



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 26/27

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

Average Days from Code Case Start Date to Initial Inspection

2020/21 Results	2021/22 Results	2022/23 Results
1.51	3.74	1.62
2023/24 Results	2024/25 Results	2025/26 Target
1.75	3.38	2.9



46% of residents rated Code Compliance positively, similar to the national benchmark.

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
- Streamlining the application process for permits and registration services managed by the Code Compliance Division
- Achieve agency reaccreditation through the American Association of Code Enforcement

2025

Residents rating Port St. Lucie as a place to live positively

76% ↓ Lower than cities nationwide

2025

Residents rating their neighborhood as a place to live positively

87% ↔ Similar to cities nationwide

2025

Residents rating the overall quality of life positively

70% ↔ Similar to cities nationwide

2025

Residents rating the overall appearance of the City positively

63% ↔ Similar to cities nationwide

PLANNING FOR A THRIVING FUTURE

Initiative: Support the Needs of Seniors

- 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



63% of residents rated Port St. Lucie as a place to retire positively, similar to the national benchmark.



64% of residents rated Port St. Lucie as valuing/respecting residents from diverse backgrounds positively, similar to the national benchmark.



54% of residents rated Port St. Lucie as making all residents feel welcome positively, similar to the national benchmark.



46% of residents rated Port St. Lucie as taking care of vulnerable residents positively, similar to the national benchmark.

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 Comp Plan

Milestones:

- Update the Community Development Block Grant Citizen Participation Plan
- Support the adoption and implementation of economic development Housing Strategies
- Continue to develop partnership with Goal 4 Initiative: Eastside Economic Development & U.S. 1 Business Revitalization Strategy through the CDBG Small Business Façade Improvement Grant Program



33% of residents rated employment opportunities in the City positively, similar to the national benchmark.



51% of residents rated the vibrancy of commercial areas positively, similar to the national benchmark.



35% of residents rated the variety of housing options positively, similar to the national benchmark.



16% of residents rated the availability of affordable quality housing positively, similar to the national benchmark.