



City of Copperas Cove

# Where Progress Grows

2012 Annual Report





# Message from the Mayor

## John Hull



I appreciate the opportunity provided by the citizens of Copperas Cove to serve as Mayor. The City’s Annual Report serves as an occasion to emphasize the many accomplishments of our great City and highlight the value of each City department. As the City moved through fiscal year 2011-12, the decision was made to continue with the long range planning efforts. Thus, the City adopted the Strategic Management Plan in January 2012.

The past year has focused on development, which followed the funding for the completion of the two critical roadway bypasses for our community. With construction of State Highway 9 (NE Bypass) and Highway 190 (SE Bypass), the City has already begun efforts to attract retail development to our City. The construction of a new larger HEB is underway and expectations are that other retail, restaurant and professional business development will occur in the near future.

I hope you find this document places appropriate emphasis on the importance of our community partners and volunteers. Without the many partners and volunteers the City would not be the focus of Central Texas.

The City’s remarkable citizens, Council, business community, partners, volunteers and employees deserve a tremendous amount of thanks for making 2012 a notable year. As the City presses forward to 2013, there is such excitement in the air for what lies ahead in the future.

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# Where Progress Grows

## Message from the City Manager

Andrea Gardner



The City of Copperas Cove remains focused on long range planning. The adoption of a Capital Outlay plan was added to the City's collection in 2012 and updates to the existing plans will occur in September 2012. The many long range plans serve as a road map for the elected officials, citizens and employees.

The annual report document is intended to provide readers with a better understanding of the City's operations and the progress made over the past twelve month period. Additionally, it shows the City's appreciation for the many dedicated City employees. Copperas Cove also understands the considerable contributions made by the many partners and volunteers of our community. Without the employees, partners and volunteers, the City would not progress at its current pace. Should you desire greater amounts of information on the many services provided by our employees and the benefits granted by our partners and volunteers, the City invites you to attend the 5th Annual State of the City Address and Meet the City event in September 2012. Furthermore, should a desire exist to volunteer for the various City Boards, Commissions or recreational programs, please visit the City's website at [www.copperascovetx.gov](http://www.copperascovetx.gov).

The community ended 2012 with yet another groundbreaking ceremony for an important roadway project that has been in the making for years, the FM 2657 Road

Widening project. In addition, those moving through our City along Highway 190 and FM 116 will notice the considerable progress on the construction of the bypass and State Highway 9. These roadway projects are opening up development opportunities for our community that are certain to have a positive impact over the years.

The City continues to push through the difficult economic times and expects the decreases recorded in revenues over the past several years to cease. The development opportunities are expected to have a major impact on the City's property and sales tax revenues. Additionally, City staff continues to be good stewards of public funds and provides outstanding accountability of those funds. For the fifteenth consecutive year, the City received the Distinguished Budget Presentation Award from the Government Finance Officers Association and has received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for nineteen consecutive years.

Looking to the future, the City is excited to see the road construction continue in our City, expects to complete a drainage project in the area known as Western Hills, moves toward completion of several major water and sewer infrastructure projects and to completing the preparation of a Five Year Street Maintenance Plan for Council consideration.



## City Council

The municipal government of the City of Copperas Cove is of the type known as a council-manager system consisting of a Mayor and seven Council members, elected at large by the people and responsible to the people, and a City Manager, appointed by and responsible to the Council for the proper administration of the affairs of the City. Terms for the Mayor and Council members are for three years and are limited to two terms in succession. The Council elects one of its members as Mayor Pro Tem for a period of one year. The Mayor Pro Tem acts as Mayor during the absence or disability of the Mayor and when so acting, has the same powers, duties and restrictions as set forth for the office of the Mayor. The Council holds meetings each month on the first and third Tuesday of the month with the exception of December, in which only one meeting is held.

## Mayor and City Council

### John Hull, Mayor

**Elected May 2009**

**Term Expires November 2012**

Mayor Hull is a native of Copperas Cove. He is married to Shirley Dione Fritz Hull and has three children, seven grandchildren and eight great-grandchildren. He retired from civil service after 28 years at Fort Hood. He is the former Coryell County Judge, a former Coryell County Commissioner and a former member of the City Council. He has been active in many community and civic organizations such as Copperas Cove Exchange Club, Military Affairs Committee, Quarterback Club, AARP, the Copperas Cove Volunteer Fire Department, and his church, Grace United Methodist.



### Frank Seffrood, Mayor Pro Tem, Place 7

**Elected May 2011**

**Term Expires November 2014**

Mr. Seffrood has lived in Copperas Cove since 1974. He is married to Rita Antonette DiMarco Seffrood and has three children and three grandchildren. Mr. Seffrood retired from the U.S. Army in 1979 with 22 years of military service. He holds a B.S. in Information Systems and taught in the Computer Science Department at Central Texas College for five years. He was employed by the U.S. Postal Service from 1986 until his retirement in 2010. Mr. Seffrood has coached little league baseball, Pop Warner football and softball in Copperas Cove. He is a founder of the Copperas Cove Athletic Officials Association and has been a Boy Scouts Advisor and worked with Eagle Scouts on project efforts.



### Cheryl L. Meredith, Place 1

**Elected May 2009**

**Term Expires November 2012**

Mrs. Meredith has been a resident of Copperas Cove since 1984. She is married to retired 1st Sgt. Rick Meredith and has two children and eight grandchildren. She is the escrow officer for Land Exchange Abstract and Title in Killeen, where she has worked for 20 years. Mrs. Meredith attended Cameron University in Lawton, Oklahoma, and was a member of the American Business Women's Association. She worked as a civil service employee in Germany when her husband was stationed there. Mrs. Meredith also served on a 200 member Army Community Services team while in Germany.



### Gary L. Kent, Place 3

**Elected May 2010**

**Term Expires November 2013**

Mr. Kent has been a resident of Copperas Cove for over twelve years. He and his wife Veneese have four children, Antonio, Stacy, Christy and daughter-in-law Kathy along with two grandchildren, Kimora and Jada. He served 24 years with the U.S. Army, including three combat tours and retired as a First Sergeant. He currently serves as Chief of Police for the City of Nolanville with more than 17 years of law enforcement experience. He currently serves as an active member of many community groups, including VFW Post 8577.





