



City of Copperas Cove



2013 Annual Report

Copperas Cove 2013 Demographics

Population	33,025
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Gender	Total	Percentage
Male	16,028	48.53
Female	16,997	51.47

Age	Total	Percentage
0-4	2,821	8.54
5-9	2,624	7.95
10-19	4,812	14.57
20-29	6,175	18.7
30-39	4,816	14.58
40-49	4,070	12.32
50-59	3,528	10.68
60-64	1,319	3.99
65+	2,863	8.67

Race	Total	Percentage
White	22,239	67.34
Black	5,728	17.34
American Indian	297	.9
Asian	909	2.75
Pacific Islander	339	1.03
Other	1,297	3.93
Multirace	2,215	6.71
Hispanic	5,356	16.22

Households (HH)	Total	Percentage
Households	12,304	
Families	8,975	72.94

HH Income	Total	Percentage
<\$10 K	890	7.23
\$10-\$20K	691	5.62
\$20-\$30K	1,262	10.26
\$30-\$40K	1,632	13.26
\$40-\$50K	1,663	13.52
\$50-\$60K	1,098	8.92
\$60-\$75K	1,698	13.8
\$75-\$100K	1,793	14.57
> \$100K	1,580	12.84

Labor Force (LF)	Total	Percentage
Labor Force	17,150	
Employed	13,087	76.31
Unemployed	1,629	9.5
In Armed Forces	2,434	
Not In LF	7,449	

Education	Total	Percentage
Pop. Age 25+	19,815	
< Grade 9	549	2.77
Grade 9-12	1,293	6.53
High School	6,127	30.92
Some College	6,191	31.24
Assoc. Degree	2,468	12.46
Bach. Degree	2,294	11.58
Grad Degree	893	4.51

Source: Applied Geographic Solutions, 2013

Message from the City Manager



In an effort to improve transparency and communication with our citizens, the City began preparing an annual report that provides readers with highlights of the City's operations and the progress made over the past twelve month period. Additionally, the report highlights the many dedicated City employees that ensure citizens are provided with basic City services.

Each year, City staff completes and presents the annual audit to the citizens and Council in March. The audit report is available for review on the City's website home page under "City Reports" and "Financial Reports".

For years, the community has experienced tremendous traffic congestion and the City heard the complaints and received the requests of visitors and residents to improve the transportation through our City. Thus, after years of dedication and partnership building, the City was able to develop a financing model that created the benefits of three major roadway projects for our City. Since 2011, our community has been witness to progress on the State Highway 9, Southeast Bypass and FM 2657 Road Widening roadway projects. The SH 9 project is expected to be complete by calendar year end and the bypass project in 2014. The City appreciates the patience and understanding exhibited by its citizens and others traveling through our City during the construction.

Our City has also been focused on attracting new businesses to and retaining existing businesses in our community. In January, residents welcomed Whataburger and in February our beautiful new HEB-Plus store. We also welcomed CVS Pharmacy and others to our great City this summer. Please continue to extend such warm welcomes to our new businesses by patronizing them as they open.

Another focus in recent years has been on employee wellness. With rising healthcare costs and the uncertain impacts of the Patient Protection and Affordable Care Act passed by the Federal Government in March 2010, the City was forced to change its focus to wellness to control healthcare costs. The City and Chamber of Commerce hosted a City Employee Wellness Walk/Run in April 2013. The City's efforts to control healthcare costs and the employees' commitment to helping ensure those costs remain reasonable are evident by the participation level in the first City Wellness event. Controlling healthcare costs helps control the impact on the tax rate.

Citizen's inquire about the City's tax rate on a regular basis, but rarely ask what can be done to help. Residents of Copperas Cove can help decrease the City's dependency on property tax revenues by believing in and practicing "Find It In Cove, Buy It In Cove".

We hope you find this report both useful and educational. All citizens are encouraged to get involved with your local government by attending Council Meetings. Those meetings are scheduled for the first and third Tuesday of each month. If unable to attend the meetings, please watch the re-broadcast on the City's Government Access Channel provided by Time Warner Cable. The City is also on Facebook and welcomes you to get involved in our community through social media.

City Government



Pictured, bottom row: Cheryl Meredith, John Hull, Frank Seffrood; top row: Jim Schmitz, Kenn Smith, Mark Peterson, Danny Palmer, Gary Kent

John Hull, Mayor

Frank Seffrood, Mayor Pro-Tem

Members of the City Council:

Cheryl L. Meredith

Mark Peterson

Gary L. Kent

Danny Palmer

Kenn Smith

Jim Schmitz

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
Police Chief



Kelli Sames
Human Resources Director



Greg Mitchell
Information Systems Director



Ryan Haverlah
Budget Director



Daryl Uptmore
Public Works Director



Velia Key
Finance Director



Joseph Pace
Parks and Recreation Director



Burney Baskett
Fire Chief

Copperas Cove Police Department



The Copperas Cove Police Department has participated in National Night Out for the past sixteen years. This year's Kick Off Party has been scheduled for Saturday, September 28th, 2013 from 6pm to 8pm. The Copperas Cove Police Department will be hosting the event, being held in Downtown Copperas Cove, at Avenue E and South Main Street. Hot-dogs, chips, cookies, popcorn, soft drinks and snow-cones will be served.

