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**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for the demonstration. **The measurement bears on contacts, turnaround times and outputs — never on what any named officer does. The quality of what is served at the front desk is published at the same level as the other measures, with what improved 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**

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**

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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 quality of the answers served, from one quarter to the next

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 whose update was still to be made**
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

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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 with a legal or significant effect taken by an agent	**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: _____

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