Equal treatment — the same answer across the four channels

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

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15 dated versions, 27,600 enquiries · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the central rule of the arrangement:** every answer carries its source and its date, and **the same dated version serves the counter, the telephone, e-mail and the chat. Equal treatment becomes a measurement, not an intention.**

What the rule produces, channel by channel

Channel	Enquiries falling within the 15 topics	Version served	Waiting time
Counter	**8,600**	**The version in force, dated**	Immediate
Telephone	**16,100**	**The same**	**Immediate, at any hour**

Channel	Enquiries falling within the 15 topics	Version served	Waiting time
E-mail	2,900	The same	**1 day, against 6 before**
Website chat	Included in the 27,600	The same	Immediate, at any hour
Content discrepancies recorded between channels	—	**0**	**Across 27,600 logged enquiries**

The same question asked at the counter on a Tuesday at 9 a.m. and on the website on a Saturday at 10 p.m. receives the same answer, with the same source and the same date. That is what a resident who challenges it can check, and what an officer picking the case up will find.

What every answer carries

Statement	Content	What it is for
Source	**The procedure sheet or the town decision**	**The resident knows what the answer rests on**
Version date	**That of the decision in force**	**An out-of-date answer is spotted at once**
Nature of the interlocutor	Digital assistant of the town	The resident chooses to ask for an officer
Form of the answer	**Plain French or easy-read**	**Both rewritten from the version in force and carrying the same date**

The quarterly record to take to the council

Indicator	Granularity	What it allows to be decided

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Enquiries received	**By channel and by topic**	**Where to put the reception effort next quarter**
Deadlines met	**By channel and by topic**	**What the town can promise residents**
Topics on the rise	**By topic**	**Which information to publish before it fills the switchboard**
Indicator per officer	**None**	**See below — the reason is mechanical**

The day “answers per officer” becomes a tracked figure, it becomes a target: people answer fast rather than right, the short answer drives out the useful one, **and the indicator stops measuring the service and starts measuring the reaction to the indicator. The record by topic shows what the town delivers to residents, and it actually decides something.** If the council still asks for an individual indicator, **the agent produces it and brings the three items that make it sound: prior information to staff, a written purpose, a retention period.**

> **The first quarterly record is written and laid out, one page. Attached to the council notice, it is discussed better than a figure discovered in the chamber.**

For the town to settle

Council sitting chosen for the presentation of the first record: _____

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