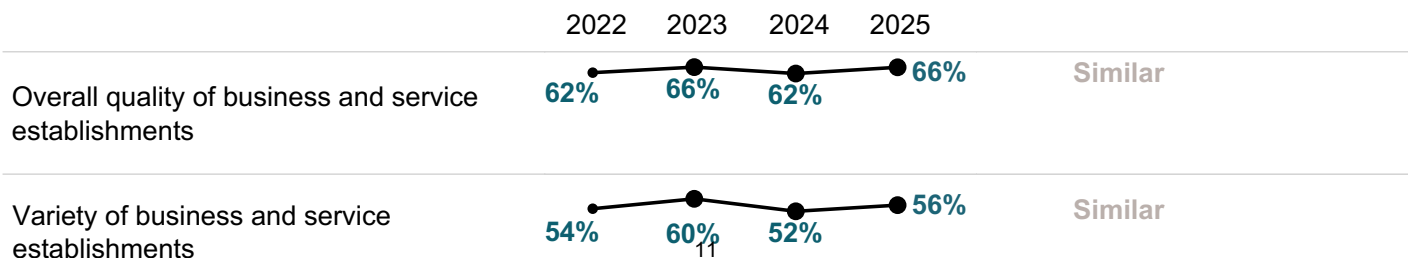
Please rate each of the following aspects of quality of life in Port St. Lucie.
(% excellent or good)

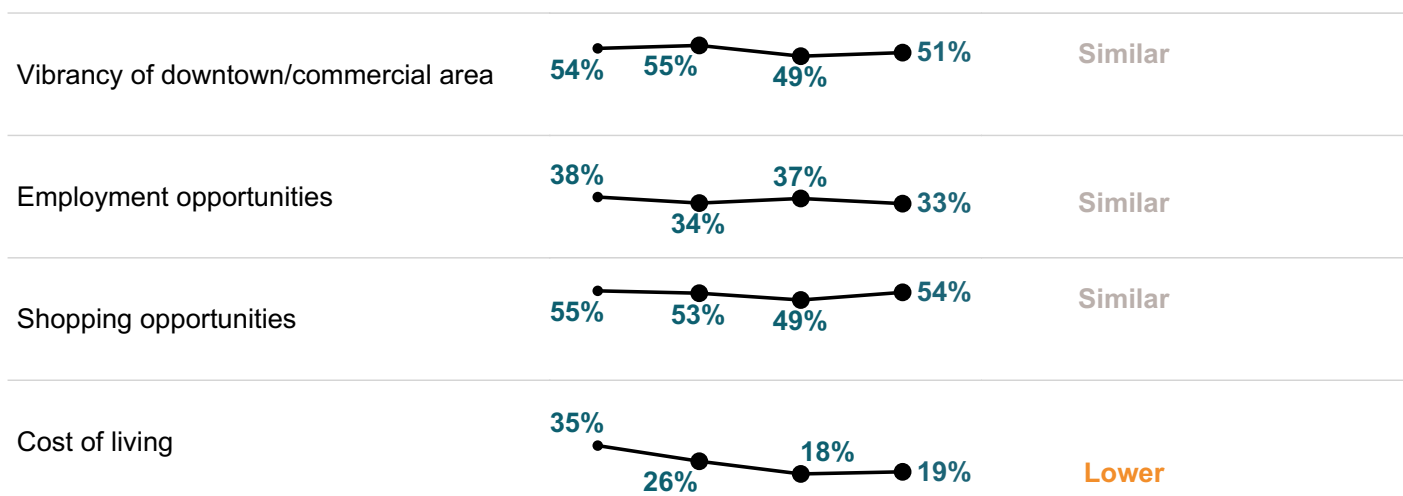


Please rate the quality of each of the following services in Port St. Lucie.
(% excellent or good)

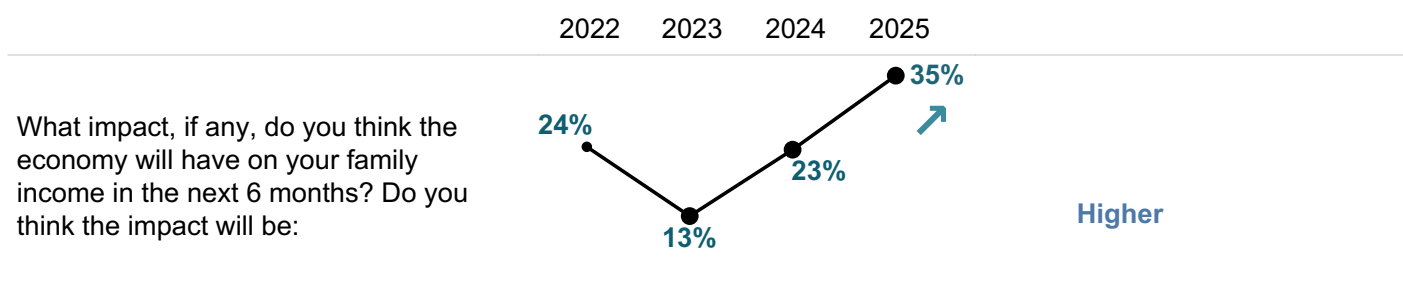


Please rate each of the following in the Port St. Lucie community.
(% excellent or good)





What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)

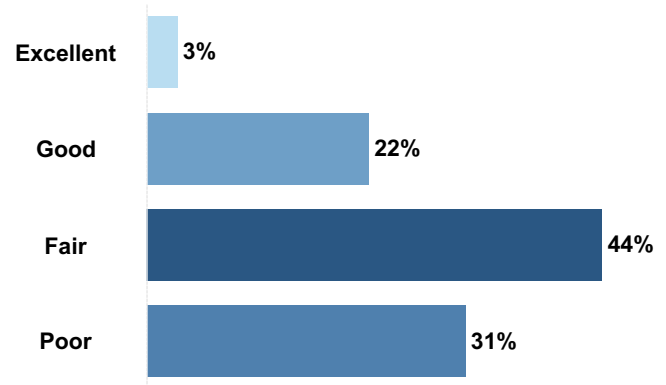


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

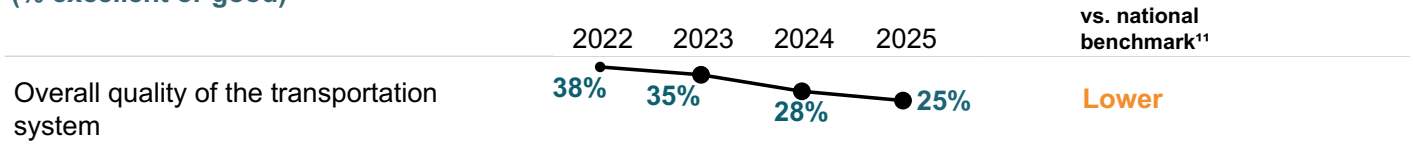
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

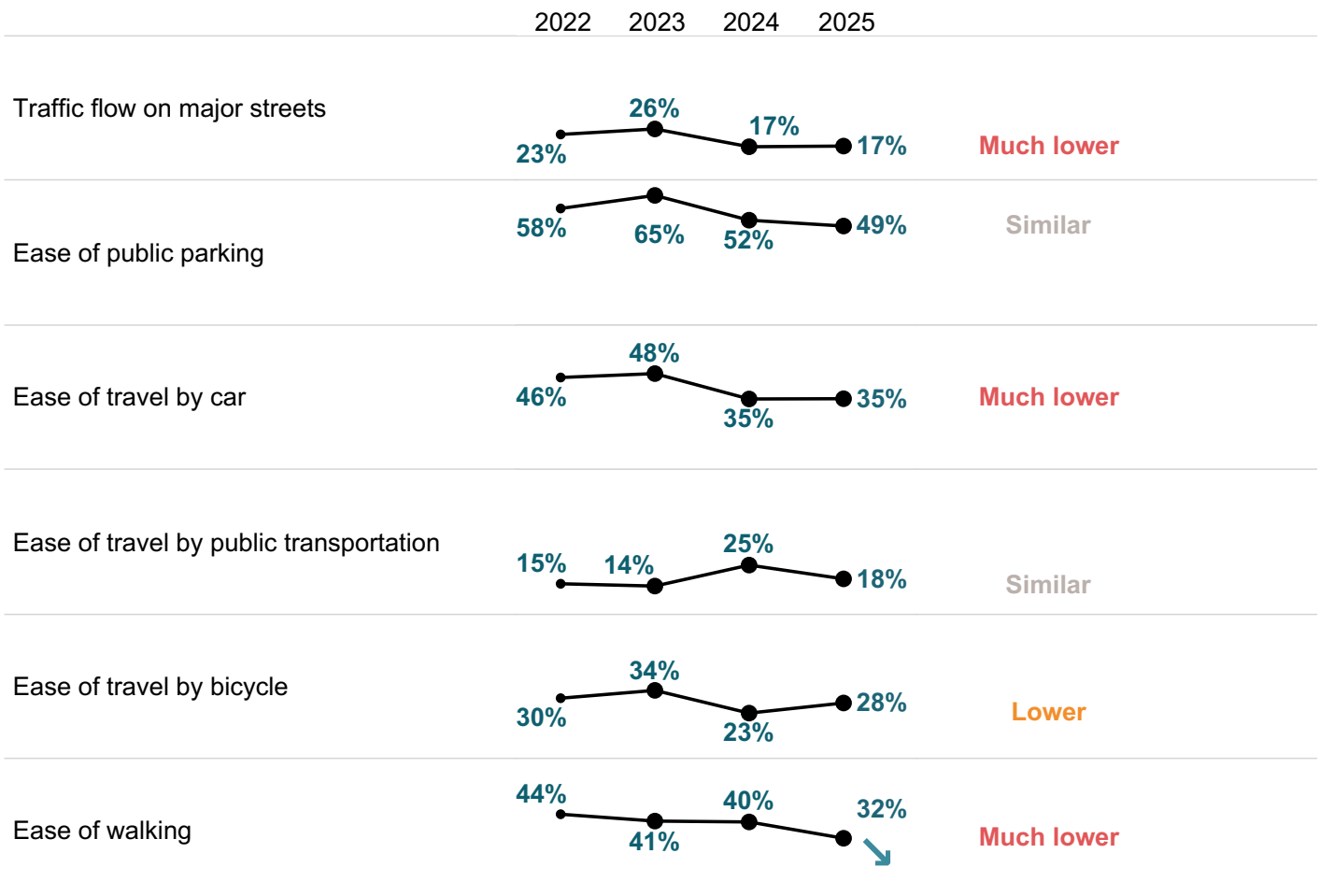
Overall quality of the transportation system in Port St. Lucie, 2025



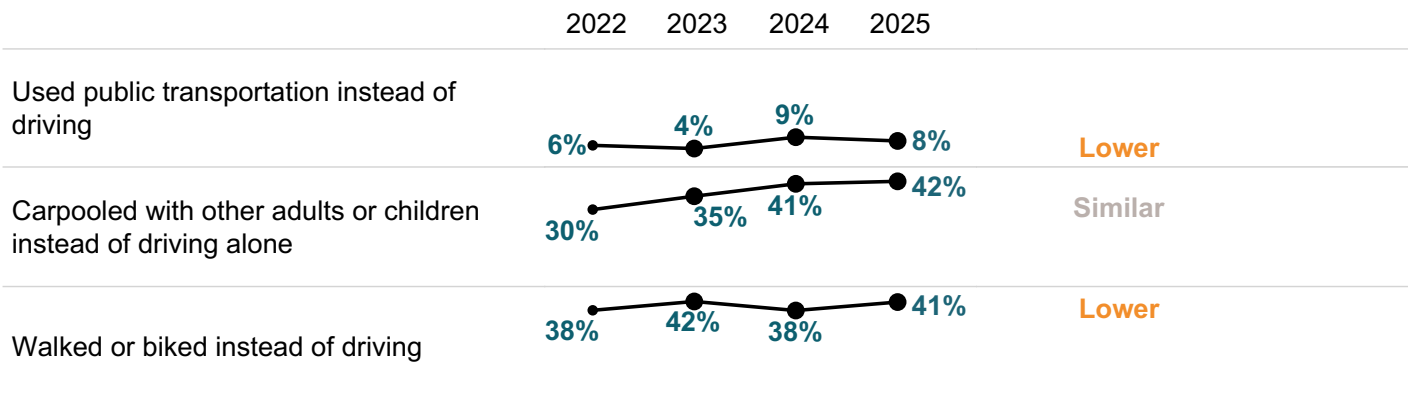
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