Numerous children and adult activities will be available as well as door prizes given away throughout the evening.

Some of the events are at no charge and others are priced at only .25 cents each. McGruff the Crime Dog, Sparky the Fire Dog, Recycle Michael, and H-E-Buddy will all also be at the party for the 4th annual "Dance Off". National Night Out is designed to (1) heighten crime and drug prevention awareness; (2) generate support for, and participation in, local anti-crime programs; (3) strengthen neighborhood spirit and police-community partnership; and (4) send a message to the criminals letting them know that neighborhoods are organized and fighting back. For the 16th consecutive year we are asking residents in neighborhoods to lock their doors, turn on outside lights, and spend the evening outside with neighbors and police. Suggestions for outdoor functions include, but are not limited to: block parties, cookouts, flashlight walks, contests, youth activities and anti-crime and drug rallies.

National Night Out has proved to be an effective, inexpensive and enjoyable program to promote neighborhood spirit and police-community partnerships in our fight for a safer nation. Plus, the benefits our community will derive from National Night Out will most certainly extend well beyond the one night.



Community Relations Program Statistics

2012



- Programs and Classes Taught
- Business Contacts
- CCPD Tours
- Press Releases
- Kiddo Cards
- School Contacts
- Newspaper Articles
- Crime Hazard Letters
- Program and Class Attendance
- Community Contacts
- Television Interviews

FIND IT IN COVE.



BUY IT IN COVE.

*One central location to search
for local businesses.*

www.FINDITINCOVE.com



Fire and Emergency Medical Services



The Fire Department responds to more than 3,800 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 EMTs staff the ambulances daily providing emergency medical treatment and transport for the community.

Architecture services for the replacement of Fire Station Two,

which will be located at the intersection of Grimes Crossing Road and W. Avenue B, is in progress and has a projected completion in the fall of 2013.

The Copperas Cove Fire Department welcomed Fire Chief Burney Baskettt to the department on July 15, 2013.

Fire Prevention

Fire Prevention has numerous responsibilities within the department to include inspections of business, investigations, and the enforcement of fire and life safety code, which allow the fire department to ensure the safety of our community. The Prevention office is also involved in the reviewing of new plans and plans for businesses and residential areas 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 in FY 2013 the Fire Department has visited with over 1,700 adults and 6,700 kids of all ages. This includes station tours, static displays, speaking engagements, and other events.



Emergency Management

The Office of Emergency Management (OEM) 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.

Events so far for FY 2013 have included local discussion-based exercises and participation in a regional functional exercise with Fort Hood, Killeen, and other area emergency management departments. The OEM has visited with the public on emergency preparedness at several community events this year and will continue to do so throughout the year.



The City of Copperas Cove utilizes the First Call Network for Emergency Notification of residents. If you have a land line phone you will not need to do anything to receive notifications. Cellular telephones and Voice Over

iP phone numbers will need to be registered. Residents may register their phone number(s) at the following website: <http://alertregistration.com/copperascove>

The City of Copperas Cove encourages residents to prepare before a disaster occurs. Often times a disaster will overwhelm the resources that are available in a community. Residents are encouraged to prepare themselves to be self-sufficient for at least 72 hours after a disaster occurs. The OEM also offers education material, information, and events to the public on being prepared and having a plan. The internet also affords residents a wealth of emergency preparedness information that is simply a click away. Internet Resources: www.ready.gov, www.fema.gov, www.redcross.org and governor.state.tx.us/homeland.



New City Hall

City of Copperas Cove General Administration Offices relocated on Friday, May 3, 2013. The new location, 914 South Main Street in Copperas Cove, features approximately an 8,300-square-foot office complex. General Administration Offices affected by the move include the City Manager's Office, Human Resources Department, Information Systems Department, Budget Department, Building and Development Department, Code Compliance Department, and the City Secretary's Department.

The Finance Department will continue to be located at 221 West Avenue D until a moving date is scheduled, currently projected for Summer 2014.

The purchase of the new facility was approved by the Copperas Cove City Council on January 3, 2013. This move fosters improved communication and operations between departments and will reduce travel for area residents, creating less interruptions during the work day.

The purchase of the new facility was approved by the Copperas Cove City Council in January. City Council meetings will continue to be held at City Hall, 507 South Main Street. Postings for all meetings of the governing body will be posted at 507 South Main Street and on the City's website, www.copperascovetx.gov. The City Hall phone number will remain the same, 254-547-4221.



Exceptional Employees



On April 13, 2013 the City of Copperas Cove and the Chamber of Commerce hosted the 1st Annual City of Copperas Cove Employee Wellness Run/Walk.



Chief Timothy Molnes received the Community Builders Award from the Mt. Hiram Masonic Lodge #595 on February 26, 2013.



Police Sergeant Jeremy Alber graduated from Leadership Command College in Huntsville, Texas on February 22, 2013.



