



PROGRESS

On the Horizon

2011 Annual Report



PROGRESS

On the Horizon



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

Neighbor to Fort Hood on the West, and located on Highway 190 between IH-35 and scenic US-281 in Central Texas, Copperas Cove has one of the lowest crime rates in all of Central Texas. Copperas Cove ISD is recognized by the Texas Education Agency (TEA) for excellence in education.

Within 30 miles of Copperas Cove are three quality hospitals offering, state-of-the-art medical care – Metroplex Hospital, between Copperas Cove and Killeen; Scott & White Memorial in Temple; and Darnall Army Medical Center at Fort Hood, with a \$621M expansion slated for construction in 2010.

Our most valuable asset is the availability of a well-educated, highly skilled workforce with a strong work ethic. Over four hundred highly-disciplined personnel exit from Fort Hood each month and enter the workforce. Additionally, there is an abundance of military family members, ready and willing to work. Copperas Cove is a great place to start a business or expand an existing one.

Copperas Cove boasts an 18-hole golf course and clubhouse, seven parks – two with public swimming pools and a modern public library. We also have a wide variety of activities for youth, adults and seniors.

Copperas Cove is recognized and promoted as the Bike/Run capital of Central Texas. The Copperas Cove Chamber of Commerce and Visitor's Bureau hosts several bike runs and festivals each year, drawing locals and visitors from across the state. In the spring, Copperas Cove residents and visitors enjoy Rabbit Fest. In the fall, Copperas Cove celebrates its pioneer past with the Annual Ogletree Gap Heritage Festival. A holiday bazaar, Krist Kindl Markt, finishes up the year in style.

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Message from the Mayor

John Hull

As I enter the final year of my first term in office as Mayor for the City of Copperas Cove, I reflect back on the many accomplishments. My continued pledge is to promote a spirit of teamwork and cooperation among citizens, elected officials and City staff.

During my interactions with the members of the community, the universal message I received was to “press forward and keep up the good work.” The annual report that follows highlights the many achievements of 2010.



My reflections of the past year revealed the benefits that are generated as a result of cooperation and the spirit of teamwork. The year began with the adoption of the City’s first ever Five Year Capital Improvement Plan. The CIP serves as a much needed planning document to ensure proper planning for capital improvements. An improved bond rating by both of the major bond rating agencies was created as a result of the improved planning by the City. Some of the many projects completed in 2010 include but aren’t limited to the Reconstruction of Lutheran Church Road, Renovation of the Turkey Run Pump Station, South Park Pool renovations and splash pad and the construction of the new Police Department facility. Other projects underway in 2010, but not yet completed include drainage improvements along South 25th Street and waterline enhancements along 9th, 11th , 13th and 15th Streets.

As 2011 approaches, the City looks forward to continued progress on the NE Bypass and SE Bypass. The two major roadway projects are a collaborative effort with Fort Hood, TxDOT and the Copperas Cove EDC.

The governing body decided the upcoming year would be a good time to assess how the residents of Copperas Cove feel about being a part of the City, thus a citizen survey is planned for completion within the first quarter of the year. I encourage all citizens to become involved in all levels of government and to provide constructive feedback to ensure necessary improvements are made.

Thank you to the citizens, City Council, business community, partners, volunteers and employees of the City of Copperas Cove for ensuring the blueprints developed by the policy makers of the City were carried out in 2010. As you review the ensuing pages of the annual report, I hope you continue to realize the importance of proper planning and teamwork and that you will continue contributing to make Copperas Cove the “City Built for Family Living.”



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 May 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 twenty-eight 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.

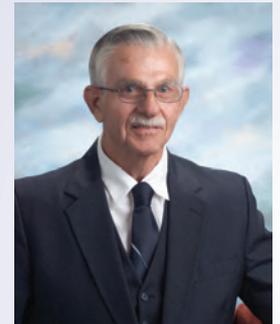


Frank Seffrood, Mayor Pro-Tem, Place 7

Elected May 2011

Term Expires May 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 twenty-two years of military service. He holds a B.S. in Information Systems and taught in the Computer Science Department at Central Texas College for 5 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 May 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 twenty 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.



Charlie D. Youngs, Place 2

Elected May 2009

Term Expires May 2012

Mr. Youngs has lived in Copperas Cove for 18 years. He is in his second term as council member, serving previously from 1994 to 1997. He has been married for 40 years to Peggy Youngs and has one daughter. He retired from the military in 1988 after 27 years and worked for the City of Copperas Cove's Planning Department for two years. He holds a B.S. in Criminal Justice and three Masters degrees in Public Administration, Administration of Justice, and Military Science. Mr. Youngs has served on the boards of the Copperas Cove Economic Development Corporation and the Coryell County Appraisal District.



Gary Kent, Place 3

Elected May 2010

Term Expires May 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 three combat tours and 24 years of service with the U.S. Army, retiring as a First Sergeant. He serves as Chief of Police for the City of Nolanville with more than 17 years of law enforcement experience. Mr. Kent is an active member of many community groups, including the Copperas Cove Morning Exchange Club.



Danny Palmer, Place 4

Elected May 2010

Term Expires May 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 thirty-two 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 May 2013

Kenn Smith married Gail Zimmerman in Oakland, California in 1953. They have one son, Barry. Kenn was born in Georgetown, Texas, and was raised in Taylor, Texas. He retired from the USAF in 1972 in the grade of MSGT, retired from federal civil service in 1987 as a Navy major command director of education and retired from CTC 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 May 2014

Mr. Schmitz has lived in Copperas Cove for 37 years. He has been married to his wife Gloria for 49 years; they have three children and five grandchildren. Jim 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.



Message from the City Manager

Andrea Gardner



The Five Year Capital Improvement Plan adopted in October 2009 is the start of developing the “Blueprint for Progress”. The main focus of City Administration during FY 2010 was the economic decline. Thus, many cost control measures were implemented to ensure the City’s financial stability didn’t diminish.

