



City of Toyah

CITY POLICY MANUAL

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EXHIBIT “A” RATES FOR CITY UTILITIES

SECTION 1

PERTAINING TO THE USE OF CITY PROPERTY

CITY OWNED VEHICLES

1. Only city employees, volunteers with prior authorization by the City Council, and City Officials may ride in the City vehicles. This includes trucks, tractors, backhoes, mowers and fire trucks. All volunteers must be 18 years old or older and have a signed waiver on file before any work begins.
2. Due to insurance regulations all city vehicles and property must be parked on city property, under lock and key when possible. All copies of extra keys and or combinations should be kept at City Hall.
3. All other vehicles shall be removed from City shops or land. Shop doors must be closed and secured at all times unless in use. A log should be kept of all maintenance on City equipment by the individual performing the work. The City shops should only be used for maintenance of City vehicles and equipment, as well as vehicles and equipment that is used by the City. The City truck should only be used for City business. Every effort should be made to save on fuel and wear and tear. All drivers should keep a daily mileage log.
4. The City backhoe will not be used to pull any vehicles except City ones.
5. Maintenance on fire trucks shall be done by City personnel, at the expense of the fire department. If fire department has enough volunteers, they can maintain the fire trucks and fire hall. Fire Chief shall keep a log of all maintenance and fire runs. Duty for the service shall be volunteer, except for the water operator's responsibility to maintain a usable water level.
6. A written or photographic inventory shall be maintained by applicable City personnel. Fire department or chief will do the same for fire inventory. All parts, supplies, inventory items other than emergency items shall be presented to the City Council in list form at a regular City Council meeting for approval before purchase, excluding Mayor's \$2,500.00 limit. All purchases, including the Mayor's purchases, should have a PO number when possible and copies of all receipts, including any from the Mayor's purchases, shall be turned into the City within three (3) working days.

CITY BUILDING USE

1. The City kitchen and meeting area may be rented or used by members of the community with prior approval from the City Council. (No alcohol or drugs shall be

allowed on the premises at any time.) All activities must be legal under city, state and federal law, acts, codes, statutes and ordinances.

The meeting area is available from 8a.m. until 12p.m seven days a week. There is a \$100.00 deposit required up front with a \$50.00 rental fee.

2. The old fire house is available for rent under the same terms as well as the kitchen.
3. The City Park and Pavilions are available at no charge on a first come first serve bases.

CITY RECORDS

1. Due to the increase in malware and viruses no outside memory sticks may be used on the City computers.
2. The removal of City records from the City offices is prohibited.
3. Every attempt shall be made to protect City and City employee information. Information pertaining to current and past employees will be stored in a locked file cabinet.
4. Backup copies of all computer records shall be maintained. Any employee who is assigned a computer shall provide the Mayor a copy of the password for such computer and shall inform the Mayor when/if the password changes. All passwords will be kept secured in the Office for the Office personnel only.
5. In the interest of continuity of government, all City personnel shall maintain records and instructions of all processes that they are involved in. Whenever possible, outgoing personnel shall train their replacements.

SECTION 2

PERTAINING TO CITY UTILITIES AND SERVICES

WATER

1. Water meters will be placed at the commonly accepted City limits or at the end of preexisting lines. For service outside the City limits, the customer must first come in front of the City Council to request such service. If accepted the customer shall lay and maintain the line at his own expense from the meter on. Connection Fees will be according to the current rates.

Any connections outside of the City limits will need to be brought before the City Council on a case-by-case basis for approval.

2. City water meters shall be read on the 25th or the first working day thereafter and water bills mailed to customers by the 1st of each month. A ten dollar (\$10.00) late charge will be assessed for payments not received by the 15th of that month unless prior arrangements for payment have been made with the City Secretary. Payments in the PO Box or drop box on the morning of the 16th will be counted on time. If the 15th falls during the weekend no late charges will be assessed until the end of the first working day thereafter. Bills not paid by the 25th of each month will be cause for termination of service and the assessment of a \$35.00 reconnect charge. Payment plans for no more than 2 months can be arranged between the customer and City Secretary with oversight by the Mayor. In the absence of the Mayor, the City Secretary shall work with the Mayor Pro Tem and an additional Councilmember to ensure all payments are in compliance with City policy. Meters turned off at customers' request will void a minimum charge as long as meter is off, and the deposit remains with the City.
3. Deposits must be paid to the City before any services are started. Deposits will be returned after disconnection, so long as all outstanding balances are paid, provided that they have not been used to cover the last month's bill. No one, including other family members, can come in and open an account until all outstanding balances due on said property by owner are paid in full. Rental homes will be the responsibility of the owner of the property to ensure that all monies will be paid. Any commercial customer requesting a meter larger than 3/4" will be required to pay the actual cost of the larger meter and any additional connection costs. If more than one meter is located on a lot, a base minimum will be charged on both meters; a separate deposit is required for each meter. Separate lots will have a separate meter. Only two (2) connections are allowed for each meter.
4. Water Rates and Connection Fees, Sewer Rates/Fees and Miscellaneous Fees – All water rates and connection fees set out in Exhibit "A" shall be adopted by Ordinance.