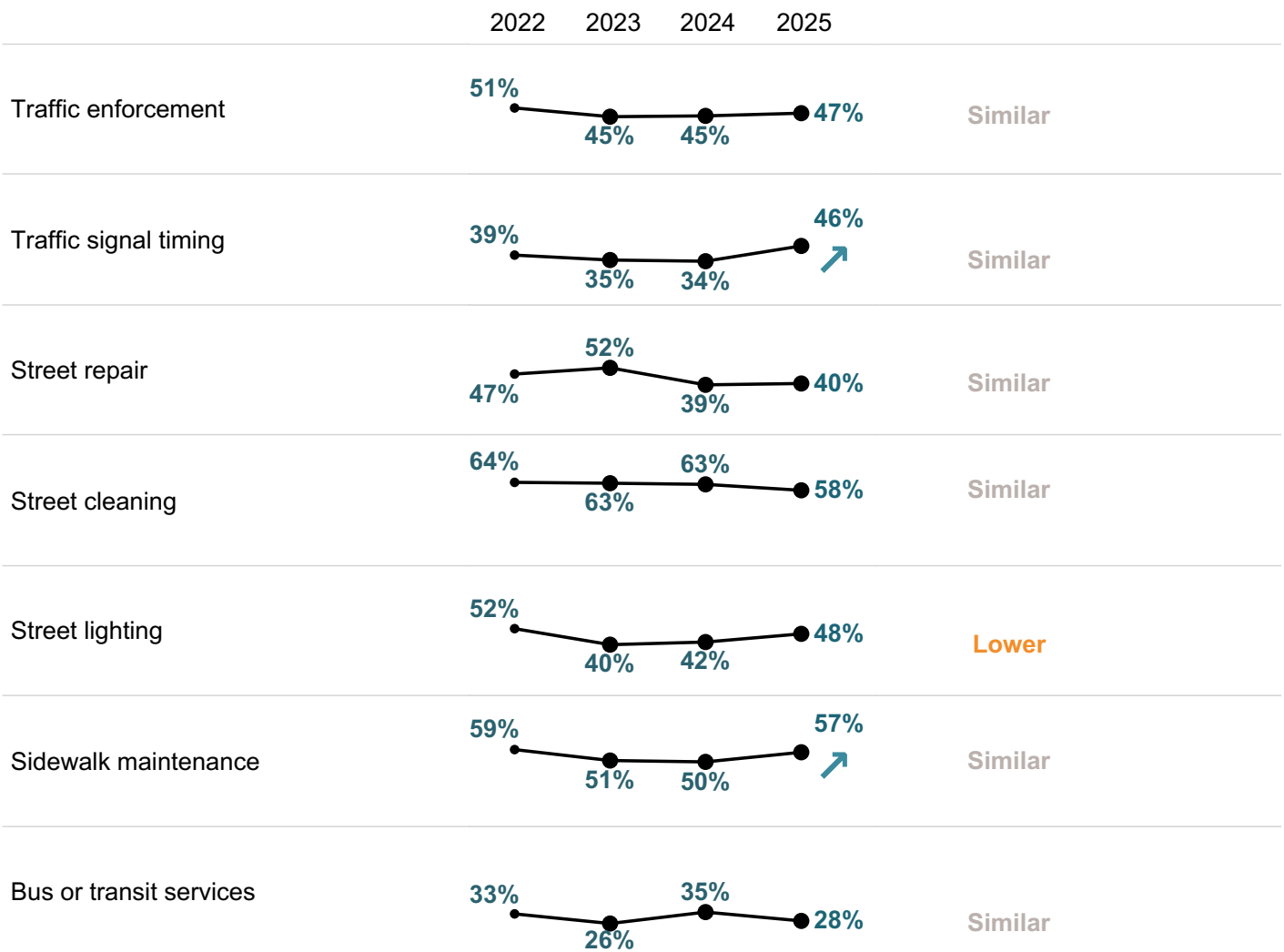
Please also rate each of the following in the Port St. Lucie community.
(% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



Please rate the quality of each of the following services in Port St. Lucie.
(% excellent or good)

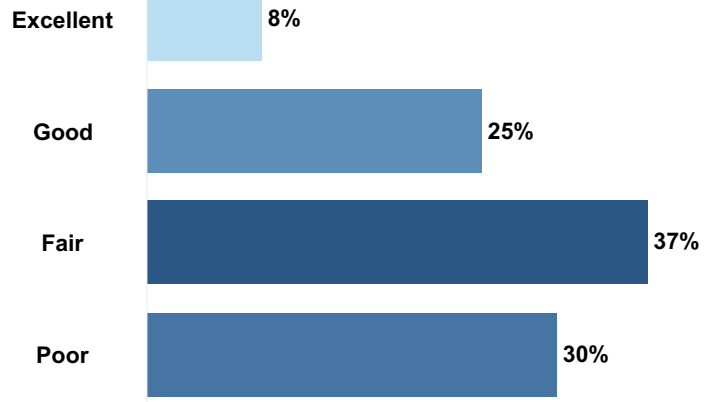


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

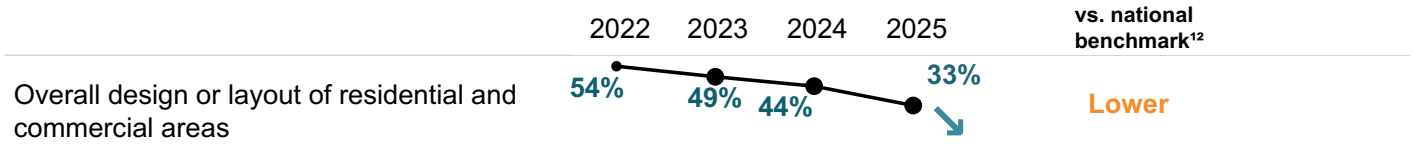
Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

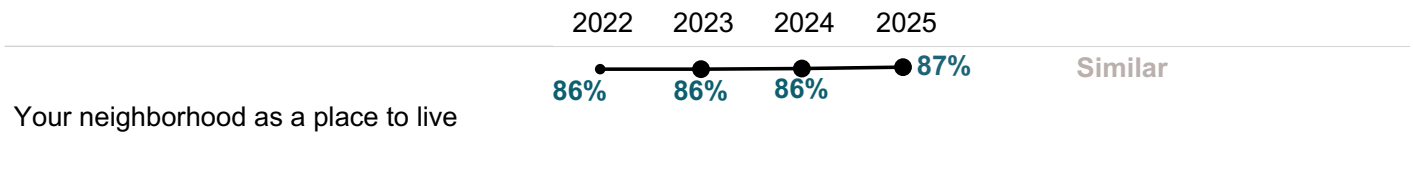
Overall design or layout of Port St. Lucie's residential and commercial areas, 2025



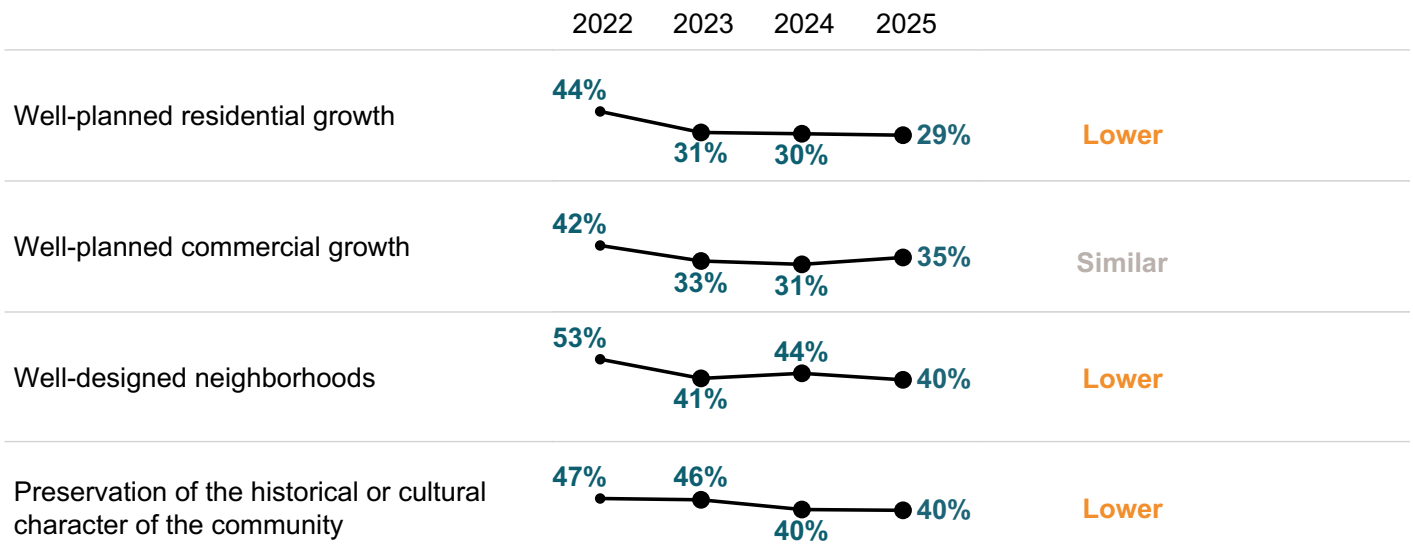
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)

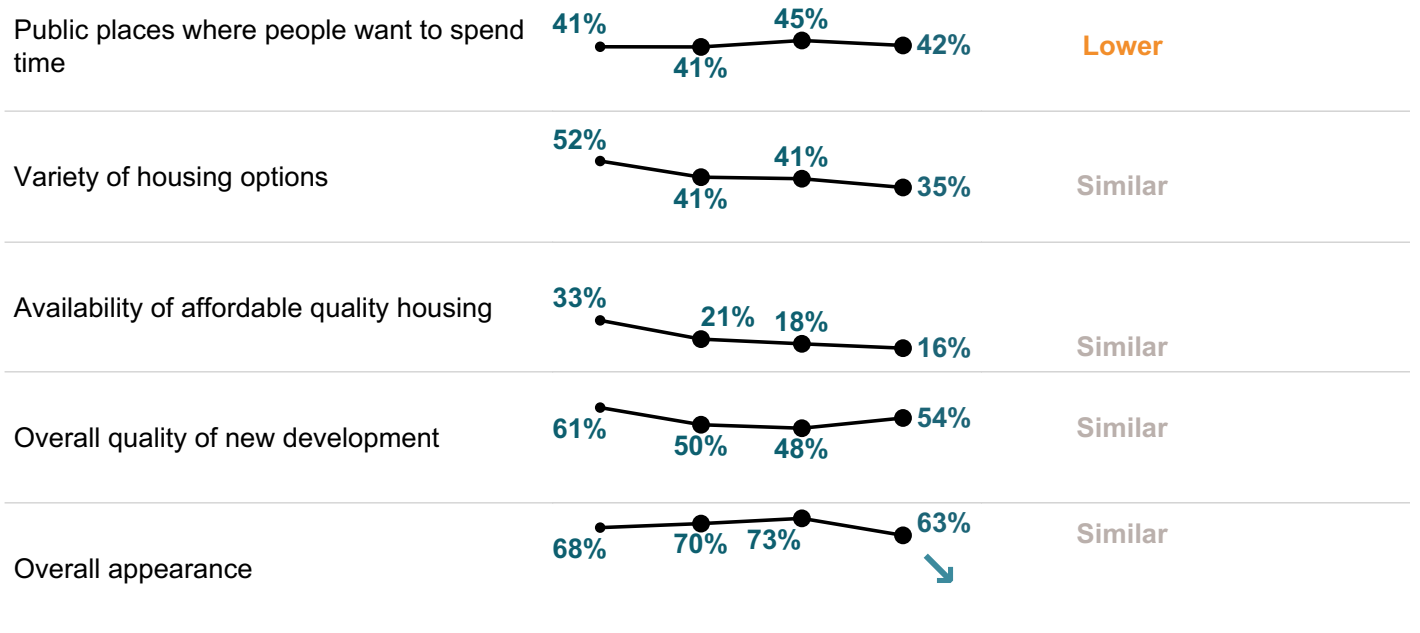


Please rate each of the following aspects of quality of life in Port St. Lucie.
(% excellent or good)

