



EUROPE DIRECT Contact Centre

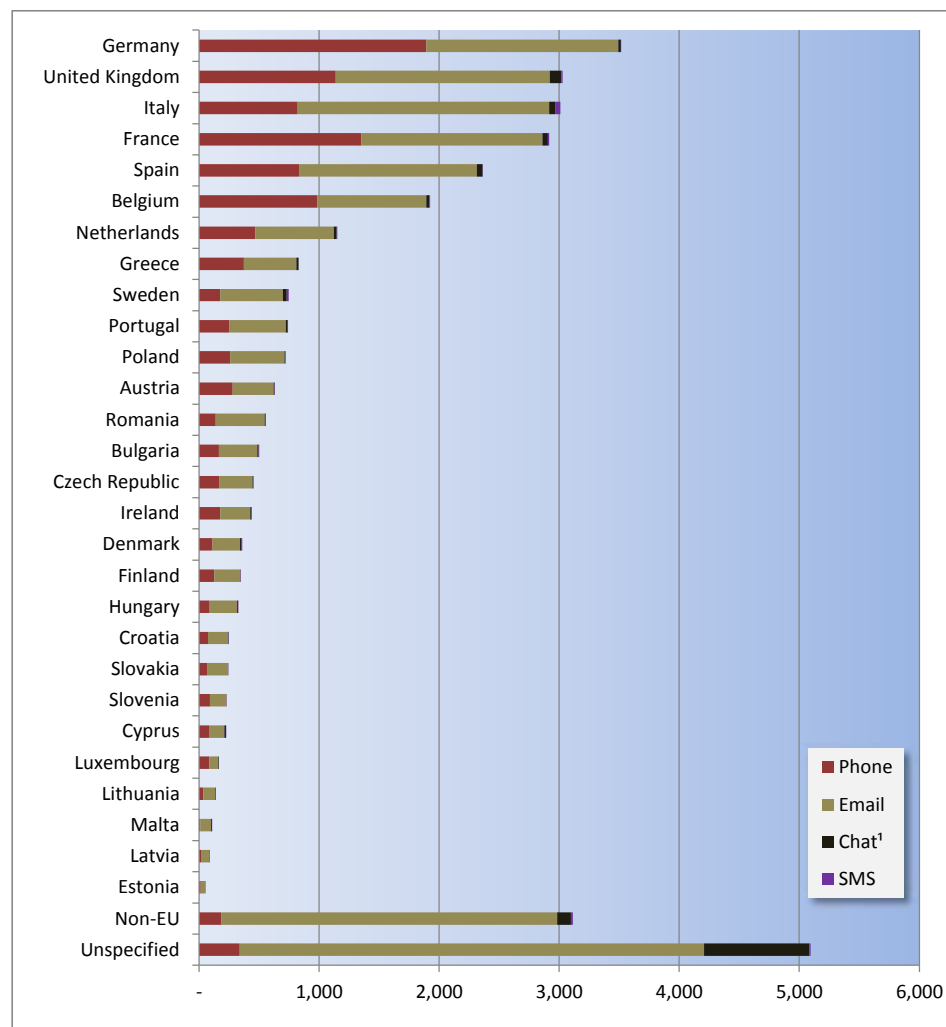
Quarterly report for April - June 2014

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Enquiries by country and channel

Country	SMS	Chat ¹	Email	Phone	Total	
Germany	2	22	1,601	1,892	3,517	
United Kingdom	12	96	1,783	1,139	3,030	
Italy	38	54	2,095	822	3,009	
France	10	44	1,510	1,352	2,916	
Spain	3	48	1,475	839	2,365	
Belgium	4	26	909	985	1,924	
Netherlands	6	24	652	470	1,152	
Greece	-	17	437	375	829	
Sweden	16	31	524	176	747	
Portugal	3	15	473	250	741	
Poland	4	6	453	260	723	
Austria	2	6	342	281	631	
Romania	2	8	410	138	558	
Bulgaria	4	12	319	166	501	
Czech Republic	-	9	274	172	455	
Ireland	1	9	252	176	438	
Denmark	4	14	229	113	360	
Finland	4	2	217	128	351	
Hungary	2	8	234	83	327	
Croatia	2	5	166	74	247	
Slovakia	2	-	176	67	245	
Slovenia	1	-	138	91	230	
Cyprus	2	15	127	83	227	
Luxembourg	-	6	75	86	167	
Lithuania	-	5	99	35	139	
Malta	1	8	88	12	109	
Latvia	4	2	65	21	92	
Estonia	-	2	38	14	54	
Total EU	129	494	15,161	10,300	26,084	76.1%
Non-EU	15	114	2,799	185	3,113	9.1%
Unspecified	11	878	3,868	338	5,095	14.9%
Grand Total	155	1,486	21,828	10,823	34,292	
	0.5%	4.3%	63.7%	31.6%		
Obsolete²	209	260	3,691	1,343	5,503	13.8%