## **Danny Palmer, Place 4**

**Elected May 2010**

**Term Expires November 2013**

Mr. Palmer has lived in Copperas Cove since 2002. He is a widower and has three children and two grandchildren. He retired from the U.S. Army as a Command Sergeant Major after 32 years, serving in Vietnam; Nuremburg and Baumholder, Germany; Fort Bragg, North Carolina; Fort Mead, Maryland; Fort Riley, Kansas; Fort Carson, Colorado; and Fort Hood, Texas. He worked as a contractor for the military for four years. Mr. Palmer has served on the Boys and Girls Club Board and the Friends of the Public Library.



## **Kenn Smith, Place 5**

**Elected May 2010**

**Term Expires November 2013**

Kenn Smith married Gail Zimmerman in Oakland, California in 1953. They have one son, Barry. Mr. Smith was born in Georgetown, Texas, and was raised in Taylor, Texas. He retired from the United States Air Force in 1972 in the grade of Master Sergeant, retired from federal civil service in 1987 as a Navy Major Command Director of Education and retired from Central Texas College in 1994 as a Dean. His education includes a BS from Southern Oregon State University and graduate study at Southern Oregon and Pepperdine University. He has been a Copperas Cove resident for 23 years.



## **Jim Schmitz, Place 6**

**Elected May 2011**

**Term Expires November 2014**

Mr. Schmitz has lived in Copperas Cove for 37 years. He has been married to his wife Gloria for 50 years; they have three children and five grandchildren. Mr. Schmitz is currently employed by The National Banks of Central Texas and serves as the President of the Copperas Cove Banking Center. He retired from the United States Army after 20 years of service. He has a Bachelor of Science Degree in Physics and a Masters Degree. Jim has served on the boards of various civic and charitable organizations to include the Copperas Cove Industrial Foundation and the Fort Hood Chapter of the Association of the United States Army.



## **Charlie Youngs, Place 2**

**Elected June 2009**

**Left office July 10, 2012**

The City of Copperas Cove appreciates Mr. Youngs' dedicated service to the community.



# City Administration



## City Manager Andrea Gardner

The Council appoints a City Manager, who is the chief administrative and executive officer of the City. The City Manager is responsible to the Council for the administration of all the affairs of the City. The City Manager was appointed on September 27, 2007 and operates under an employment contract. The City Manager's Office works to ensure excellence and efficiency in service delivery to Copperas Cove citizens.



## City Secretary Jane Lees

The Council appoints a City Secretary to maintain the records of the City and oversee a records management program. The City Secretary serves as the election official for all city elections and oversees the codification of all City ordinances. The Secretary gives notice of all meetings of the City Council and keeps a journal of the proceedings. The City Secretary was appointed on June 7, 2006. The mission of the City Secretary's Office is to keep official records of the City and provide support services to the citizens.



## City Attorney Charles Zech, Law Firm of Denton, Navarro, Rocha & Bernal

The law firm was appointed by the Council in 2008 to represent the interests of the City, its elected officials and all of its employees. As the prior City Attorney and Deputy City Manager for the City of New Braunfels, Mr. Zech has experience with a wide variety of complex issues facing cities, including drafting and negotiating agreements and contracts, and handling day-to-day questions that arise regarding purchasing, bidding, open meetings, open records, ethics, discipline, termination, and other employment issues. The law firm of Denton, Navarro, Rocha & Bernal, P.C. has offices located in San Antonio, Austin and Harlingen.



## City Judge F.W. "Bill" Price

The City Judge serves as the Judge of the Municipal Court. It is the mission of the Copperas Cove Municipal Court to interpret and adjudicate applicable laws and to support the local community by providing efficient and effective services through the promotion of justice. The City Judge is appointed by the City Council and operates under an employment contract. Municipal Court enforces certain misdemeanor criminal law and City ordinances within the boundaries of Copperas Cove and is responsible for filing and processing criminal misdemeanors and ordinance violations.



# Executive Team



**Tim Molnes**  
Assistant City Manager  
Chief of Police



**Kelli Sames**  
Human Resources  
Division Head



**Sean Hughes**  
Fire Chief  
Emergency Management



**Greg Mitchell**  
Information Systems Director



**Ryan Haverlah**  
Director of Budget  
Asst. Dir. of Financial Services



**Wesley Wright**  
Public Works Division Head  
City Engineer



**Velia Key**  
Director of Financial Services



**Ken Wilson**  
Parks & Leisure Services  
Division Head

# Administrative Services





# Financial Services Department

## Velia Key

The Finance Services Department is responsible for the management of the City's financial affairs; the protection and advancement of the City's fiscal position; and effective, efficient provision of related support services for Copperas Cove citizens and the City's operation. Financial Services manage the function of finance, which includes accounting, payables, grant accounting, cash/debt management, municipal court, financial reporting, financial analysis and forecast, payroll, and utility billing.

The City receives a financial credit score in a manner very similar to individuals' credit scores. Standard & Poor's and Moody's have provided credit ratings of AA- and Aa3, respectively. As of May 2010, Moody's upgraded the credit rating from A1 to A3 due to "the City's increased full valuation, strong financial position, and manageable debt burdens." During April 2012, the City issued the General Obligation Refunding and Improvement Bonds, Series 2012, and Standard & Poor's reaffirmed its AA- long-term rating and underlying rating (SPUR) on the City's existing GO debt. The rating reflects the City's strong financial position, bolstered by the maintenance of historically sound financial reserves and a growing and gradually diversifying economic base.

The Comprehensive Annual Financial Report (CAFR) received an "Unqualified" opinion on its 2010-2011 finances, the highest rating given during an audit. The CAFR was submitted to GFOA, the Government Finance Officers Association, by the March 31, 2012 deadline, with comments expected in return from GFOA around the close of the current fiscal year.

