



EUROPE DIRECT Contact Centre

EDCC annual activity report for 2015

Executive version

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The year in summary

In 2015, the EUROPE DIRECT Contact Centre (EDCC) received a total of **116,475 enquiries, including 2297 follow-ups**. Most enquiries were received via **e-mail** (66.2%) and **phone** (29.0%). Cases received via the **chat** channel and the **SMS** channel represented respectively 4.4% and 0.4% of the total volumes.

In comparison with the previous year, the volume of cases received by the EDCC decreased by **14.5%** (136,219 enquiries received in 2014). The volume of e-mail and phone enquiries decreased respectively by 11.5% and 20.2%. The amount of chat enquiries decreased by 16.5% compared with the previous year and the SMS decreased by 30.1%.

In 2015, the EDCC escalated **15,537 enquiries** to its various back offices and associated services, representing **13.3%** of the total. The total number of escalations **decreased by 12.3%** compared with 2014 when the EDCC escalated 17,709 cases (13.0% of the total volumes). Escalations to Your Europe Advice (YEA) decreased by 34.3%, while escalation to DG Communication back office increased by 7.7% and escalations to the the Research Executive Agency (REA) decreased by 22.5%.

In 2015, the EDCC received 1052 enquiries on **the Mediterranean refugee crisis** which is one of the mostly asked about topics. Other **'hot' topics** which generated relatively high volumes of enquiries during the year were the **'Eurozone debt crisis'** (894 cases) and the **'Transatlantic Trade and Investment Partnership'** (616 cases).

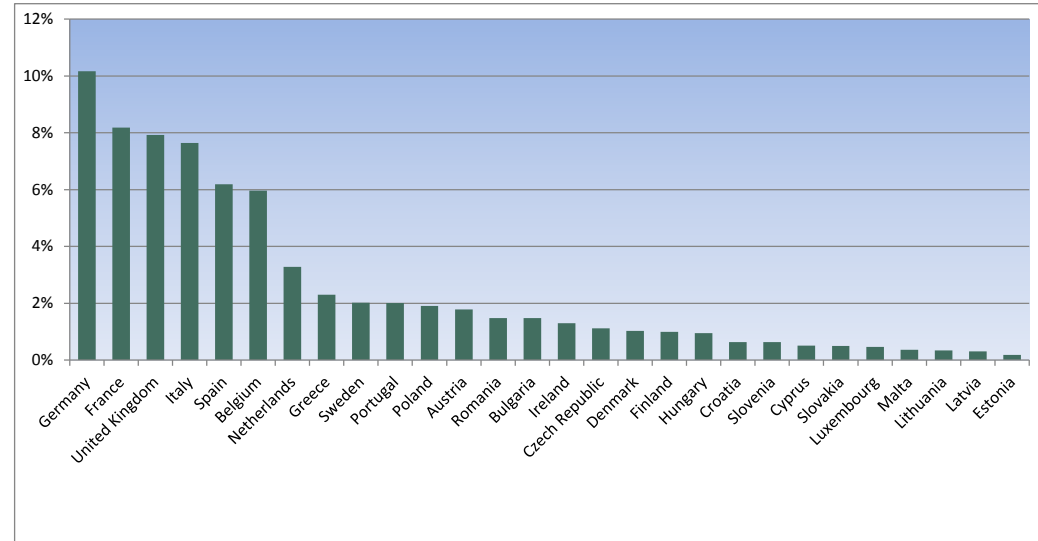
Volume trends overview:

	Phone	Email	Chat	SMS	Total
2014	42,319	87,111	6,154	635	136,219
2015	33,777	77,117	5,137	444	116,475
Variation	-20.2%	-11.5%	-16.5%	-30.1%	-14.5%

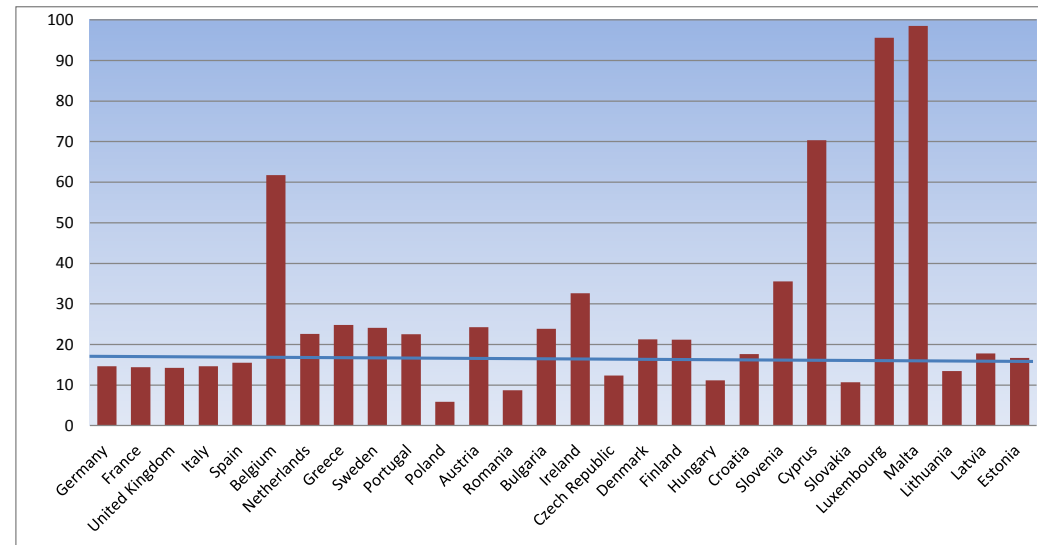
Enquiries by country (in percent and per 100,000 pop.)

