



# EUROPE DIRECT Contact Centre

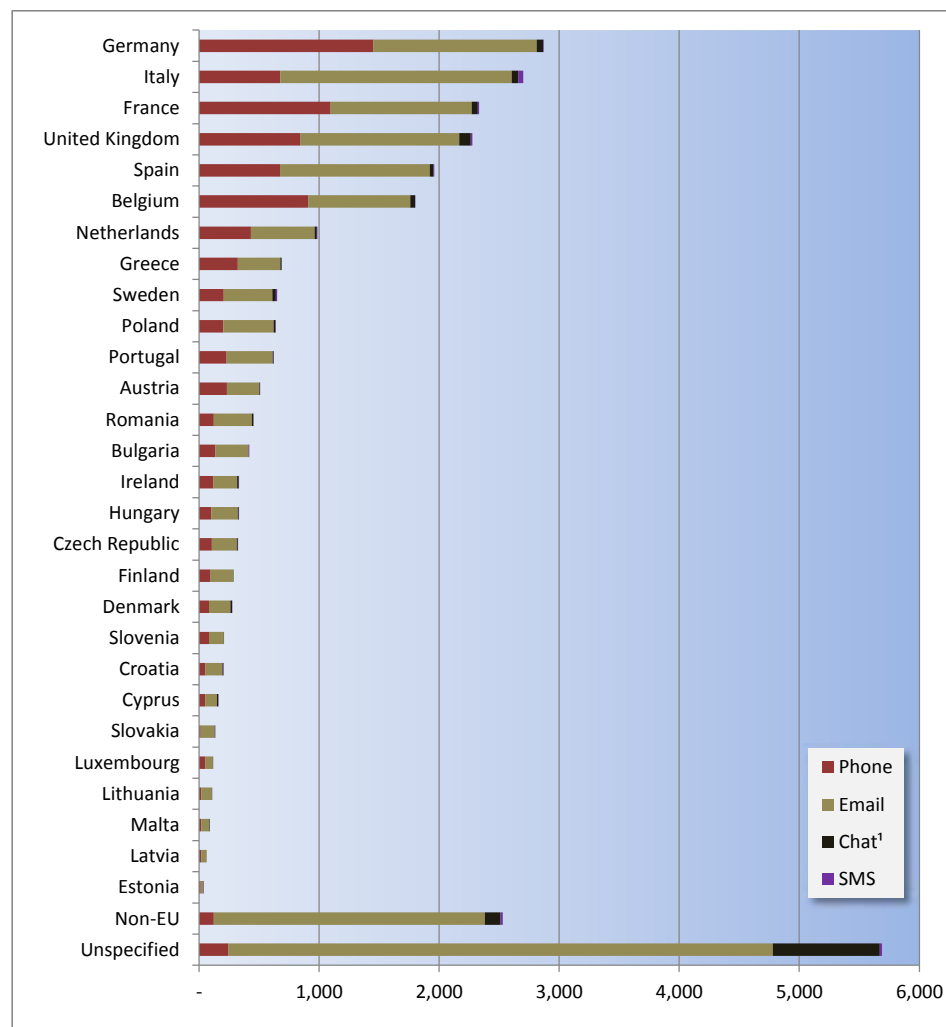
Quarterly report for October - December 2014

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## Enquiries by country and channel

