



Albuquerque Bernalillo County
Water Utility Authority

Automating the Discipline/Grievance Process



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Employee Profile

635 Employees

- 318 Blue Collar**
- 55 Clerical**
- 129 Management**
- 133 Non-Union**
- Three Collective Bargaining Agreements**



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Problem Areas

- **No Certainty of All Files in One Central Location**
- **Each Supervisor or Division Had Separate Discipline Files**
- **Inconsistency on Level of Discipline**
- **Disparate Treatment of Employees**
- **Employee History Disappeared as Supervisors Retired**
- **Historical Knowledge Out the Door**
- **Extensive Time to Prepare for Hearings/Grievances**



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Issues to Address - To Find a Solution

- **Areas of Utility with Discipline and Grievances**
- **Policies Being Violated**
- **Frequency of Discipline**
- **Outcomes of Grievances or Discipline**
- **Financial and Morale Costs**
- **Trends**
- **Free Up Time for Mission Critical Functions**



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Solution

- **Easily Accessible - Centralized Automated System For All Disciplinary Documents/Audio**
- **Automated Use of Adopted Policies – Immediate Use of the Adopted Policies For The Entire Organization**
- **Legal Focused on the Issues vs. the Process - Preapproved Legal Templates Which Automatically Generate Notices, Letters and Findings**
- **Involve Management Pro-Actively - Route to Management for Approval**
- **Consistent Discipline for Similar Infractions**
- **Did not want to add more duties or personnel, but wanted better results**
- **Ability to Meet Strict Deadlines Set in Collective Bargaining Agreements**



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Positive Correction Action Application (PCA) Development

How it Works

- Integrates policies and procedures into one interactive application



- Creates, routes, maintains, and disseminates coaching, discipline and appeal responses in a workflow and approval application



- Provides quick and easy historical record retrieval - all information and records pertaining to an incident are maintained in one database, resulting in real-time reports



Demo



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Results

- **Better Accountability**
- **Improved Morale**
- **Better Grievance Results**
- **Reduced Exposure to Disparate Treatment Litigation**
- **Better Use of Management, Legal and HR**
- **More Time for Mission Critical Functions**



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Questions?

For More Information

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