The secretariat workload — where the time goes

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

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385 documents and 3,560 enquiries a year, one person · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers what the municipality produces and receives, not what a person does.** No individual indicator is produced: in a municipality of six staff, **a named indicator would identify the only person in the secretariat.**

The three items measured, and what the agent does with them

Item	Share of the task, before	After	In minutes	Annual volume	Time given back
Drafting a decree from a template	**45 %**	**15 %**	**27 min → 9 min**	**214**	**64 hours**
Drafting a standard letter to a resident	20 %	**8 %**	12 min → 5 min	980	**114 hours**

Item	Share of the task, before	After	In minutes	Annual volume	Time given back
Answering a recurring question	10 %	**6 %**	6 min → 3 min 30	2,340	**97 hours**
Total	—	—	—	—	**275 hours a year**

275 hours is more than seven weeks of a full-time post (35-hour basis). It is not a budget saving and should not be presented as one before a council: no post is cut, none is created. **It is staff time given back to serving residents** — and what stands up in the chamber is what that time produced.

What the municipality receives each year

Channel	Volume	Of which the 12 recurring subjects	Observation
Phone calls	**2,100**	**1,320**	**861 unanswered — 41 %, outside the 12 opening hours**
Counter visits	900	640	Concentrated on three half-days
E-mails	560	380	**Average time to answer: 9 days**
Total	**3,560**	**2,340 — 66 %**	**Two enquiries out of three already have their answer written down somewhere**

The deadlines, before — and what explains them

Commitment	Before	What explains it
Answering a resident's letter	**9 days**	The letter waits for the half-day when the secretariat is free

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Commitment	Before	What explains it
Draft council minutes	**11 days**	**Written on the weekend after the meeting**
Publication deadline set by the council's standing orders	**Met 5 times out of 11**	**A direct consequence of the previous line**
Planning files complete on filing	**31 out of 56**	The check happens after filing, not at the counter

> **None of these delays comes down to the quality of the work:** they come down to a town hall open twelve hours a week with one person in the secretariat. **That is exactly the kind of load an agent absorbs without taking anything from anyone.**

For the municipality to settle

Item to be tackled first, decided by the mayor: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-secretaire-de-mairie

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