Country	SMS	Chat <sup>1</sup>	Phone	Email	Total	
Germany	5	55	1,452	1,360	<b>2,872</b>	
Italy	40	57	677	1,927	<b>2,701</b>	
France	10	52	1,097	1,174	<b>2,333</b>	
United Kingdom	13	96	847	1,322	<b>2,278</b>	
Spain	5	32	674	1,249	<b>1,960</b>	
Belgium	2	38	910	851	<b>1,801</b>	
Netherlands	7	17	432	532	<b>988</b>	
Greece	-	12	323	354	<b>689</b>	
Sweden	10	29	207	404	<b>650</b>	
Poland	1	17	202	419	<b>639</b>	
Portugal	2	10	230	383	<b>625</b>	
Austria	4	5	233	268	<b>510</b>	
Romania	-	13	123	317	<b>453</b>	
Bulgaria	4	5	137	273	<b>419</b>	
Ireland	3	14	121	196	<b>334</b>	
Hungary	2	7	103	220	<b>332</b>	
Czech Republic	1	7	106	210	<b>324</b>	
Finland	-	4	97	188	<b>289</b>	
Denmark	1	14	84	178	<b>277</b>	
Slovenia	-	2	82	124	<b>208</b>	
Croatia	2	9	53	141	<b>205</b>	
Cyprus	1	9	50	101	<b>161</b>	
Slovakia	3	2	13	118	<b>136</b>	
Luxembourg	-	2	55	61	<b>118</b>	
Lithuania	-	2	20	86	<b>108</b>	
Malta	-	7	19	63	<b>89</b>	
Latvia	-	-	20	44	<b>64</b>	
Estonia	1	1	14	22	<b>38</b>	
<b>Total EU</b>	<b>117</b>	<b>518</b>	<b>8,381</b>	<b>12,585</b>	<b>21,601</b>	72.4%
Non-EU	19	131	123	2,258	<b>2,531</b>	8.5%
Unspecified	17	890	247	4,534	<b>5,688</b>	19.1%
<b>Grand Total</b>	<b>153</b>	<b>1,539</b>	<b>8,751</b>	<b>19,377</b>	<b>29,820</b>	
	0.5%	5.2%	29.3%	65.0%		
<b>Obsolete<sup>2</sup></b>	<b>225</b>	<b>309</b>	<b>1,089</b>	<b>3,481</b>	<b>5,104</b>	14.6%



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

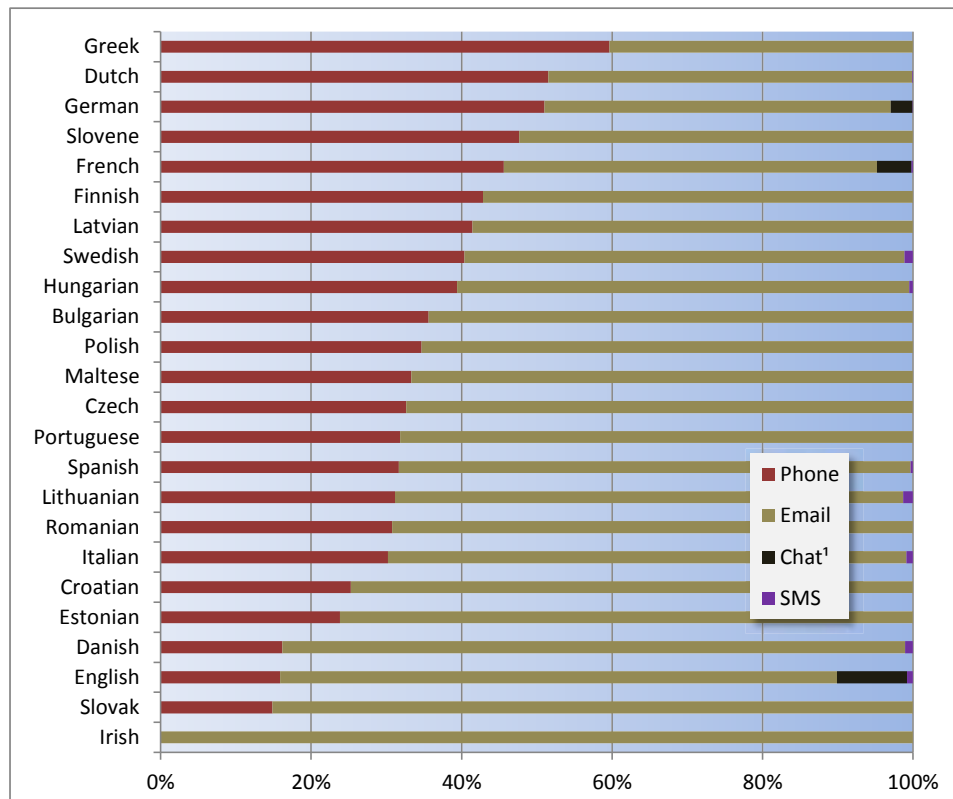
<sup>1</sup> On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

