Friday afternoon slots — 96 unused

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

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3 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No page is amended.** Published opening hours are a commitment of the authority.

Quarter	Slots opened on Friday afternoons	Taken	Rate
May to July 2026	**96**	**0**	**0%**

The two sources, contradicting each other

Source	Date	What it says
Documents counter diary	Current	**Open on Friday afternoons**
Website information page	**2023**	**"The documents service is closed on Friday afternoons"**
Internal organisation note	January 2026	**Opening extended to Friday afternoons**

> **The page dates from 2023 and the hours changed in January 2026.** In between, the connection was never made: zero slots taken out of ninety-six produces neither an error nor a complaint, so nothing surfaces it. That is exactly the gap a continuous match between published pages and diaries brings up on day one.

What it frees up, if the page is corrected

Element	Value
Slots per quarter	96
Slots per week	≈ 8
Current wait	**9 weeks**
Estimated effect on the wait	**≈ 3 weeks less**

The estimate is worth what its assumptions are worth: it assumes demand absorbs those slots at the same rate as the others. Plausible at a saturated counter, and not guaranteed.

The three pages out of step with the diaries

Service	What the page announces	What the service does	Direction of the gap
Documents	Closed Friday afternoons	Open since January	**Announces less**
Registry office	Walk-in mornings only	All day since March	**Announces less**
Planning	Appointments only	Tuesday drop-ins	**Announces less**

> **All three gaps point the same way: the authority offers more than it announces.** That is the opposite of the usual problem, and it never surfaces on its own — nobody complains about a service they do not know exists.

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