Wild fires are an increasing issue to municipal fire departments. The Copperas Cove Fire Department has responded to over 200 wild land fires in the previous 3 years. Training employees on the specific strategies and tactics has been an ongoing task for the Department. Captain Eric Watson, on his own, sought out educational opportunities that would better serve him in his daily duties as a shift Captain. At no cost to the department and on his own time, Captain Watson attended a training class that would allow him to train staff to respond to these fires.

Employees of the Quarter



Scott Howard



Danny Hamilton



Kevin Miller



Krystal Baker



Valerie Reynolds



Jason Culbertson



Joan Kelley



Silvia Perez

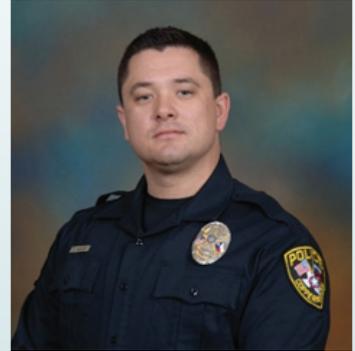
Unity Award Recipients



Mark Turner



Noel Watson



William Hughes



Marcus Waechter



Lisa Millenbach



Mark Summerlin



Carla Polidoro



Carlos Mariduena



JD Hardcastle



Tim Burson



Bardell Gilliard



Joseph Kepler

Financial Status

Governmental Funds

Statement of Revenues, Expenditures, and Changes in Fund Balance

As of August 31, 2013

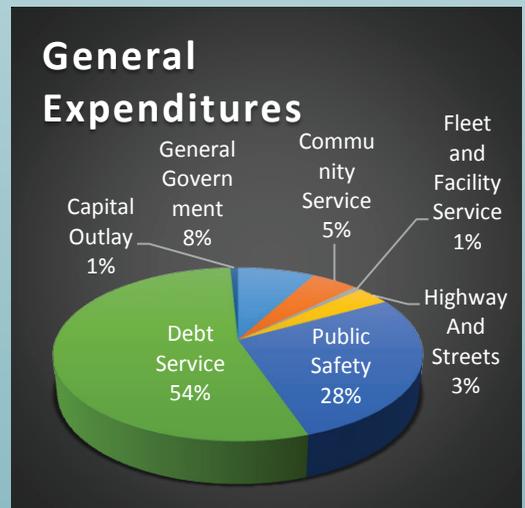
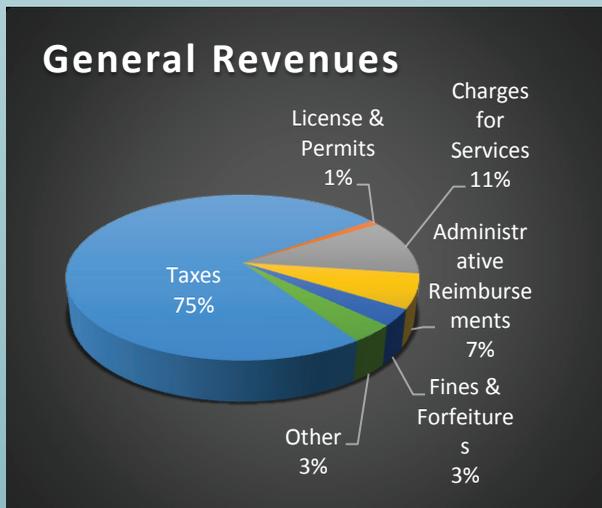
General Revenues:

Ad Valorem Taxes	\$ 8,957,665	52.2%
Sales Taxes	2,481,354	14.5%
Franchise Taxes	1,166,690	6.8%
Mixed Drink Tax	8,858	0.1%
Bingo Tax	72,579	0.4%
Hotel Occupancy Tax	135,908	0.8%
License & Permits	167,887	1.0%
Charges for Services	1,867,871	10.9%
Fines & Forfeitures	555,821	3.2%
Administrative Reimbursements	1,153,543	6.7%
Investment Earnings	61,349	0.4%
Donations	149,483	0.9%
Other Income	389,425	2.3%
Total Revenues	\$17,168,433	100.0%

Expenditures

General Government	\$ 2,246,349	7.9%
Community Service	1,357,729	4.8%
Fleet and Facility Service	217,718	0.8%
Highway And Streets	975,891	3.4%
Public Safety	7,905,631	27.9%
Debt Service	15,454,850	54.5%
Capital Outlay	224,361	0.8%
Total Expenditures	\$28,382,529	100.0%
Other Financing Sources	12,835,033	
Net Change in Fund Balances	1,620,937	

Governmental funds are the General Fund, Debt Service Fund, and all Special Revenue Funds. The primary operating fund of the City of Copperas Cove is the General Fund. The General Fund's primary source of revenue is derived from tax levies. This includes ad valorem taxes, sales and use taxes, and franchise taxes. Other resources are derived from fines, permits and licenses, and intergovernmental receipts. The expenditures of the governmental funds are incurred from services provided to the citizens of Copperas Cove such as: fire and police protection, parks and recreation facilities, code and health compliance, and infrastructure maintenance. In addition, the General Fund accounts for expenditures that are necessary for the administration of the municipality. During FY 2013, the governmental funds paid principal and interest in the amount of \$15,454,850. The City received \$12,695,400, from TXDOT to pay for the highway improvements to U.S. 190.

