



EUROPE DIRECT Contact Centre

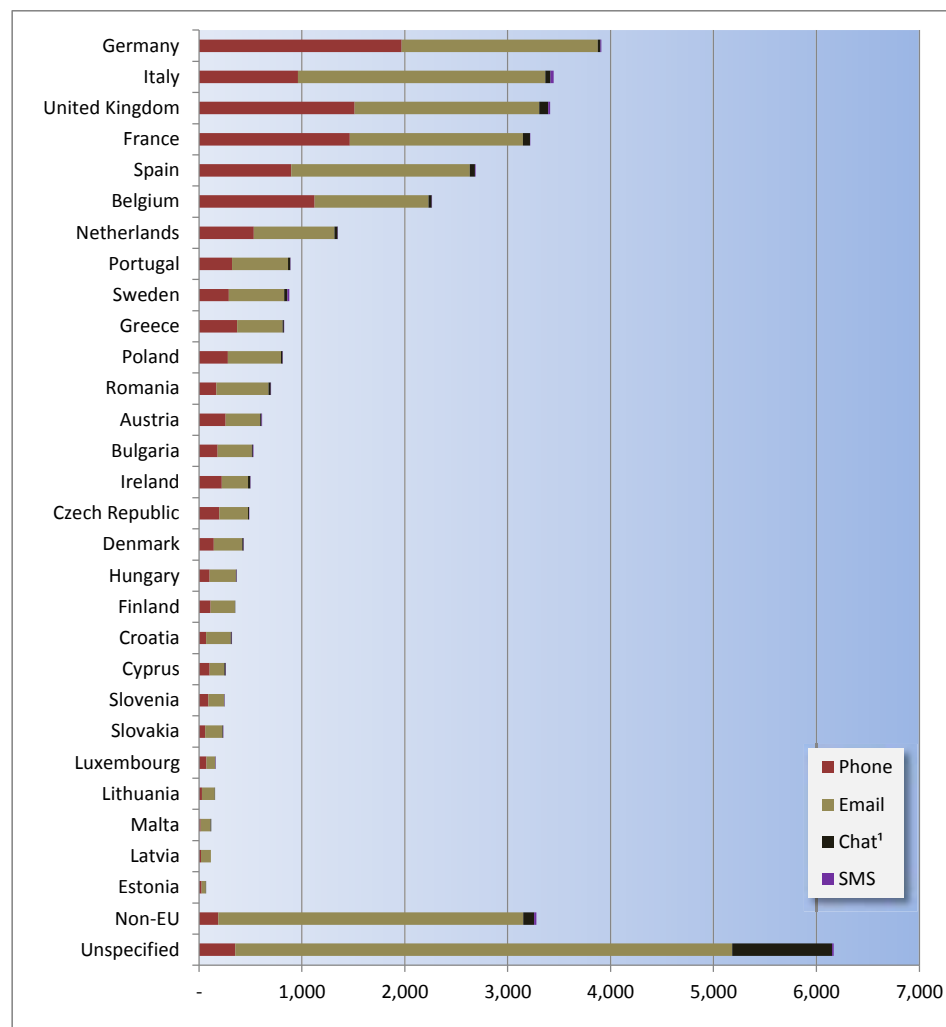
Quarterly report for January - March 2014

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Enquiries by country and channel