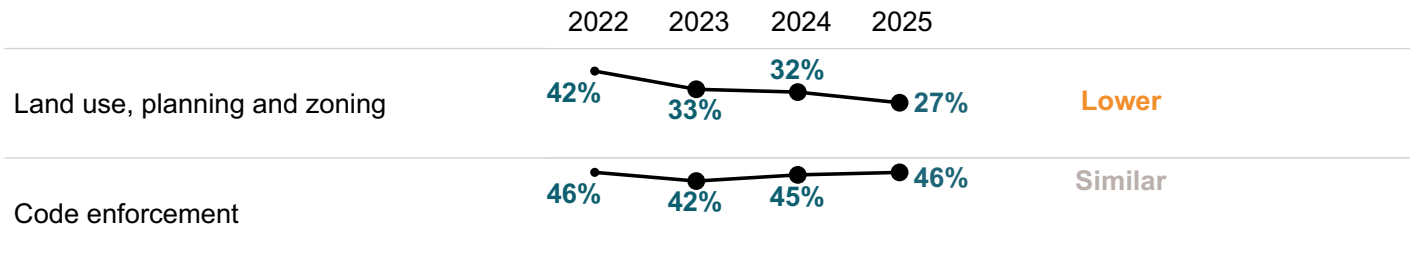


Please also rate each of the following in the Port St. Lucie community.
(% excellent or good)





Please rate the quality of each of the following services in Port St. Lucie.
 (% excellent or good)

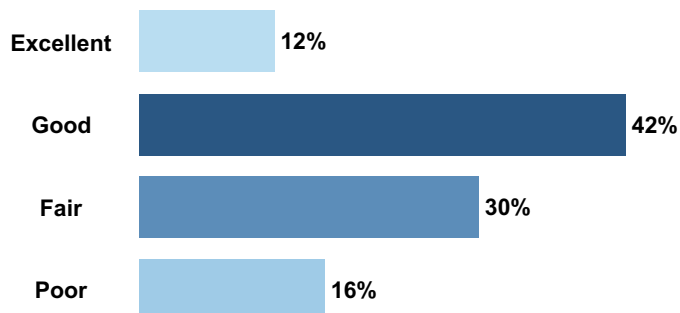


12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

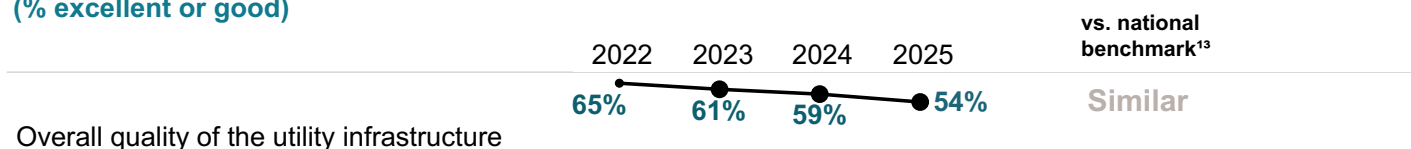
Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Port St. Lucie, 2025



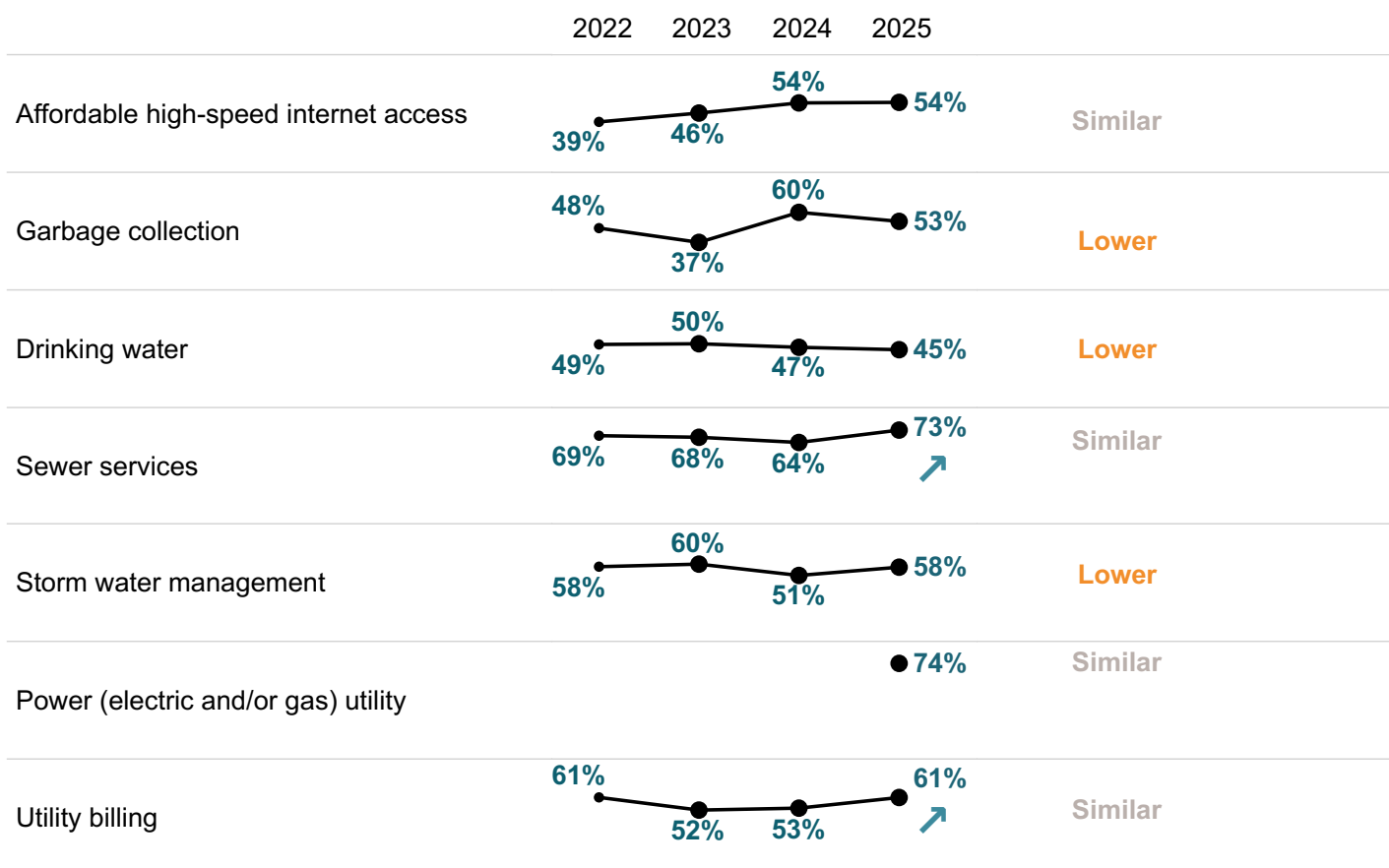
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.

(% excellent or good)



Please rate the quality of each of the following services in Port St. Lucie.

(% excellent or good)

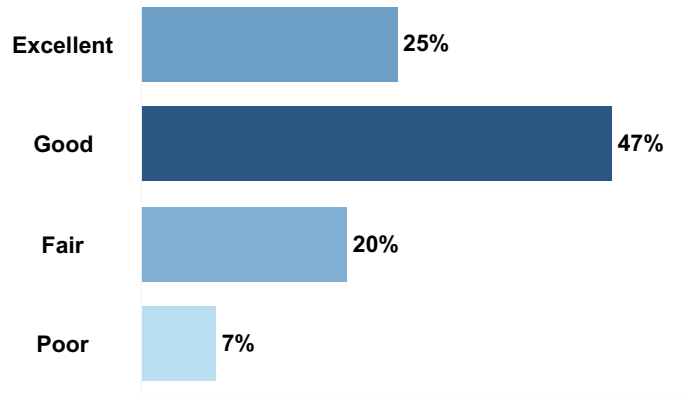


13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

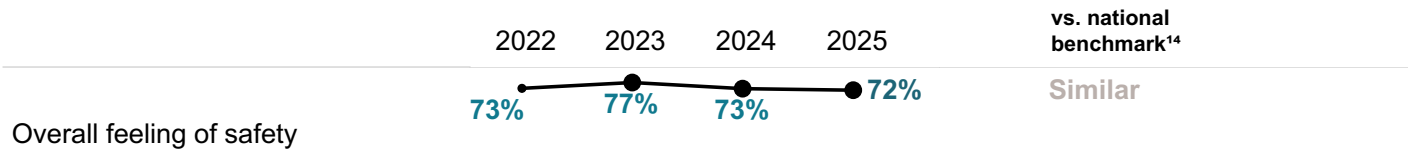
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

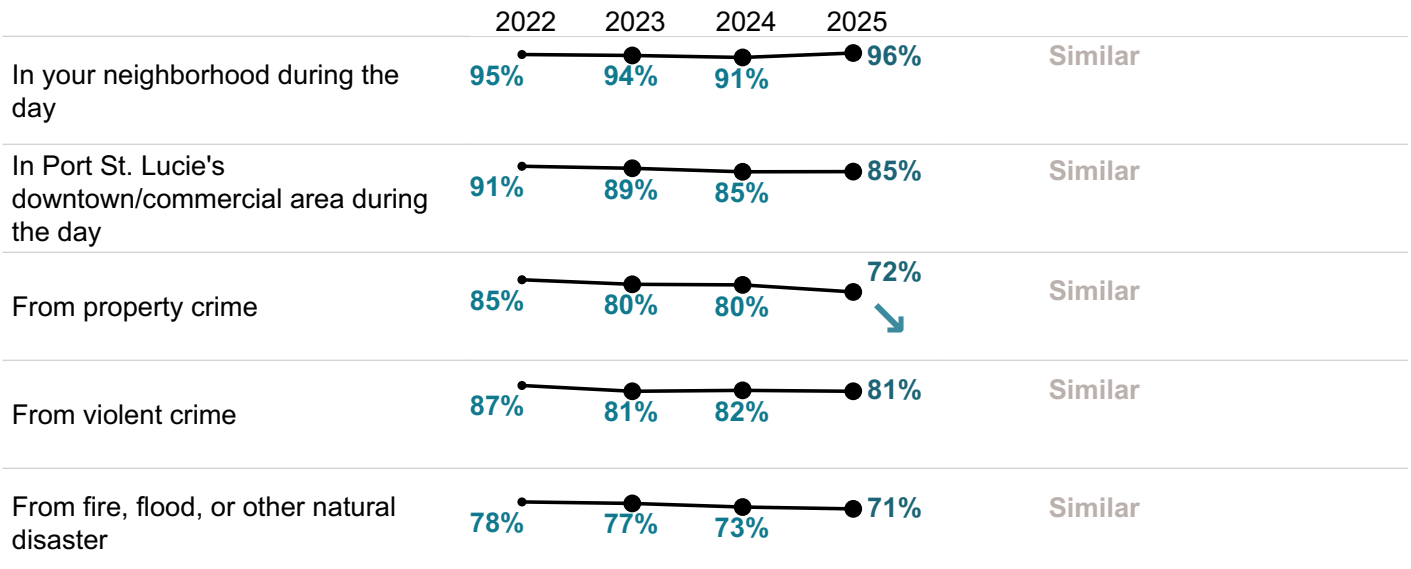
Overall feeling of safety in Port St. Lucie, 2025



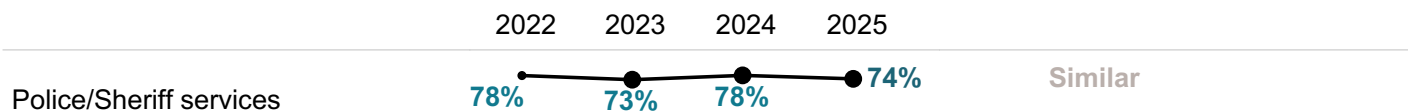
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)

