No-show rate by waiting time

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

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12 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No resident is named.** This record exists to understand why slots are lost, not to know who failed to attend.

Time between booking and appointment	Appointments	Not attended	Rate
Under 2 weeks	2,140	86	**4.0%**
2 to 6 weeks	1,880	169	**9.0%**
Over 6 weeks	**1,410**	**268**	**19.0%**

The rate quadruples between the short and the long band. The relationship is clear over twelve months and three bands — which does not prove causation, but makes the reverse hypothesis hard to hold: it is not the no-shows that create a nine-week wait.

What it costs, in slots

Counter	Appointments per week	No-show rate	Slots lost/week
Documents	**200**	**17%**	**≈ 34**
Registry office	145	6%	≈ 9
Planning	60	5%	≈ 3

Thirty-four slots a week is roughly a day of officer time, at a counter whose queue is nine weeks long.

What the reminder produces at your other counters

Counter	Reminder 3 days out	One-click release	No-show rate
Registry office	**Yes**	**Yes**	**6%**
Planning	**Yes**	**Yes**	**5%**
Documents	**No**	**No**	**17%**

> **The mechanism already runs in your organisation, at two counters.** This is not a promise: it is a setting missing from a third.

What the agent does in the calendar, and where its hand stops

Action	Performed?
Remind three days out	**Yes, if you switch it on**
Offer to release the slot	**Yes**
Open slots	**No**
Overbook	**No**
Cancel an appointment	**No**

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