Country	SMS	Chat ¹	Email	Phone	Total	
Germany	9	27	1,906	1,969	3,911	
Italy	33	49	2,403	962	3,447	
United Kingdom	19	88	1,793	1,513	3,413	
France	3	66	1,682	1,467	3,218	
Spain	5	51	1,737	895	2,688	
Belgium	3	31	1,106	1,125	2,265	
Netherlands	2	33	782	533	1,350	
Portugal	1	22	542	322	887	
Sweden	18	32	538	290	878	
Greece	1	12	442	372	827	
Poland	5	15	514	282	816	
Romania	5	21	508	168	702	
Austria	6	12	336	259	613	
Bulgaria	5	11	331	182	529	
Ireland	6	20	256	221	503	
Czech Republic	1	10	278	198	487	
Denmark	3	14	275	145	437	
Hungary	5	5	256	103	369	
Finland	-	4	236	112	352	
Croatia	4	9	240	68	321	
Cyprus	4	11	145	102	262	
Slovenia	2	4	153	90	249	
Slovakia	3	5	168	61	237	
Luxembourg	1	2	84	71	158	
Lithuania	-	3	126	28	157	
Malta	-	5	99	15	119	
Latvia	-	-	96	20	116	
Estonia	-	1	39	27	67	
Total EU	144	563	17,071	11,600	29,378	75.7%
Non-EU	21	105	2,966	186	3,278	8.4%
Unspecified	14	972	4,828	353	6,167	15.9%
Grand Total	179	1,640	24,865	12,139	38,823	
	0.5%	4.2%	64.0%	31.3%		
Obsolete²	207	260	4,652	1,678	6,797	14.9%



Ranking of countries by share of phone calls, e-mail and chat

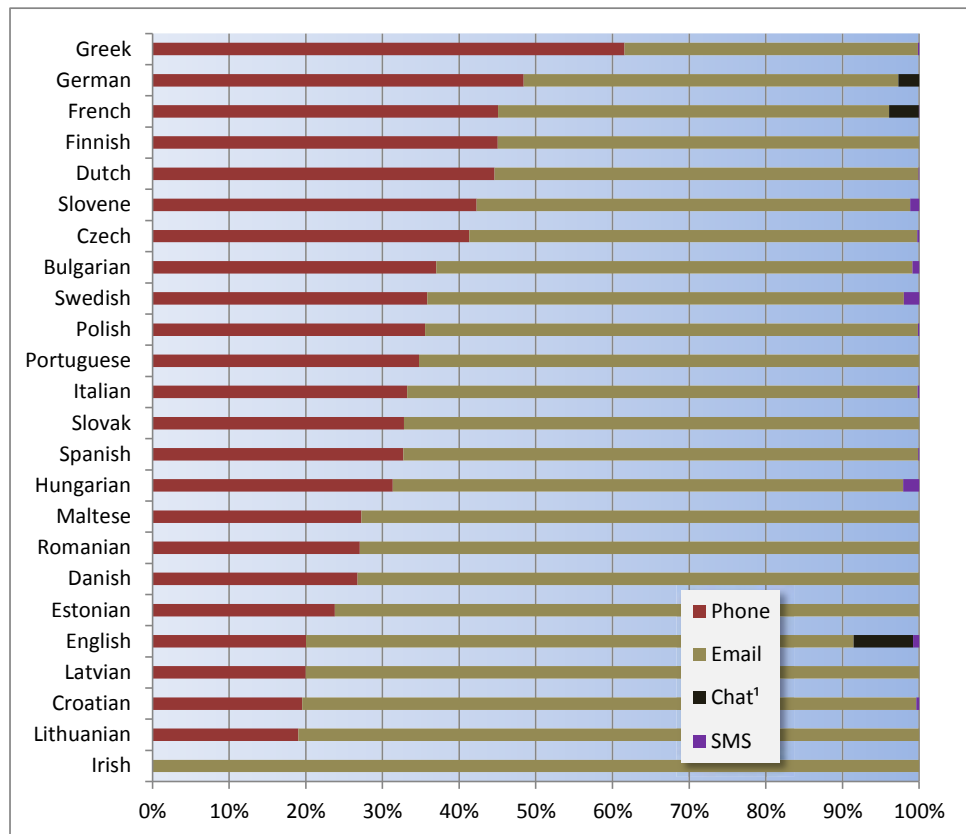
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

² Types of messages (newsletter, eccentric messages, advertising etc.) which generally do not require a reply.