Country	EDCC cases	Percent of EDCC volumes	Per 100,000 of population ¹
Germany	11,846	10.2%	14.6
France	9,532	8.2%	14.4
United Kingdom	9,231	7.9%	14.3
Italy	8,903	7.6%	14.6
Spain	7,212	6.2%	15.5
Belgium	6,948	6.0%	61.7
Netherlands	3,820	3.3%	22.6
Greece	2,683	2.3%	24.8
Sweden	2,349	2.0%	24.1
Portugal	2,333	2.0%	22.5
Poland	2,216	1.9%	5.8
Austria	2,081	1.8%	24.2
Romania	1,726	1.5%	8.7
Bulgaria	1,716	1.5%	23.8
Ireland	1,509	1.3%	32.6
Czech Republic	1,301	1.1%	12.3
Denmark	1,202	1.0%	21.2
Finland	1,160	1.0%	21.2
Hungary	1,102	0.9%	11.2
Croatia	744	0.6%	17.6
Slovenia	733	0.6%	35.5
Cyprus	596	0.5%	70.4
Slovakia	579	0.5%	10.7
Luxembourg	538	0.5%	95.6
Malta	423	0.4%	98.5
Lithuania	392	0.3%	13.4
Latvia	354	0.3%	17.8
Estonia	219	0.2%	16.7
Total EU	83,448	71.6%	16.4
Non-EU	11,662	10.0%	-
Unspecified	21,365	18.3%	-
Grand Total	116,475	100.0%	-

¹ Population is calculated based on Eurostat population data for 2014.



Enquiries by country as a percentage of EDCC total volumes (excluding non-EU and 'unspecified' cases)



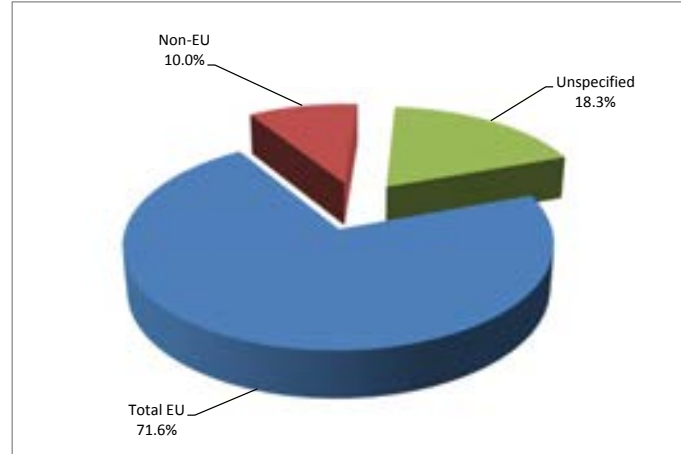
Enquiries by country per 100,000 of the country's population (excluding non-EU and 'unspecified' cases)

NOTE: The blue line represents the EU average for enquiries per 100,000 population (20.1 enquiries per 100,000 inhabitants). For example the United Kingdom is below the average and Belgium above.

Enquiries by country, per month

Country	Total	Average per month	Percentage
Germany	11,846	987	10.2%
France	9,532	794	8.2%
United Kingdom	9,231	769	7.9%
Italy	8,903	742	7.6%
Spain	7,212	601	6.2%
Belgium	6,948	579	6.0%
Netherlands	3,820	318	3.3%
Greece	2,683	224	2.3%
Sweden	2,349	196	2.0%
Portugal	2,333	194	2.0%
Poland	2,216	185	1.9%
Austria	2,081	173	1.8%
Romania	1,726	144	1.5%
Bulgaria	1,716	143	1.5%
Ireland	1,509	126	1.3%
Czech Republic	1,301	108	1.1%
Denmark	1,202	100	1.0%
Finland	1,160	97	1.0%
Hungary	1,102	92	0.9%
Croatia	744	62	0.6%
Slovenia	733	61	0.6%
Cyprus	596	50	0.5%
Slovakia	579	48	0.5%
Luxembourg	538	45	0.5%
Malta	423	35	0.4%
Lithuania	392	33	0.3%
Latvia	354	30	0.3%
Estonia	219	18	0.2%
Total EU	83,448	6,954	71.6%

Non-EU	11,662	972	10.0%
Unspecified	21,365	1,780	18.3%
Grand Total	116,475	9,706	100.0%