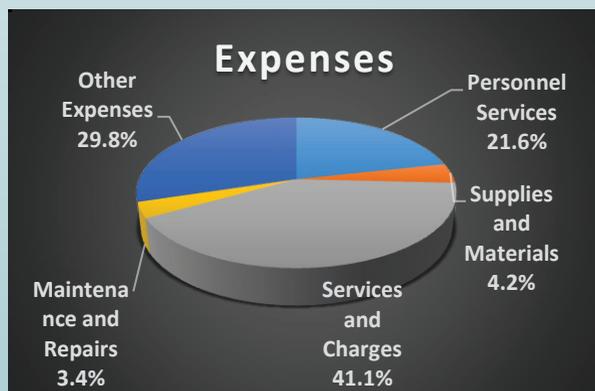
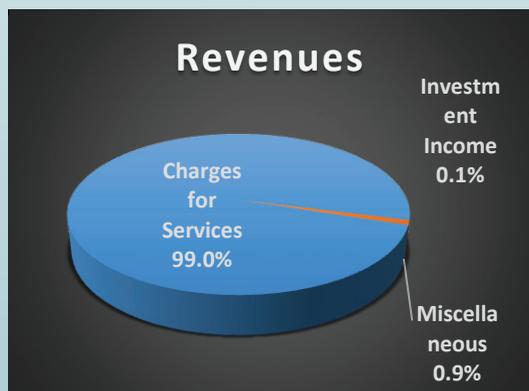


Proprietary Funds

Combining Statements of Revenues, Expenses & Changes in Net Assets

As of August 31, 2013

	Water & Sewer	Solid Waste	Golf Course		
Operating Revenues					
Charges for Services	\$9,181,188	\$3,111,359	\$237,481	\$12,530,028	99.0%
Miscellaneous	51,663	24,347	37,237	113,247	0.9%
Total Operating Revenues	\$9,232,851	\$3,135,706	\$274,718	\$12,643,275	
Nonoperating Revenues					
Investment Income	\$7,885	\$2,047	\$-	\$9,932	0.1%
Total Nonoperating revenues	7,885	2,047	-	9,932	
Total Revenue	9,240,736	3,137,753	274,718	12,653,207	100.0%
Operating Expenses					
Personnel Services	\$1,630,942	\$837,815	\$230,744	\$2,699,501	21.6%
Supplies and Materials	219,725	270,496	36,987	527,208	4.2%
Services and Charges	3,535,412	1,515,112	91,450	5,141,974	41.1%
Maintenance and Repairs	244,859	132,309	44,050	421,218	3.4%
Other Expenses	3,517,678	191,826	20,666	3,730,170	29.8%
Total Operating Expenses	\$9,148,616	\$2,947,558	\$423,897	\$12,520,071	100.0%



The Water and Sewer Fund, Solid Waste Fund, and Golf Course Fund are the three enterprise funds that the City of Copperas Cove utilizes to account for services provided to its citizens. *Water and Sewer Fund*: this fund provides for cost associated with providing clean, safe and reliable drinking water that protect the public health, aid in protecting the environment, provide fire protection, and ensure an adequate water supply exists to support the growing population and commercial customers. *Solid Waste Fund*: the City's accounting system has been established to account for all revenues earned in the process of providing solid waste collection, recycling and disposal services to the public. A new Single Stream Recycling program was launched in April 2013, currently is only available to area 8, and in the future will be available to all areas within the City. *Golf Course Fund*: the City continues to struggle to make this fund self-sustaining. It is very difficult to accomplish this goal due to several factors such as weather, high competition from surrounding cities, and limited budget available to invest in order to remain competitive with other golf courses in the Central Texas area. During FY 2013, the enterprise funds paid Principal and Interest in the amount of \$3,730,170.

Budget Department

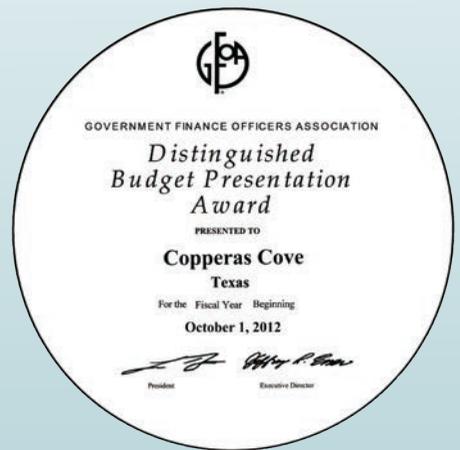


The Budget Department develops and monitors the annual operating budget, the capital improvement plan, capital outlay plan, and the personnel improvement plan. The department also researches and collaborates with department directors to develop and implement efficiencies in services provided to our citizens.

