



Yearly review — 980 hours given back to the service

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

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Calculation redoable in your assessment software · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **980 officer hours given back to the service, at unchanged headcount: no post cut, no post created.**

That is the argument that defends best in front of elected members, because it can be checked in the service's own files.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Preliminary assessment	890 minor works declarations	100 % → 18 % — 50 min → 9 min	608 h
Completeness check	1,340 files	37 % → 8 % — 18 min 30 → 4 min	324 h
Recurring questions	2,900 a year	8 % → 6 % — 4 min → 3 min	48 h

Item	Annual volume	Before → after	Hours given back
Total	—	—	980 h — twenty-six weeks of one full-time officer

What those hours became

Measure	Before	After
Tacit approvals for want of an answer within the deadline	11	0
Requests for documents sent after the first month	27	0
Files complete on filing	54 %	96 % — 131 fewer round trips
Answering time for an applicant	6 days	2 hours
Waiting time for an appointment	18 days	4 days
Façade grants	11 weeks	3 weeks, and 34 cases of unclaimed entitlement flagged
Online filings completed	61 %	92 %
Site visits	Interrupted for two years	Resumed by the four officers on the time given back

The figure that does not flatter the agent

Finding	First quarter	Second quarter	What explains it
Preliminary assessment notes corrected on the substance	44 out of 312 — 14.1 %	12 out of 331 — 3.6 %	26 of the 44 concerned the 7 municipalities under national rules and 3 rulebooks not up to date — corrected since

The framework measures

Indicator	Across 643 traced files
Decisions signed without the competent authority	0
Outputs sent without an officer's approval	0
File documents that left the service	0
Transfers outside the European Union	0

The calculation page fits on one side — three lines of calculation, seven lead times, three framework measures. **Sent with the mayors' convening notice, it is discussed better than a figure discovered in the meeting.**

For the service to settle

Date of the mayors' meeting: _____

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