City staff continued with public education improvements by hosting numerous public meetings on such topics as sign regulations and emergency management. Furthermore, the Council established various committees for the purposes of updating ordinances to include but not limited to the City’s animal control ordinance, building codes and fire codes. The City continued its annual Boards and Commissions Recruitment Reception in May 2010 to encourage public involvement and participation.

Planning tools continuing into 2010 included the use of the Elected Officials’ Budget Survey and the Council/Staff Retreat. Staff received specific direction for the development of the annual budget and amendments to the Five Year CIP during the Council/Staff Retreat held in April 2010.

Employees, the City’s greatest asset, are a continual focus of the City. Both programs (Employee Recognition and Employee Initiative) developed and implemented in FY 2009 continued into FY 2010. The success of both programs has improved the morale of the employees and provided citizens and co-workers an opportunity to nominate City employees for deserved recognition. The Employee

Appreciation Luncheons and Employee Holiday Luncheons also continued in FY 2010 to ensure proper recognition of the City’s greatest asset — its Employees!

A Ribbon Cutting Ceremony was held in February 2010 to celebrate one of the City’s major accomplishments for FY 2010, the opening of the Police Department facility. This long overdue project was a major boost to the spirit of the entire community. Additionally, the City completed the renovations to the Turkey Run Pump Station and the reconstruction of Lutheran Church Road. Both improvements are critical to the City as the pump station is the major pump station of the City and the improvements to Lutheran Church Road will provide much needed improvement for residents commuting from the northern most quadrant of the City to other areas in the City and region and will also improve the public safety in the area with the widening of the roadway and the addition of a dedicated center turn lane. City staff continues to pursue funding for the Southeast Bypass project and work with Fort Hood and TxDOT to begin and complete the construction of the Northeast Bypass.

The vision set by the governing body and the efforts of City staff to ensure the vision of the governing body is carried out are greatly appreciated. We look forward to another great year in FY 2011.

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 who oversees the records management program for the City, serves as election official and oversees the maintenance and modification of all City ordinances. 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 Council members, and City staff in an effective and efficient manner.



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.



