



CITY OF DENTON

Policy Number and Title:	1.00 Policies, Procedures, and Administrative Directives
Policy Section and Chapter:	General
Policy Type:	Policy
Policy Owner & Contact:	Human Resources, (940) 349-8355
Last Revision Date:	4/16/2024

POLICY STATEMENT

The purpose of this Policy is to provide direction for the consistent development and implementation of Policies, Administrative Directives and associated Procedures.

This policy has been developed in accordance with Section 2-28 of the Code of Ordinances of the City of Denton, Texas which establishes:

- Policies, and related amendments will be reviewed by the City Attorney for legal compliance and approved by resolution of the City Council.
- The City Manager is authorized to issue additional directives and administrative procedures as deemed necessary to implement approved policies relating to personnel and internal operational matters.

City of Denton Policies reflect the City's mission and vision and will comply where applicable with federal and state laws. If there is a discrepancy between a Policy or Administrative Directive and the Code of Ordinances, the Code of Ordinances shall take precedence.

Policies and Administrative Directives and Procedures are applicable to all full-time, part-time, temporary, occasional, and seasonal City employees unless otherwise specified. Vendors performing services on behalf of the City may also be subject to applicable City Policies.

POLICY

City leadership and department directors are responsible for determining when new or revised Policies or Procedures are required.

I. Policy and Procedure Development/Revision/Review Authority

- a. A Policy will define the department that retains primary responsibility for the Policy and Procedures. The issuing department will assign a Policy Owner responsible for drafting/revising the Policy and Procedures. Once specified, that Policy Owner will be responsible for periodic reviews and necessary updates and will serve as the primary point of contact for any questions.
- b. Policies and Procedures are continually evaluated and may be amended, modified, or terminated at any time. Policy Owners should review Policies and Procedures that fall under their responsibility at least annually unless otherwise required by state or federal law to ensure continued relevance.
- c. Policy Owners will submit a new or revised Policy for review according to the Procedures established by the Policy Program Administrator ("PPA"). Policy Owners

working to repeal policies will follow the same Procedures as Council approval is also required in this instance.

- d. Policies, and related amendments will be reviewed by the City Attorney for legal compliance and approved by resolution of the City Council.
- e. The City Manager is authorized to approve Procedures as they deem necessary for the implementation of Council-approved policies relating to personnel and internal operational matters. Policy Owners will work through their Department Leadership to solicit approval for Procedures related to approved Policies.

II. Administrative Directive Development/Revision/Review Authority

- a. In their sole discretion, the City Manager may issue, amend, or delete an Administrative Directive to the organization. The City Manager may bypass the PRC review if deemed necessary in their sole discretion or due to time-sensitivity.

III. Accessibility and Maintenance

- a. The PPA will ensure approved Policies, Administrative Directives and Procedures are placed on the City of Denton website and the internal employee SharePoint site.
- b. The PPA will maintain a database of current and previous Policies, Administrative Directives, and Procedures, and evidence of their approval, for record retention purposes.

IV. Policy Review Committee (“PRC”)

The PPA will convene a committee of representatives from departments across the City for the purpose of gathering feedback on proposed new and revised Policies and Administrative Directives. Members will review drafts for general understanding and applicability specific to their departments’ operations.

- a. **Membership.** All departments will be offered and should place a representative on the PRC. There may be additional participants from Human Resources and Legal that are considered members of the PRC for purposes of Policy and Administrative Directive review activities.
- b. **Review Timeframe.** In general, PRC will be provided with at least 10 business days to review and provide feedback on a new or proposed updated Policy or Administrative Directive. The Program Policy Administrator, in consultation with the Director of Human Resources and City Leadership, may expedite the review period as necessary for time-sensitive policies.
- c. **Feedback Process.** PRC members will work with their respective departments to evaluate new or proposed Policies or Administrative Directives for general understanding, clarity, and brevity. They should also consider applicability to their department specifically. PRC members will direct questions or feedback regarding the proposed Policy or Administrative Directive directly to the PPA, who will consolidate this feedback and provide a summary to the Policy Owner. While PRC members’ feedback on Policies and Administrative Directives is valued, Policy Owners are ultimately responsible for reviewing this feedback and determining where and how to make final revisions.

ROLES AND RESPONSIBILITIES

I. Policy Owner:

- a. Represents the department by performing an annual review of Policies, Administrative Directives, and Procedures.
- b. Determines whether training is required for a Policy, Administrative Directive, or Procedure, and if so, develops and administers the training and tracks completion.
- c. Determines whether Supporting Documentation is required for a Policy, Administrative Directive, or Procedure, and if so, provides Supporting Documentation to the PPA.
- d. Reviews feedback provided from the PRC before making final revisions to assigned Policy or Administrative Directive.