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

## Enquiries by language and channel

Language	SMS	Chat <sup>1</sup>	Phone	Email	Total	
English	109	1,287	2,199	10,240	<b>13,835</b>	46.4%
French	7	167	1,656	1,800	<b>3,630</b>	12.2%
German	2	85	1,505	1,357	<b>2,949</b>	9.9%
Italian	20	-	692	1,579	<b>2,291</b>	7.7%
Spanish	6	-	633	1,361	<b>2,000</b>	6.7%
Dutch	1	-	523	491	<b>1,015</b>	3.4%
Portuguese	-	-	190	407	<b>597</b>	2.0%
Greek	-	-	340	230	<b>570</b>	1.9%
Polish	-	-	171	322	<b>493</b>	1.7%
Swedish	5	-	178	258	<b>441</b>	1.5%
Romanian	-	-	107	241	<b>348</b>	1.2%
Bulgarian	-	-	119	215	<b>334</b>	1.1%
Czech	-	-	79	163	<b>242</b>	0.8%
Hungarian	1	-	80	122	<b>203</b>	0.7%
Finnish	-	-	81	108	<b>189</b>	0.6%
Croatian	-	-	47	139	<b>186</b>	0.6%
Slovene	-	-	71	78	<b>149</b>	0.5%
Slovak	-	-	15	86	<b>101</b>	0.3%
Danish	1	-	16	82	<b>99</b>	0.3%
Lithuanian	1	-	24	52	<b>77</b>	0.3%
Latvian	-	-	17	24	<b>41</b>	0.1%
Estonian	-	-	5	16	<b>21</b>	0.1%
Maltese	-	-	2	4	<b>6</b>	0.02%
Irish	-	-	-	3	<b>3</b>	0.01%
<b>Total</b>	<b>153</b>	<b>1,539</b>	<b>8,750</b>	<b>19,378</b>	<b>29,820</b>	

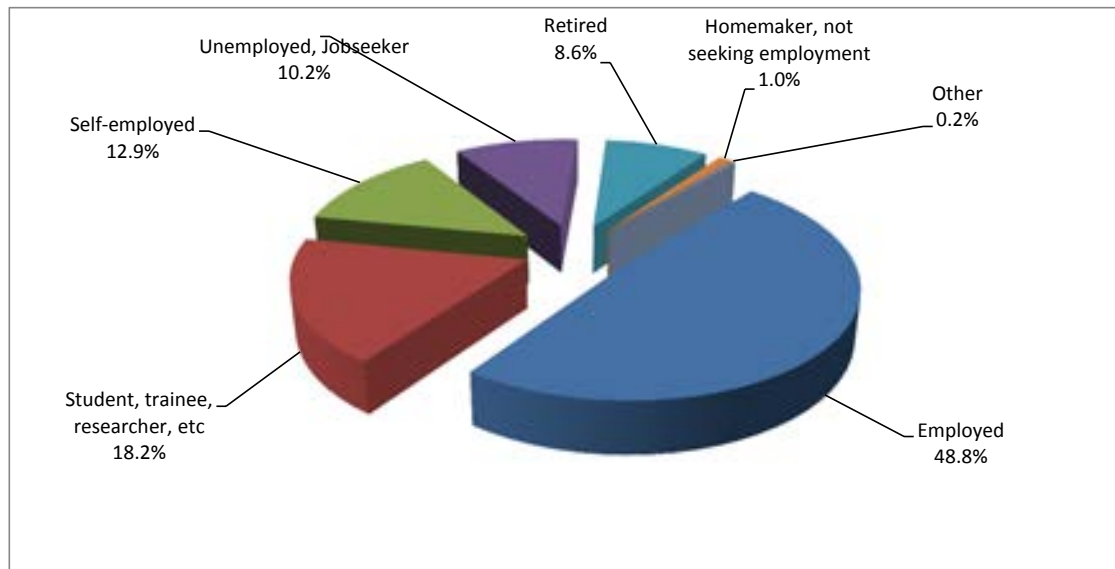
<sup>1</sup> Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