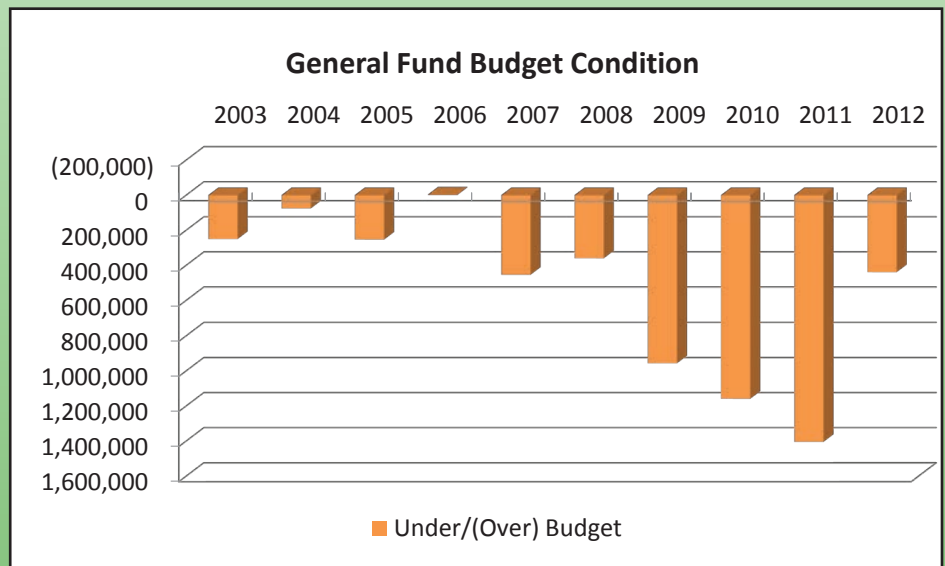
# Budget Department

## Ryan Haverlah

The Budget Department develops and monitors the annual operating budget, the capital improvement plan, capital outlay plan, and the long-range personnel plan. Another key responsibility for the department is to research and collaborate with department directors to create efficiencies in services provided our citizens.

The City of Copperas Cove has consistently ended its fiscal years below the adopted budget for the last ten years. This shows that management and employees are truly committed to remaining within the budget adopted by City Council and are responsible to the taxpayers of our community.

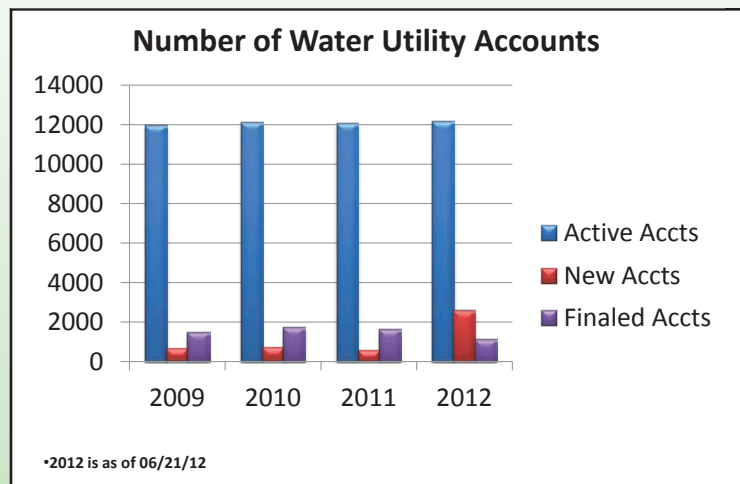
Our community has also weathered the turbulent economic environment fairly well as far as consumers are concerned. This is evident by consistently increasing sales tax receipts over the last 24 years. Many communities in Texas have experienced severe losses in sales tax revenues.





## Utility Administration

### Velia Key

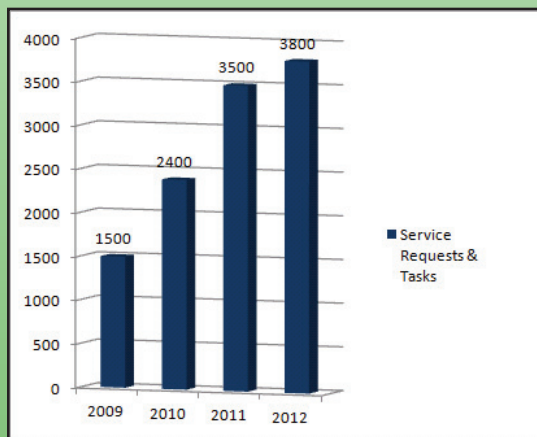


The Utility Administration Department reports to the Financial Services Department. The mission of the Department is to bill and collect for all City utility services. The department services on average 12,000 utility customers with all of their water, sewer, solid waste, and drainage billing related needs. The Utility staff processed 105,787 payment transactions thus far in 2012 which is equivalent to 21,157 payment transactions per customer service representative. The employees continue to provide the best customer service that the citizens of Copperas Cove deserve.

## Information Systems Department

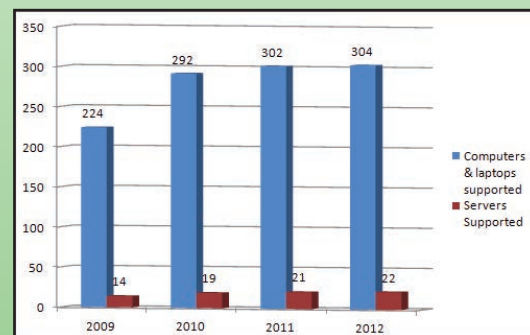
### Greg Mitchell

The Information Systems (IS) Department manages and maintains the technology assets, including computers, laptops, servers, and the networks that City employees use to provide services to the citizens of Copperas Cove. IS assists with the City's overall communication with citizens by managing and maintaining the city's website, email system, Government Access Channel, and Facebook page. The Department also broadcasts and records City Council meetings.



They provide essential hardware and software technical support, upgrades, and repair services to all City departments. Tasks completed on a daily basis include such things as monitoring and maintaining the City networks in 14 City buildings, including seven buildings connected with fiber optic cable and seven buildings connected with virtual private networks.

The Information Systems Department also maintains the security of City technology assets by administering and maintaining endpoint protection systems, firewalls and email filtering systems.



# Human Resources Department

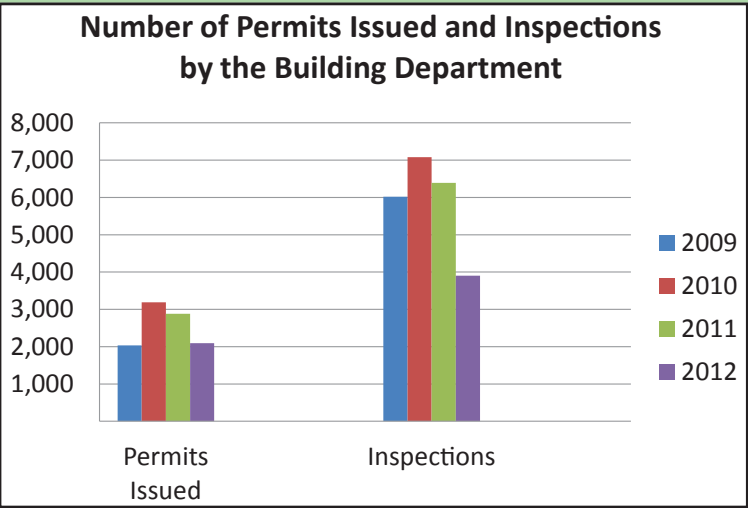
## Kelli Sames

The Human Resources Department strives to provide quality services and support to all employees enabling them to better serve our external customers. In addition, Human Resources serves as a source of information that provides quality customer service for City employees.