The City shall review such rates/fees for Water, Connections, Sewer and Miscellaneous items on an annual basis to ensure that all charges are supported by the costs incurred by the City in providing them. Any modifications to the Water Rates or Sewer Rates shall be supported by a simple Rate Study to ensure that such rates are supported by the costs incurred by the City in supplying the water/sewer services.

5. Tampering with meters: Tampered meters will require a \$150.00 fee for replacement and a lock will be added before meter is turned back on. No one other than CITY PERSONNEL is allowed to have access to the meters at any time.
6. The City Secretary will authorize the turn on and off of meters. Last meter reading must be taken at time of cut off. Water meter connection and turn on will not be performed until customer has shown proof, he/she has right or ownership of property, fills out water agreement, and pays any fees/deposits, including any outstanding/past due amounts.
7. The Owner of any residence is ultimately responsible for the Water Utility bill. The Owner of the residence will be liable for any past due balance at any given time. If the property is a rental and the renter leaves a balance on a bill after the deposit is applied, the Owner remains responsible for payment. Should such renter or any member who lived in such prior residence, undertake residency at another location within the City, such renter will be responsible for such unpaid past due balances before being allowed to receive service at the new location.
8. Bounced/Returned checks: Customers who have a check returned for insufficient funds shall be immediately contacted when a check is returned. If the check was for the current bill, it will be required to replace that payment with either cash or a money order by the 16th of that same month. If the check is not replaced by the 25th of the month, it will be cause for termination of service and the assessment of a \$35.00 reconnect charge in addition to any returned check fee. For any check returned, a \$35.00 returned check fee will be assessed, and the customer will not be able to use check as a payment method until further notice.

SEWER FEES

1. The City shall review such rates/fees for Sewer services on an annual basis to ensure that all charges are supported by the costs incurred by the City in providing them. Any modifications to the Sewer Rates shall be supported by a simple Rate Study to ensure that such rates are supported by the costs incurred by the City in supplying the Sewer services.

TRASH AND SOLID WASTE FEES

- Solid waste and wastewater fees are collected in advance of each month of service.
- Any customers not wanting to pay trash fees must sign a waiver stating why and that they could be charged a fine if caught dumping in the future.

Solid waste rates for use of public City dumpsters shall be as set out in Exhibit “A” attached hereto and incorporated herein. Such rates, as noted above, shall be reviewed and updated by Ordinance annually.

MISCELLANEOUS CITY SERVICES

Opening and closing of graves, basic charge is as set forth in Exhibit “A” attached hereto and incorporated herein. Such rates, as noted above, shall be reviewed and updated by Ordinance annually.



