



Year review — 7,225 hours given back to the office

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Twelve months of service, presented to the departmental public finances directorate · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement bears on contacts, turnaround times and outputs — never on what any named officer does. The figure that does not flatter the agent is published at the same level as the others, and followed by what corrects it. The calculation fits in three lines and can be redone on the office's own logs.**

The calculation, in three lines

Item	Annual volume	Share of the time	Minutes given back per unit	Hours given back
Written answer to a common question	61,700 contacts	60 % → 10 %	6 min → 1 min	5,141 hours
Amicable reminder letter built from the account	9,340 reminders	40 % → 10 %	10 min → 2 min 30	1,167 hours

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Item	Annual volume	Share of the time	Minutes given back per unit	Hours given back
Message queue over the three weeks following a deadline	8,600 messages	100 % → 20 %	1,146 h → 229 h	917 hours
Total	—	—	—	7,225 hours

The conversion, and the base that makes it unarguable

Unit	Base used	What 7,225 hours amount to
Week	35 hours	More than 206 weeks
Month	151.67 hours	More than 47 months
Working year	1,607 hours	More than four working years

That is the statutory working time, in the public service as in the private sector. The rounding is downwards and stated as such — « more than four years », never « about five »: a gain rounded upwards is a gain that can be contested in the meeting. **The figure in hours remains the reference; the conversion illustrates it, it does not replace it. These hours are officer time given back to the office, at unchanged headcount: no post cut, no post created.**

What became of those hours

Measure	Before	After
Unanswered calls	17,806 out of 52,300	1,042 out of 52,300
Time to answer a secure message	9 days	1 day

Measure	Before	After
Drop-off on online monthly direct debit sign-up	34 %	8 %
Sign-ups requested before 30 June	3,180	5,940
October front-desk visits for a payment matter	—	1,840 avoided
Amicable reminder goes out	Day 52	Day 20
Files settled before the 45 days of article 1730 of the French general tax code	4,120 out of 9,340	6,890 out of 9,340
Request for time to pay processed and handed to the collecting accountant	3 days	4 minutes — 486 payment plans granted before the surcharge
Taxpayers reaching the office between 6 pm and 11 pm on WhatsApp	—	2,140, of whom 1,386 had never used secure messaging

The figure that does not flatter the agent, and what became of it

Quarter	Answers served	Corrected on substance	Share	What changed between the two
First	15,400	268	1.7 %	214 corrections came from 4 standard answers the office had stopped updating
Second	16,220	61	0.4 %	The 4 standard answers brought up to date, nightly matching of the 52 standard answers in place

The framework measures, the ones the directorate will look at first

Measure	Value	Scope on which it is established
Tax calculations produced by the AI agent	0	41,900 property tax notices, 68,400 tax households
Decisions taken without human validation	0	31,620 traced answers
Tax data leaving the office network	0	96,200 contacts
Transfers outside the European Union	0	All data, all channels
Named amounts served outside an authenticated channel	0	4,210 requests received outside an authenticated channel
Accesses recorded outside the officer's role	0	34 roles, full log
Disclosure of being an AI system, from the first sentence	Systematic	Article 50(1) of Regulation (EU) 2024/1689, applicable since 2 August 2026

What defends itself best before the trade unions fits in one sentence: the office gave back **7,225 officer hours** at unchanged headcount, **and not one individual decision was taken by a system. Computing the tax and putting it into collection stayed the business of the DGFIP applications and of the officer who validates them — article 22 of Regulation (EU) 2016/679 gives every person the right not to be subject to a decision producing legal effects concerning them based solely on automated processing.**

Review presented to the departmental public finances directorate on: _____

Calculation page attached to the meeting notice — yes / no: _____

Renewal for a second year — granted / deferred: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.