Economic category	Enquiries	
Employed	5,175	17.4%
Student, trainee, researcher, etc	1,928	6.5%
Self-employed	1,370	4.6%
Unemployed, Jobseeker	1,084	3.6%
Retired	911	3.1%
Homemaker, not seeking employment	111	0.4%
Other	25	0.1%
Unspecified	19,216	64.4%
<b>Total</b>	<b>29,820</b>	



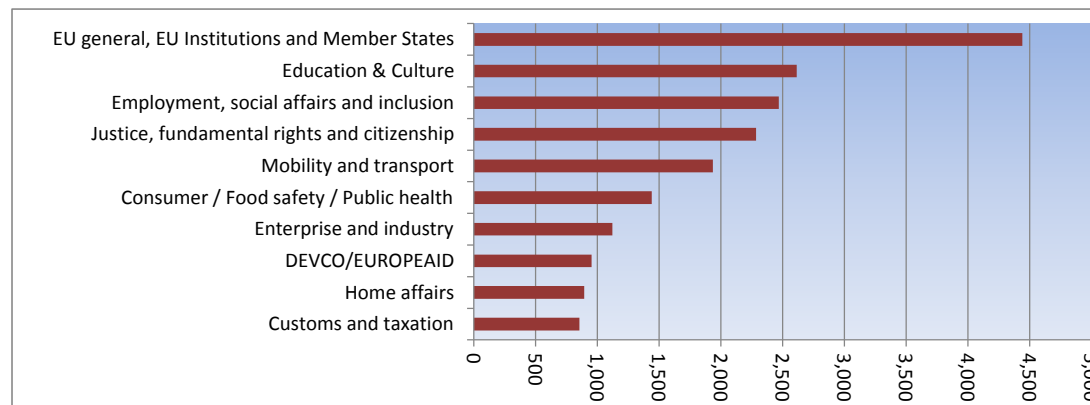
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

## Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	4,440	14.9%
Education & Culture	2,613	8.8%
Employment, social affairs and inclusion	2,470	8.3%
Justice, fundamental rights and citizenship	2,284	7.7%
Mobility and transport	1,935	6.5%
Consumer / Food safety / Public health	1,440	4.8%
Enterprise and industry	1,121	3.8%
DEVCO/EUROPEAID	952	3.2%
Home affairs	894	3.0%
Customs and taxation	855	2.9%
<b>Total</b>	<b>19,004</b>	

Other subjects	Enquiries	
Other specific policies including Internal Market and services, Foreign Policy, Environment, Regional Policy, Energy, Economic and monetary affairs, Competition, Agriculture and rural development, Research and innovation, Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	3,939	13.2%
Research Enquiry Service	2,894	9.7%
Out of scope	2,203	7.4%
Service-related issues	929	3.1%
External trade	552	1.9%
Export Helpdesk	123	0.4%
Publication Orders	115	0.4%
EIT	61	0.2%
<b>Total</b>	<b>10,816</b>	

<b>Grand Total</b>	<b>29,820</b>
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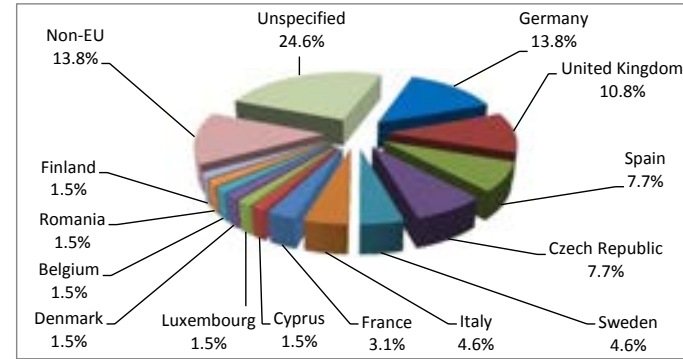