# Building and Development Department

## Mike Morton



The Building and Development Department plays a crucial role in public safety as the first line of defense in preventing building disasters. This is accomplished through review, approval, and inspections of residential and commercial construction, as well as ensuring compliance of applicable building codes and City ordinances. The Building and Development Department works closely with community builders, developers, and other City departments to ensure the best final product possible for the citizens of Copperas Cove.



# Public Safety





## Police Department

### Tim Molnes

For the first time in the history of the Copperas Cove Police Department, the Special Weapons and Tactics (SWAT) Team will be riding in safety in a new Ballistic Armored Tactical Transport (BATT). The Department recently purchased the BATT-S from The Armored Group LLC in Phoenix, AZ. The vehicle has ballistic protection for the safety of the SWAT Team, victims of crime, and the citizens

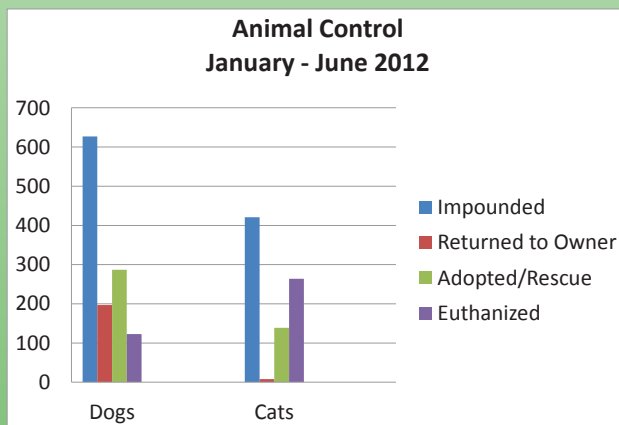


of Copperas Cove. The BATT-S will be used to deploy the SWAT Team during incidents such as barricaded subjects, certain arrest/search warrant cases, certain suicide attempts, hostage situations, snipers, terrorist situations, violent mental patients, etc. The BATT-S has a state of the art design and engineering technology, preparing it for high-pressure tactical missions upon demand. Furthermore, it was specifically designed for law enforcement agencies that are hindered by budgetary constraints. The BATT-S features an ergonomic body design with complete armor protection; a 362 HP gas engine; 4x4 off road capabilities; dual air conditioning and heater systems for the front and back; GPS navigation system; and rear deployment bumper with flip out running boards. The Department is committed to seeking a non-violent and safe solution with each incident and this vehicle will serve as a valuable tool in achieving this objective.

## Animal Control Department

### Mike Heintzelman

Copperas Cove Animal Control provides a sanitary and disease-free environment, thus improving the quality of life for sheltered animals. This in turn enhances the safety of the community and its residents by safely and humanly securing stray and abandoned domestic animals.

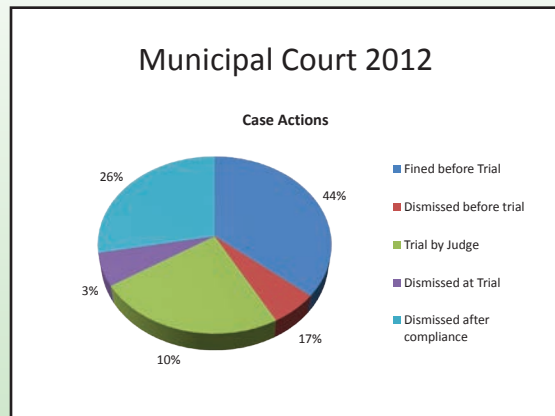


#### Where Progress Grows ...

- By striving to place suitable animals with families through community awareness, Adopt-a-Thon events, internet and newspaper advertising.
- By working hand-in-hand with local animal rescue organizations to place animals not adopted through conventional methods.
- By hosting low-cost vaccination clinics and low-cost micro-chipping of pets.
- By continuing to educate the public on animal control ordinances and Texas laws through personal contact and public events.
- By increasing awareness on the importance of spaying and neutering as stressed through education.

## Municipal Court

Joseph Pace



It is the mission of the Copperas Cove Municipal Court to interpret and adjudicate applicable laws and to support the local community by providing efficient and effective services through the promotion of justice, while serving the citizens of Copperas Cove in an accountable manner.

The Copperas Cove Municipal Court in the Fiscal Year 2011/2012 conducted a warrant roundup that successfully collected \$33,575.92 and cleared 264 warrants with a total face value of \$107,374.28. The Court also purchased additional electronic ticket writers for the Copperas Cove Police Department, improved court security measures, increased student participation in the teen court program, established a teen court webpage, and implemented a pilot program that notifies defendants of their pre-warrant status via an automated phone system. The automated system is

part of the collection program supplied by Linebarger, Goggan, Blair, & Sampson, L.L.P. at no additional cost to the City.

The Municipal Court future plans include expanding the capabilities of “paperless” software, continuing to cultivate the growth of teen court, and participation in the 2013 Official Texas Warrant Roundup.

## Office of Emergency Management

Sean Hughes

The Fire Chief serves as the City’s Emergency Management Coordinator. The Office of Emergency Management is responsible for ensuring continuity of City Government services before, during, and after catastrophic incidents as well as ensuring that the City’s Emergency Operations Plan is kept up to date and that all reporting is completed to the State of Texas Division of Emergency Management. Events for the year included participation in regional exercises with the Central Texas Regional Advisory Council and Fort Hood Department of Emergency Services.



## Fire and Emergency Medical Services

### Sean Hughes

The Fire Department responds to more than 3800 calls for service annually. The men and women of the Fire Department provide rapid, courteous, and highly skilled assistance to those who are in need.

The Fire Department also provides Emergency Ambulance Service to the City of Copperas Cove. Firefighters that are cross trained as Paramedics and EMT's staff the ambulances daily and provide emergency medical attention and transport services for patients to all area hospitals.

Architecture services for the replacement of Fire Station 2, which will be located at the intersection of Grimes Crossing Rd and W. Ave B, have begun and have a projected completion in Fall 2013.

