The year in review — 3,371 hours given back, item by item

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

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Twelve months of service, for presentation to the community council · 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. **Every figure in this review checks out against a service log — that is the only way to hold up in front of a council. The measurement covers queues, lead times and files; no indicator counts what a named member of staff does**, with one exception that is not really one: **whoever approves an invoice is named and dated.**

The hours given back, item by item

Item	Annual volume	Before	After	Given back per unit	Hours given back
Collection complaint — searching and drafting	**3,940**	7 min 12	1 min 12	**6 min**	**394 h 00**
Charge letter — drafting	**6,300**	10 min	2 min 30	**7 min 30**	**787 h 30**

Item	Annual volume	Before	After	Given back per unit	Hours given back
Preparing the 2 billing campaigns	**2 campaigns**	462 h	92 h 24	**369 h 36**	**739 h 12**
Routine enquiries handled end to end, all channels	**12,800**	8 min	1 min 12	**6 min 48**	**1,450 h 40**
Total	—	—	—	—	**3,371 h 22**

3,371 h 22, rounded down: 3,371 hours. Converted on the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that gives **more than two working years**, **more than twenty-two months**, or **more than ninety-six weeks. The rounding is taken downwards, always:** a gain rounded up is a gain a councillor can challenge. **No post cut, no post created** — the time given back goes to operations, to the civic amenity sites and to the residents who need a person in front of them.

The lead times held

Indicator	Before	After
Unanswered calls	**4,128 — 32.0%**	**258 — 2.0%**
Residents who get their answer on top	—	**3,870, of whom 2,806 outside office hours**
Email response time	**9 days**	**1 day**
Acknowledgement of a collection complaint	2 days	**1 minute**
Lead time for a bin	**21 days**	**6 days**

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The anomalies taken out of the file before billing

Item	Per campaign	Over the year
Anomalies taken out of the file before issue	**180**	**360**
Income restored — amounts that were not being billed	**€6,120.00**	**€12,240.00**
Amounts that did not go out wrongly	**€9,660.00**	**€19,320.00**
Invoice complaints avoided — an anomaly is a complaint waiting to happen	180	**360 lines, 12 minutes each: 72 hours**
Confirmed share of the live rules	—	**94.8% — measured and published every campaign**

What did not move — and that is deliberate

Finding	Proof in the log
0 invoices issued without a named approval	**24,800 invoices, 24,800 time-stamped and named approvals**
0 tariffs changed	Tariffs are set by resolution; the agent reads them read-only
0 ex gratia waivers granted	They rest with the chair and appear in no mandate scope
0 items of resident data left France	Isolated resource, access log, quarterly review
1,184 requests for a human, 1,184 met	Transfer log — the AI disclosure is made in the first sentence, art. 50(1) of the EU AI Act

The 9 resident-relations indicators of the annual report, extracted and dated

Indicator	Value for the year	Source and the query that produces it	Extraction date
Inhabitants served	26,800	Municipal population in force	01/01/2026
Charge-paying households	12,400	Charge-payer file — contracts active at 31/12	31/12/2026
Enquiries received, all channels	**21,600**	Enquiry log — sum of the 4 channels	31/12/2026
Share resolved at first contact	**77.5%**	16,740 / 21,600	31/12/2026
Median email response time	1 day	Email log — median time to closure	31/12/2026
Collection complaints	3,940	Complaint log	31/12/2026
Invoices issued	24,800	Billing file — 2 campaigns	31/12/2026
Invoice complaints	**486**	Complaint log — reason « invoice »	31/12/2026
Bin allocations and exchanges completed	2,062	Allocation log — closed files	31/12/2026

These nine indicators feed the annual report on the price and quality of the household waste prevention and management service, required by article L. 2224-17-1 of the French general local authorities code. Each one carries its source, its query and its extraction date, so that a councillor who asks where a figure comes from gets the answer in the chamber rather than at the next meeting. **The report itself stays written and presented by the authority: it is an act of the chair, not a machine output.** The agent supplies the material and the audit trail; it writes neither the policy nor the priorities.

The protocol proposed for the year ahead — sorting rejects

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Group	Municipalities	Households	Instructions received	What is measured at the next characterisation
Control group	**13**	**9,480**	Current version of the instructions	Reject rate on the packaging stream
Test group	**4**	**2,920**	**Plain-language version, approved by the service**	Reject rate on the packaging stream
Common baseline	17	12,400	—	**22.4% rejects, characterisation of 14 March 2026**
What is promised	—	—	—	**The protocol, not the outcome: if the gap is nil, the service will hear it from the agent**

Review presented to the community council, sitting of: _____

Municipalities selected for the plain-language instructions test group: _____

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.