On-site interventions — rounds and slots

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38 sites, 160 interventions in the quarter · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **An intervention is qualified before it becomes a trip.** Out of 160 requests, 37 were settled remotely.

The quarter, measured

Measure	Value	What it represents
Interventions requested	160	Across 38 sites
Settled remotely after qualification	**37**	**A driver to reinstall, a setting to correct, a cable plugged back in by the person themselves**
Trips made	**112**	After grouping by site and half-day
Trips avoided	**48**	**96 technician hours and 1,630 kilometres**
On-site lead time	**9 days → 4**	**For the person waiting for their workstation**

How the rounds are built

Rule	Origin	Effect
Grouping by site and half-day	Pending requests	**Less driving, more interventions**
Respect for public opening hours	**Schedule of the authority's sites**	**Never the library on a Saturday afternoon, never civil status on a wedding day**
Three rounds offered to the technician	—	**Interventions covered, kilometres and driving time for each — he picks one with a word**
Slot sent to the staff concerned	Within the minute	With what they must have to hand
Reminder the day before, and slot recovered if the person is absent	—	**11 slots recovered over the quarter instead of lost**

What is proposed next

Measure	Finding	Expected effect
Open the counter to the 23 member municipalities	**62 of the 160 requests came from the municipalities, by telephone and unqualified**	**21 of them would have been settled remotely**

> **48 trips avoided are 1,630 kilometres of public money spent elsewhere** — and two technicians who spend their days fixing rather than driving.

For the authority to settle

Intervention windows per site, to be confirmed: _____

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