The Copperas Cove Fire Department welcomed Fire Chief Sean O. Hughes to the department after the retirement of the former Fire Chief.



## Fire Prevention

### Robert Martin



Fire Prevention has numerous responsibilities within the department to include inspections of businesses and investigations. This includes the enforcement of the fire and life safety codes. The codes allow for the Fire Department to ensure the safety of our community. The Prevention office is also involved in the reviewing of new Plats and Plans of businesses (Shops of Five Hills) and residential areas (Heartwood Park) within the city.

Community outreach is another important part of Fire Prevention. It is primarily the Fire Department's responsibility to teach fire prevention but it is the community that needs to practice it and pass it on. So far for FY 2012 the Fire Department has visited with over 3,700 kids of all ages. This includes the Halloween Open House, tours, static displays, and speaking engagements.



# Parks & Leisure Services Division





## Parks & Leisure Services Division

### Ken Wilson

The Parks and Leisure Services Division includes five distinct departments under one Division Head. These departments are: Parks, Athletics, Aquatics, Library, and Golf Course. The Division underwent reorganization in 2011 and at that time the Cemetery operations were absorbed into the Parks Department. With this realignment, the department will be able to provide focused attention on each area of the division and enhance different areas and activities. The Parks and Recreation Open Space Master Plan has been updated and approved by the Parks Advisory Board and the City Council. The updated and completed Master Plan was then submitted to the Texas Parks and Wildlife Department and was approved.

### Parks



The Parks department began the development of High Chaparral Park. With the help of the Street Department, the Parks staff installed a parking lot with curbing at the site. A new Playscape was installed in the park to provide the neighborhood children with a new place to play. With a donation from the Lions Club of Copperas Cove, a new 1200 sq. ft. pavilion was erected. The renovation will also include an irrigation system, sidewalks from the parking lot to the Playscape and pavilion, and new signage identifying the park. The department sponsors the Safe Trick or Treat at City Park, which had a record turnout. The department also conducts the annual Polar Bear Swim and Fishin' in the Park programs.

### Aquatics

Shade structures were added to City Park Pool this summer and provided additional covered seating. There were also several picnic tables, lounge chairs, and upright chairs were added. Swim lessons were a huge draw this summer and attendance was high. South Park Pool received a new lift in compliance with the ADA rules for pool access. Attendance has increased at all water aerobics classes and rentals of the pools continues to be popular.



# Athletics

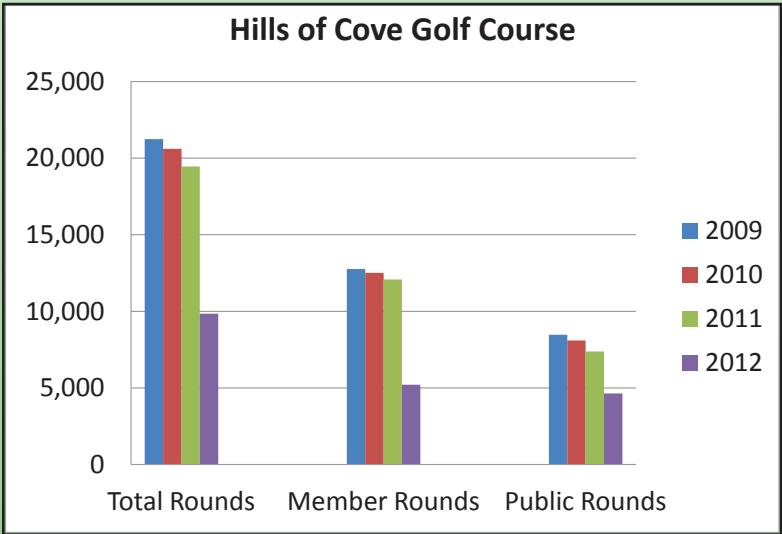
Copperas Cove Athletics Department serves an estimated 3,000 young athletes per year in a variety of sports. The Athletics Department continues to improve to serve the community and provide a safe experience that fosters community pride and builds friendships. Youth sport leagues, including basketball, soccer, baseball, softball, tackle football, flag football, cheerleading, Start Smart sports readiness classes, and (new this year) volleyball, are available year-round with the main focus on participation and development of fundamentals!



With the addition of an athletics website and electronic survey system, the department has improved communication as well as the flow of feedback from the community. The Athletics Department and the City of Copperas Cove have also been represented across the State in multiple sports. Adult programs also showed an increase in participation. The Rabbit Fest Softball tournament increased from 16 to 32 teams and the Adult Co-ed Softball league doubled in participants from the previous year.

# Golf Course

The Hills of Cove Golf Course is quickly improving due to its dedicated volunteers. The Hills of Cove Golf Course offers a pro shop with great prices, a driving range, and a teaching professional to meet the golfing needs of the community. The Hills of Cove Golf Course, its golf professional, and knowledgeable staff are very active in giving golfers the opportunity to enjoy the game of golf. This past summer the golf course hosted 12 tournaments for members and public golfers. In July the course hosted the Texas A&M University Central Texas Scholarship golf tournament with the funds raised going to a scholarship fund. The golf course will continue to improve due to past and present projects such as the addition of the irrigation effluent pond which was completed in October 2011 for a better and more sustainable means of irrigation.



# Youth Council

The City Council approved the creation and development of the Youth Advisory Council. Staff received applications from 25 students and held its first meeting in April. This group will provide input to the City Council about the community needs and wants of the youth. The group elected its chairperson and developed its bylaws to prepare for the 2012-2013 school year.



## Library



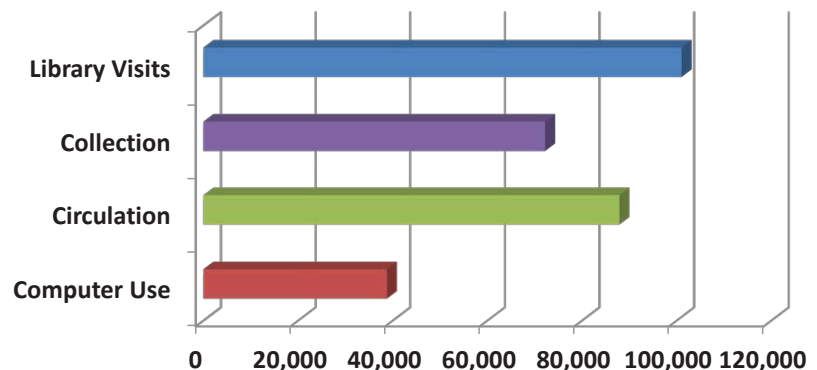
The Public Library serves as a meeting place for those on a quest for knowledge whether by book or computer. With special collections in local and military history, access to the TexShare databases, and ebooks, the library has something to offer everyone, including graphic novels. The newspaper of record for the City, The Copperas Cove Leader Press, is preserved in the Library's archive. Copies date back to 1959 and can be researched upon request. Reference staff provide assistance to those applying for jobs and writing resumes. Reference inquiries are also researched and processed in response to emails.