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

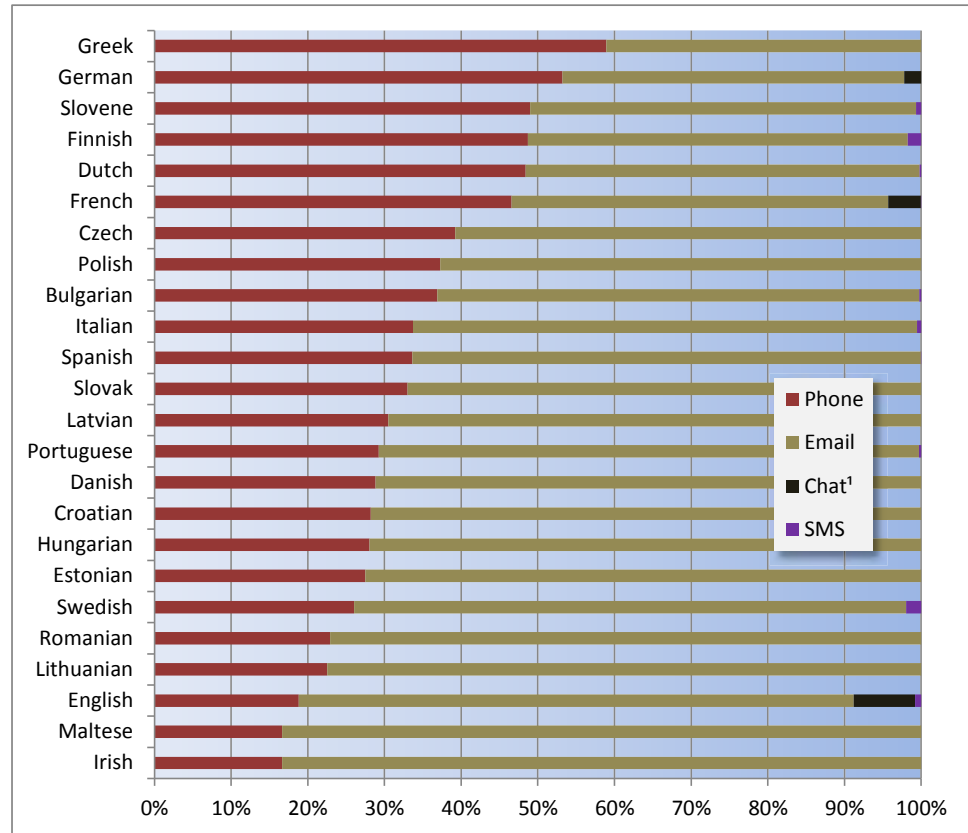
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

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	118	1,219	11,019	2,864	15,220	44.4%
French	2	186	2,163	2,049	4,400	12.8%
German	-	81	1,621	1,936	3,638	10.6%
Italian	13	-	1,607	825	2,445	7.1%
Spanish	1	-	1,601	812	2,414	7.0%
Dutch	2	-	538	507	1,047	3.1%
Portuguese	2	-	503	209	714	2.1%
Greek	-	-	267	383	650	1.9%
Polish	-	-	394	234	628	1.8%
Swedish	11	-	401	145	557	1.6%
Romanian	-	-	343	102	445	1.3%
Bulgarian	1	-	264	155	420	1.2%
Czech	-	-	206	133	339	1.0%
Finnish	4	-	114	112	230	0.7%
Hungarian	-	-	154	60	214	0.6%
Slovak	-	-	134	66	200	0.6%
Croatian	-	-	140	55	195	0.6%
Danish	-	-	121	49	170	0.5%
Slovene	1	-	74	72	147	0.4%
Lithuanian	-	-	79	23	102	0.3%
Latvian	-	-	41	18	59	0.2%
Estonian	-	-	29	11	40	0.1%
Maltese	-	-	10	2	12	0.03%
Irish	-	-	5	1	6	0.02%
Total	155	1,486	21,828	10,823	34,292	