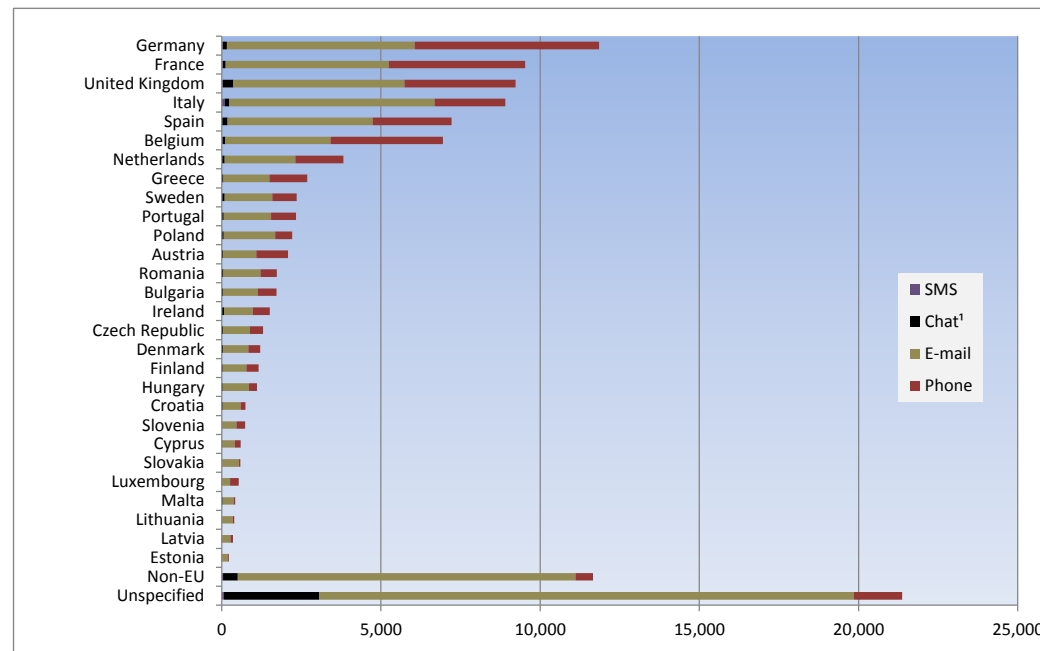
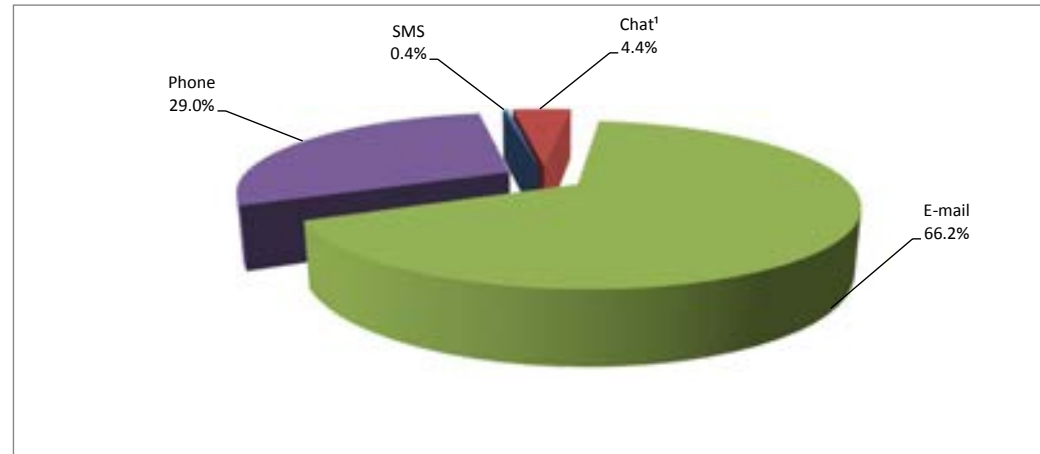
Origin of enquiries

Enquiries by country and channel

Country	SMS	Chat ¹	E-mail	Phone	Total
Germany	30	131	5,897	5,788	11,846
France	27	98	5,126	4,281	9,532
United Kingdom	34	332	5,372	3,493	9,231
Italy	87	143	6,456	2,217	8,903
Spain	15	163	4,571	2,463	7,212
Belgium	22	94	3,306	3,526	6,948
Netherlands	15	78	2,221	1,506	3,820
Greece	12	43	1,443	1,185	2,683
Sweden	15	72	1,500	762	2,349
Portugal	8	49	1,489	787	2,333
Poland	10	51	1,613	542	2,216
Austria	8	32	1,049	992	2,081
Romania	4	50	1,167	505	1,726
Bulgaria	6	39	1,091	580	1,716
Ireland	-	69	906	534	1,509
Czech Republic	3	39	844	415	1,301
Denmark	3	37	795	367	1,202
Finland	2	26	743	389	1,160
Hungary	5	22	831	244	1,102
Croatia	2	24	566	152	744
Slovenia	6	7	452	268	733
Cyprus	1	17	395	183	596
Slovakia	7	18	522	32	579
Luxembourg	3	7	251	277	538
Malta	6	21	348	48	423
Lithuania	-	13	328	51	392
Latvia	1	10	259	84	354
Estonia	-	7	178	34	219
Total EU	332	1,692	49,719	31,705	83,448

Non-EU	40	462	10602	558	11662
Unspecified	72	2983	16796	1514	21365
Grand Total	444	5,137	77,117	33,777	116,475

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.

