The station's flow — 6,400 enquiries, 10 topics, 456 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 log, matched against the register of orders and the incident log · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers the QUEUES and the DELAYS of the station, never what a named officer does. The 10 reference answers are written, sourced on the municipal orders in force and dated: the station rereads ten texts, not 4,260 replies. All ten cover non-urgent administrative matters; the emergency numbers appear at the top of each one.**

Where the year's 6,400 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the station	**4,100**	**64.1 %**	**1,148 ring unanswered — 28.0 %, mostly while out on patrol**	**Picked up; the 10 topics handled in full**

Channel	Enquiries	Share	What it costs today	What changes
Residents' emails	1,400	21.9 %	**9 days average delay**	**1 day**
Counter visits	620	9.7 %	Station closed part of the day while on patrol	Qualified acknowledgement and a reminder of the opening slot
Website forms	280	4.4 %	5 days before the first acknowledgement	Qualified acknowledgement within the minute, with the missing document
Total	**6,400**	**100 %**	—	—

The 10 topics covering 4,260 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Lost property — handing in, return, time limits	**760**	Lost property register + station service note	01/01/2026
Obstructive parking and impounding	**690**	Permanent municipal order of 3 March 2024 + CGCT art. L2213-2	03/03/2024
Neighbourhood noise — procedure and hours	**580**	Municipal order of 14 June 2023	14/06/2023
Stray and roaming animals	470	Municipal order of 9 February 2025	09/02/2025
Permit to occupy public space	430	Public space occupation regulations	01/01/2026
Temporary drinks licence	330	Station service note, sheet 4	01/01/2026

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Topic	Enquiries	Source of the reference answer	Dated version
Removal-day order — how to apply	310	Station order template + permanent order of 3 March 2024	03/03/2024
Burning and dumping of waste	290	Municipal order of 21 April 2024	21/04/2024
Holiday property watch	230	Station service note, sheet 2	01/01/2026
Formalities and documents required	170	Station service note, sheet 1	01/01/2026
Total covered	**4,260**	**66.6 % of the flow**	—

The three costed items — the calculation rule sits in front of each line

Item	Annual volume	Today	After	Hours returned
Draft order prepared on a template	**640**	**34 min, of which 60 % mechanical re-entry — 20 min 24**	**10 % — 3 min 24 of rereading**	**181 h**
Report or administrative incident-log entry	**1,860**	**14 min, of which 40 % writing up — 5 min 36**	**10 % — 1 min 24**	**130 h**
Activity reports and administrative follow-up	**52 weeks**	**100 % manual — 3 h 30/week, 182 h/year**	**20 % — 36 h of checking**	**145 h**
Total	—	—	—	**456 h**

Conversion, single basis, rounded down: 456 hours is **more than thirteen weeks of 35 hours** (13.0 exactly) and **more than three months of 151.67 hours**. **And since patrols go out two officers at a time: 228 hours of two-officer patrol, that is 76**

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shifts of 3 hours. The reference figure remains the 456 hours.

Version of the 10 reference answers settled by the head of the municipal police service, on: _____

What this document does not contain, deliberately: no indicator per officer, no ranking of neighbourhoods, no images, no biometric data. The 1,860 reports are counted by reason and by area. The choice of patrols belongs to the head of service and the officers; it is proposed nowhere here.

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