## Selected hot topics by country

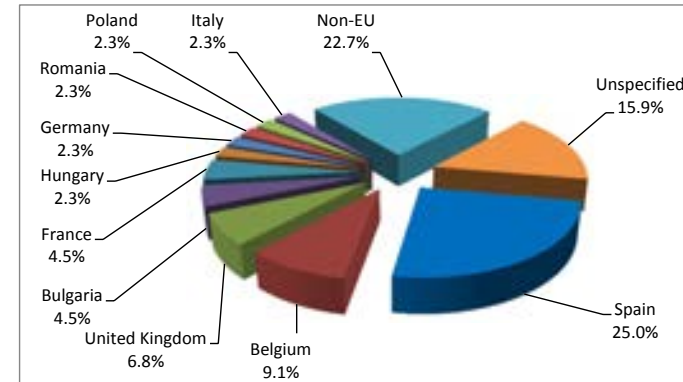
Ukraine	
Country	Enquiries
Germany	9
United Kingdom	7
Spain	5
Czech Republic	5
Sweden	3
Italy	3
France	2
Cyprus	1
Luxembourg	1
Denmark	1
Belgium	1
Romania	1
Finland	1
Netherlands	-
Poland	-
Austria	-
Lithuania	-
Portugal	-
Latvia	-
Hungary	-
Croatia	-
Estonia	-
Slovenia	-
Slovakia	-
Bulgaria	-
Malta	-
Ireland	-
Greece	-
<b>Total EU</b>	<b>40</b>
Non-EU	9
Unspecified	16
<b>Total</b>	<b>65</b>

Ebola	
Country	Enquiries
Spain	11
Belgium	4
United Kingdom	3
Bulgaria	2
France	2
Hungary	1
Germany	1
Romania	1
Poland	1
Italy	1
Netherlands	-
Ireland	-
Greece	-
Finland	-
Cyprus	-
Lithuania	-
Latvia	-
Malta	-
Estonia	-
Portugal	-
Czech Republic	-
Sweden	-
Slovakia	-
Slovenia	-
Luxembourg	-
Croatia	-
Austria	-
Denmark	-
<b>Total EU</b>	<b>27</b>
Non-EU	10
Unspecified	7
<b>Total</b>	<b>44</b>

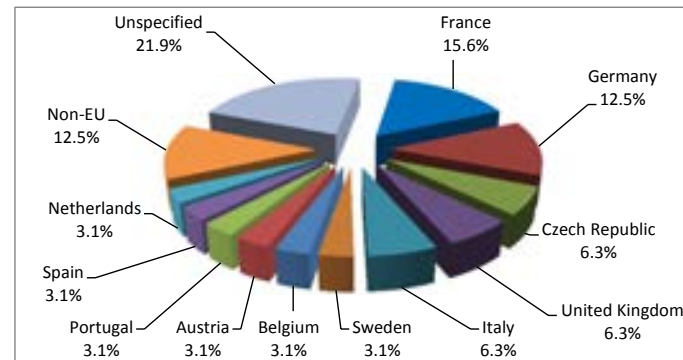
Middle East	
Country	Enquiries
France	5
Germany	4
Czech Republic	2
United Kingdom	2
Italy	2
Sweden	1
Belgium	1
Austria	1
Portugal	1
Spain	1
Netherlands	1
Luxembourg	-
Ireland	-
Poland	-
Greece	-
Finland	-
Latvia	-
Hungary	-
Croatia	-
Estonia	-
Slovenia	-
Slovakia	-
Bulgaria	-
Malta	-
Romania	-
Denmark	-
Lithuania	-
Cyprus	-
<b>Total EU</b>	<b>21</b>
Non-EU	4
Unspecified	7
<b>Total</b>	<b>32</b>



Cases related to the political situation in Ukraine by country of residence



Cases regarding the Ebola by country of residence



Cases regarding the situation in the Middle East 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	12,137	24,846	1,640	38,802
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	10,819	21,832	1,485	34,291
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	148	10,612	21,056	1,490	33,306
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	153	8,751	19,377	1,539	29,820
<b>TOTAL</b>	<b>99,081</b>	<b>97,850</b>	<b>79,691</b>	<b>347</b>	<b>36,656</b>	<b>56,718</b>	<b>3,733</b>	<b>97,454</b>	<b>510</b>	<b>39,435</b>	<b>67,942</b>	<b>5,103</b>	<b>112,990</b>	<b>635</b>	<b>42,319</b>	<b>87,111</b>	<b>6,154</b>	<b>136,219</b>
				0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.1%	63.9%	4.5%	