SECTION 3

PERTAINING TO CITY EMPLOYMENT POLICY

1. Holidays – City employees are entitled to the following paid holidays; New Year's, Presidents Day, Martin Luther King Day, Good Friday, Independence Day, Memorial Day, Labor Day, Veterans Day, Thanksgiving (2 days) and Christmas (2 days). When a holiday falls on a weekend the Mayor and the employee shall decide if the holiday shall be taken the Friday before or the Monday after. The city hall office will be closed on these days.
2. Vacation—Full time employees shall receive one week vacation after first year of employment, two weeks after two years and continue with two weeks for remainder of employment. Part time employees shall get same paid holidays and vacation. Request for vacation must be made in writing and submitted at least two weeks in advance. Vacation time is available after the anniversary of their hire date. Vacation and sick leave must be taken in the year awarded and cannot be carried forward. The water operator may not take his/her earned vacation time in consecutive weeks.
3. Sick leave—City employees shall acquire one day of sick leave for every month on the job, not to exceed a total of twenty-four (24) sick days in two years.
4. Bereavement—City Employees shall be allowed three days of bereavement leave for immediate family members, additional days may be arranged through vacation time or sick leave with the Mayor's approval.
5. Overtime—Employees shall be paid for overtime with prior approval by the Mayor. Overtime should only be worked with the express permission of the Mayor.
6. Time Clock—It is city policy that all employees shall account for all hours worked. This can either be done by punching in with the time clock or by keeping accurate logs of hours worked. Failure to keep satisfactory log will result in the employee having to use time clock and or losing pay for lack of accurate logs.
7. All full-time employees will work a 40-hour week, any hours over 40 shall go towards comp time. A salaried employee cannot occur overtime hours, however he/she can be prorated for missed hours amounting to less than 40 hours worked in a week.
8. Drug testing—drug and alcohol use on the job will not be tolerated and will result in immediate loss of employment. All city employees must agree to random drug testing.

9. All city employees must submit copies of current driver's license, social security card and high school diploma as part of their employee folders. A current Texas driver's license is required to drive city vehicles.
10. Job Description—City of Toyah job descriptions shall be considered part of this city policy.
11. All city employees are under the direct supervision of the Mayor, and all reporting shall be done on a regular basis with the Mayor. Should the Mayor be unavailable, the Mayor Pro Tem and one other Council member shall be available to ensure continued oversight and management of city operations.
12. In the absence of the Mayor, the Mayor Pro Tem and one other Council member will assume all oversight responsibilities and may make decisions related to city operations, subject to review and approval by the City Council.

Water Operator Job Description

****Water Operator shall be on call in an emergency involving the Water System.**

WATER SYSTEM:

- Install and maintain meters and lines
- Responsible for taking monthly meter readings
- Turn on and cut off of meters and remove meters as needed
- Responsible for filters, chlorination system, valves, and gauges
- Perform daily testing and monthly sampling
- Maintain and monitor black tanks as necessary for proper maintenance of water system.
- Routinely flush and clean water mains
- Responsible for repairing lines and leaks

DOCUMENTATION AND RECORD KEEPING:

- Fill out daily logs and track daily usage of city water.
- Fill out Monthly Operation Reports and have ready to mail before the 15th of the month.

All duties are to be performed within a 40-hour work week.

GENERAL DRUG POLICY: The City of Toyah has a zero tolerance for drugs and alcohol use on the job. Random testing may be done. Conviction of DWI and traffic violations while on the job is cause for immediate dismissal.

City Secretary Job Description

The Mayor is a part time position and there will be times when the Mayor is not available to be in the office. The City Secretary position is responsible for keeping the Mayor and the City Council up to date with city activities, phone calls, important dates, meetings, water violations, City personnel activities and the City's needs.

Due to the size of the City, there may be difficulty finding a City Secretary with the knowledge and skills necessary for the position. In the absence of a separate City Secretary, the Mayor Pro Tem position may assist with and be paid for performance of such services that the City Secretary would otherwise perform. In that capacity, the Mayor Pro Tem must report to and provide the timesheet of activities performed as City Secretary and keep the Mayor apprised of all city activities, phone calls, important dates, meetings, water violations, and all other aspects of City services as though he/she is the City Secretary. In order to ensure that no administrative functions and duties are carried out improperly, the Mayor shall ask another member of the City Council to work with the Mayor Pro Tem in these situations to ensure that all activities are properly performed and reported as required hereunder. If a member of the city council is not available to work with the Mayor Pro Tem, the Mayor will work with the Mayor Pro Tem to ensure that all activities are properly performed and reported. Duties include but are not limited to:

- 1) Answer phone calls and respond to daily emails in a timely manner.
- 2) Keep the Mayor up to date on daily city activity and maintain regular communication with the Mayor ProTem and Council members to ensure administrative duties are carried out properly.
- 3) Knowledge of QuickBooks usage to complete accounting duties for annual audits from various government entities including:
 - Entering all bills into computer and submitting to City Council for payment.
 - Monthly utility and wastewater billing.
 - Payment collections and issuing of receipts.
 - City payroll, liability reports and payments, issuing of W2s and 1099s.
 - Maintaining vendor records, W9s
 - Balance all bank account monthly.
 - Prepare deposits for accounts.
 - Budget submittal and information gathering for Budget Committee
- 4) City Council Meetings—prepare and post agenda, type minutes for Council approval, prepare all reports for meeting, take notes for preparation of minutes, prepare handouts for all council members, assist Mayor in preparation of meeting and notify any guests of meeting.