The City of Copperas Cove strives to present to the citizens a clear and concise annual budget document that

employs the best practices of budgeting. For achieving that goal, the City of Copperas Cove received the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for the FY 2012-13 budget. This is the 17th year the City has received this award.

The City consistently seeks more efficient and effective ways to service the residents of Copperas Cove. City Council decided to outsource the Wastewater Laboratory and Composting services to Bell County Water Control and Improvement District #1 to provide more effective services while utilizing the City's resources more efficiently. Annual budgetary savings of \$223,446 will be realized due to outsourcing these services.



In addition to the annual operating budget, the capital improvement, capital outlay, and personnel improvement plans are reviewed, updated, and approved during the budget process each year. They are also monitored throughout the year, and amended as needed. These tools have proved

extremely effective in prioritizing and accomplishing the vast needs of the City and improving and maintaining the City's credit rating. As an example, three bonds/tax notes the city sold in 2013 fetched very competitive rates of 1.02%, 1.2%, and 2.2%.

Welcome New Businesses!



Whataburger was the first to open in the 5 Hills Shopping Center in January 2013.



HEB plus! opened on February 1, 2013.



CVS Pharmacy opened in July 2013.



A lot of businesses opened up in the Spring and Summer, the first was Lee's Nails.



Eye City opened this summer.



The 5 Hills Retail Center welcomed Sport-Clips in June 2013.



Great Clips followed shortly after.



Panda Express is under construction.

Copperas Cove Chamber of Commerce and Visitors Bureau

Promoting Business



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

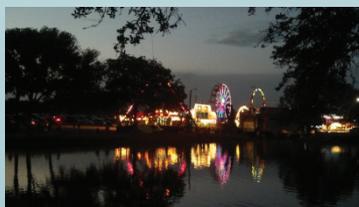
Our friendly community, nestled between five hills in Central Texas is a wonderful place to call home!

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. Central Texas College and Texas A & M University-Central Texas are located just outside of Copperas Cove.

Within 30 miles of Copperas Cove are four quality hospitals offering state of the art medical care.

Promoting Tourism



The Visitors Bureau works to market, develop, and coordinate tourism events and activities that will increase awareness of Copperas Cove as a destination to enhance the economic and social growth for the benefits of our members, visitors, and residents.

Copperas Cove is recognized and promoted as the Bike/Run capital of Central Texas. Hosting several bike races and tours, sanctioned runs, and festivals each year, which draws visitors from across the state.

In the spring, Rabbit Fest sets up for 4 days of family fun, which is held annually and has been for over 30 years. In September, we host the Fort Hood Challenge, December rings in the holiday season with the annual Christmas Bazaar - Krist Kindl Markt, Christmas Parade, and the HOT Bowl – something for everyone to enjoy in a community built for Family Living.

Copperas Cove Independent School District

The Copperas Cove Independent School District serves the educational needs of more than 8,300 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 2012-2013 school year, nearly 500 CCISD students graduated high school, receiving more than \$1.4 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 fami-

lies 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 new state accountability system, districts and campuses receive one of two ratings, “met standard,” or “improvement required,” to label districts’ performance. Copperas Cove ISD received a district-wide rating of “met standard,” with all campuses meeting standards and several schools also earning academic distinction designations. 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.

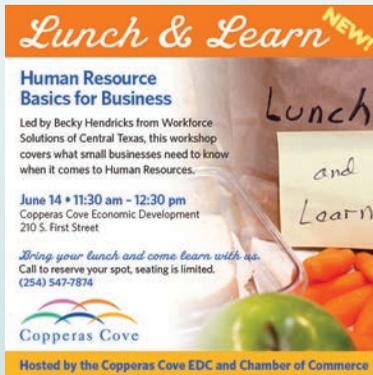


CCISD also works to provide effective systems of communication with district stakeholders. In 2009, we joined Facebook and Twitter. These accounts and our district website, www.ccisd.com, are updated daily with district information and the accomplishments of our students, faculty and staff.

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 EDC offers a variety of services and programs you may not be aware of.



Lunch & Learn Workshops – each month, on the second Friday of the month to be exact, we offer a workshop during lunch (11:30 – 12:30). The workshop is free to attend, just bring your lunch with you. Learn while you eat! A “taste” of the workshops we have offered or are upcoming include Human Resource Basics for Small Businesses, Social Media for Business, Marketing for Business, The Affordable Care Act and How it May Impact Your Business, Customer Service and Building a Personal Brand.

Business Basics Workshops – this is another series of free workshops we offer and are conducted by a counselor from the Mc-

Clennan County Community College Small Business Development Center (SBDC). The workshops offered are for start-ups and existing businesses. We hold these once a month, on the third Tuesday from 9:30am – 10:30am.

In addition to the free and informative workshops, we offer business counseling. This is free and available to the citizens of Copperas Cove. If you have questions about either your start up business or your existing business, you can always call us. This counseling is free to you.

Workshops and counseling are not the only services and programs we offer:

Commercial Property Database - We maintain and update this database. If you or someone you know is looking for commercial property, go no further than the website. Also, if you have commercial property, we can list it for you free of charge.