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 Director



Mike Baker
Fire Chief
Emergency Management



Greg Mitchell
Information Systems Director



Imelda Rodriguez
Finance Director



Bob McKinnon
Public Works Director



Wesley Wright
Projects Director/City Engineer



Margaret Handrow
Library Director



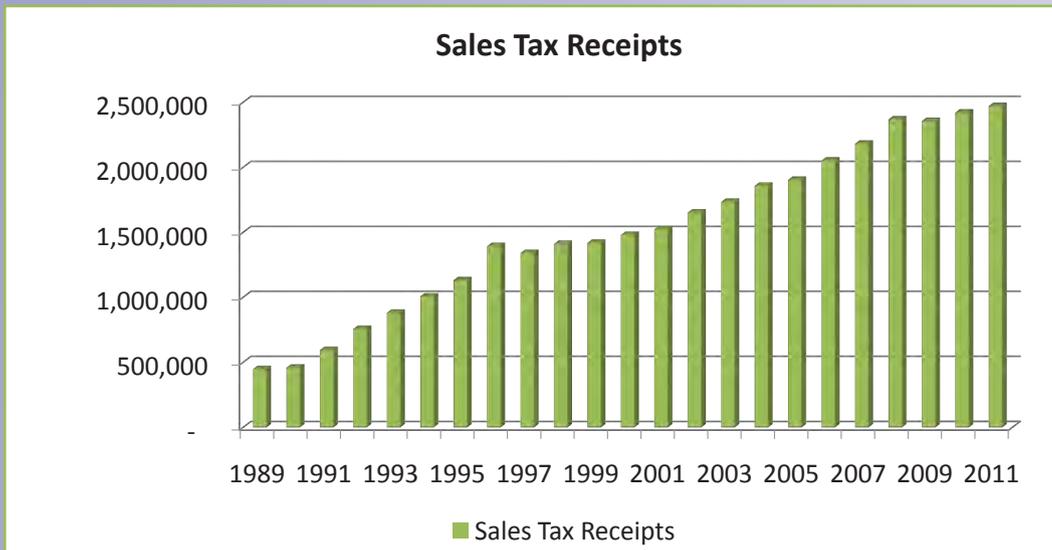
Ken Wilson
Community Services Director

Administrative Services



Finance Department

Author

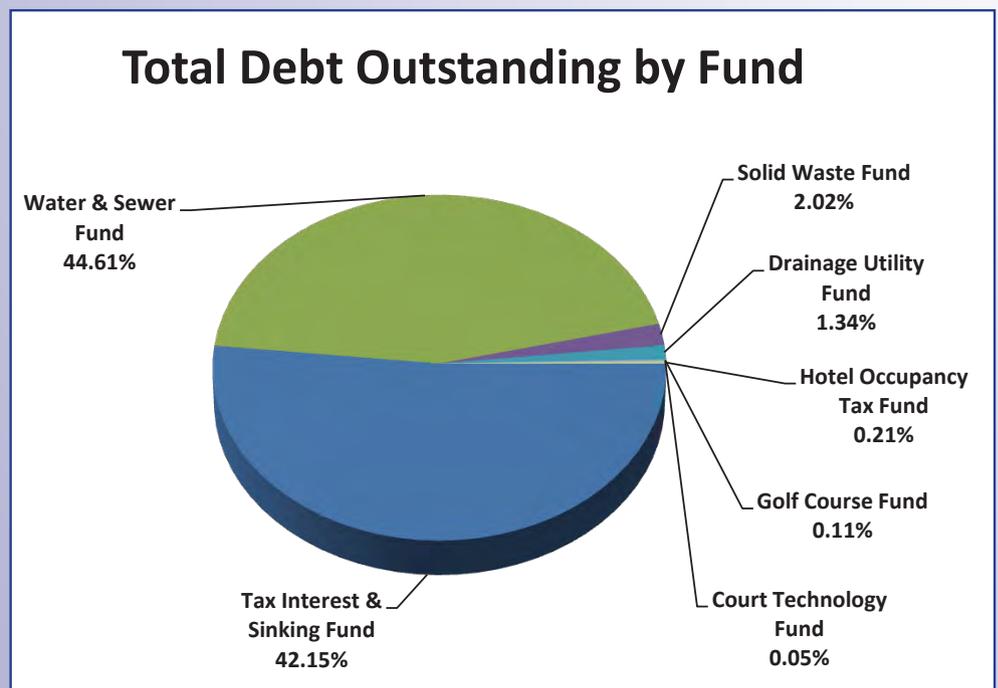


The Finance Department is responsible for the management of the City's financial affairs; the protection and advancement of the City's fiscal position; and effective, efficient provision of related support services for Copperas Cove citizens and City's operation.

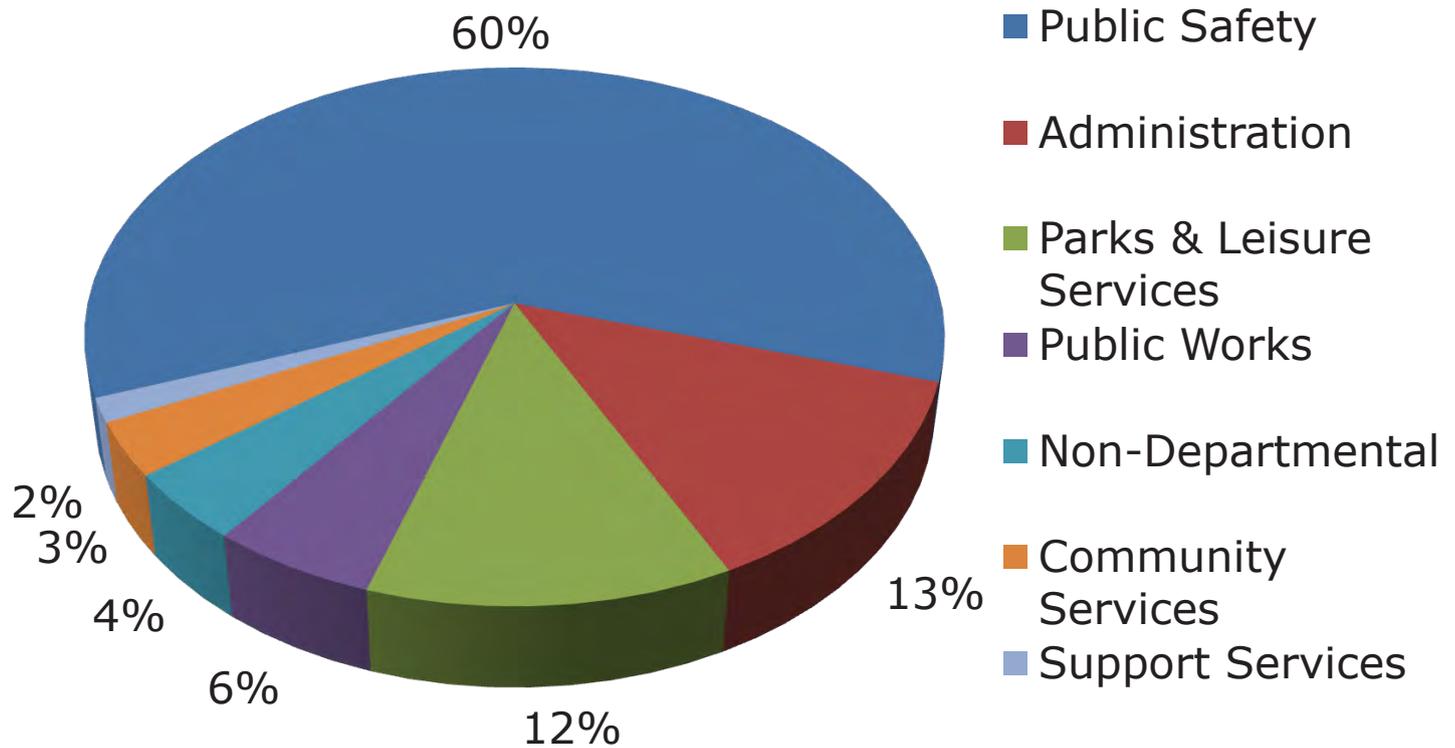
Financial services manage the function of finance, which include accounting, payables, grant accounting, cash/debt management; municipal court, financial reporting, financial analysis and forecast, and utility billing. An important measure of the

City's financial health is the AA- rating given to the City by Standard & Poor's in May 2010 and remained after the February 2011 debt issue. Moody's upgraded the City's GO Bonds rating from A1 to Aa3 after being calibrated from an A3 to an A1 after review of credit strength in May 2010.

The report received was an "Unqualified" opinion on its 2009-2010 finances, the highest rating given during an audit. The Comprehensive annual Financial Report (CAFR) was submitted to GFOA, the Government Finance Officers Association, by the March 31, 2011 deadline, with comments expected in return from GFOA around the close of the current fiscal year.