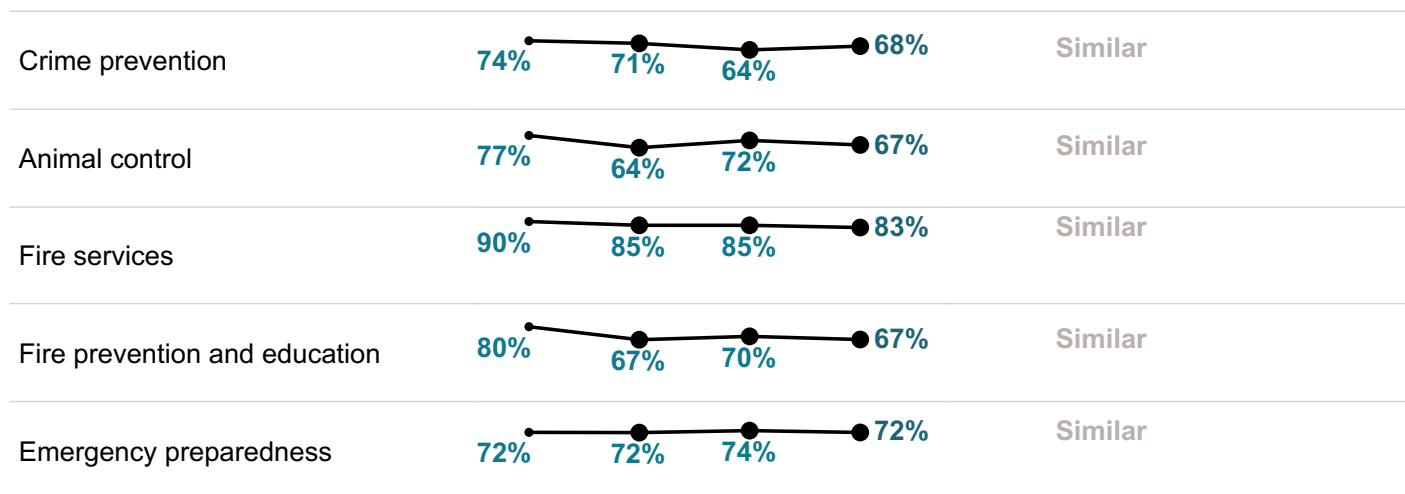


Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Port St. Lucie.
(% excellent or good)



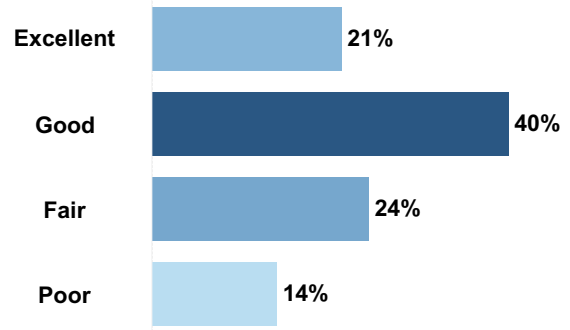


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

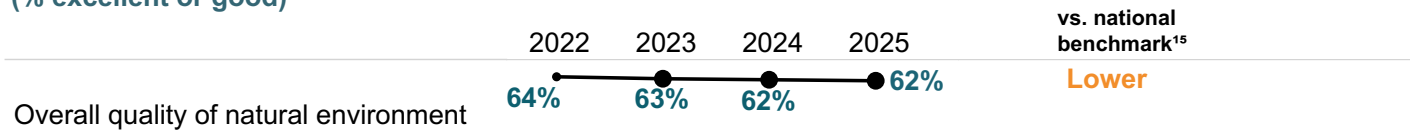
Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

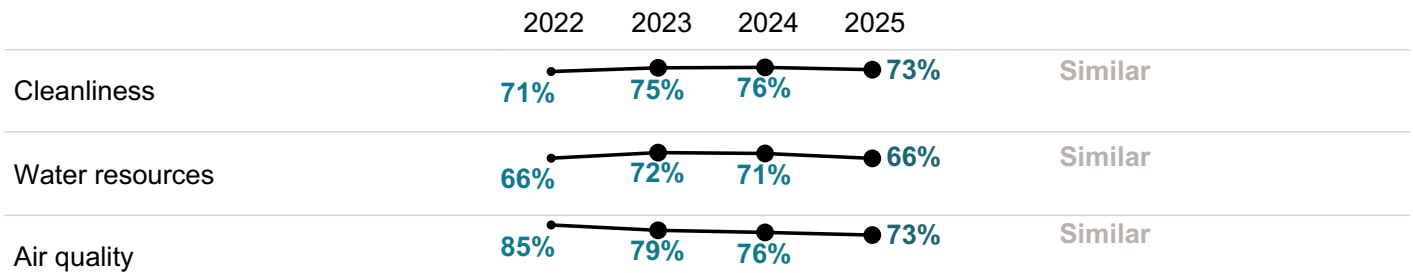
Overall quality of natural environment in Port St. Lucie, 2024



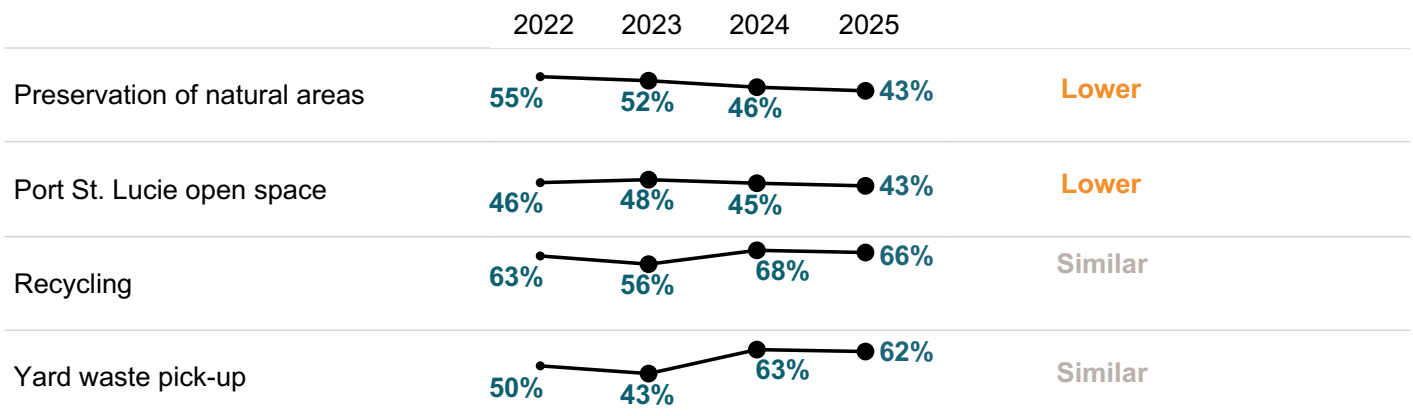
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



Please also rate each of the following in the Port St. Lucie community.
(% excellent or good)



Please rate the quality of each of the following services in Port St. Lucie.
(% excellent or good)



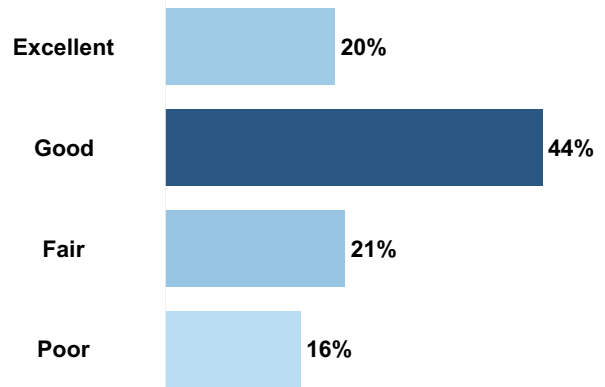
¹⁵. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Parks and Recreation

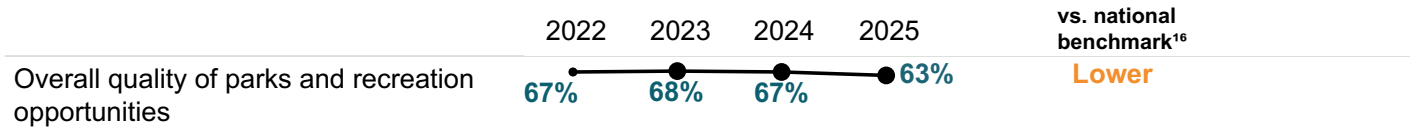
"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association

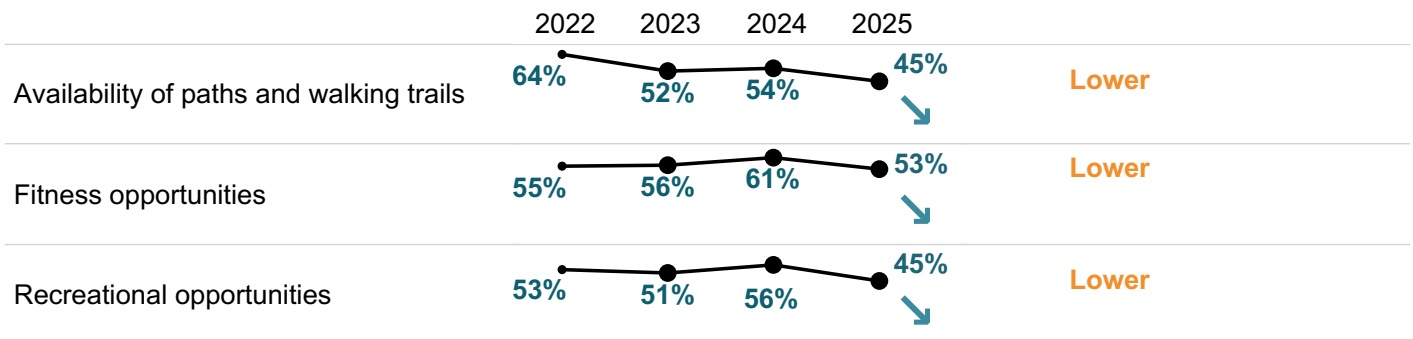
Overall quality of parks and recreation opportunities, 2025



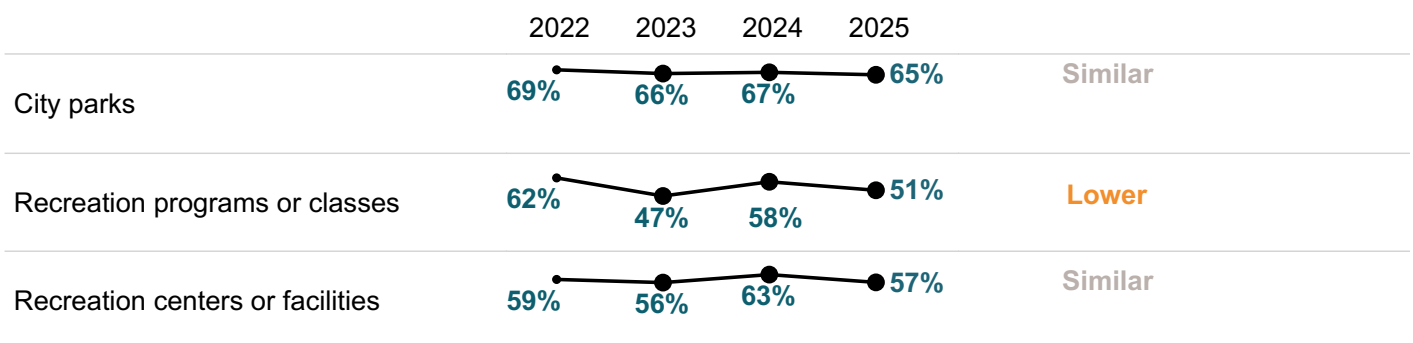
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



Please also rate each of the following in the Port St. Lucie community.
(% excellent or good)



Please rate the quality of each of the following services in Port St. Lucie.
(% excellent or good)

