



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 26/27

SAFE, CLEAN & BEAUTIFUL

Service Provider Performance

- FCC Partnership
- Consistent communication
- Ensuring compliance with safety protocols
- Reviewing available technology to improve collection and customer service
- Referendum: Twice-a-Week garbage collection services
- Consistent services and enforcement
- Working together to provide all services and enforcement (tagging) while planning for rapid growth within the City
- In-housing development of Solid Waste Services Study
- Review current programs and find opportunities for expansion
- Continue Adopt-a-Street program and expand volunteer base
- Review and apply for grant opportunities
- Refine holiday lights program
- Continue Cigarette Litter Prevention programs
- Update City logo on Adopt-A-Street signs throughout City

Public Outreach

- Citizen Summit
- National Night Out
- Outreach business/organization/HOA presentations: one each quarter, four times per year
- Earth Day at Oxbow Eco-center
- Waterway Clean-up
- Safety Fest

KPSLB Litter Crew

- Implement weighing program for litter collected, allowing for better data collection and reporting
- Explore and install tracking system for smaller vehicles used by litter crew
- Re-number all pet waste stations

Adopt-a-Street

- Continue to develop Adopt-a Street and add 15 groups

Education

- Keep Florida Beautiful Annual Conference
- Youth Educational Program: one each quarter, four times per year
- Continue to develop Cigarette Litter Prevention Program
- Continue to develop and revise litter eradication initiatives and programs
- Launch Please Stop Litter campaign expanding through all solid waste efforts and engaging leadership.

Special Events

- Caring Community Clean-Up Day
- KPSLB Appreciation Night
- Holiday lights
- Adopt-a-Street Volunteer Appreciation Breakfast
- Bi-annual tree giveaways
- KPSLB bi-annual Household Hazardous Waste Collection Days

ENGAGED & CONNECTED CITY

Education of Solid Waste Ordinance and Franchise Agreement Guidelines

- City-sponsored events
- Educational materials and mailers
- Field in-person education
- Educate residents through in-person personalized customer service and ordinance enforcement
- Collaborating with Code Enforcement for education through enforcement
- Continued collaboration with Information Technology (IT) to refine newly implemented solid waste electronic citations
- Close-out of Convenient Drop-off Center

HIGH-PERFORMING GOVERNMENT ORGANIZATION

- Customer service quality control
- Explore chat feature on website

Number of customer service calls

2024: 36,258 2025: 33,297

Number of 1PSL entries

2024: 16,717 2025: 15,390

BASED ON CALENDAR YEAR