



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

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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

Indicator	Before	After
Complaint routing error by the agent	7.5% (Q1)	0.6% (Q2), published every quarter

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

Finding	Proof in the log
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

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: _____

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.