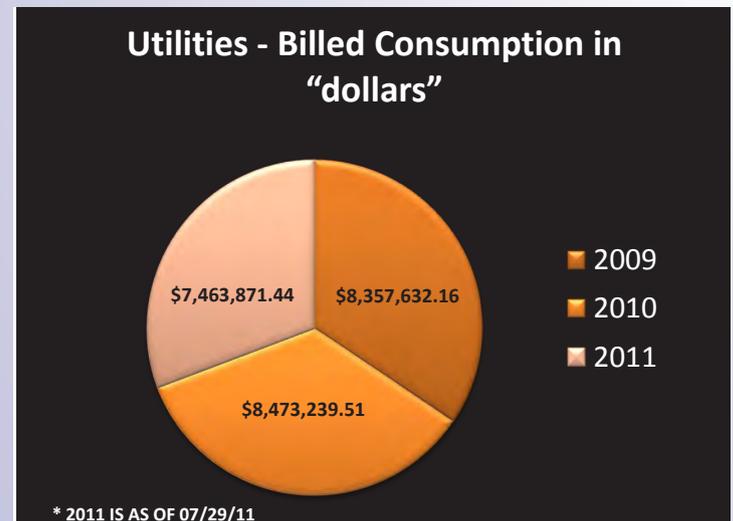
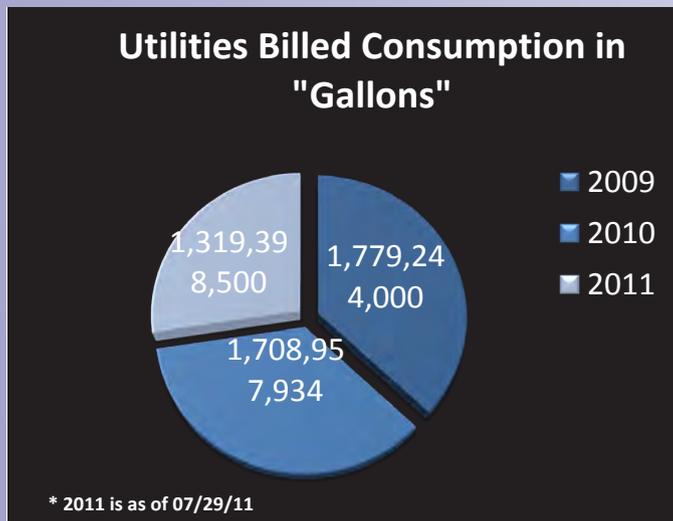
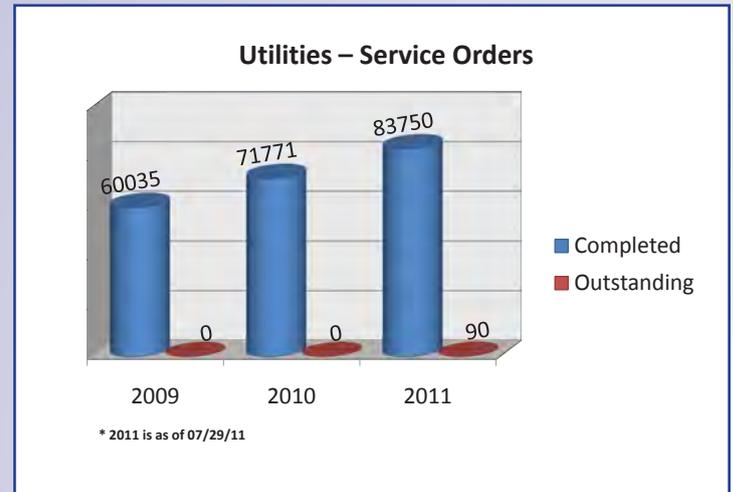
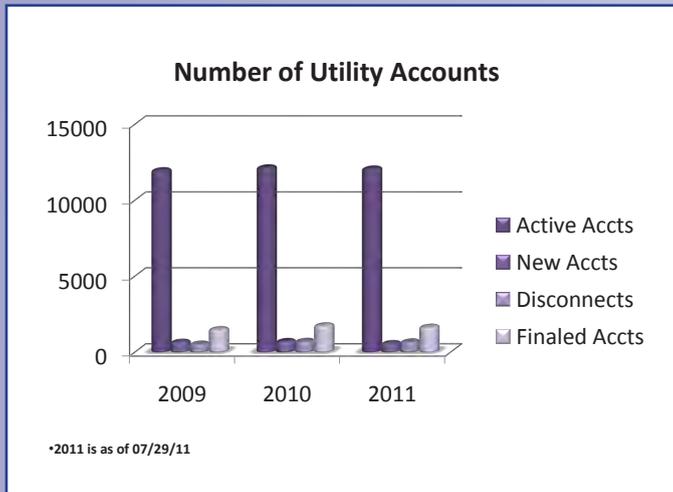
Expenditures by Function



During the FY 2011, we have accomplished the following:

- Implementation of 100% direct deposit for all employees, with the future goal that the City will go paperless, and all employees will receive their check stub via email, in an effort to reduce printing cost and help the environment as well.
- Developed and implemented new cash handling procedures
- Performed internal audit of utility refunds, drainage accounts, and bad debt accounts
- Implemented wristband method at the City's pool to account for attendance, accountability of participants by category, and to improve our current internal controls
- The City conducts business with a total of 2,200 approved vendors of which 1,180 are currently active.
- As of 7/27/2011, the department has processed 8,267 invoices, 5,263 direct deposit for payroll checks, 515 electronic funds transfers, and 3,024 checks.

The Utility Administration Department reports to the Finance Department, its mission is to bill and collect for all City utility services. The department is pleased to have completed a total of 83,750 service orders. The department services on average over 12,000 utility customers with all of their water, sewer, solid waste, and drainage billing related needs. The five CSR's have processed 105,965 payment transactions thus far which is equivalent to 21,193 payment transactions per customer service representative. The employees continue to provide the best customer service that the citizens of Copperas Cove deserve.