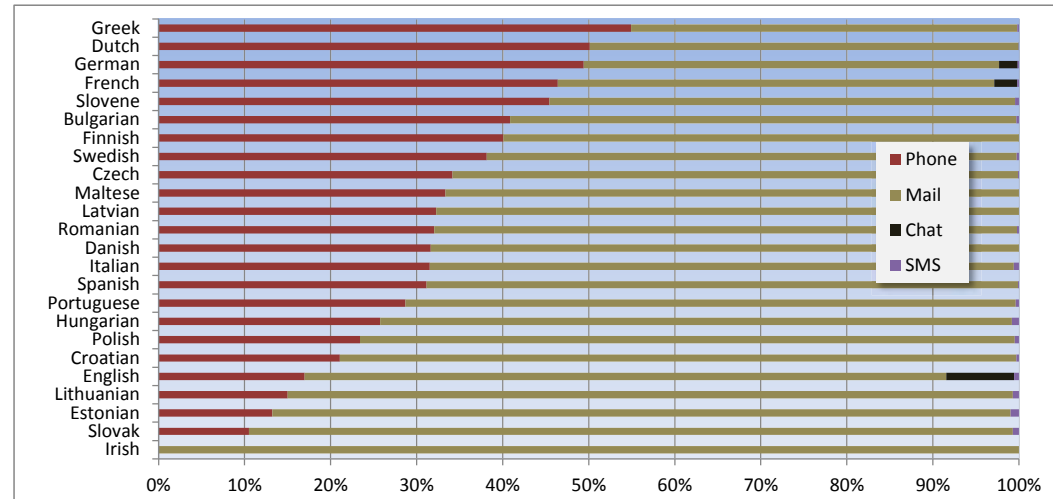


Numbers of enquiries, sorted by total enquiries

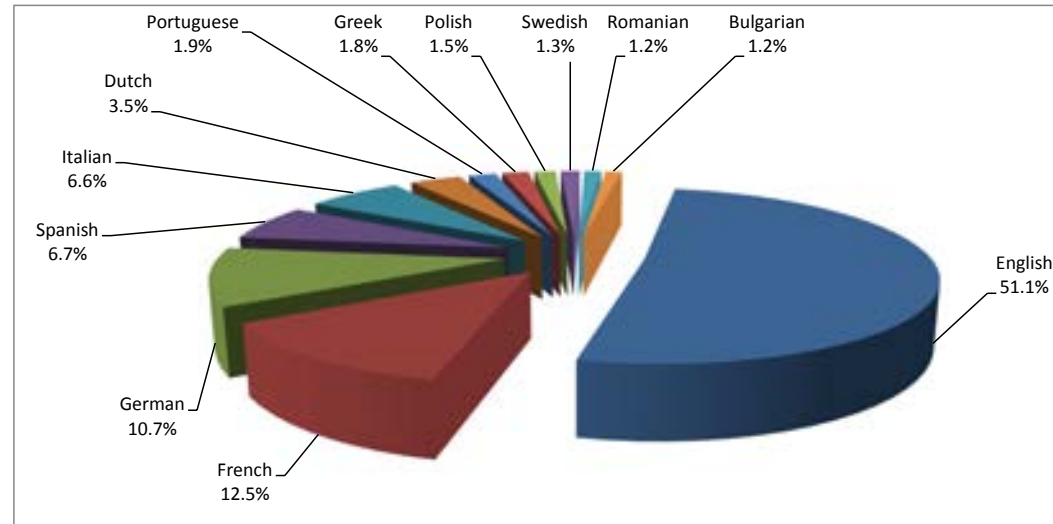
Enquiries by language and channel

Language	SMS	Chat ¹	Email	Phone	Total	
English	304	4,502	42,404	9,664	56,874	48.8%
French	23	378	7,086	6,486	13,973	12.0%
German	16	257	5,770	5,906	11,949	10.3%
Spanish	8	-	5,097	2,310	7,415	6.4%
Italian	44	-	4,979	2,312	7,335	6.3%
Dutch	1	-	1,965	1,976	3,942	3.4%
Portuguese	8	-	1,483	600	2,091	1.8%
Greek	4	-	924	1,130	2,058	1.8%
Polish	8	-	1,262	388	1,658	1.4%
Swedish	4	-	906	561	1,471	1.3%
Romanian	3	-	883	418	1,304	1.1%
Bulgarian	4	-	763	530	1,297	1.1%
Czech	1	-	598	311	910	0.8%
Hungarian	6	-	553	194	753	0.6%
Finnish	-	-	444	297	741	0.6%
Croatian	2	-	515	138	655	0.6%
Danish	-	-	393	182	575	0.5%
Slovene	2	-	249	209	460	0.4%
Slovak	3	-	372	44	419	0.4%
Lithuanian	2	-	236	42	280	0.2%
Latvian	-	-	126	60	186	0.2%
Estonian	1	-	91	14	106	0.1%
Maltese	-	-	10	5	15	0.01%
Irish	-	-	8	-	8	0.01%
Total	444	5,137	77,117	33,777	116,475	
	0.4%	4.4%	66.2%	29.0%		