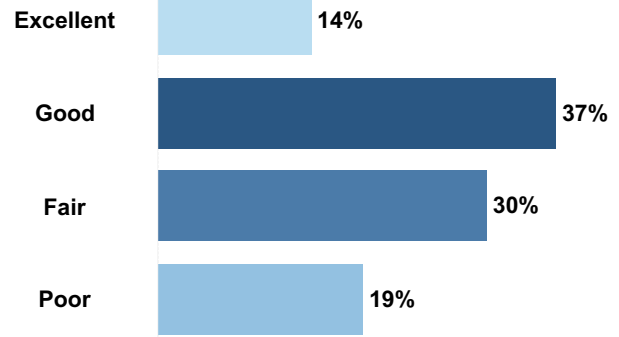


16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

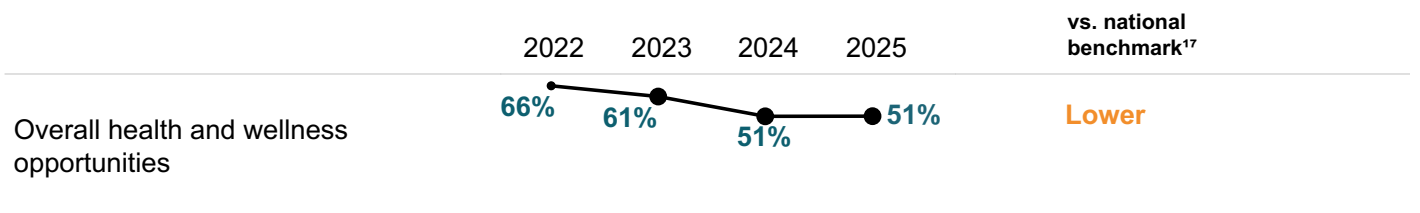
Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

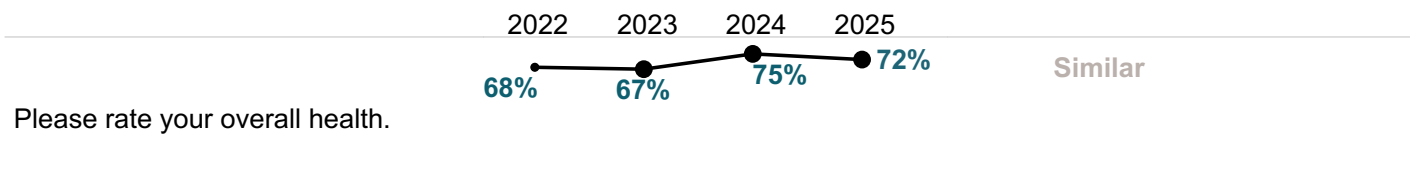
Overall health and wellness opportunities in Port St. Lucie, 2025



Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)



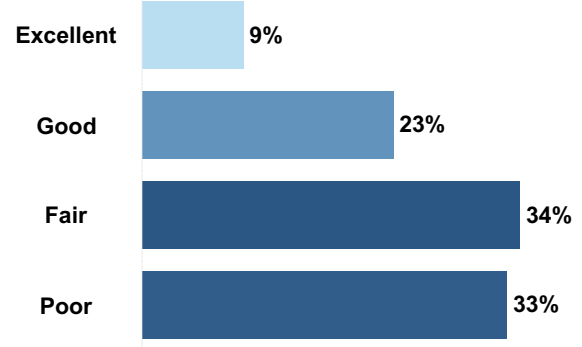
17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



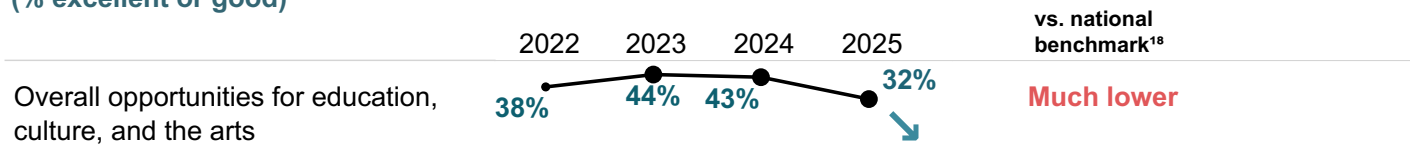
Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

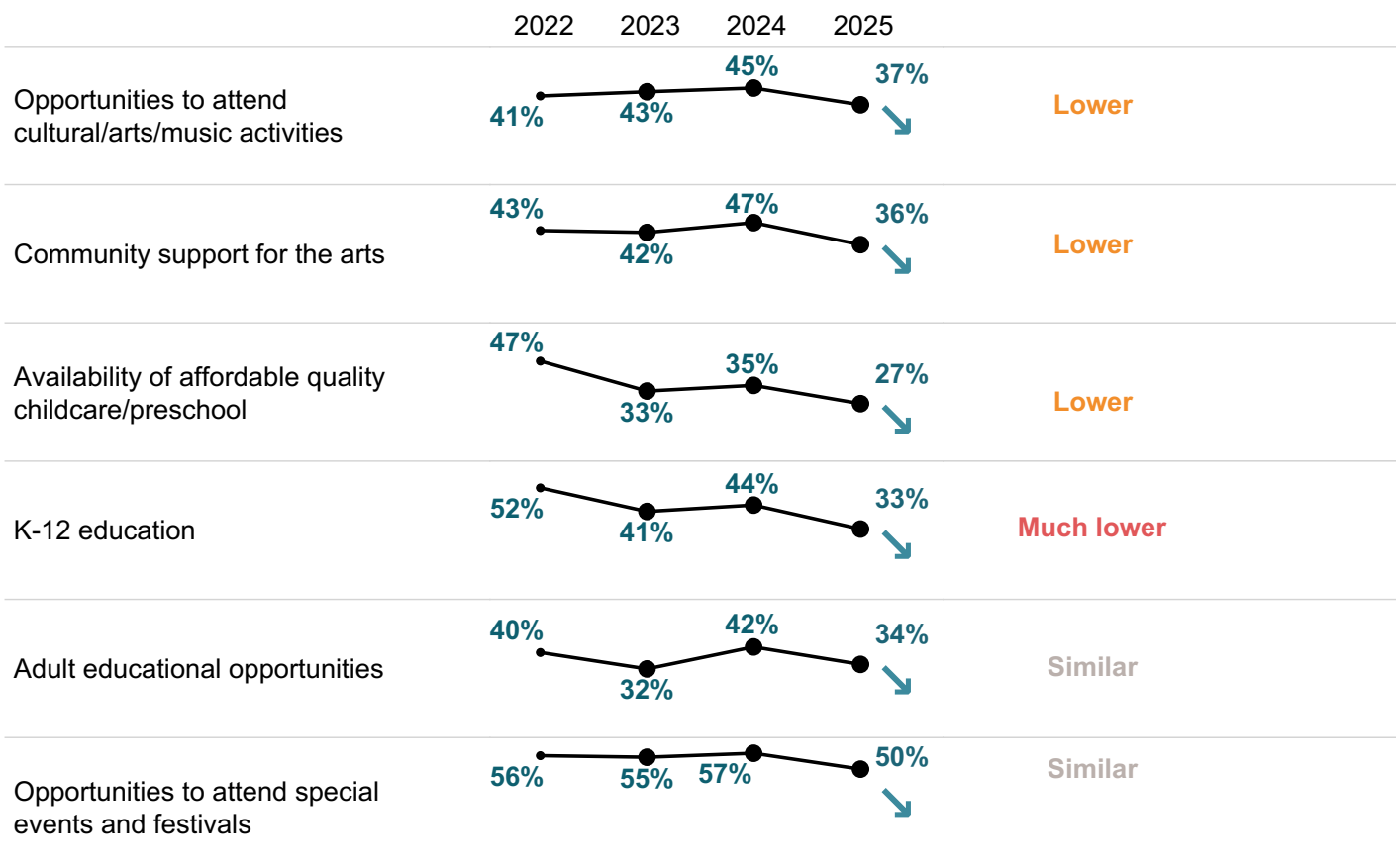
Overall opportunities for education, culture and the arts, 2025



Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



Please also rate each of the following in the Port St. Lucie community.
(% excellent or good)



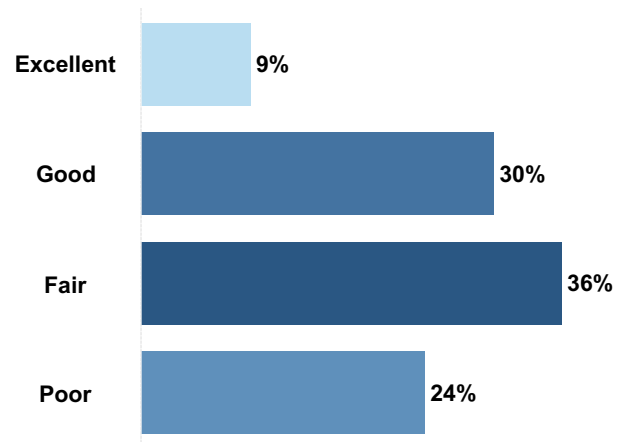
18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



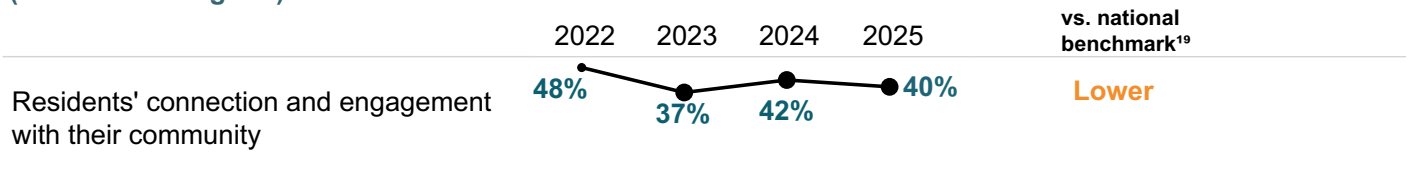
Inclusivity and Engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

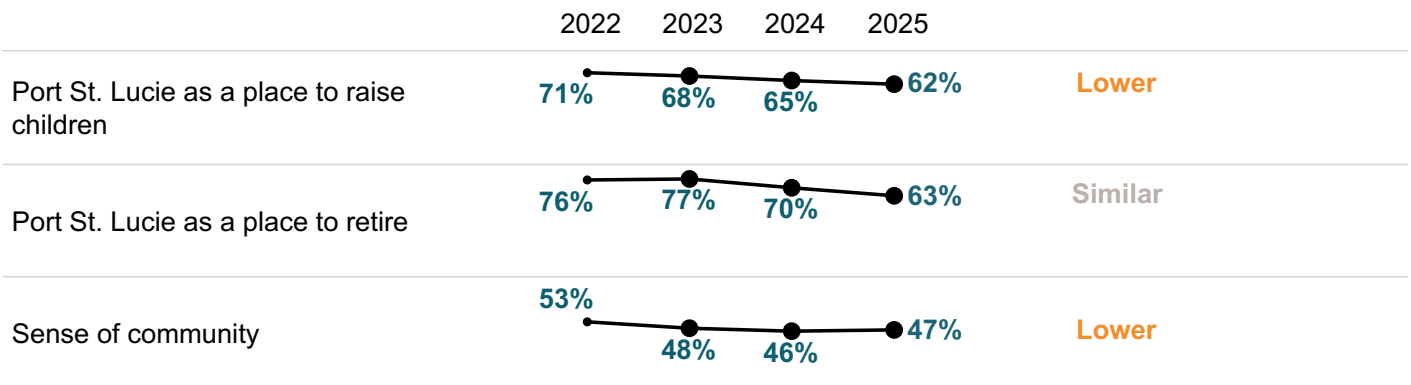
Residents' connection and engagement with their community, 2025