On the cutting edge of technology, those in need of computers will find 15 computers with internet and print services available. A new addition to the Library is a dedicated computer system allowing patrons to conduct in-depth genealogy research and the capability to produce a family tree.

The Library's conference room is outfitted with state of the art electronics and is used on a regular basis for informative programs making the Library the true center of the community. The monthly BrownBag Lunch series provides valuable information and entertainment on finance, pet care, gardening, conservation, and music.

Special programs for children are designed to provide enrichment year round. Programs include "Reading with the Dawgs" and "Fired Up About Reading." September thru April there are weekly programs for babies, toddlers, pre-schoolers, and teens. During the summer months some patrons take on a different appearance as dogs, parrots, snakes, turtles, and an occasional cow will find their way to the library to be part of Summer Reading programs.

**Copperas Cove Public Library Activities  
FY 2011-2012**



# Public Works Division





## Public Works Division

### Wesley Wright

### Fleet Services



Fleet Services Department provides preventative maintenance and servicing for over 120 pieces of City-owned equipment and over 170 City-owned vehicles. The scheduled maintenance program inspects and services all equipment and vehicles on a 90 day rotation. This program reduces down time and achieves an approximate 98% operational rate. Fleet Services personnel are Automotive Service Excellence (ASE) certified. The department's motto is "Keeping the City's fleet operational through service and dedication" as it continues its mission to provide the best maintenance support for all departments within the City.

### Wastewater

The City's three wastewater treatment facilities have a total permitted treatment capacity of nine million gallons per day. These facilities are permitted through the Texas Commission on Environmental Quality (TCEQ) to release treated effluent into nearby creeks and streams. Some of the treated effluent from the Northeast Plant is provided to the golf course for irrigation purposes. The treatment process consists of separating liquids from solids and removing all harmful bacteria. Treated solids are dewatered and transported to the compost facility.

### Sewer Collection

The City of Copperas Cove's Sewer Collection system consists of almost 400 miles of sewer transmission lines, almost 3,000 manholes and cleanouts, and 16 sewer lift stations, all of which collect and transport sewage to the City's three wastewater treatment facilities. A maintenance program has been implemented that ensures all city sewer main lines are cleaned at least once every 90 days through the use of two large Pressure Vacuum trucks. The Sewer Collection department routinely assists the Water and Wastewater Departments, and they are on-call 24 hours a day, 365 days a year.

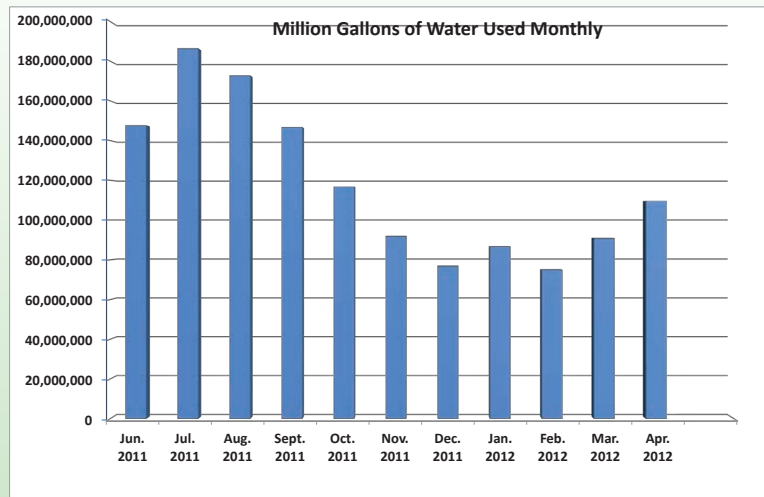
### Drainage

The streets are the largest drainage collection system in the City. Gutters carry storm water to any one of the City's 445 inlet boxes or 170 flumes connected to over 18 miles of drainage channels. Maintenance of the system is conducted by the employees who also perform mowing, erosion repair, debris disposal, and removal of blockages within the flumes and inlet boxes. Drainage crews also respond to emergency situations and work closely with the Street Department to keep the public safe.





## Water Distribution



The City's Water Distribution system is rated SUPERIOR by the Texas Commission on Environmental Quality. Copperas Cove residents are provided high quality water through its distribution system consisting of more than 255 miles of various size water transmission lines ranging from ¾ inch to 30 inch; 13 water storage tanks with a total storage capacity of more than 8.3 million gallons; and nine pump stations. The City purchases Lake Belton water, which is treated by Bell County Water Control and Improvement District #1, and then distributed through the City's system. Also, more than 1,100 fire hydrants provide fire protection to residential and commercial properties for the City. System checks are conducted and water samples are collected daily for analysis to ensure all water is completely safe for consumption. The

City installs and maintains all water meters, of which there are more than 12,000. An ongoing meter check and replacement program to ensure accuracy for both the customer and the City is another function of this department. Water Distribution also monitors the water storage tanks through the SCADA system, has a backflow/cross connection program, and conducts repair and maintenance as needed to ensure uninterrupted service. The Water Department is on-call 24 hours a day, 365 days a year.

## Compost

The City's Compost Facility produces a high quality compost product by combining sludge and brush. It is estimated that the operation saves over \$200,000 of disposal costs for sludge and brush annually. In addition, the City owned facility saves significant time as the nearest disposal facility is almost an hour away. The Texas Commission on Environmental Quality (TCEQ) site registration requirements are maintained by the facility's laboratory that tests the compost during production and at its completion. The department produces a safe and economical product of mulch and compost, which can be safely utilized by customers. Compost and mulch can be used by residential and commercial customers for landscaping and soil enrichment. The Compost Facility, through the Solid Waste Administration office, also accepts brush disposal from residents and commercial customers three days each week.