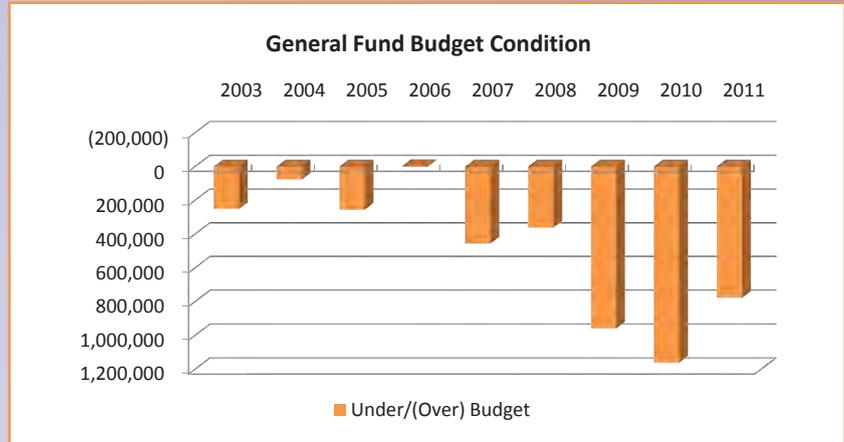
Budget Department

Author

The Budget Department was newly created in 2011 to develop and monitor the annual operating budget and the capital improvement 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 nine years. This shows a true commitment by management and employees to remain within the budget adopted by City Council and are responsible to the tax payers 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 23 years. Many communities in Texas have experienced severe losses in sales tax revenues.



Information Systems Department

Author

A small department with three full time employees, the Information Systems Department manages, maintains and provides technical support for the technology assets that allow the City to provide services to the residents of Copperas Cove. The department provides software and hardware technical support to City staff using over three hundred computers and laptops in all departments. The department manages and maintains the computer networks in fourteen City buildings, including seven buildings networked together with fiber optic cable and five buildings connected with virtual private networks. The department also provides setup, configuration, maintenance and administration to the City's twenty network domain controllers, file servers, application servers, archive servers and video servers, including the City's email server and web server.

In an effort to reduce costs and administration, this year the I.S. department completed several projects to consolidate City servers. The department replaced two old servers with one new upgraded server with a Storage Area Network array, providing much needed additional data storage for future growth. The department also took two additional servers out of service and moved department data to the new server.

Another area of focus for the department this year was the audio-visual systems associated with the Government Access Channel. The department replaced the City's Government Access Channel system with a new computer based system. The audio visual system used to broadcast and record live meetings was also replaced with a new computer based system that included new cameras. These two projects provided significant upgrades in quality to the Government Access Channel.

In the past year the I.S. Department moved five servers to a secure environmentally controlled room for server and network hardware at the new Police Department. Servers that were in other City buildings are now housed in this new data center, providing optimal environmental conditions and security for the City's server and network hardware.

Security of the City's hardware, software, networks and data is always a priority for the I.S. Department. This year the department installed new upgraded firewalls on the city's internet connections and networks to enhance security. The department also installed a new email security gateway appliance to help filter and block the tens of thousands of spam and virus infected emails sent to city email addresses each month.

Human Resources Department

Author

In support of the City's vision and mission, it is the Human Resource Department's goal to support the total operation in meeting its goals through its most valuable resource - it's PEOPLE.



Future progress depends on:

Developing... an attitude of teamwork and quality in day to day operations

Creating... an atmosphere which fosters challenges, fun, and safety

Seizing... opportunities which demonstrate a caring attitude and a sense of urgency

Reducing... waste by pursuing sustainable initiatives

Committing... to consistently pursue uncompromising quality

Respecting... employee values which may be different from our own

Promoting... ethical and legal conduct in all business practices

Building & Development Services

Author

The Building Department is responsible for reviewing, approving and inspecting all residential and commercial construction within the city limits no matter how large or small the project may be. Our number one goal for the past year has been to ensure the safety of our citizen through adopted codes and City ordinances. This allows our citizens and visitors alike to live, work and play in our community knowing that their families will be safe. In the upcoming year we will be reviewing and updating existing ordinances along with working closely with the builders and developers, educating them on the newly adopted code and ordinances.

Major accomplishments during the past year

- Adoption of the 2009 International Codes.
- Online with building permits.
- Completing Oil& Gas well ordinance training.
- Irrigation ordinance.

Code Compliance Division

Author

The Code Compliance Division is responsible for the upholding of the ordinances of the City of Copperas Cove that pertain to health, safety and welfare that are outside the traditional role of the police department. Health inspections are included in the responsibilities assigned to Code Compliance Division. The division is responsible for investigating general nuisance violations and specific ordinance violations but not limited to:

- Sign violations
- High grass and/or weeds
- Health complaints
- Junk vehicles and vehicles parked on unimproved surfaces

The goal for Code Compliance Division is to decrease the number of violations within our city by education of our citizens and achieving voluntary compliance.

Public Safety

415

RAYMOND E. ASHCRAFT
FIRE & EMS STATION

EMERGENCY
PHONE

Police Department

Author

The population of Copperas Cove in 1950 was 1,052 and grew to 4,567 in 1960. In 1956, the Police Department was established and today serves a population of approximately 31,000 residents. The Police Department provides a wide variety of services to the citizens of Copperas Cove with its mission statement reading “to provide citizens with a safe and secure community; accomplished by working in a partnership to protect life and property, maintain order, enforce laws and ordinances, and uphold the constitutional rights of all persons”.

The department consists of 56 licensed police officers and a civilian support staff of 17.5 employees that work as a team to provide professional law enforcement services to the citizens of this community twenty four hours a day. Today the department consists of three major divisions, the Uniform Services Division, Support Services Division, and the Community Services Division. Included within these divisions are Criminal Investigations, Communications, Organized Crime, SWAT, and School Enforcement Officers.

Four “Motor Units” compliment the Uniform Services Division, their focus is traffic enforcement and accident investigation. The Communications Section answers all incoming 911 calls and provides dispatching services for Police, Fire and EMS. Working together with the Copperas Cove Independent School District, two police officers provide daily coverage for police services to the High School.