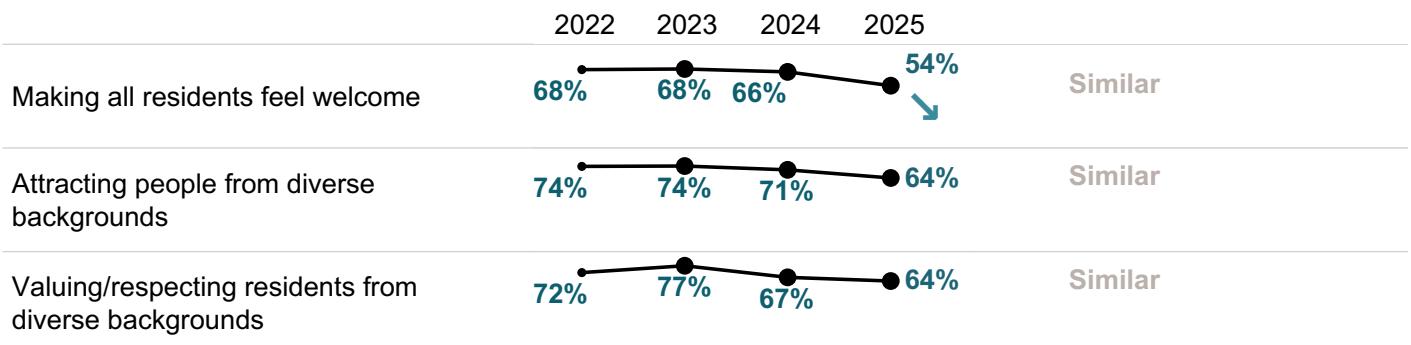
Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Port St. Lucie.
(% excellent or good)

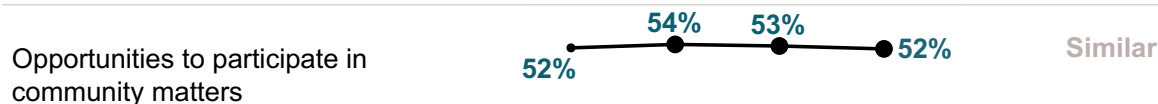
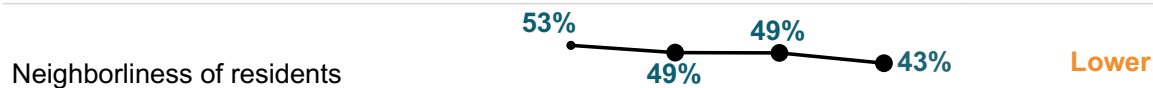
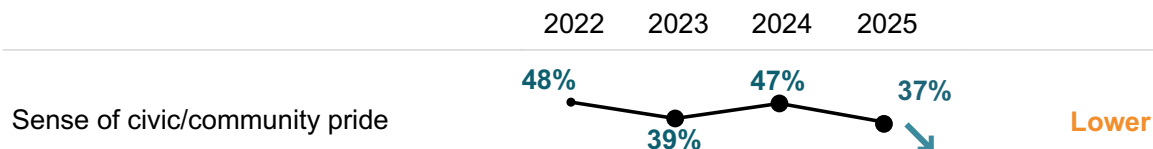


Please rate the job you feel the Port St. Lucie community does at each of the following.
(% excellent or good)

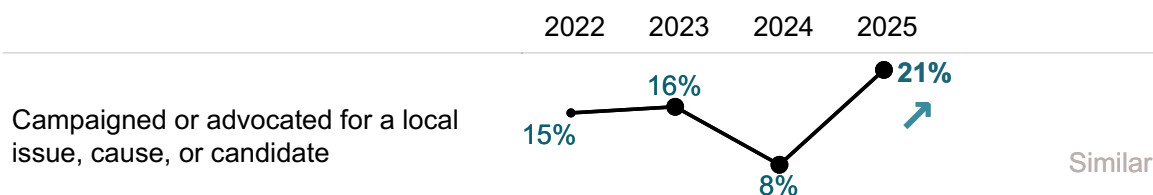




Please also rate each of the following in the Port St. Lucie community.
 (% excellent or good)



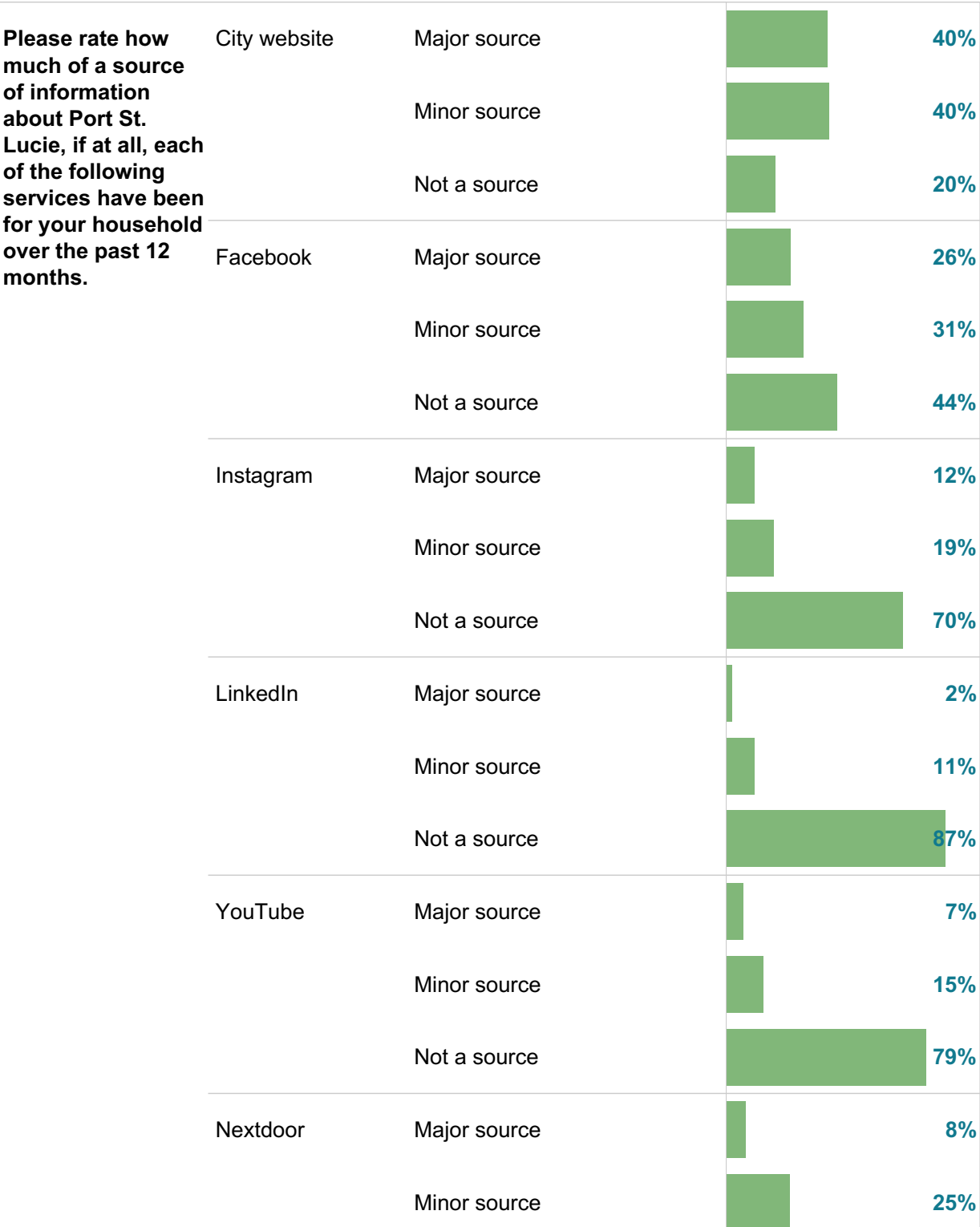
Please indicate whether or not you have done each of the following in the last 12 months.
 (% excellent or good)