Enquiries by language and channel

Language	SMS	Chat ¹	Email	Phone	Total	
English	139	1,343	12,374	3,469	17,325	44.6%
French	1	188	2,470	2,182	4,841	12.5%
German	-	109	1,966	1,948	4,023	10.4%
Italian	6	-	1,982	989	2,977	7.7%
Spanish	3	-	1,742	849	2,594	6.7%
Dutch	1	-	690	557	1,248	3.2%
Portuguese	-	-	550	293	843	2.2%
Polish	1	-	447	247	695	1.8%
Greek	1	-	260	418	679	1.7%
Swedish	13	-	404	233	650	1.7%
Romanian	-	-	386	143	529	1.4%
Bulgarian	4	-	287	171	462	1.2%
Czech	1	-	239	169	409	1.1%
Hungarian	6	-	191	90	287	0.7%
Croatian	1	-	213	52	266	0.7%
Finnish	-	-	116	95	211	0.5%
Slovak	-	-	129	63	192	0.5%
Slovene	2	-	99	74	175	0.5%
Danish	-	-	126	46	172	0.4%
Lithuanian	-	-	85	20	105	0.3%
Latvian	-	-	60	15	75	0.2%
Estonian	-	-	32	10	42	0.1%
Maltese	-	-	16	6	22	0.06%
Irish	-	-	1	-	1	0.003%
Total	179	1,640	24,865	12,139	38,823	

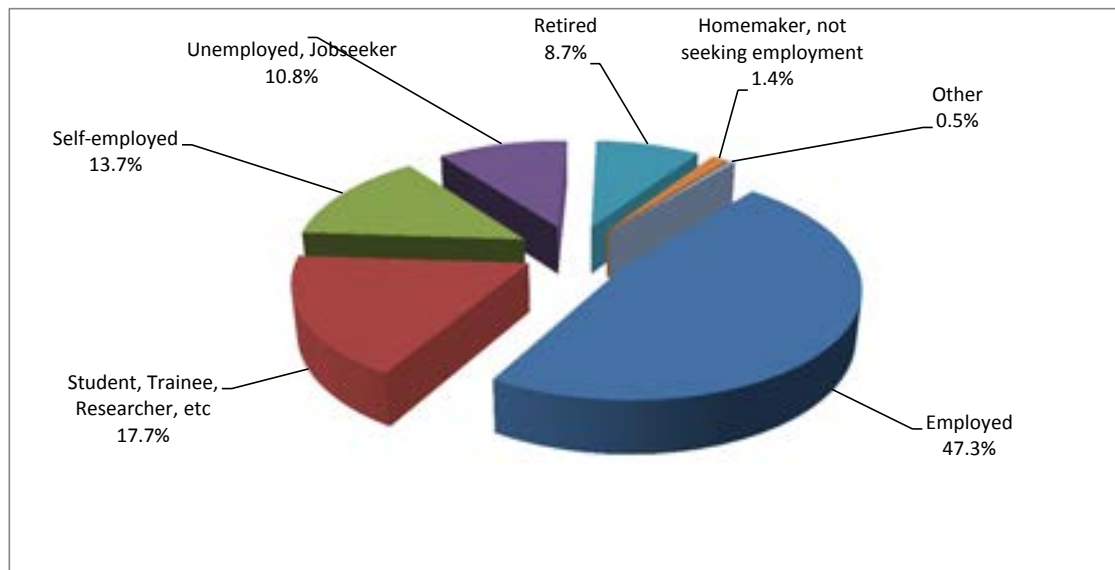
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	7,398	19.1%
Student, Trainee, Researcher, etc	2,765	7.1%
Self-employed	2,147	5.5%
Unemployed, Jobseeker	1,687	4.3%
Retired	1,360	3.5%
Homemaker, not seeking employment	216	0.6%
Other	71	0.2%
Unspecified	23,179	59.7%
Total	38,823	