- 5) Prepare, certify, and mail in a timely fashion all forms, reports and questionnaires received from various government entities, departments, and organizations in a timely manner.
- 6) Assist the Water Operator with the monthly Surface Water Report (SWMOR) and submit to TCEQ if needed.
- 7) Post all notices and actions in accordance with the Texas Open meeting Act.
- 8) Work with the Secretary of State to serve as the Record Management Officer to ensure the proper organization and retention of City records.
- 9) City Elections—post all notices required, election date, site and positions to be filled, collect all candidate information and verify Eligibility, prepare ballots, contact and work with Secretary of State, Election Judge and all clerks. See that election is carried out according to Texas Election Laws and Codes. To the extent the Mayor Pro Tem is assisting with City Secretary duties and is up for re-election, all election duties shall be assigned to another person so there is no real or perceived conflict of interest.
- 10) Post notices, keep records, pay bills and make purchases for Volunteer Fire Department as per Fire Chief and Mayor ProTem.
- 11) Liaison between the Mayor and City personnel.
- 12) Keep the office and file room clean and organized.

This is an outline of a daily list and not all duties are included. The City has limited personnel, and the City Secretary may have to cover other departments as needed or permitted. In the Mayor's absence, the City Secretary/Mayor Pro Tem will work with one other Council member to maintain proper oversight and manage city operations.

Maintenance Job Description

Mowing—Maintaining all City property grounds including mowing, watering, and edging. (Bar ditches, City Park, the front and back yards of City Hall, City roadways, and City owned properties. This includes landscaping: keeping trees and bushes trimmed.

Vehicle Maintenance—All the City Vehicles must be maintained and working, including Fire Truck and tanker truck. Do maintenance reports on all equipment and vehicles.

Backhoe Operations—Includes cleaning of City Hall and surrounding City property and digging of graves. Operator shall receive \$125 of money collected as payment for his time spent digging graves.

Road/City Maintenance –Fill in potholes and maintain roadways; hang street signs; keep City's dumpsters and trash area cleaned and presentable.

Building Maintenance—Change light bulbs, fix checks on HVAC, air conditioning, plumbing and electrical systems. Checking and responding to security and safety issues, pest control, and painting.

Water Dept—Plant Maintenance as needed; assistance with meter maintenance and with switching out chlorine bottle. The maintenance person must be available to assist the water operator with repairs, maintenance on the water system, in town and at the water treatment facility as needed.

Preventative Maintenance—Perform routine checks on City Hall systems and prepare for season weather changes.

Septic Pond Operator

*Days and hours may vary depending on customer demand. Overtime and weekend hours may be required.

- Be available to open the gate and supervise the dumping of waste into ponds by customers.
- Keep daily tickets and turn in for billing.
- Pond maintenance as per TCEQ regulations. Maintenance includes the Removal of built-up waste, weeds, trash, and cattails. Remove any paper and trash in pond be removed daily during the busy season and weekly during the slower season.
- Monitor, take readings, and maintain lift station.
- Keep area around lift stations free from overgrowth. Cut and clean vegetation.
- Complete and document daily inspection reports.
- Complete required daily and monthly wastewater reports and monthly sewer sample.

Housekeeping Job Description

*** Days and hours may vary depending on city hall activities. All City employees are required to do their part to assist in the following as needed.**

- Hallways – sweep and mop
- Bathroom – clean and disinfect
- Trash – empty trash and shred machines in all work rooms
- Offices – dust shelves and desktops
- Sanitize
- Conference room –
 - dust & disinfection, sweep & mop
 - Refrigerator – clean & stock water
 - Sink – emptied and wiped down
 - Microwave – emptied and wiped down