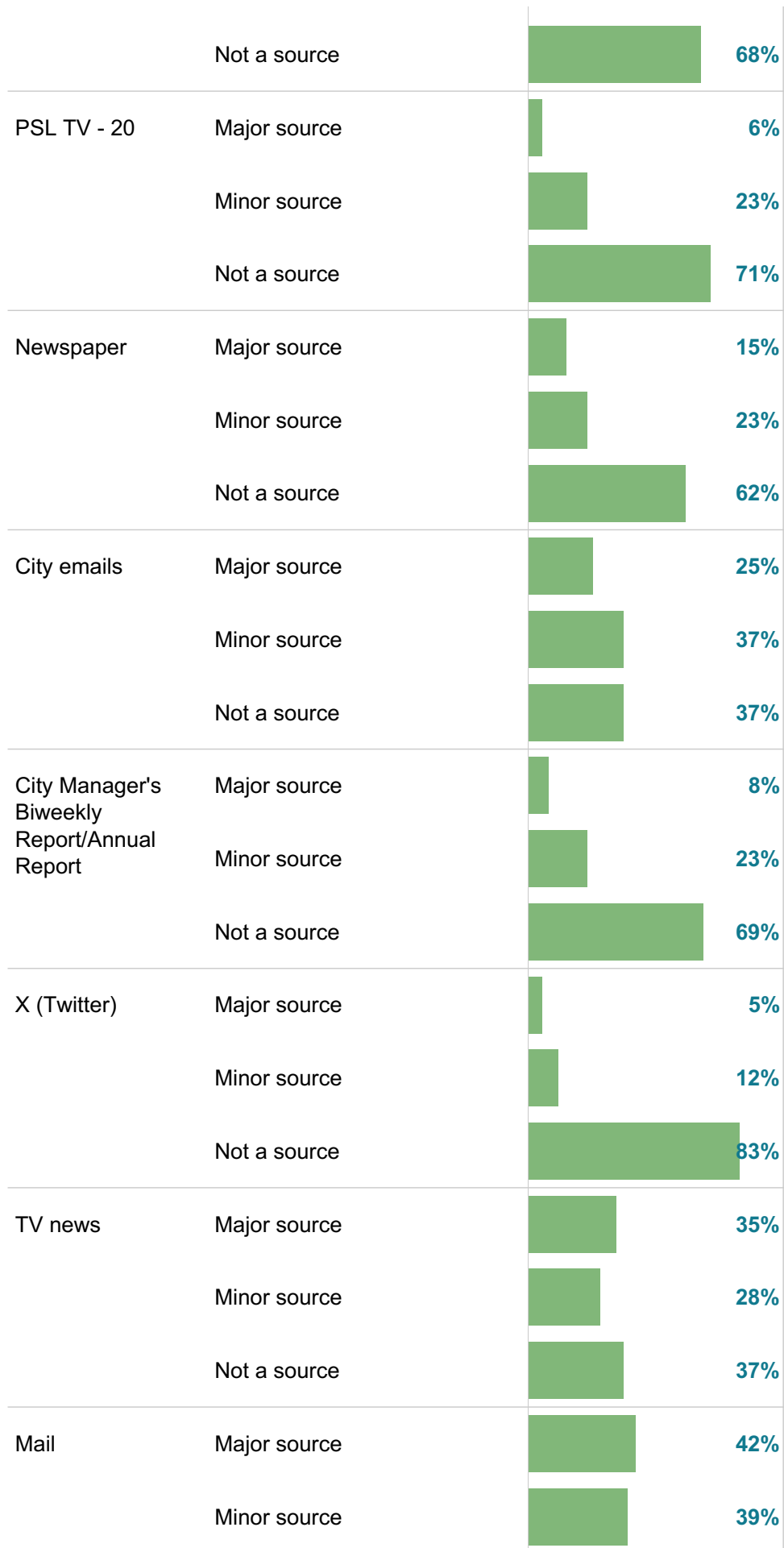


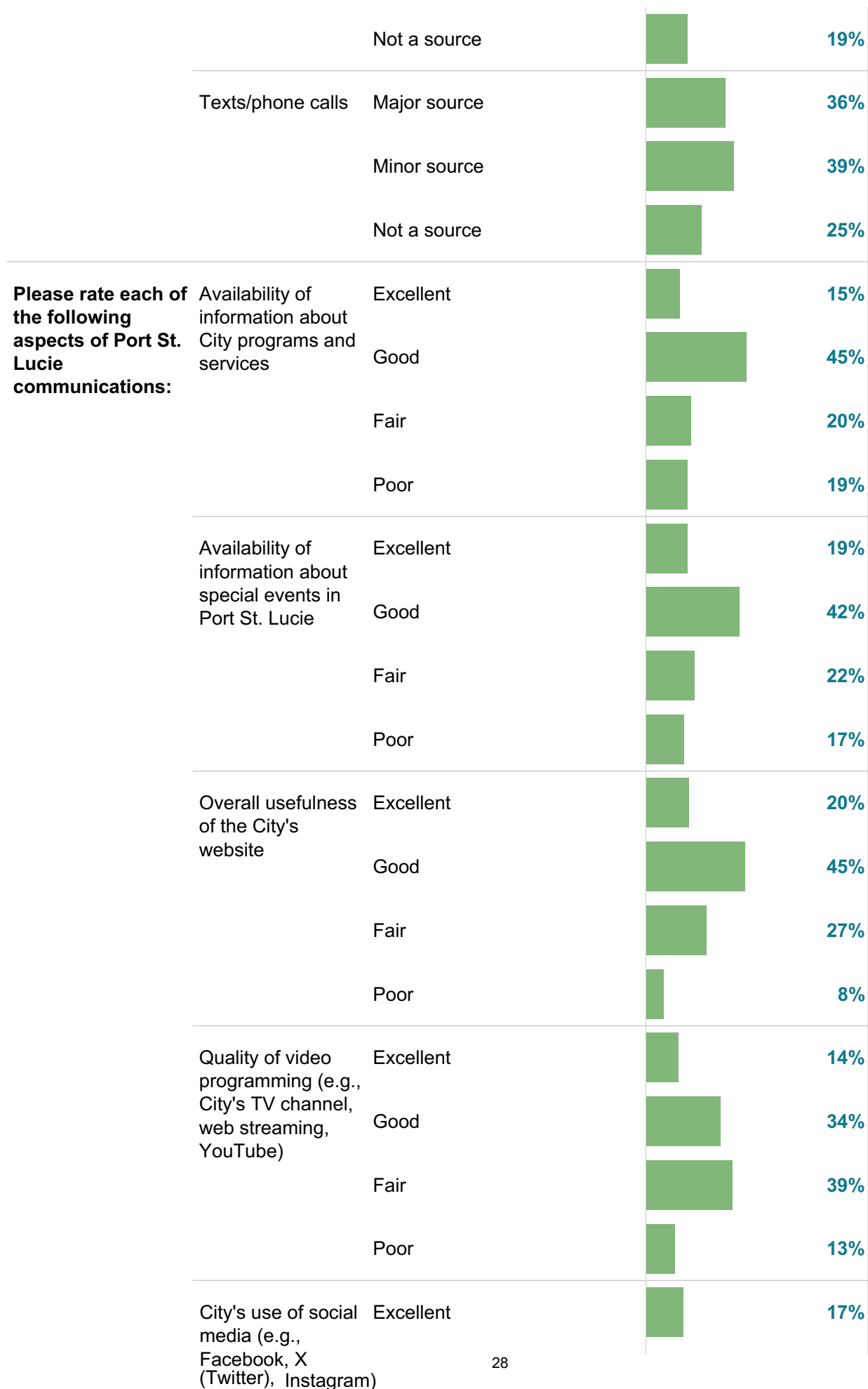
19. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded.

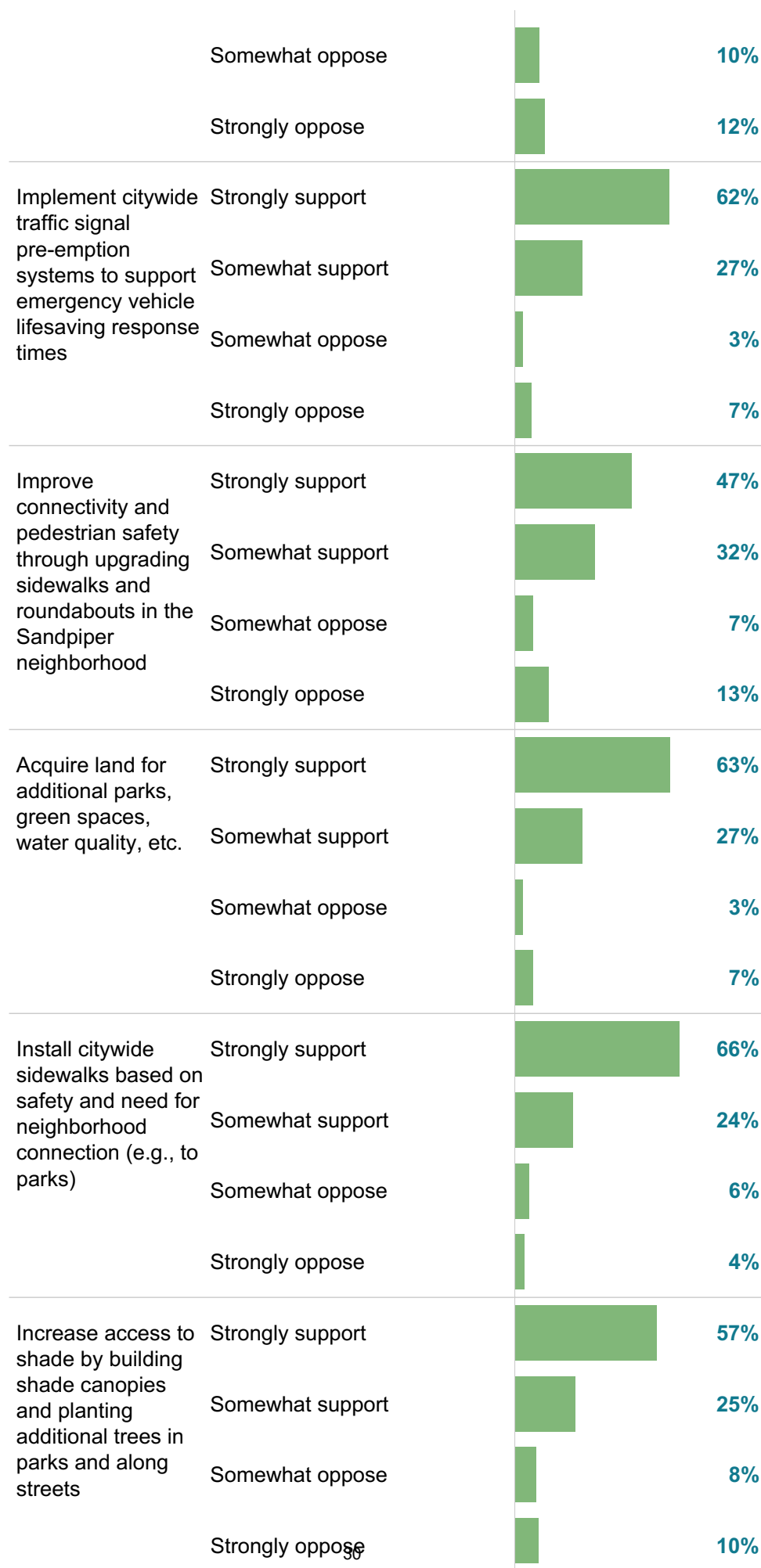


















			Good	<div><div></div></div>	37%
			Fair	<div><div></div></div>	29%
			Poor	<div><div></div></div>	17%
The City is considering a ballot initiative for November 2026 to renew the existing half-cent sales tax for an additional ten years. This tax has funded road, sidewalk, and water quality projects since 2018. Below are potential projects identified through prior resident surveys and the Citizen Summit. To what extent do you support or oppose using this sales tax to fund each project in the future if it is approved?	Improve traffic flow through widening roadways including St. Lucie West Boulevard	Strongly support	<div><div></div></div>	60%	
		Somewhat support	<div><div></div></div>	25%	
		Somewhat oppose	<div><div></div></div>	4%	
		Strongly oppose	<div><div></div></div>	11%	
	Improve traffic flow through widening roadways including Torino Parkway	Strongly support	<div><div></div></div>	49%	
		Somewhat support	<div><div></div></div>	26%	
		Somewhat oppose	<div><div></div></div>	11%	
		Strongly oppose	<div><div></div></div>	14%	
	Improve traffic flow through intersection improvements and roundabouts on key corridors including Southbend, Rosser/Dreyfuss; Selvitz/Peachtree; California/Cameo; Crosstown/Cashm..	Strongly support	<div><div></div></div>	57%	
		Somewhat support	<div><div></div></div>	29%	
		Somewhat oppose	<div><div></div></div>	5%	
		Strongly oppose	<div><div></div></div>	9%	
Improve traffic flow by upgrading traffic signal technology systems and coordination enhancements at intersections including Village Parkway and Becker Road	Strongly support	<div><div></div></div>	63%		
	Somewhat support	<div><div></div></div>	26%		
	Somewhat oppose	<div><div></div></div>	7%		
	Strongly oppose	<div><div></div></div>	4%		
Improve north/south traffic flow by building a new bridge over the C-24 canal connecting Savage Boulevard to Del Rio Boulevard	Strongly support	<div><div></div></div>	44%		
	Somewhat support	<div><div></div></div>	34%		

29



Repave and/or resurface roadways	Strongly support		62%
	Somewhat support		28%
	Somewhat oppose		2%
	Strongly oppose		8%
Stormwater draining improvements to reduce flooding and increase beautification at Savona/California, Elkhart Basin & Thornhill Drive, and throughout central..	Strongly support		64%
	Somewhat support		30%
	Somewhat oppose		2%
	Strongly oppose		4%
Please select your preferred ways to receive services in Port St. Lucie. (Select all that apply.)	Service available through online applications such as 1PSL		76%
	More in-person service opportunities		32%
	More automated tools such as chat bots, self-service tools		22%
	Kiosks (e.g. for payments)		19%

Open-ended question

City included one open-ended question on their survey. The verbatim responses were categorized by topic area and those topics are reported below with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment.

Aside from improving traffic and reducing taxes, which the City has committed to in its Strategic Plan, what are the top three priorities you would like the City to focus on in the next year?

General Mobility (e.g., road repairs, speeding enforcement, public transportation, sidewalk repairs, street lighting)	55%
Education, Arts, and Culture (e.g., community events, support for the arts, K-12 development)	34%
Government Operations & Finances/Taxes	33%
Environmental Preservation/Parks/Cleanliness	27%
Economic Development/Business Support/Development	19%
Development & Growth Management	18%
Garbage Collection Improvements/Yard Waste Pick-up/Recycling	12%
Utilities & Basic Services	10%
Economic Development/Jobs/Affordable Housing	7%
Infrastructure Development/Utilities/Wifi	6%
Public Safety	6%
Other	3%
Not Applicable	2%
Don't know	1%

National Benchmark Tables

This table contains the comparisons of Port St. Lucie's results to those from other communities. The first column shows the comparison of Port St. Lucie's rating to the benchmark. Port St. Lucie's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Port St. Lucie residents is statistically similar to or different than the benchmark. The second column is Port St. Lucie's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Port St. Lucie's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Port St. Lucie's result -- that is what percent of surveyed communities had a lower rating than Port St. Lucie.