## Street

The Street Department provides maintenance to pavement surfaces and traffic control devices for the general public that travels within our City. The City maintains more than 130 miles of paved streets along with thousands of signs to keep traffic flowing smoothly. The department personnel work year round filling potholes, repairing utility cuts, sweeping litter and debris, replacing damaged signs, mowing right-of-ways, and being available for any weather or emergency events that may occur. To keep up with the growth and increased traffic in the City, ongoing and planned projects, such as Capital Improvement Projects and street reconstruction, will facilitate traffic and street or drainage improvements well into the future. Over the last year, the City's Street and Drainage Departments have provided mass excavation for Bradford Drive and the Golf Course effluent pond saving the city over \$150,000.

# Keep Copperas Cove Beautiful

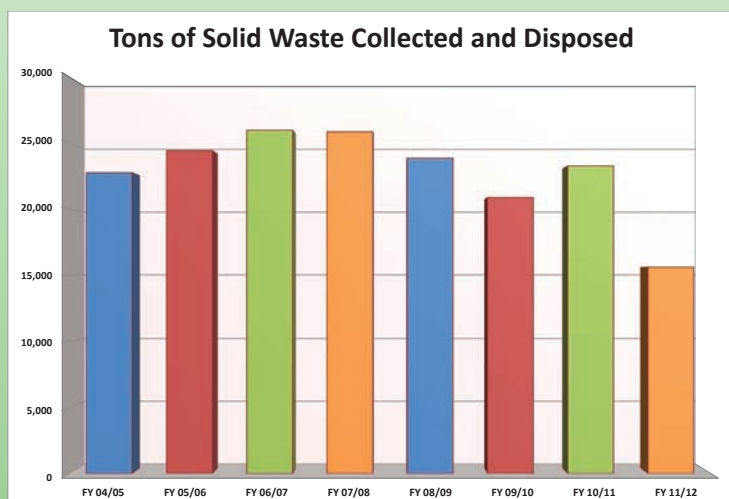
Ever since its inception in September 2002, Keep Copperas Cove Beautiful (KCCB) has worked hand in hand with the City to accomplish its mission, which is: “To Empower and Educate Citizens while Enhancing the Environment of Copperas Cove.”

The Board is made up of up to 15 volunteers and one executive director. Not only does the Board develop and recommend policies, it also plays a large part in educating the community about sustainability and environmental responsibility; beautification, and litter prevention and cleanup. This year alone KCCB hosted or participated in 27 cleanup, beautification, or educational events, including one major illegal dumpsite cleanup and the largest turnout for the Don’t Mess with Texas Trash-off ever when 80 volunteers showed up to help clean litter from roadways.

KCCB is a Gold Star affiliate of Keep Texas Beautiful (KTB) and an affiliate in good standing with Keep America Beautiful (KAB). This year, KCCB placed second in the Governor’s Community Achievement Award (GCAA). KCCB has also been awarded the KAB President’s Circle award each year since 2005, and the award for Sustainable Excellence from KTB for 2005, 2006, 2008-2012

## Solid Waste Department

The Solid Waste Department mission is to provide the citizens of Copperas Cove with quality solid waste services through safe collection and disposal of trash, brush and yard waste, bulky goods, and recyclables. The department provides some of these services at no cost to



the resident. Those services are: pick up of up to 8 cubic yards of brush once a month; unlimited Kraft bags twice per month; up to 3 cubic yards bulky goods every other week; and recycle pick up every other week. Recyclable materials consist of cardboard, newspaper, office paper (including magazines and phone books), plastics #1 and #2, and aluminum and steel cans.

Each single family dwelling is initially issued one 96-gallon trash container. Additional containers can be requested for additional fees. The resident may request up to two 22-gallon recycle bins free of charge. Residential pick up is done once per week, Monday through Thursday, depending on the collection area. More than 11,000 homes are serviced each week.

The commercial division offers 96-gallon container and dumpster services to Copperas Cove businesses. Pick up is done anywhere from 1 to 5 times per week. During the 2012 FY, the commercial division collected more than 5,500 tons of trash. Bulk collection is accomplished by one 33 cubic yard grapple truck. The service is provided every other week. Brush is serviced with one 25 cubic yard grapple truck. This service is done once per month for tree limbs and twice per month for Kraft bags.

The recycling division collects almost 500 tons of recyclables annually. This is accomplished by one rear load cardboard truck and one trough loader that holds all other recyclable commodities. The department encourages participation in recycling through education which includes visiting schools or hosting tours at the City’s Recycling Center.

# Community Partners





# Community Partners



## Copperas Cove Independent School District Joe Burns, Ed.D., Superintendent

Dr. Burns became Superintendent of Schools for Copperas Cove ISD on June 4, 2012. Before coming to CCISD, Dr. Burns was a teacher and principal in Jasper, Lufkin, and Zavalla school districts. Dr. Burns also served as superintendent of schools in Hubbard ISD and Kirbyville CISD, where he was named the 2007 Superintendent of the Year for the State of Texas. In March 2009, he became the superintendent of schools for Vidor ISD, a position he held until joining CCISD. Dr. Burns serves as the educational leader, chief executive officer, and chief administrator of CCISD and is in charge of the administration of all District schools under the direction, supervision, and authority of the School Board.



## Copperas Cove Economic Development Corporation Polo Enriquez, Executive Director

Polo Enriquez has been the Executive Director of the Copperas Cove EDC since April 2010. His work in economic involvement goes back to 1985 while he was working for a major utility company in California. Aside from his daily operations responsibilities, Mr. Enriquez is charged with developing key policies, real estate development, and managing the corporation's project investments. He reports to the Copperas Cove EDC Board of Directors and oversees the activities of two staff members.



## Copperas Cove Chamber of Commerce and Visitor's Bureau Betty Price, President

Betty Price has served the President of the Copperas Cove Chamber of Commerce & Visitors Bureau since January 2012 and has been with the chamber since January 2007. Ms. Price oversees the daily operations of the chamber and manages three staff members. She also specializes in tourism for the city of Copperas Cove and continues to build the Bike Central Texas, Run Central Texas, and numerous programs that enhance the economic climate for local businesses. Ms. Price is a member of Texas Association of Business, Texas Association of Convention and Tourism, Texas Chamber of Commerce Executives and Texas Travel Industry Association.

## Copperas Cove Independent School District



The Copperas Cove Independent School District serves the educational needs of more than 8,200 students in grades Pre-Kindergarten through 12th, with a staff of more than 1,300 teachers, administrators, and support personnel. There are seven elementary schools, two junior high schools, and two high schools, one being an alternative school of choice.