II. Policy Program Administrator (PPA):

- a. Provides program leadership to the PRC. The PPA will ensure expectations of PRC members are defined and understood, schedule meetings of the PRC as necessary, and maintain a current roster of PRC members, including ensuring that any PRC members leaving are replaced in a timely manner.
- b. Manages a regular review process for all Citywide Policies and Administrative Directives with a goal to establish an annual review process.
- c. Defines governance requirements for the City's Policy, Administrative Directive, and Procedures program including scope of items included.
- d. Develops and approves templates.
- e. Acts as a liaison and a coordinator between Departments, Legal, and City Manager's Office related to Policy Owner items.

III. Policy Review Committee Members:

- a. Solicit feedback in their departments on proposed new or modified Policies and Administrative Directives and relays this feedback in a timely manner to the PPA.
- b. Provide appropriate information to their respective departments regarding the implementation of new/revised Policies, Administrative Directives, or Procedures.

IV. City Attorney's Office:

- a. Reviews and confirms that a proposed Policy, Administrative Directive, or Procedure does not conflict with applicable laws or regulations.

EXCEPTIONS

Occasionally Policy Owners may identify non-substantive changes that need to be made to an established Policy. Non-substantive changes as opposed to Substantive changes, as defined in this Policy, do not require routing for review and approval and can be made as needed by the PPA.

STANDARDS

I. Template

- a. The City of Denton Policy Template (Referenced below) is designed to improve consistency across all adopted City Policies and Administrative Directives. It also provides a guide for Policy Owners as they draw a distinction between Policies and their associated Procedures.

II. Timelines

- a. PRC members will generally have up to ten (10) days to review proposed new or revised policies.
- b. The most current *Council Dates and Deadlines* schedule (located on the HUB) will determine the timing of placement of policy considerations on the City Council agenda.

III. Processes

- a. The workflow outlined in the **Administrative Procedures** associated with this Policy should be used by all Policy Owners for the creation/revision of City Policies. The workflow may also generally be utilized when an Administrative Directive or Procedure is created, updated, or deleted, *except that City Council approval is not required*.

ADMINISTRATIVE PROCEDURES

This workflow should be utilized when a Policy is created, updated, or deleted requiring the approval of City Council. In the document template, the Policy content must be adopted, revised, or deleted by the City Council.

1. Policy Owner forwards a draft of the proposed Policy to the PPA along with a summary of the proposed changes or additions.
2. The PPA performs an initial review, which may include reviewing with other Human Resources representatives to understand the purpose of the proposed Policy and how it may relate with other approved policies/directives. Depending on the content of the proposed Policy, it may be reviewed with key stakeholders before proceeding to a general PRC review.
3. The PPA sends the draft Policy and the summary to PRC for review and comment. PRC members review with their respective departments and submit any questions or feedback to the PPA, who will compile this feedback and send it to the Policy Owner for consideration.
4. The Policy Owner updates the draft Policy, considering and incorporating appropriate PRC feedback. The Policy Owner will forward the following documents along to the PPA to begin the process of securing a place on the next City Council agenda: One red-lined version of the draft Policy and one “clean” version.
5. The PPA reviews and forwards the Policy, via the Human Resources Director, to the City Manager for review and approval along with a summary of the PRC feedback and issues or

concerns raised and/or resolved. City Manager approval will be provided to the Policy Owner and the PPA.

6. Following City Manager approval, the Policy Owner coordinates with the PPA to prepare the documents necessary for the City Secretary's office to have the Policy placed on City Council agenda for approval, as required. While the Policy Owner is responsible for drafting an Agenda Information Sheet (AIS), Resolution, and any other documentation required by the City Secretary's office, the PPA will provide necessary templates, guidance, and will review documentation for consistency before sending to the City Secretary's office.
7. The PPA reviews and forwards documents the Policy to the City Attorney's office for review in accordance with the published *Council Dates and Deadlines* Schedule. Should the City Attorney have any questions or concerns, the City Attorney will work with the Policy Owner to resolve them. The City Attorney will certify that the Policy does not breach any laws or regulations before it can continue through the approval process. City Attorney approval will be provided to the Policy Owner and the PPA.
8. The PPA will launch the Legistar process and coordinate with the Policy Owner on any remaining documentation requested.
9. The Policy Owner will be responsible for responding to any requests for information or questions about the Policy from City Council.
10. Upon Policy approval by the City Council, the PPA documents approval of the Policy into the appropriate database along with the Resolution number and ensures placement of the Policy on internal and external facing Policy webpages. The PPA sends a summary and final clean copy of the approved Policy to all City employees.

DEFINITIONS

1. "Administrative Directive" or "Directive" is a written statement from the City Manager to City employees establishing rules and regulations concerning internal operational matters of the City. Directives and any amendments thereto may be reviewed by the City Attorney for legal compliance but do not require approval by resolution of the City Council.
2. "Administrative Procedure" or "Procedure" means a specific and detailed statement of the means and methods by which management implements a policy.
3. "Non-substantive change" means a revision to an Administrative Directive or Administrative Standard that does not directly affect the substance of the Directive or Standard or in any way modify its meaning or intent. Non-substantive changes include, but are not limited to, edits related to document formatting, grammar, punctuation, and style. Non-substantive changes do not require routing for review and approval and can be made as needed by a Policy Administrator.