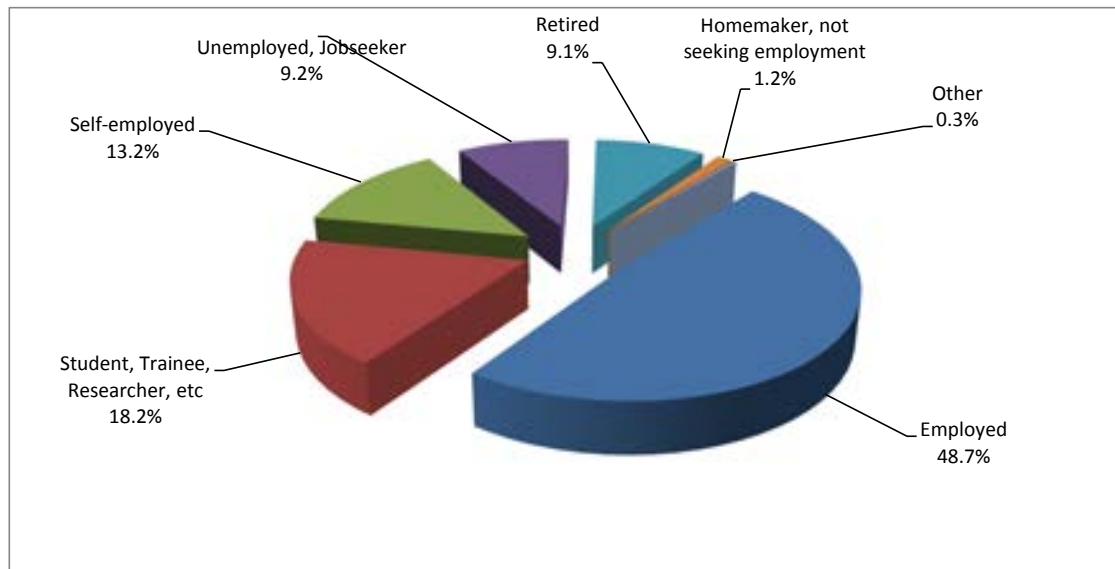
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	6,620	19.3%
Student, Trainee, Researcher, etc	2,472	7.2%
Self-employed	1,801	5.3%
Unemployed, Jobseeker	1,255	3.7%
Retired	1,241	3.6%
Homemaker, not seeking employment	167	0.5%
Other	37	0.1%
Unspecified	20,699	60.4%
Total	34,292	



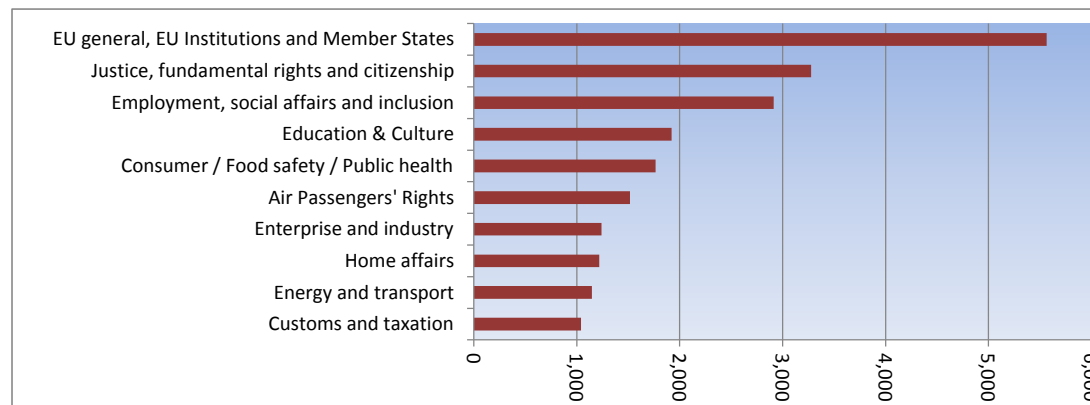
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	5,567	16.2%
Justice, fundamental rights and citizenship	3,277	9.6%
Employment, social affairs and inclusion	2,912	8.5%
Education & Culture	1,920	5.6%
Consumer / Food safety / Public health	1,765	5.1%
Air Passengers' Rights	1,517	4.4%
Enterprise and industry	1,240	3.6%
Home affairs	1,217	3.5%
Energy and transport	1,146	3.3%
Customs and taxation	1,040	3.0%
Total	21,601	

Other subjects	Enquiries	
Other specific policies including DEVCO/ EUROPEAID, Internal Market and services, Foreign Policy, Environment, Regional Policy, Economic and monetary affairs, External trade, Competition, Agriculture and rural development, Research and innovation, Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	5,184	15.1%
Research Enquiry Service	3,334	9.7%
Out of scope	2,430	7.1%
Service-related issues	1,146	3.3%
Publication Orders	209	0.6%
Export Helpdesk	148	0.4%
Trade info request service	143	0.4%
EIT	68	0.2%
Rail Passengers' Rights	29	0.1%
Total	12,691	