Digital Sign – we have a digital sign that offers extremely affordable advertising. This sign is located right off 190 as you enter Copperas Cove.

Find it in Cove, Buy it in Cove – this is a FREE site designed for consumers and businesses alike. If you are a business based in Copperas Cove, you can register your business for free. If you are a consumer, you can easily locate a business or a business type in Copperas Cove offering the products or services you are seeking. Shop local.

Newsletter – **the CCEDC runs a newsletter that is published every other month. It is easy to sign up** for (again, free) and keeps you abreast of “what is going on” in Copperas Cove. In each edition we highlight a local business in our “Business Spotlight”. It could be you.

All of the information can be found on our website: <http://www.copperascove-edc.com/>. Take it for a test drive.



Leveraging Social Media

The City of Copperas Cove is using social media to “Get the Message Out” to citizens and is striving to achieve goals of its Strategic Plan to enhance outreach by using social media. In addition, the City is developing new citizen engagement processes by implementing an interactive citizen web site.

Facebook



The City of Copperas Cove joined Facebook in September of 2011. Since that time, the City’s Facebook page has had 1,203 Likes and an average weekly Reach of 1,365 people. The City’s Facebook page has had visitors from all over Texas, the United States and the world.

The City uses Facebook to post information on city events, Press Releases, available jobs with the City,

and notifications for citizens.

In the City’s continuing efforts, a new interactive website for citizens is being planned. This web site seeks to achieve goals of the City’s Strategic Plan by developing and enhancing citizen engagement. Providing easy to use online tools to get citizen ideas and feedback, the web site will be designed to create focused conversations and obtain citizen input on City initiatives.

Productive citizen participation helps to improve outcomes and with citizen participation timely and actionable feedback can be obtained. The city will seek citizen participation by hosting citizen surveys on the web site.



SpeakUp Copperas Cove!

Share your ideas

Let your voice be heard

Be a part of the discussion



Copperas Cove Public Library



The Mission of the Copperas Cove Public Library is to provide outstanding information services to the entire community in a welcoming and highly functional environment. Our vision is to be a highly valued resource that supports the educational, recreational and practical information needs of our diverse community.

We are located in the heart of Copperas Cove at 501 S. Main Street, between the old city hall and the main fire station. Come in to use our Internet terminals or our Wi-Fi connection, read to your children, catch up with current magazine

or newspaper articles, borrow DVDs or audio books on CD, and maybe even check out a book!

You can search our licensed online databases of journal articles and other current information at work, home or in the library using Libraryoftexas.org. You will need a password to access the databases, so ask for it at the circulation desk.

Or you can just relax and enjoy a good book in a comfortable setting. If you need a book that is not in our collection, you can request it through Inter-Library Loan for a modest fee.



Individuals, clubs and other organizations in the community can reserve our 150-seat meeting room for meetings, classes or presentations.

You can also connect to the library from home or from anywhere on the Internet to download e-books, access children's books online, search our online databases and look for interesting materials in our online catalog.

This fall we will sponsor three reading clubs: a Noon club focusing on contemporary literature and biographies, an evening club geared more towards action, adventure, history and military interests, and an afternoon teen club which will include anime, gaming and other young-adult reading options.

The children's room in the library has a wide selection of books, CD books and video (both VHS and DVD) and stuffed toys. We even have a puppet theater and a blue elephant! We offer Toddler Time on Thursdays at 10 AM and Story Time for older kids on Thursdays at 2 PM each week during the school year.

We are making plans to improve the systems we use in the library for our catalog and circulation system, for our Internet access and printing control, and to implement a new arrangement of floor space and services in the adult side of the library.

In the next several months we plan to add online reserves, renewals and e-mail notices for overdue materials, fax service, CAC-card readers at several public Internet terminals, printing from our Wi-Fi connections, public access to a scanner and digital video editing station and Skype teleconferencing capability.



2013 City of Copperas Cove Citizen Engagement and Priority Assessment

In Spring 2013, the City of Copperas Cove asked all residents via utility bills to respond to a survey to support the following goals:

- Support budget and strategic planning decisions.
- Explore service assumptions to ensure service levels are well understood and compare improvements to the 2011 results.
- Identify which services provide the greatest leverage on citizens' overall satisfaction – and how satisfaction, in turn, influences the community's image and citizen behaviors such as volunteering, remaining in the community, recommending it to others and supporting the current administration.
- Benchmark performance against a standardized performance index statewide, regionally and nationally.

551 citizens responded, providing a statistically sound measurement of citizen engagement and priorities. In 2011, 606 responded.

Findings to Strengthen Engagement and Citizen Satisfaction

Overall, citizens scored their overall satisfaction with Copperas Cove at 56 on a scale from zero to 100, with 100 the highest possible score. This is a 2 point improvement from 2011. Local Government Management [Mayor, City Council] (up 7 points), Economic Health (up 3 points) and Property Taxes (up 3 points) improved significantly between 2011 and 2013.