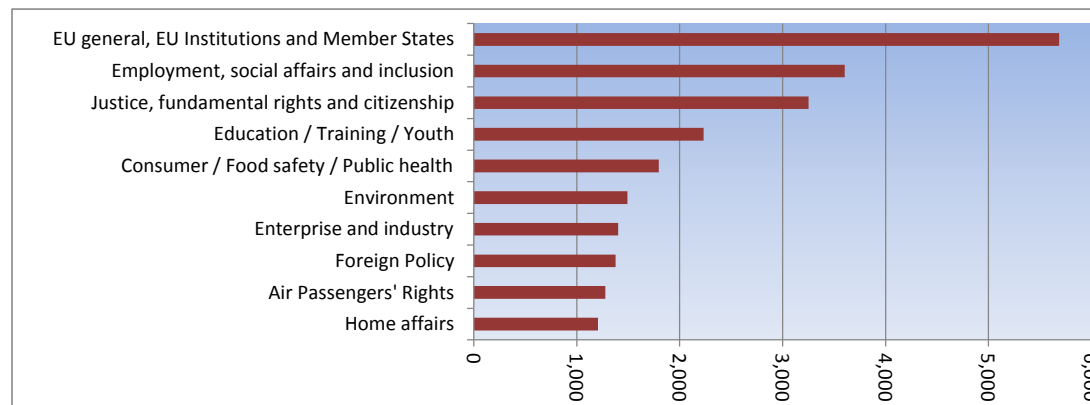
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	5,687	14.6%
Employment, social affairs and inclusion	3,605	9.3%
Justice, fundamental rights and citizenship	3,253	8.4%
Education / Training / Youth	2,231	5.7%
Consumer / Food safety / Public health	1,798	4.6%
Environment	1,492	3.8%
Enterprise and industry	1,401	3.6%
Foreign Policy	1,376	3.5%
Air Passengers' Rights	1,277	3.3%
Home affairs	1,206	3.1%
Total	23,326	

Other subjects	Enquiries	
Other specific policies including Energy and transport, Customs and taxation, DEVCO/ EUROPEAID, Internal Market and services, Economic and monetary affairs, Regional policy, External trade, Competition, Agriculture and rural development, Research and innovation, Enlargement, Culture, Information Society and media, Fisheries and maritime affairs, ECHO.	7,170	18.5%
Out of scope	2,683	6.9%
Research Enquiry Service	3,578	9.2%
Service-related issues	1,280	3.3%
Publication Orders	280	0.7%
Trade info request service	192	0.5%
Export Helpdesk	159	0.4%
EIT	96	0.2%
Rail Passengers' Rights	59	0.2%
Total	15,497	

Grand Total	38,823
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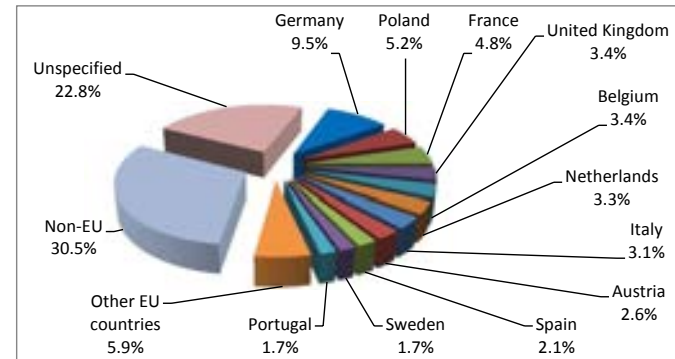