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



Proportion of enquiries, sorted by proportion of phone enquiries

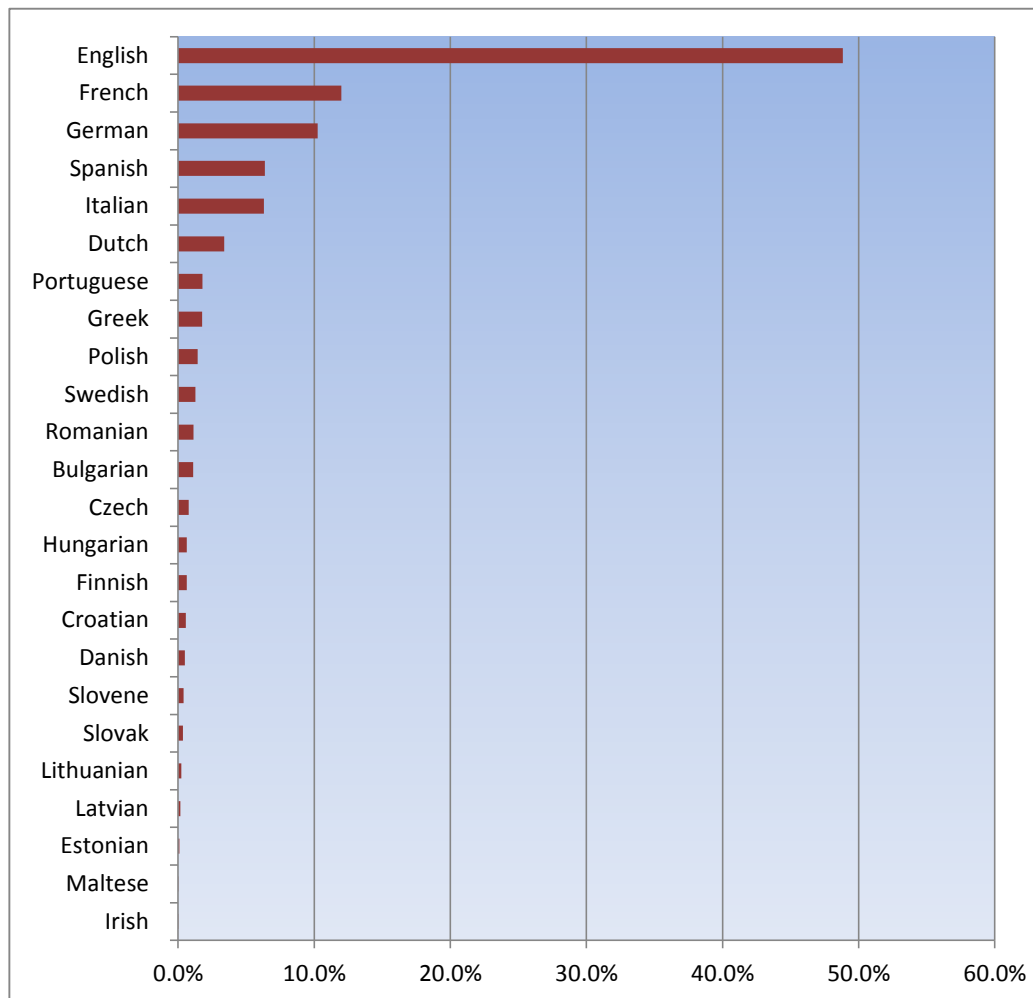


Enquiries per language

NOTE: Czech, Hungarian, Finnish, Croatian, Danish, Slovene, Slovak, Lithuanian, Latvian, Estonian, Maltese and Irish do not appear on the pie chart because the total amount of enquiries for each language does not exceed 1% of the total.