DRUG/ALCOHOL-FREE WORKPLACE

- No employee may consume, or be under the influence of, alcohol or illegal drugs while at City facilities or on duty. Exceptions include medication prescribed by a licensed physician when used as prescribed. Alcohol may be consumed at an official social event/function while off duty.
- No employee may manufacture, distribute, dispense, possess, sell, purchase, or use a controlled substance (as defined by Chapter 481, Health and Safety Code) on City property or while on duty.
- All City buildings, facilities and vehicles are to remain drug and alcohol free except. The Mayor and/or City Council may allow certain exceptions for alcohol served at specified official social functions.
- Post-accident testing may be conducted following any accident in which violations of safety procedures occur, resulting in either property damage or personal injury caused by an employee. Post-accident testing may be conducted following any accident involving personal injury and the operation of a City vehicle or heavy machinery if evidence exists that the employee caused the accident. Individuals to be tested in a post-accident situation shall include any individual directly involved in an accident whose order, action, or failure to act is determined to be, or cannot be ruled out as, a causative factor in the events leading to or causing such accident.
- If City employee is involved in a vehicle accident in a city vehicle, the employee must call and notify local law enforcement immediately. The employee must also contact Toyah City Hall, and the Mayor or Mayor Pro Tem and inform them of the incident. The employee must obtain a police report number from law enforcement before leaving the scene of the incident/accident and provide that to Toyah City Hall as soon as possible. Failure to do so may be grounds for removal from City employment.

SECTION 4

PERTAINING TO CITY BUSINESS

1. CITY COUNCIL MEETINGS

- A Toyah City Council regular meeting shall be held on the second Tuesday of each month at 6:00 pm.
- The official agenda for any City Council meeting will be prepared and authorized by the City Secretary and/or the Mayor of the City of Toyah.
- All agenda requests for City Council meetings must be submitted to the City Secretary no later than the first Tuesday of each month. Requests will be reviewed by the Mayor for approval and advice from the City Attorney if needed.
- Council meeting packets will be emailed by 10:00am the day before a meeting.
- Individuals wishing to make a public comment will be limited to two minutes total throughout any meeting.

2. GENERAL

- Any request for a meeting with City of Toyah agents (including but not limited to employees and elected officials) must go through the office of the City Secretary.

EXHIBIT “A”

CITY OF TOYAH WATER/SEWER/SOLID WASTE/MISCELLANEOUS RATES

Residential

- New Connection fee for residential \$200.00
- Residential base rate is \$50.00 per month plus a surcharge based on the amount of water used per thousand gallons.
- 0-4,000 gallons will have no additional surcharge. This is to promote conservation.
- Usage above 4000 gallons do not qualify to have no surcharge for the first 4000 gallons.

4,001-8,000 gallons	will have a surcharge of \$1.50 for every thousand gallons
8,001-12,000 gallons	will have a surcharge of \$2.00 for every thousand gallons
12,001-20,000gallons	will have a surcharge of \$2.50 for every thousand gallons
20,001-30,000gallons	will have a surcharge of \$3.00 for every thousand gallons
30,001-40,000gallons	will have a surcharge of \$3.50 for every thousand gallons
40,001-50,000gallons	will have a surcharge of \$4.00 for every thousand gallons
50,001+ gallons	will have a surcharge of \$5.00 for every thousand gallons used

Commercial

- New Connection fee for commercial \$300.00
- Commercial base rate is \$75.00 per month plus a surcharge based on usage per thousand gallons.

0000-4,000 gallons	will have a surcharge of \$2.00 for every thousand gallons used
4,001-8,000 gallons	will have a surcharge of \$2.25 for every thousand gallons
8,001-12,000 gallons	will have a surcharge of \$2.50 for every thousand gallons
12,001-20,000 gallons	will have a surcharge of \$3.00 for every thousand gallons

20,001-30,000gallons	will have a surcharge of \$3.50 for every thousand gallons
30,001-40,000 gallons	will have a surcharge of \$4.00 for every thousand gallons
40,001+ gallons	will have a surcharge of \$5.00 for every thousand gallons used

Note: all prices subject to change based on market conditions and actual cost of production.

➤ Waste water rates:

Residential	\$28.00/month
Commercial	\$48.00/month with a \$2.00 per thousand gallons of freshwater usage surcharge.

BULK DISPOSAL FEES

➤ Bulk disposal is billed monthly for the prior month's usage.

up to 20,000 gallons	0.12/gal
20,001-50,000 gallons	0.09/gal
over 50,000 gallons	0.06/gal

➤ Solid waste rates for use of public City dumpsters

Residential	\$19.43 base rate Tax \$1.60
Commercial	\$55.18 base rate Tax \$4.55
Individual dumpster	\$90.00 (or current base rate for individual dumpsters)

MISCELLANEOUS CITY SERVICES

➤ Opening and closing of graves, basic charge \$325.00. The Operator will receive \$125 of this amount.