2010 marked a major historical event for not only the police department, but for the City of Copperas Cove and its citizens with the opening of the new 33,400 square foot police facility. This facility should serve the needs of the department and this growing community well into the future.

The police department maintains a progressive partnership with the community through several programs and services which include:

- National Night Out Event and Kick Off Party
- Crime Stoppers Program
- Citizens Police Academy
- Special Olympics
- Neighborhood Watch Program

Please visit the City’s website at www.ci.copperas-cove.tx.us to view the police department’s annual report as well as other police department information.

Law Enforcement Torch Run Committee in Support of the Special Olympics Texas Program

Author

For over a decade the Copperas Cove Police Department has been involved with the Central Texas Law Enforcement Torch Run Committee (Cen-Tex LETR) to raise funds for the Special Olympics Texas Program (SOTX). The Cen-Tex Committee is comprised of law enforcement agencies from the Central Texas area, recognized as Area 12. The Law Enforcement Torch Run is Special Olympics' largest grass-roots fundraiser and public awareness vehicle. In Texas, the Law Enforcement Torch Run began in 1985 and has grown to become one of the largest in the nation. In the last decade, Torch Run has contributed over \$11 million through the dedication of thousands of law enforcement personnel fundraising on behalf of SOTX. The support provided by this dedicated group has contributed greatly to programs in local communities, which involve more than 40,000 athletes with intellectual disabilities throughout the state.

The Law Enforcement Torch Run has many different events to raise funds for Special Olympics Texas. Some of these methods are used statewide while others may be used only in certain areas. All of these fund-raising projects help raise much-needed funds for athletes with intellectual disabilities across the State of Texas that Special Olympics serves. Raising funds for and awareness of Special Olympics is the mission of the Law Enforcement Torch Run. Examples of fundraising events/activities which the Copperas Cove Police Department has been involved in are as follows:

- Tip-A-Cop Events (Texas Roadhouse, Applebee's, Red Lobster, Cheddar's, Chile's)
- Cow Patty Bingo Events
- Golf Events
- T-Shirt Sales
- "Chances to win" various items
- Annual Torch Run Activities
- Local/Area Spring Games Activities
- State Summer Games Activities
- State Winter Games Activities

Below is a summary of monetary amounts raised over the past 5 years by both the Copperas Cove Police Department and the Central Texas LETR:

CCPD Local Tip-A-Cop Event	CCPD T-Shirt Sales	Area 12 Annual Totals	2007 -
\$1,744.52	\$257.00		
2008 - \$1,104.52	\$240.00	\$20,992.00	
2009 - \$1,850.00	\$952.00	\$19,500.00	
2010 - \$1,915.95	\$1,150.00	\$13,955.40	
2011 - Set for November	\$1,507.00 (to date)	\$12,642.00 (to date)	



On November 19, 2010, The Copperas Cove Police Department launched its official Facebook page in an attempt to keep the general public up to date with activities, news releases, and other general information relating to the department and the City. Examples of the type of activity/incidents that are published on our Facebook page are as follows:

- Criminal Investigations
- Narcotics/OCU incidents
- Amber Alerts
- Homeland Security Information Releases
- Employment Recruitment
- Employee Recognition/Graduations
- Citizen Police Academy Recruitment/Graduations
- Holiday Safety Reminders
- Shattered Dreams Event
- Special Olympic Activities
- City Press Releases from other Departments.

One of the most useful and beneficial elements of our Facebook page is the opportunity to have open dialog with the citizens we serve. Since inception, we have received “311 Likes” and the numbers grow each day. In an attempt to assist in identifying suspects in certain cases, surveillance photographs and video taken during actual crimes will soon be added to the list of posted information soliciting help from the general public. Please visit us on Facebook today!

Animal Control

Author

Copperas Cove Animal Control provides a sanitary and disease-free shelter, improving the quality of life for the sheltered animals, and preserving a safe community environment by securing stray and abandoned animals. The department also tracks and reports animal cruelty, investigates animal bites, quarantines animals and forwards suspected rabies specimens to the Texas Department of State Health Services for testing, and tracks adopted animals to ensure compliance with state laws related to vaccinations, sterilizations and micro-chip/tattooing.

Progress On The Horizon...

- We continuously work to increase the pet adoptions through daily adoption opportunities and Adopt-A-Thon events.
- We are working and continuously with Animal Rescue Organizations to assist in finding new homes for the shelter animals.
- We will continue hosting low-cost shot clinics for pets.
- We continuously educate the public regarding city ordinance requirements and state laws regarding animal control issues.
- We will continue to heighten public awareness about proper pet care/safety, stressing the importance of spaying and neutering.
- We strive to educate members of our community (and businesses) that the Animal Shelter is a shared responsibility and we encourage their support by volunteering and for donations.

Municipal Court

Author

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 is a limited jurisdiction court with the authority to preside over cases provided by statutory law (e.g., Art.414. CCP, Section 29.003, of the Texas Government Code). The Copperas Cove Municipal Court is responsible for processing Class "C" misdemeanor offenses, with fines not to exceed more than \$500. The Copperas Cove Municipal Court also maintains exclusive jurisdiction over municipal ordinance violations with fines not to exceed \$2000.

The Copperas Cove Municipal Court conducts Adult and Juvenile arraignments every Tuesday, Preliminary Hearings on the 1st and 3rd Wednesday of the month, Teen Court on the 2nd Wednesday of the month, and Show Cause and Extension Arraignments on the 2nd and 4th Wednesday of the month. Bench Trials, Jury Trails, Abatements, Contempt Hearings, and Appeals are scheduled, as needed, throughout the year.