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Port St. Lucie.	Port St. Lucie as a place to live	Lower	76%	299	369	16%
		The overall quality of life in Port St. Lucie	Similar	70%	297	387	21%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Port St. Lucie to someone who asks	Lower	65%	290	327	10%
		Remain in Port St. Lucie for the next five years	Lower	70%	306	330	7%
	Please rate each of the following in the Port St. Lucie community.	Overall image or reputation of Port St. Lucie	Similar	61%	249	364	29%
Governance	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Port St. Lucie (in-person, phone, email, or web) for help or information	Similar	57%	50	336	85%
		Contacted Port St. Lucie elected officials (in-person, phone, email, or web) to express your opinion	Similar	13%	227	313	27%
		Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	Similar	22%	106	316	66%
		Watched (online or on television) a local public meeting	Similar	26%	117	308	62%
	Please rate the quality of each of the following services in Port St. Lucie.	Public information services	Similar	69%	206	331	37%
		Overall customer service by Port St. Lucie employees (police, receptionists, planners, etc.)	Similar	71%	250	366	29%

Governance	Please rate the following categories of Port St. Lucie government performance.	The value of services for the taxes paid to Port St. Lucie	Lower	34%	336	377	8%
		The overall direction that Port St. Lucie is taking	Lower	34%	297	347	13%
		The job Port St. Lucie government does at welcoming resident involvement	Similar	44%	210	342	38%
		Overall confidence in Port St. Lucie government	Similar	38%	230	320	28%
		Generally acting in the best interest of the community	Similar	41%	241	325	26%
		Being honest	Similar	46%	218	316	31%
		Being open and transparent to the public	Similar	42%	188	302	38%
		Informing residents about issues facing the community	Similar	38%	228	305	25%
		Treating all residents fairly	Similar	53%	180	322	44%
		Treating residents with respect	Similar	56%	195	299	35%
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Port St. Lucie	Similar	56%	282	367	21%
		The Federal Government	Similar	26%	292	310	5%
Economy	Please rate each of the following aspects of quality of life in Port St. Lucie.	Port St. Lucie as a place to work	Lower	38%	325	365	8%
		Port St. Lucie as a place to visit	Lower	41%	278	331	15%

Economy

Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall economic health of Port St. Lucie	Similar	53%	254	325	21%
	Overall quality of business and service establishments in Port St. Lucie	Similar	66%	226	326	30%
	Variety of business and service establishments in Port St. Lucie	Similar	56%	181	297	39%
	Vibrancy of commercial areas	Similar	51%	173	311	44%
	Employment opportunities	Similar	33%	244	339	27%
	Shopping opportunities	Similar	54%	153	330	53%
	Cost of living in Port St. Lucie	Lower	19%	263	318	17%
	Economic development	Similar	48%	240	321	25%
	Overall economic health of Port St. Lucie	Similar	95%	30	308	90%
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Higher	35%	21	311	93%

Mobility

Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Port St. Lucie	Lower	25%	279	306	8%
	Traffic flow on major streets	Much lower	17%	327	349	4%
	Ease of public parking	Similar	49%	212	314	32%
	Ease of travel by car in Port St. Lucie	Much lower	35%	326	335	1%

Mobility	Please also rate each of the following in the Port St. Lucie community.	Ease of travel by public transportation in Port St. Lucie	Similar	18%	230	317	27%
		Ease of travel by bicycle in Port St. Lucie	Lower	28%	294	334	10%
		Ease of walking in Port St. Lucie	Much lower	32%	325	338	2%
	Please indicate whether or not you have done each of the following in the last 12 months.	Used bus, rail, subway, or other public transportation instead of driving	Lower	8%	240	302	20%
		Carpooled with other adults or children instead of driving alone	Similar	42%	202	311	35%
		Walked or biked instead of driving	Lower	41%	281	312	10%
	Please rate the quality of each of the following services in Port St. Lucie.	Traffic enforcement	Similar	47%	277	358	20%
		Traffic signal timing	Similar	46%	278	317	12%
		Street repair	Similar	40%	243	364	32%
		Street cleaning	Similar	58%	225	329	31%
		Street lighting	Lower	48%	308	350	8%
		Sidewalk maintenance	Similar	57%	179	328	45%
		Bus or transit services	Similar	28%	233	312	25%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Port St. Lucie	Similar	78%	43	295	85%

Community Design	Please rate each of the following aspects of quality of life in Port St. Lucie.	Your neighborhood as a place to live	Similar	87%	188	338	44%
	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall design or layout of Port St. Lucie's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Lower	33%	310	318	2%
	Please also rate each of the following in the Port St. Lucie community.	Well-planned residential growth	Lower	29%	265	298	11%
		Well-planned commercial growth	Similar	35%	229	297	23%
		Well-designed neighborhoods	Lower	40%	260	299	12%
		Preservation of the historical or cultural character of the community	Lower	40%	275	295	7%
		Public places where people want to spend time	Lower	42%	247	313	21%
		Variety of housing options	Similar	35%	211	326	34%
		Availability of affordable quality housing	Similar	16%	260	344	23%
		Overall quality of new development in Port St. Lucie	Similar	54%	195	333	41%
		Overall appearance of Port St. Lucie	Similar	63%	238	342	29%
	Please rate the quality of each of the following services in Port St. Lucie.	Land use, planning, and zoning	Lower	27%	305	333	7%
		Code enforcement (weeds, abandoned buildings, etc.)	Similar	46%	192	354	44%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall design or layout of Port St. Lucie's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Higher	91%	7	308	98%

Utilities	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall quality of the utility infrastructure in Port St. Lucie (water, sewer, storm water, electric/gas, broadband)	Similar	54%	225	296	24%
	Please rate the quality of each of the following services in Port St. Lucie.	Affordable high-speed internet access	Similar	54%	143	294	51%
		Garbage collection	Lower	53%	325	339	2%
		Drinking water	Lower	45%	307	333	6%
		Sewer services	Similar	73%	248	324	23%
		Storm water management (storm drainage, dams, levees, etc.)	Lower	58%	284	341	15%
		Power (electric and/or gas) utility	Similar	74%	195	292	33%
		Utility billing	Similar	61%	216	308	29%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure in Port St. Lucie (water, sewer, storm water, electric/gas, broadband)	Similar	92%	84	295	71%
Safety	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall feeling of safety in Port St. Lucie	Similar	72%	220	352	36%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	170	337	49%
		In Port St. Lucie's commercial areas during the day	Similar	85%	222	328	32%
		From property crime	Similar	72%	169	306	44%
		From violent crime	Similar	81%	189	306	38%

Safety	Please rate how safe or unsafe you feel:	From fire, flood, or other natural disaster	Similar	71%	229	297	23%
	Please rate the quality of each of the following services in Port St. Lucie.	Police services	Similar	74%	215	381	41%
		Crime prevention	Similar	68%	183	357	47%
		Animal control	Similar	67%	172	336	47%
		Fire services	Similar	83%	301	359	13%
		Fire prevention and education	Similar	67%	273	326	15%
		Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar	72%	98	324	69%
Parks and Recreation	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall feeling of safety in Port St. Lucie	Similar	91%	125	308	59%
	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall quality of parks and recreation opportunities	Lower	63%	254	302	16%
	Please also rate each of the following in the Port St. Lucie community.	Availability of paths and walking trails	Lower	45%	291	341	13%
		Fitness opportunities (including exercise classes and paths or trails, etc.)	Lower	53%	265	316	16%
		Recreational opportunities	Lower	45%	290	333	12%
	Please rate the quality of each of the following services in Port St. Lucie.	City parks	Similar	65%	255	345	26%
		Recreation programs or classes	Lower	51%	285	333	13%

Parks and Recreation	Please rate the quality of each of the following services in Port St. Lucie.	Recreation centers or facilities	Similar	57%	240	321	25%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Similar	81%	139	296	53%
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Port St. Lucie.	Port St. Lucie as a place to raise children	Lower	62%	284	374	21%
		Port St. Lucie as a place to retire	Similar	63%	210	368	41%
		Sense of community	Lower	47%	293	343	13%
	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Residents' connection and engagement with their community	Lower	40%	252	299	15%
	Please rate the job you feel the Port St. Lucie community does at each of the following.	Making all residents feel welcome	Similar	54%	235	301	22%
		Attracting people from diverse backgrounds	Similar	64%	109	298	63%
		Valuing/respecting residents from diverse backgrounds	Similar	64%	140	299	53%
		Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	46%	164	295	44%
	Please also rate each of the following in the Port St. Lucie community.	Sense of civic/community pride	Lower	37%	266	295	10%
		Neighborliness of residents in Port St. Lucie	Lower	43%	293	314	6%
		Opportunities to participate in social events and activities	Similar	45%	271	322	15%
		Opportunities to volunteer	Similar	60%	263	320	17%

Inclusivity and Engagement	Please also rate each of the following in the Port St. Lucie community.	Opportunities to participate in community matters	Similar	52%	259	319	19%
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	62%	167	333	49%
	Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity in Port St. Lucie	Similar	27%	216	318	32%
		Campaigned or advocated for a local issue, cause, or candidate	Similar	21%	82	308	73%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Similar	71%	78	308	74%
Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall opportunities for education, culture, and the arts	Much lower	32%	302	324	7%
	Please also rate each of the following in the Port St. Lucie community.	Opportunities to attend cultural/arts/music activities	Lower	37%	286	335	14%
		Community support for the arts	Lower	36%	264	295	10%
		Availability of affordable quality childcare/preschool	Lower	27%	282	323	13%
		K-12 education	Much lower	33%	318	332	4%
		Adult educational opportunities	Similar	34%	250	317	21%
		Opportunities to attend special events and festivals	Similar	50%	266	316	15%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Similar	76%	40	308	87%
Health and Wellness	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall health and wellness opportunities in Port St. Lucie	Lower	51%	273	320	14%

Health and Wellness	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall health and wellness opportunities in Port St. Lucie	Similar	80%	30	308	90%
		Please rate your overall health.	Similar	72%	107	308	65%
Natural Environment	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall quality of natural environment in Port St. Lucie	Lower	62%	275	328	16%
	Please also rate each of the following in the Port St. Lucie community.	Cleanliness of Port St. Lucie	Similar	73%	191	337	43%
		Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	66%	116	280	58%
		Air quality	Similar	73%	194	323	40%
	Please rate the quality of each of the following services in Port St. Lucie.	Preservation of natural areas (open space, farmlands, and greenbelts)	Lower	43%	306	315	2%
		Port St. Lucie open space	Lower	43%	293	311	6%
		Recycling	Similar	66%	199	342	41%
		Yard waste pick-up	Similar	62%	219	312	29%
	Please rate how important, if at all, you think it is for the Port St. Lucie community to focus on each of the following in the coming two years.	Overall quality of natural environment in Port St. Lucie	Similar	90%	36	308	88%

Full Trends

This table contains the trends over time for the City of Port St. Lucie. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2023 and 2025 surveys is greater than eight percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

			2009	2018	2022	2024
Quality of Life	Please indicate how likely or unlikely you are to do each of the following.	Remain in Port St. Lucie for the next five years	70%	80%	82%	79%
Governance	Please rate the following categories of Port St. Lucie government performance.	Being open and transparent to the public			51%	50%
		Informing residents about issues facing the community			50%	47%
	Overall, how would you rate the quality of the services provided by each of the following?	The Federal Government	36%	40%	36%	34%
Economy	Please rate each of the following aspects of quality of life in Port St. Lucie.	Port St. Lucie as a place to work	20%	39%	51%	48%
		Port St. Lucie as a place to visit		48%	51%	49%
		What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	9%	42%	24%	23%
Mobility	Please also rate each of the following in the Port St. Lucie community.	Ease of walking	22%	41%	44%	40%
	Please rate the quality of each of the following services in Port St. Lucie.	Traffic signal timing	39%	41%	39%	34%
		Sidewalk maintenance	40%	51%	59%	50%

Community Design	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall design or layout of residential and commercial areas	49%	54%	44%
	Please also rate each of the following in the Port St. Lucie community.	Overall appearance	59%	72%	68% 73%
Utilities	Please rate the quality of each of the following services in Port St. Lucie.	Sewer services	62%	70%	69% 64%
		Utility billing	72%	61%	53%
Safety	Please rate how safe or unsafe you feel:	From property crime	55%	85%	80%
Parks and Recreation	Please also rate each of the following in the Port St. Lucie community.	Availability of paths and walking trails	16%	40%	64% 54%
		Fitness opportunities	64%	55%	61%
		Recreational opportunities	36%	55%	53% 56%
Inclusivity and Engagement	Please rate the job you feel the Port St. Lucie community does at each of the following.	Making all residents feel welcome	68%	66%	
	Please also rate each of the following in the Port St. Lucie community.	Sense of civic/community pride	48%	47%	
		Opportunities to participate in social events and activities	34%	48%	50% 52%
	Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	22%	15%	8%

Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Port St. Lucie as a whole.	Overall opportunities for education, culture, and the arts	50%	38%	43%	
	Please also rate each of the following in the Port St. Lucie community.	Opportunities to attend cultural/arts/music activities	31%	43%	41%	45%
		Community support for the arts			43%	47%
		Availability of affordable quality childcare/preschool	25%	58%	47%	35%
		K-12 education	31%	46%	52%	44%
		Adult educational opportunities		46%	40%	42%
		Opportunities to attend special events and festivals	57%	56%	57%	