The analysis also identified which aspects of life in Copperas Cove have the greatest leverage for improvement. Those are Local Government Management, Economic Health, Property Taxes, Transportation Infrastructure and Parks & Recreation.



Priority & Budget Planning Findings

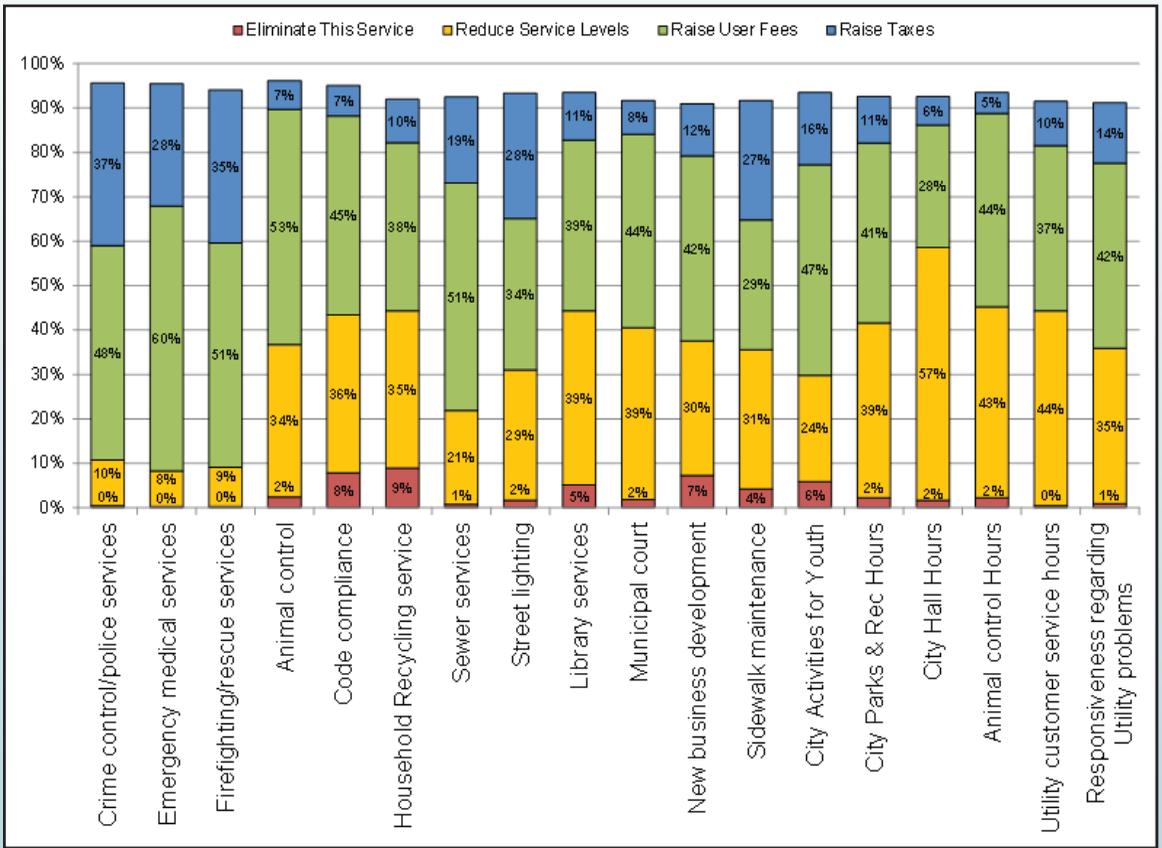
Citizens were asked to rate 18 City services by satisfaction and the funding priority they feel each service should receive. The following chart shows the services by the highest funding priority as well as average satisfaction scores.

Service	Avg. Satisfaction	Funding Priority
Firefighting/rescue services	8.1	8.4
Emergency medical services	8.1	8.4
Crime control/police services	7.3	8.2
Sewer services	7.1	7.5
Street lighting	6.1	7.2
City staff responsiveness to utility problems	7.0	7.1
New business development	5.8	7.0
City sponsored activities for youth	4.9	7.0
Sidewalk maintenance	4.7	6.8
Hours of operation – Utilities customer service	7.4	6.6
Household recycling service	5.8	6.6
Animal control	6.8	6.5
Municipal court	7.2	6.4
Library services	7.5	6.4
Hours of operation – City parks & recreation	7.2	6.3
Code compliance	5.3	6.3
Hours of operation – Animal control	6.7	6.1
Hours of operation – City hall	7.3	6.1

In terms of priorities for the City, several programs/services rated higher in funding priority, but their overall satisfaction scores were lower: City sponsored activities for youth, sidewalk maintenance, new business development, and street lighting.