Selected hot topics by country

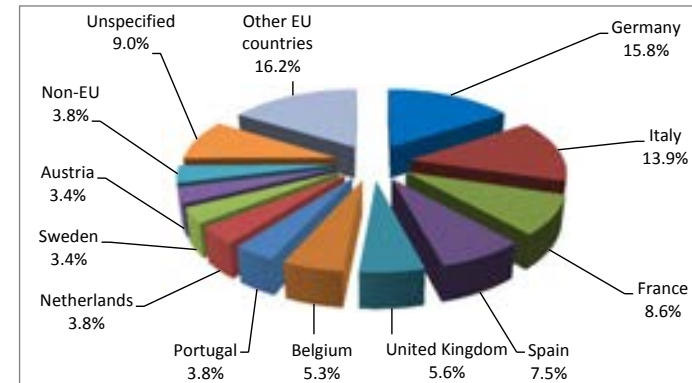
Ukraine	
Country	Enquiries
Germany	55
Poland	30
France	28
United Kingdom	20
Belgium	20
Netherlands	19
Italy	18
Austria	15
Spain	12
Sweden	10
Portugal	10
Slovakia	9
Czech Republic	7
Bulgaria	4
Lithuania	3
Finland	2
Ireland	2
Estonia	2
Latvia	2
Hungary	1
Romania	1
Slovenia	1
Malta	-
Luxembourg	-
Denmark	-
Greece	-
Cyprus	-
Croatia	-
Total EU	271
Non-EU	177
Unspecified	132
Total	580

EP 2014	
Country	Enquiries
Germany	42
Italy	37
France	23
Spain	20
United Kingdom	15
Belgium	14
Portugal	10
Netherlands	10
Sweden	9
Austria	9
Bulgaria	6
Slovenia	5
Denmark	5
Greece	4
Luxembourg	3
Romania	3
Hungary	3
Malta	3
Poland	3
Cyprus	2
Ireland	2
Croatia	2
Czech Republic	1
Latvia	1
Lithuania	-
Estonia	-
Slovakia	-
Finland	-
Total EU	232
Non-EU	10
Unspecified	24
Total	266

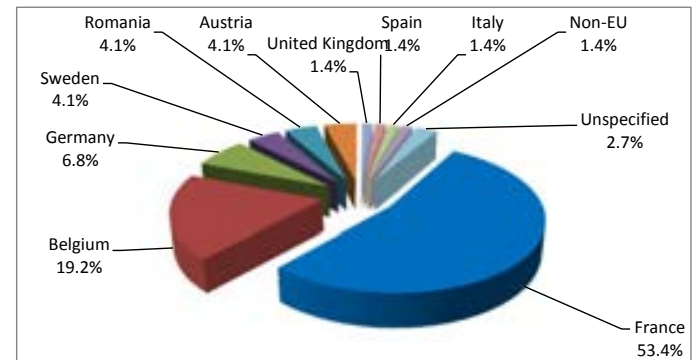
Stray dogs	
Country	Enquiries
France	39
Belgium	14
Germany	5
Sweden	3
Romania	3
Austria	3
United Kingdom	1
Spain	1
Italy	1
Portugal	-
Netherlands	-
Bulgaria	-
Slovenia	-
Denmark	-
Greece	-
Luxembourg	-
Hungary	-
Malta	-
Poland	-
Cyprus	-
Ireland	-
Croatia	-
Czech Republic	-
Latvia	-
Lithuania	-
Estonia	-
Slovakia	-
Finland	-
Total EU	70
Non-EU	1
Unspecified	2
Total	73



Cases regarding the political situation in Ukraine by country of residence



Cases related to the European Elections by country of residence



Cases regarding the stray dogs by country of residence

Trends in the volumes of EDCC enquiries - year to year comparison

Month	2009	2010	2011	2012					2013					2014				
	TOTAL	TOTAL	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL
January-March	26,447	27,111	23,111	80	9,523	14,112	1,074	24,789	131	10,348	16,129	1,122	27,730	179	12,139	24,865	1,640	38,823
April-June	25,426	24,932	19,515	81	9,055	14,453	839	24,428	111	10,164	15,863	1,341	27,479					0
July-September	23,308	23,216	18,990	82	9,319	14,467	850	24,718	124	9,991	17,762	1,449	29,326					0
October-December	23,900	22,591	18,075	104	8,759	13,686	970	23,519	144	8,932	18,188	1,191	28,455					0
TOTAL	99,081	97,850	79,691	347	36,656	56,718	3,733	97,454	510	39,435	67,942	5,103	112,990	179	12,139	24,865	1,640	38,823
				0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.3%	64.0%	4.2%	