Our school system enjoys a solid reputation as one of the finest in Central Texas. We offer objective-based curriculum to all students, regardless of special need or condition. In the 2011-2012 school year, more than 450 CCISD students graduated high school, receiving more than \$1.3 million in scholarships for both academic and athletic achievements.

Due to our close proximity to Fort Hood, military students make up about 40% of our student population. We are proud to serve our military members and their families by offering them additional opportunities, including free tuition for out-of-district students and pre-kindergarten for students starting at three years of age.

Under the current state accountability system, each district is rated by the Texas Education Agency based on performance on the TAKS and STAAR tests. We are proud to say that for the 2010-2012 school years, CCISD has earned the rating of Recognized. This goes to show that our students and staff continue to achieve at the highest levels, even in a time of changing standards.

The CCISD Board of Trustees serves as the governing board for the district. In 2011, the CCISD Board was named the Region 12 ESC School Board of the Year. This honor is another strong example of the quality leadership guiding the Copperas Cove Independent School District.

CCISD also works to provide effective systems of communication with district stakeholders. In 2009, we joined Facebook and Twitter. These accounts and our district website, [www.ccisd.com](http://www.ccisd.com), are updated daily with district information and the accomplishments of our students, faculty and staff.



As we begin another school year, we are excited to welcome all students and their families to our district. We take great pride in the level of education we are able to provide our students here in Copperas Cove ISD and as always we remain A+ Schools in a #1 Community!

## Copperas Cove Economic Development Corporation

The Copperas Cove Economic Development Corporation (CCEDC) is the designated economic development entity for the City. The CCEDC operates under the legislative authority of the State of Texas and is governed by the Development Corporation Act of 1979. The Board of Directors, appointed by the City Council, oversees policy and give sdirection to the Executive Director.

Thanks to the years of dedication to the cause, hard work and adherence to a long-lasting vision and mission statement by the Copperas Cove Economic Development Corporation Board of Directors, Fiscal Year 2011-2012 was a great year and FY 2012-2013 is set to be even greater.



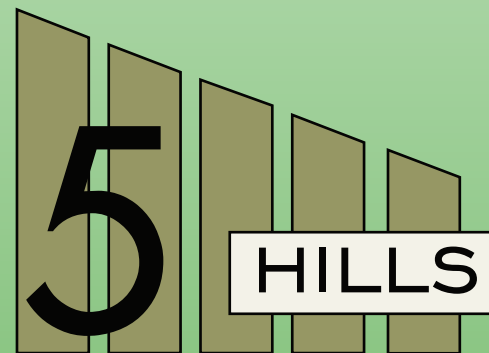
2012 to a warm Copperas Cove welcome. The development of the property results in a capital investment of \$400,000 plus the value of the land with Starbucks projecting to have taxable sales in excess of \$1 million per year and 15-20 jobs. It was the highest grossing store in the district on opening day.

The CCEDC, the City and a number of other entities spent the year designing, engineering, planning and coordinating the many activities that will result in the construction of the 5 Hills Retail Center, a shopping center that will serve this region for many years to come.



The Board of Directors strongly stated that creating a strong and multi-faceted business retention program was its number one priority. The Board recognized that we must take care of our established businesses if we are to grow our economy. Then we agreed that recruitment of businesses should come next. Business recruitment always comes easier when a community's economic development entity has a strong business retention program. "Shop Copperas Cove" is a new program launched in February, in partnership with the Copperas Cove Chamber of Commerce and Visitors Bureau. "Shop Copperas Cove" will promote local business to our citizens. Interested shoppers can visit [www.buyitincove.com](http://www.buyitincove.com), an online portal that directs citizens to new webpages designed and updated by each local business.

Starbucks at 2524 East Highway 190 opened on January 24,





## Chamber of Commerce & Visitors Bureau “Front Door of the City”



Our friendly community, nestled between five hills in Central Texas, is a wonderful place to call home! The Chamber of Commerce & Visitors Bureau seeks to unify public sentiment and spirit by working with businesses and individuals to create successful and productive businesses, civic activities and organizations.

The mission of the Chamber of Commerce of Copperas Cove in part, is to promote and advance the general welfare of the Copperas Cove area so that its citizens and businesses shall prosper together.

Another major role the chamber plays in promoting the city is through its tourism division whose mission is to enhance economic and social growth for the benefit of its members, visitors, and the residents of our community.

The Visitors Bureau works to market, develop and coordinate tourism events and activities that will increase awareness of Copperas Cove as a destination, stimulate overnight stays and enhance visitor spending to ultimately produce a substantial impact for our community.

Among our most valuable assets you will find our Independent School District, City services and the Economic Development Corporation, as well as a well-educated, highly skilled workforce with an abundance of military retirees, dependants and spouses ready to work. Education is key in producing our skilled workforce. CCISD is recognized for excellence in education with Central Texas College and Texas A&M University-Central Texas located just outside Copperas Cove on Highway 190.

Within 30 miles of Copperas Cove are four quality hospitals offering state-of-the-art medical care — Metroplex Hospital, between Copperas Cove and Killeen; Carl R. Darnall Army Medical Center at Fort Hood, with a \$621M expansion that began in the late fall of 2010; Scott & White Memorial in Temple; and the newly completed Seaton Medical Center in Harker Heights.

Copperas Cove is recognized and promoted as the Bike/Run capitol of Central Texas. The Copperas Cove Chamber of Commerce & Visitor's Bureau hosts several bike races and tours, run events and festivals each year, drawing locals and visitors from across the state. In the spring residents and visitors enjoy Rabbit Fest, held annually for over 30 years. In the fall we are home of the Fort Hood Challenge and in December is a holiday bazaar, Krist Kindl Markt, Christmas Parade and the HOT Bowl — something for everyone to enjoy in a community built for Family Living.



## Credits

### Photography

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Betty Price, Copperas Cove Chamber of Commerce

Liz Parker Photography

Camera Artistry, Copperas Cove

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Andy Cedillo, Parks & Recreation

Terry Swenson, Library

Silvia Rhoads, Keep Copperas Cove Beautiful

Polo Enriquez, Copperas Cove EDC

Marty Smith Cook, State of the City Committee Liaison

Betty Price, Copperas Cove Chamber of Commerce  
and Visitor's Bureau

Olga Pena, Copperas Cove ISD

### Design

Courtesy of the Copperas Cove EDC

### Printer

Cove Printing Signs and Designs





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