Enquiries by language, per month

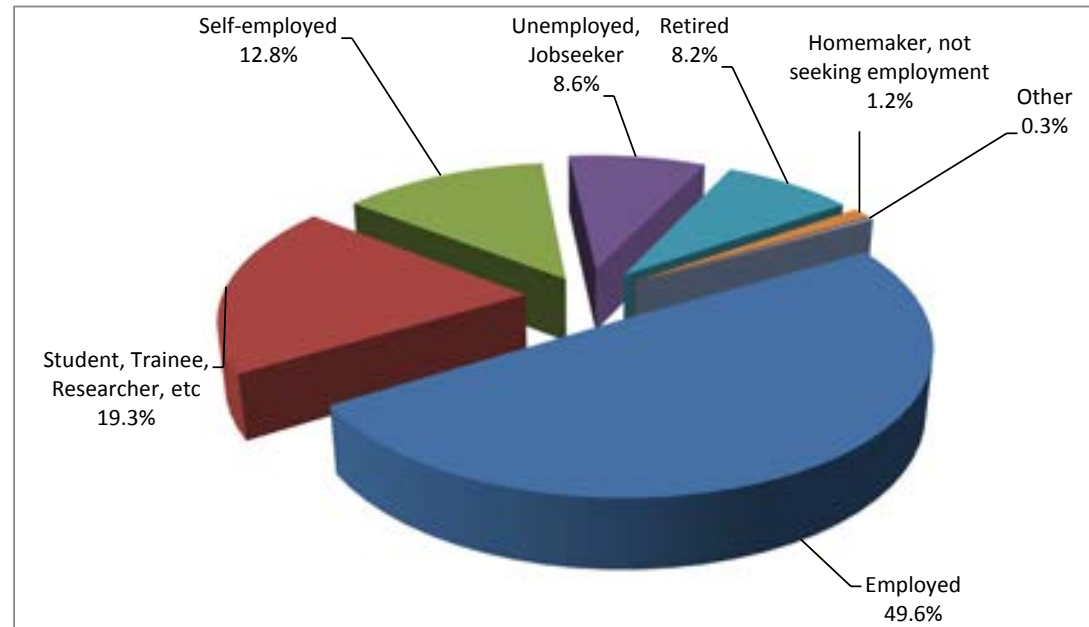
Language	Total	Average per month	Percentage
English	56,874	4,740	48.8%
French	13,973	1,164	12.0%
German	11,949	996	10.3%
Spanish	7,415	618	6.4%
Italian	7,335	611	6.3%
Dutch	3,942	329	3.4%
Portuguese	2,091	174	1.8%
Greek	2,058	172	1.8%
Polish	1,658	138	1.4%
Swedish	1,471	123	1.3%
Romanian	1,304	109	1.1%
Bulgarian	1,297	108	1.1%
Czech	910	76	0.8%
Hungarian	753	63	0.6%
Finnish	741	62	0.6%
Croatian	655	55	0.6%
Danish	575	48	0.5%
Slovene	460	38	0.4%
Slovak	419	35	0.4%
Lithuanian	280	23	0.2%
Latvian	186	16	0.2%
Estonian	106	9	0.1%
Maltese	15	1	0.01%
Irish	8	1	0.01%
Total	116,475	9,706	100.0%



Enquiries by language

Enquiries by economic category

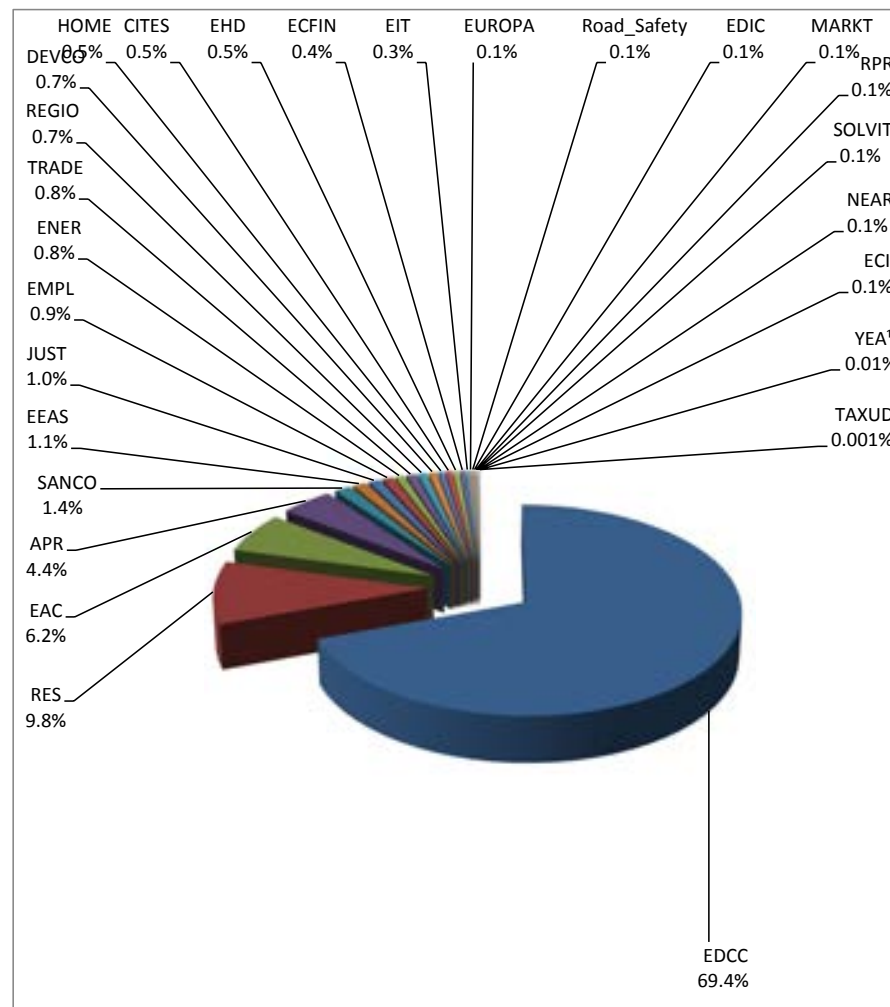
Economic category	Total	
Employed	23,343	20.0%
Student, Trainee, Researcher, etc	9,101	7.8%
Self-employed	6,032	5.2%
Unemployed, Jobseeker	4,064	3.5%
Retired	3,873	3.3%
Homemaker, not seeking employment	548	0.5%
Other	128	0.1%
Unspecified	69,386	59.6%
Total	116,475	



