Naubourg switchboard — 18,600 calls, 15 topics

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

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Twelve months of telephone system logs · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The record covers what the authority receives, not what any one person does.** No individual indicator is established: **on a front desk of three officers, a named indicator would immediately point at someone.**

What the town receives each year

Channel	Annual volume	Of which the 15 recurring topics	Observation
Telephone calls	**18,600**	**12,200**	**4,650 unanswered — 25 %, concentrated at peak hours**
Counter visits	9,400	5,900	One service user in five travels in for a question that can be settled by phone

Channel	Annual volume	Of which the 15 recurring topics	Observation
E-mails	4,300	2,600	Handled by the departments, outside the switchboard
Total	**32,300**	**20,700**	**Two enquiries out of three already have their answer written somewhere**

The 15 topics — 12,200 calls out of 18,600

Topic	Calls a year	Where the written answer sits
Opening hours, days, departmental contact details	**3,140**	Town website, organisational decrees
School and canteen registration	**2,460**	**School service rules and rates resolution — answer out of date before revision**
Identity card and passport	**1,980**	**Town holds the enrolment equipment — answer and appointment**
Civil status	912	Register and issuing procedure
Planning — documents required	744	Filing schedule
Social assistance from the social action centre	690	Social assistance rules, resolutions
Bulky waste and garden waste	612	Inter-municipal collection calendar
Cemetery and concessions	418	Cemetery rules, rates resolution
Municipal hall	396	Rates resolution, standard agreement
… and 6 further topics	848	Decrees, resolutions and website pages

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Topic	Calls a year	Where the written answer sits
Total	**12,200**	**The answer existed; it was availability that was missing**

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

Item	Share of time, before	After	In duration	Annual volume	Time returned
A service user's wait at the Monday peak	**60 %**	**10 %**	**3 min → 30 s**	**18,600**	**775 h of waiting spared to service users**
Routine enquiry	**36 %**	**8 %**	**3 min 36 → 48 s**	**12,200**	**569 officer hours**
Booking an appointment with the right department	**48 %**	**9 %**	**4 min 48 → 54 s**	**1,680**	**109 officer hours**
Total officer time returned	—	—	—	—	**678 hours a year**

678 hours is more than nineteen weeks of a full-time officer's work, spread across three front-desk officers. It is not a budget saving and it must not be presented as one before a council: no post is cut, none is created. **It is officer time returned to the service delivered to residents** — and what defends itself in the chamber is what that time produced.

For the authority to settle

Order of revision of the 15 answers settled by the head of reception: _____

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