



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

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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

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

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.**

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: _____

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.