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

Specific services provided by the EDCC for other entities and institutions

Origin of enquiries by service	Total	
EDCC	80,858	69.4%
Research Enquiry Service (RES)	11,424	9.8%
DG Education And Culture (EAC)	7,256	6.2%
Air Passenger's Rights (APR)	5,117	4.4%
DG Health and Consumers (SANCO)	1,583	1.4%
European External Action Service (EEAS)	1,336	1.1%
DG Justice (JUST)	1,144	1.0%
DG Employment (EMPL)	1,030	0.9%
DG Energy (ENER)	885	0.8%
TRADE information service (TRADE)	881	0.8%
DG Regional Policy (REGIO)	866	0.7%
DG Development and Cooperation (DEVCO)	784	0.7%
HOME	578	0.5%
European Parliament Citizens' Enquiry Service (CITES)	573	0.5%
Export Helpdesk (EHD)	541	0.5%
DG Economic and Financial Affairs (ECFIN)	469	0.4%
European Institute of Innovation and Technology (EIT)	313	0.3%
EUROPA	171	0.1%
Road_Safety	152	0.1%
EDIC	124	0.1%
MARKT	99	0.1%
Rail Passengers' Rights (RPR)	79	0.1%
SOLVIT	76	0.1%
NEAR	62	0.1%
European Citizens' Initiative (ECI)	62	0.1%
YEA ¹	11	0.01%
TAXUD	1	0.001%
Total	116,475	



Origin of enquiries by specific service

¹Your Europe Advice (YEA) is also a cooperation partner of the EDCC. The EDCC transfers cases to YEA, however YEA was not an incoming channel for cases received by the EDCC until November 2014. In 2015, the EDCC transferred 2,587 enquiries to YEA (2.2% of the total volumes).

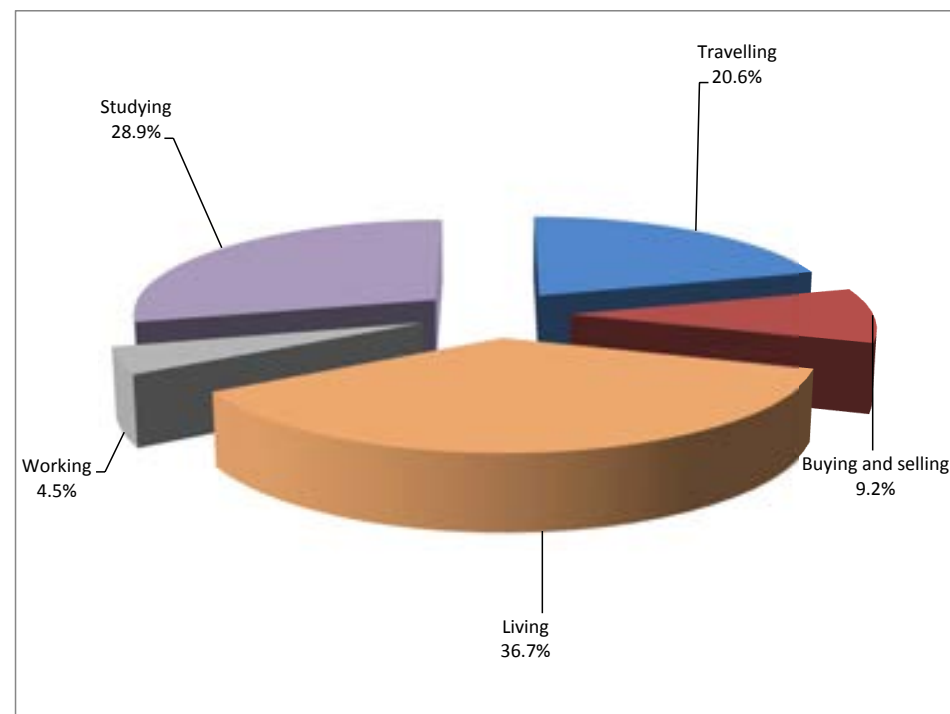
Enquiries by subject per month

Top 10 subjects	Total	
EU general, EU Institutions and Member States	16,695	14.3%
Education & Culture	11,145	9.6%
Justice and Consumers' rights	9,323	8.0%
Employment social affairs and inclusion	9,033	7.8%
Mobility and transport	7,727	6.6%
Migration and Home affairs	5,361	4.6%
Enterprise and industry	4,926	4.2%
Food safety and Public health	4,144	3.6%
Customs and taxation	3,410	2.9%
Internal Market and services	3,109	2.7%
Total	74,873	