Grand Total	34,292
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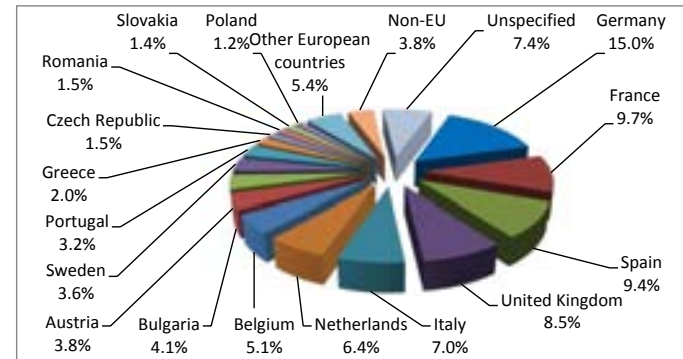


Selected hot topics by country

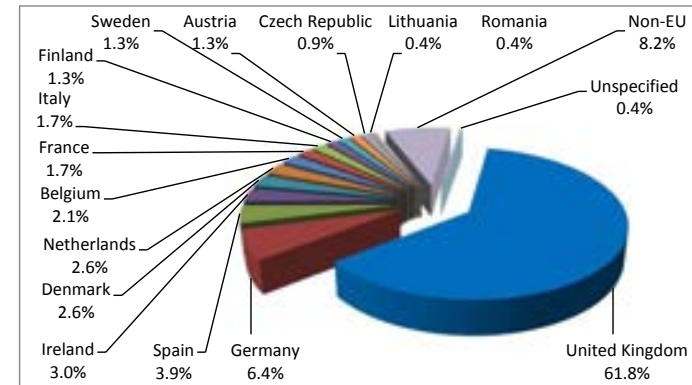
EP 2014	
Country	Enquiries
Germany	122
France	79
Spain	76
United Kingdom	69
Italy	57
Netherlands	52
Belgium	41
Bulgaria	33
Austria	31
Sweden	29
Portugal	26
Greece	16
Czech Republic	12
Romania	12
Slovakia	11
Poland	10
Denmark	7
Cyprus	7
Luxembourg	7
Finland	6
Ireland	6
Hungary	5
Slovenia	2
Estonia	1
Lithuania	1
Malta	1
Latvia	1
Croatia	-
Total EU	720
Non-EU	31
Unspecified	60
Total	811

European Medicines Agency	
Country	Enquiries
United Kingdom	144
Germany	15
Spain	9
Ireland	7
Denmark	6
Netherlands	6
Belgium	5
France	4
Italy	4
Finland	3
Sweden	3
Austria	3
Czech Republic	2
Lithuania	1
Romania	1
Malta	-
Latvia	-
Croatia	-
Hungary	-
Slovenia	-
Estonia	-
Cyprus	-
Luxembourg	-
Slovakia	-
Poland	-
Portugal	-
Greece	-
Bulgaria	-
Total EU	213
Non-EU	19
Unspecified	1
Total	233

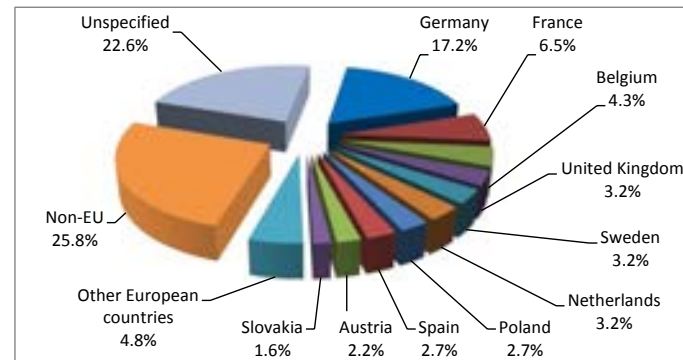
Ukraine	
Country	Enquiries
Germany	32
France	12
Belgium	8
United Kingdom	6
Sweden	6
Netherlands	6
Poland	5
Spain	5
Austria	4
Slovakia	3
Czech Republic	2
Denmark	2
Bulgaria	1
Slovenia	1
Malta	1
Romania	1
Finland	1
Portugal	-
Greece	-
Estonia	-
Cyprus	-
Luxembourg	-
Latvia	-
Croatia	-
Hungary	-
Lithuania	-
Italy	-
Ireland	-
Total EU	96
Non-EU	48
Unspecified	42
Total	186



Cases related to the European Elections by country of residence



Cases regarding the proposed clinical trial data policy of the EMA



Cases regarding the political situation in Ukraine 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	155	10,823	21,828	1,486	34,292
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	334	22,962	46,693	3,126	73,115
				0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.4%	63.9%	4.3%	

