The department's flow — 2,940 enquiries, 10 topics, 863 hours

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

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12 months of enquiry logs, reconciled against the register and the maps · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers the department's QUEUES and TURNAROUND TIMES, never what a named officer does. The 10 reference answers are written, sourced, dated, and drafted in the restrained tone set by the department.**

Where the year's 2,940 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the service	**1,640**	**55.8%**	Calls concentrated in the morning, file searched for during the call	**File assembled before an officer takes over**
Emails to the service	780	26.5%	**6 days average turnaround**	**1 day**

Channel	Enquiries	Share	What it costs today	What changes
Desk visits	420	14.3%	**Searching for an old plot: 38 minutes on average**	**2 minutes, path, row and number given the same day**
Website forms	100	3.4%	3 days before the first acknowledgement	Acknowledgement within the minute, naming the officer who will handle the file
Total	**2,940**	**100%**	—	—

The 10 topics that cover 2,240 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Locating a grave	**612**	Register of grants and maps of the three cemeteries	Standing
Opening hours and access to the three cemeteries	384	Cemetery by-law, art. 2	18/11/2025
Formalities after a death	**296**	Cemetery by-law, arts. 5 to 8	18/11/2025
Documents for a grant application	**248**	Document list set by the department	18/11/2025
Grant terms and renewal	**214**	By-law, art. 9 + art. L. 2223-15 of the general local authorities code	18/11/2025
Columbarium and garden of remembrance	156	Cremation site rules	18/11/2025
Works and memorial stones	132	Cemetery by-law, art. 14	18/11/2025
Placing and removing an urn	88	Cremation site rules, art. 4	18/11/2025
Upkeep and flowers	62	Cemetery by-law, art. 16	18/11/2025

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Topic	Enquiries	Source of the reference answer	Dated version
Searching the old registers	**48**	Bound registers 1874-1978, indexed	Standing
Total of the 10 topics	**2,240**	**76.1% of the 2,940 enquiries**	—

The remaining 700 enquiries are passed to an officer of the service — with the file assembled and the message in full. And some of them are passed on as a matter of principle, however they are worded: a disagreement between heirs, a request for exhumation, a recent bereavement expressed. **These are not procedural matters, they are conversations, and they belong to a person.**

The three items from the sheet's « the gain » section, costed against your own files

Item	Share of time today	After	In minutes	Annual volume	Hours returned
Preparing a grant deed	**60%**	**10%**	**28 min 48 → 4 min 48**	**96 deeds**	**38 h 24**
Expiry reminder letters and letters to families	**40%**	**10%**	**12 min 48 → 3 min 12**	**640 letters**	**102 h 24**
Quarterly statement of expiries and reclamations	**100%**	**20%**	**42 h → 8 h 24 per quarter**	**4 quarters**	**134 h 24**
Enquiries from families, all channels	—	—	11 min → 2 min	2,240 enquiries	336 h 00
Searching for a plot in the old registers	—	—	**38 min → 2 min**	**420 searches**	**252 h 00**
Total	—	—	—	—	**863 h 12**

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863 h 12, rounded down: 863 hours returned over the year. On the statutory working-time basis — **35 hours a week, 151.67 hours a month, 1,607 hours a year** — that is **more than twenty-four weeks**, or **more than five months**, returned to your two officers. **Rounding is always taken downwards:** a gain rounded up is a gain a councillor can challenge in the meeting. **No post cut, no post created** — it is time returned to the desk and to supporting families, which is the part of the work no tool replaces.

The gap found by the reconciliation — and what it represents across the three cemeteries

Scope	Plots	Discrepancies found	Dominant nature
Saint-Martin cemetery (opened 1874)	**1,480**	**47**	**26 plots absent from the computerised register, from the bound registers**
Le Clos-Fleuri	1,940	62	Terms differing between deed and register
La Croix-Verte	1,360	43	Expiries passed with no record
Total	**4,780**	**152**	—

> **The rule this demonstrator defends, and which holds everything else together: EVERY GRANT FILE CARRIES ITS COMPLETE CHAIN OF DATES AND EVIDENCE.** Date of the deed, last interment, notifications, public notices, running time limits. **A file missing a proven date does not advance: it goes back for checking. This is not added slowness: it is what allows a family to be told in time, and prevents them learning through litigation what they should have learned by letter. The year's 152 discrepancies are not worth hours first and foremost: they are 152 letters that will not go to the wrong person.**

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Version of the 10 reference answers approved by the head of the population department, on: _____

Next review of topics and volumes — proposed at six months — set for: _____

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