4. “Policy” is a statement of overall philosophy and direction, describing goals to be accomplished and programs to be established. Policies and any amendments thereto shall be reviewed by the City Attorney for legal compliance and approved by resolution of the City Council.
5. “Policy Owner” means the individual staff member responsible for reviewing and monitoring a Policy or Administrative Directive and any associated Procedures and any necessary updates or revisions.
6. “Policy Administrator(s)” are the staff member(s) designated by the City Manager responsible for defining and administering the requirements of the City’s Policies and Administrative Directives program and coordinating and recording those Policies and Administrative Directives.
7. “Policy Review Committee (PRC)” is a committee of department representatives assigned to assist with Policy and Administrative Directive reviews as further defined in this Policy.
8. “Substantive change” means a revision to a Policy or Administrative Directive that materially alters its meaning or intent. Substantive changes include, but are not limited to, addition or deletion of a definition, change in application of the Policy or Administrative Directive and their related Standards, or revisions made to reflect current operational practices or changes in applicable laws or regulations.
9. “Supporting Documents” means ancillary documentation, typically containing tactical content that will change with some frequency and that is necessary for employees to have access to to ensure compliance with Policies and Administrative Directives (example – retention schedule associated with Records Retention Policy).

REFERENCES

- City of Denton Policy Template (attached)

REVISION HISTORY

Revision Date	Policy Owner	Summary
4/16/24	C. Harris, Ethics & Policy Administrator	Policy Revision – Clarify difference for policies and procedures, reflect current review workflow, added exception language for non-substantive changes.
3/22/22 (adopted)	C. Moar, Compliance Officer (Compliance)	Initial Policy Adoption Policy Statement Adopted by City Council on 03/22/2022



CITY OF DENTON POLICY TEMPLATE

Policy Number and Title:	100.XX Sample Policy
Policy Section and Chapter:	Human Resources – Employee Recruitment
Policy Owner & Contact:	Human Resources – (940) 349-8355
Policy or Directive:	Policy
Last Revision Date:	1/1/2024

POLICY/DIRECTIVE PURPOSE STATEMENT

For either a policy or directive, this section should be brief and include a high-level statement of who will do what and why – ideally this statement reflects the City’s mission, values and/or support the overall strategic plan.

Policy – A statement of philosophy or direction intended to regulate behavior and activities to 1) ensure compliance with applicable laws and regulations, 2) promote efficiency, 3) reduce risk, and 4) uphold organizational standards. Policies may address significant legal, financial, safety, and/or reputational risk and therefore must be adopted or revised by City Council.

Administrative Directive – A written statement from the City Manager to City employees establishing rules and regulations concerning internal operational matters. Directives are issues to promote efficiency, reduce risk, and to establish and uphold organizational standards.

POLICY

Use this space to outline the various components of the Policy. This section is designed to provide a framework for decision-making with widespread application across departments. Stated activities should ensure compliance with applicable laws and regulations, reduce overall risk, support and enhance the City’s mission, vision, and values or otherwise promote operational efficiency.

I. Section Title

- A. Sub-Section
- B. Sub-Section
 - 1. More info
 - 2. More info
 - a. Xyz
 - b. Xyz

ROLES AND RESPONSIBILITIES

This section outlines roles and responsibilities for implementing the policy/directive.

I. Responsible Department/Position 1

- a. Activity 1
- b. Activity 2

STANDARDS

Use the space to provide relevant specification(s) that support a policy (e.g. retention schedule, building specifications, timelines). Standards should reinforce applicable laws and regulations or generally accepted cultural norms. They will also ensure consistent internal processes and communicate expectations.

ADMINISTRATIVE PROCEDURES

Administrative procedures are specific and detailed statements of the means and methods by which management implement a policy or directive. Use this space to reference relevant administrative procedures.

DEFINITIONS

Use this space to define abbreviations and acronyms, industry-specific terminology, or any other words that would improve understanding.

REFERENCES

Insert any applicable references to other City policies, federal, state, or local laws, and/or links to forms or other useful information.

- City Policy xxx.xx

REVISION HISTORY

Revision Date	Policy Owner	Summary
01/01/2022	S. Kuechler (HR)	<ul style="list-style-type: none">• Initial Policy Adoption• Policy Statement Adopted by City Council on xx/xx/xxxx
01/01/2023	D. Gilbreath (HR)	<ul style="list-style-type: none">• General Updates to Admin. Procedures• Added a Procedure for XYZ
01/01/2024	D. Gilbreath HR)	<ul style="list-style-type: none">• Revised Policy Statement Adopted by City Council on xx/xx/xxxx• General Updates to Admin. Procedures