The Copperas Cove Municipal Court in Fiscal Year 2010/2011 purchased and implemented Content Manager, a software package by Tyler Technologies. Content Manager allows case files and other documents to be saved as a digital image instead of in a traditional paper file. The Content Manager program is part of an initiative by the City of Copperas Cove to "Go Green." The Content Manager allows the Municipal Court to shrink costs and improve efficiency by:

- Reducing the need to purchase paper to create case files
- Diminishing the need to heat or cool storage rooms required for paper storage
- Accessing case files in real time
- Reducing the need for clerks to read, interpret, and manually upload court verdicts and rulings into the software system
- Sharing information between departments once the software package is implemented City-wide

Future plans include implementing an on-line warrant list and partnering with the Texas Department of Public Safety (DPS) by implementing the OmniBase program. OmniBase will help locate defendants who have outstanding issues with the Copperas Cove Municipal Court.

Fire Prevention Division

Author



The Copperas Cove Fire Department Fire Prevention Division is dedicated to the protection of life and safety for our citizens and visitors, while maintaining community trust with integrity and leadership. This division has multiple responsibilities. The division is responsible for the enforcement of fire and life safety codes, plans review for new and major remodel construction projects. The division also does fire inspections of all businesses and schools within the city. The division offers public education on fire prevention and life safety to all ages. This education includes assemblies, speaking engagements, static displays and department tours. The division is also responsible for the investigation and determination of fires within the city.

Office of Emergency Management

Author

This division is responsible for maintaining the continuity of City Government services before, during and after catastrophic incidents. The Office of Emergency Management keeps the City's Emergency Operation Plan up to date and completes required reporting to the State of Texas, Division of Emergency Management. Events for the year include participation in regional table top, functional, and full scale exercises; active involvement in response and Emergency Management training for the new members of the City Council. The regional exercise included simultaneous events at a plane crash at Robert Gray Army Air Field . Most recently Copperas Cove responded to the State's call under the TIFMAS (Texas Intrastate Fire Mutual Aid System) for Fire trucks and personnel to respond to the Possum Kingdom Lake area wildfires. We continue to receive grant monies from the State of Texas through the Department of Homeland Security to help fund this office.

The office of Emergency Management participates in readiness exercises locally and region wide. Additionally this office is facilitates the delivery National Incident

Planned for next year are additional training classes for citizens and city employees in emergency preparedness, working closely with the two school districts to better protect our children, and continuing our relationship with state, regional and local partners.

Fire and Emergency Medical Services

Author

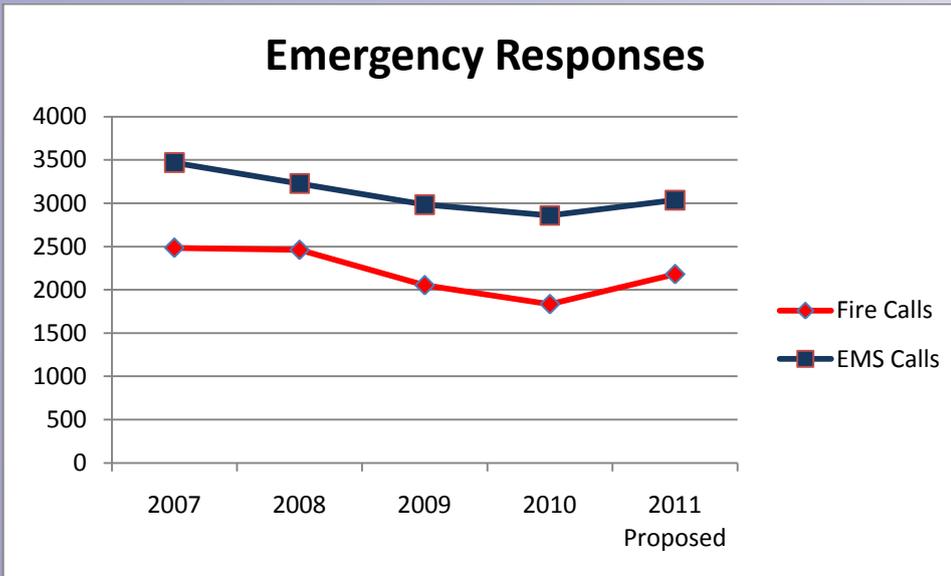
The Fire Department responds to greater than 3800 calls for service annually. We serve citizens who are experiencing the worst day in their lives when they call for assistance. The men and women of the Fire Department provide rapid, courteous and highly skilled assistance to those who are in need.

Significant Events

- Completed a regional radio interoperability site on wheels (SOW) that will service Coryell, Bell, and Mills Counties.
- Purchased a new cardiac monitor/defibrillator
- Purchased a new ambulance to replace one that was 13 years old
- Purchased a new fire engine equipped with a Compressed Air Foam System (CAFS)
- Purchased 28 new Self Contained Breathing Apparatus as well as a computer based firefighter account ability and safety.



Fire Department staff continuously seeks grants and scholarships to support the operations of the Fire Department. We continue our efforts to build partnerships internally and externally to strengthen our position in the community. Educating citizens about fire and injury prevention is a high priority, as is mentoring young persons in our community to provide them a strong foundation of ethics to build upon.



Future plans include a Conduct Fire Investigator, Driver/Pump Operator, Fire Officer I, Fire Officer II training courses for Fire Department employees as well as firefighters from neighboring Fire Departments. Fire Department staff will show their support for Cancer Awareness by contributing to a cancer charity and staff will wear pink logo t-shirts for a week in October in order to raise community awareness. We work to continually adapt the Fire Department to match the needs of the City and look forward to beginning the design phase of the replacement for Fire Station Two.

Community Services



Parks & Leisure Services Division

Author

This year the Parks and Leisure Services Division separated into five distinct departments under one Division Head. Those departments are; Parks, Athletics, Aquatics, Library and Golf Course. This reorganization will provide focused attention on each area of the division and enhance the cohesive effort of the entire organization to better serve the Citizens of Copperas Cove.