Support for Budgetary Actions – preferred options for all City services:



Other Key Findings

Top three projects respondents would like to see implemented:

1. Support upgrades to City Park (58% of respondents)
 2. Construct a recreation center (46%)
 3. Support downtown revitalization projects (43%)
- The majority of respondents (66%) are opposed to updating the City Logo (In favor = 19%, Undecided = 12%)
 - The majority of respondents (52%) are opposed to updating the City Motto (In favor = 36%, Undecided = 10%)
 - 43% are interested in the City offering single stream recycling (Undecided = 40%, Opposed = 14%)
 - 65% support the use of a portion of sales tax revenue to establish a crime control district
 - 40% of respondents would participate in potential online citizen engagement efforts (Undecided = 42%, Opposed = 16%)
 - 55% prefer to receive information from the City through the mail (Email = 44%, City website = 37%, Newsletter = 35%)
 - 74% of respondents go to TV stations most often for local news (Newspapers = 49%, Internet = 49%)

The 2010-2014 Capital Improvement Plan

New Capital Improvements planned in fiscal year 2013 totaled \$5.5 million. In addition to the new projects, the City of Copperas Cove completed and continued several projects. In total, these projects have a value of \$89.4 million.

Last leg of the Southeast and Northeast Bypass Projects –

The Southeast and Northeast Bypass Projects began in 2011 and positive progress continued in 2013. The projects are a joint effort by the City of Copperas Cove, TxDOT, Fort Hood, and the Copperas Cove Economic Development Corporation.



The Northeast Bypass Project – diverting traffic flow from US 190 to FM 116 – will relieve congestion in downtown Copperas Cove. TxDOT funded the largest portion of this project and the City of Copperas Cove acquired the right of way through a land swap with Fort Hood. The 3.2 mile stretch, also known as State Highway 9 and includes a railroad overpass, is planned for completion in the spring of 2014.



The Southeast Bypass Project is the largest project the City of Copperas Cove has ever been a partner of in its history. The 6.2 mile roadway will allow traffic to flow from the far east end of Copperas Cove at US 190 to the intersection of US 190 and FM 2657 on the west end of Copperas Cove. The City financed the entire \$51 million project. The financing is supported through \$43 million in transportation funds from the State of Texas. The State is also reconstructing FM 2657 at the intersection of US 190 to improve traffic flow.

Another road project completed in 2013 was the reconstruction of West Avenue F to replace the failing subgrade.



Clearance to proceed with waterline and sewer lines –

The Northeast Water and Sewer Line Projects will provide more reliable water pressure on the east end of Copperas Cove and greater sewer capacity in anticipation of commercial development. The City negotiated with the US Army Corps of Engineers to obtain the necessary easements to install the waterline and sewer line, and received clearance in July 2013 to proceed with the projects.



Stormwater flows freely –

The 2012 Drainage Projects were fully completed in 2013. These projects improved the flow of stormwater and helped alleviate the potential for localized flooding. These projects included:



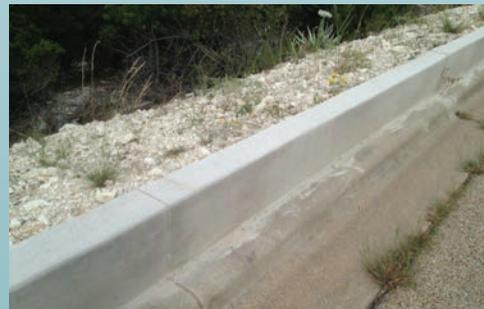
Curry Street - Construction of inlet boxes to decrease stormwater levels by piping the water to existing creeks.



Rolling Heights - More than 1,100 linear feet of concrete lining and installation of concrete box culverts to provide greater flow.



Texas and Golf Course Road - Replaced concrete lining and installation of concrete box culverts to provide greater flow.



Colorado Drive - Construction of a 24” high concrete stem wall 800 linear feet to properly divert stormwater.



Indian Camp Trail - Placement of dissipator blocks to prevent erosion of land.

Other projects

- Reconstruction of Fire Station #2 at the corner of West Ave. B and Grimes Crossing Road is currently being designed and construction will begin in late 2013. The fire apparatus have been ordered and will arrive close to completion of the Fire Station.



- The driving range netting, towering an average of 40 feet high, was replaced at the Hills of Cove Municipal Golf Course in August 2013. The replaced netting allows golfers a place to practice ball striking and improve golf skills with a total range of 230 yards.



Vision Statement for the City

The City's Vision Statement, reviewed and adopted by City Council on April 19, 2011, is as follows:

The Vision of the City of Copperas Cove is a military friendly and environmentally sensitive community with a high quality of life in a safe environment where people genuinely care about the City.

City Council Goals

As with the Vision Statement, during the annual Council/Staff Retreat held in March 2011, the Council reviewed the Goals of the City. On April 19, 2011, the Council adopted the following Goals for the City of Copperas Cove:

- Conduct long range planning.
- Continue sustainability initiatives.
- Develop and maintain partnerships with local, regional, state and federal entities.
- Maintain, improve and expand City infrastructure, facilities and programs to include parks and leisure programs.
- Ensure continued quality public safety.
- Exercise fiscal responsibility.
- Adopt an ad valorem tax rate sufficient to fund service level requirements consistent with the City's Vision and Mission Statements.
- Attract and retain quality employees.
- Support economic development activities.
- Participate in Fort Hood activities and programs in support of the military's mission.



City of Copperas Cove

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