Parks and Leisure Services Department has numerous facilities available for rental for events such as parties, showers, weddings, and other special occasions, including pavilions in City Park, Ogletree Gap Pavilion, the Civic Center, and the Historic Allin House.

The Civic Center renovations are currently underway and will be completed in December 2011. These renovations are designed to make the Civic Center more desirable and functional. The center will feature a new updated kitchen, new floors and renovated bathrooms. Upon completion of the renovations the Civic Center will offer a full line of amenities to meet the needs of rental patrons.

The Parks Assessment Plan was completed by the Luck Design Team it addressed the future for the City's parks. The assessment was completed and presented to the Parks and Recreation Advisory Board and the City Council. The end product will offer new and renovated parks to the needs of the citizens of Copperas Cove and help draw new citizens and employers to town. The assessment plan will be incorporate into the Master Plan and will be used to plan the department's direction over the next five to ten years.

Parks

Employees from the Parks department worked hard to renovate Camp Live Oak and install a new 1200 Sq. Ft. Pavilion was erected with fresh sod around the perimeter. The renovation also included an irrigation system, paving the roadway from the Camp Live Oak entrance to the park exit at Fairbanks St. This is another example of teamwork and fiscal responsibility. Employees helping improve another department while avoiding the high cost of outside contractors.

Overall Cemetery operations will be moved into the Parks and Leisure Maintenance budget and the maintenance of the Cemetery will be performed by the Parks staff and will be streamlined at an acceptable level, with the holidays receiving extra care.

Aquatics

City Pools have seen an increase in attendance and bookings for pool parties. The South Park pool Splash pad has been a huge attraction for parents with toddlers and children under 3. The Aquatics staff has made an effort to improve customer service and citizen safety, ensuring the pool facilities are safe and clean. Continued staff training and development will play a major role in the future of the pools. The extreme weather conditions have made Public Pools and inviting and affordable release for all citizens.

Athletics

Athletics programs strive to provide a positive, safe experience that fosters community pride and builds friendships. Youth sport leagues, including soccer, baseball, softball, tackle football, flag football, cheerleading, basketball, and Start Smart sports readiness classes are available year-round, with the main focus on participation and having fun! Adult athletics programs include softball and flag football.

This past winter four teams participated in the TAAF Regional Basketball tournament with three teams advancing to the State Tournament in Carrollton, Texas. Also, six youth teams in girl's fast pitch and seven boy's baseball teams advanced to District play. Two boy's baseball teams qualified for the TTBA State Baseball tournament.

Library

There is an old adage that states in order to know where you are going you must first know where you have been. A core function of the Copperas Cove Public Library is to function as the repository for the city's local history. To this end the library is actively soliciting photographs of everyday life in Copperas Cove to be scanned and later published in a photographic history of the city. As a member of the global community, the library is a place where people of all ages can experience life through the songs, stories, arts and culture of other places from around the world.

Through its recently implemented "Brown Bag Lunch" programs, the library has provided opportunities to learn about a wide variety of topics ranging from legal issues, gardening, music, conservation and recycling. With an increased need for technological knowledge in the workforce, the library offers computer literacy and job seeking classes to help those in need to acquire the skills necessary to be competitive in today's job market. Today, a bright future lies ahead of the Copperas Cove Public Library as it enters the virtual age of information delivery. The library is now provides access to e-books, downloadable audio-books, videos and more with just the click of a button.

Golf Course

The Hills of Cove Golf Course is an 18-hole, par 71 course located in the rolling hills of Northeast Copperas Cove. The course stretches some 6,200 yards from the back tees and offers both playability for the novice golfer and a deceptive challenge for the more avid player.

The issue of insufficient water storage capacity is being addressed with the installation of the Reclaimed Water Optimization System. The affluent pond is scheduled for completion in October, 2011; implementation of the system will provide an effective pumping and irrigation solution for the golf course,

The Hills of Cove Golf Course remains one of the best "value of your dollar" golf courses in Central Texas. The course offers a practice range, pro shop and the friendliest and most helpful staff around.

Public Works



Public Works Departments

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. The treatment process consists of separating liquids from solids and removing all harmful bacteria. Treated liquids are returned to the streams of the state and treated solids are transported to the compost facility. The compost facility then mixes the solids with brush and mulch to provide a soil enrichment product for sale to residents and commercial operations.

Sewer Collection

The City of Copperas Cove's Sewer Collection system consists of approximately 375 many miles of sewer transmission lines, more than 2,915 manholes and cleanouts, and 16 sewer lift stations, all of which collect and transport sewage to the City's three wastewater treatment facilities. The Sewer Department has the capability to inspect city main lines using a closed circuit television system, which provides a visual image of the interior of sewer lines. A maintenance program has been implemented that insures all city sewer main lines are cleaned at least once every 90 days. This line maintenance service is provided by two City Pressure Vacuum vehicles. The Sewer Collection department is also on-call 24 hours a day.

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 $\frac{3}{4}$ 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, approximately 1,100 plus 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 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.

Compost

The City's Compost Facility produces a compost product by combining sludge and brush, which eliminates the time and cost to transport and dispose of sludge, as well as eliminates large amounts of brush. 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. Approximately 2,900 wet tons of sludge have been converted to compost. Additionally, almost 2,000 cubic yards of compost and more than 127 cubic yards of mulch have been sold within the last year.

Fleet Services

Fleet Services Department provides preventative maintenance and servicing for the City's 118 plus equipment and 172 vehicle fleet assets. The scheduled maintenance program inspects and services all equipment/vehicles on a 90 day scheduled basis. This program reduces down time and achieves an approximate 98% operational rate. Fleet Services personnel are Automotive Service Excellence (ASE) certified and the department is rated an ASE Blue Seal of Excellence Shop. Texas Motor Vehicle Inspections (MVI) are conducted on all required vehicles, by certified personnel. 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.

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 of the 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.

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.