Other subjects	Total	
Other specific policies (including International Cooperation and development, Foreign Policy, Environment, Economic and monetary affairs, Energy, Competition, Neighbourhood and Enlargement, Regional policy, Agriculture and rural development, Research and innovation, Information Society and media, Fisheries and maritime affairs, ECHO)	15,264	13.1%
Research enquiry service	11,342	9.7%
Out of scope	7,263	6.2%
Service-related issues	4,170	3.6%
External trade	2,201	1.9%
Export Helpdesk	530	0.5%
Publications orders	522	0.4%
EIT	310	0.3%
Grand Total	116,475	

Cross-border issues

Cross-border issues		Total	% of cross-border cases	% of total volumes
Travelling	Air Passengers' rights	5,076	15.0%	4.4%
	Visa and border controls	1,853	5.5%	1.6%
	Rail Passengers' rights	78	0.2%	0.1%
Living	Welfare (social security, rights at work)	5,558	16.4%	4.8%
	Free movement of persons	3,198	9.4%	2.7%
	Immigration	2,427	7.2%	2.1%
	Judicial cooperation	1,281	3.8%	1.1%
Buying and selling	Consumers' rights	1,661	4.9%	1.4%
	Customs	1,219	3.6%	1.0%
	Free movement of goods	224	0.7%	0.2%
	Consumer security	15	0.04%	0.01%
	Protection of consumers' economic and legal interests	7	0.02%	0.01%
Studying	Consumer information	5	0.01%	0.004%
	Erasmus +	8,009	23.6%	6.9%
	Education and other related funding programmes	973	2.9%	0.8%
	Recognition of diplomas	373	1.1%	0.3%
	Youth	264	0.8%	0.2%
	Funding for non-EU citizens	98	0.3%	0.1%
	Vocational training / Leonardo	54	0.2%	0.05%
Working	Lifelong learning	25	0.1%	0.02%
	Free movement of workers	1,019	3.0%	0.9%
	Professional qualifications	523	1.5%	0.4%
Total:		33,940	100.0%	29.1%

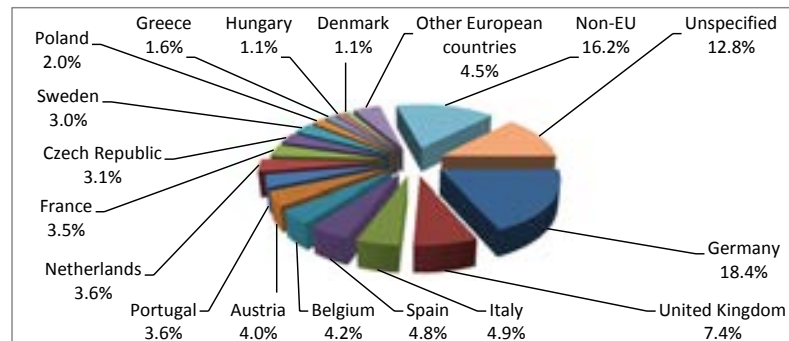


Selected hot topics by country

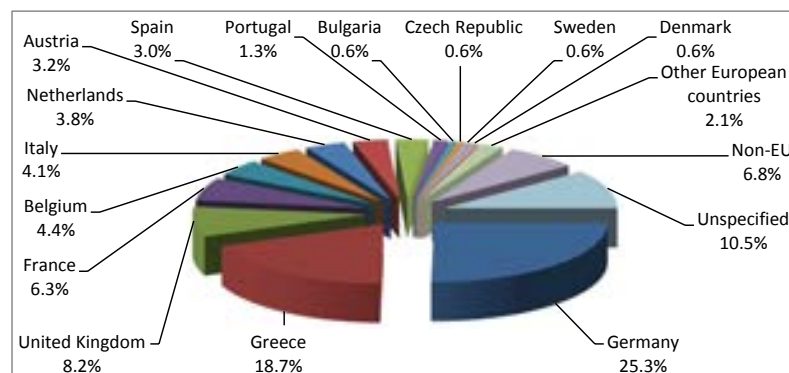
Refugee crisis	
Country	Enquiries
Germany	194
United Kingdom	78
Italy	52
Spain	50
Belgium	44
Austria	42
Portugal	38
Netherlands	38
France	37
Czech Republic	33
Sweden	32
Poland	21
Greece	17
Hungary	12
Denmark	12
Bulgaria	8
Ireland	7
Malta	6
Romania	6
Slovakia	4
Croatia	3
Finland	3
Luxembourg	3
Estonia	2
Slovenia	2
Latvia	2
Cyprus	1
Lithuania	-
Total EU	747
Non-EU	170
Unspecified	135
Total	1,052

Eurozone debt crisis	
Country	Enquiries
Germany	226
Greece	167
United Kingdom	73
France	56
Belgium	39
Italy	37
Netherlands	34
Austria	29
Spain	27
Portugal	12
Bulgaria	5
Czech Republic	5
Sweden	5
Denmark	5
Poland	3
Slovenia	3
Ireland	3
Malta	2
Romania	2
Finland	2
Estonia	1
Cyprus	1
Slovakia	1
Hungary	1
Lithuania	-
Latvia	-
Croatia	-
Luxembourg	-
Total EU	739
Non-EU	61
Unspecified	94
Total	894

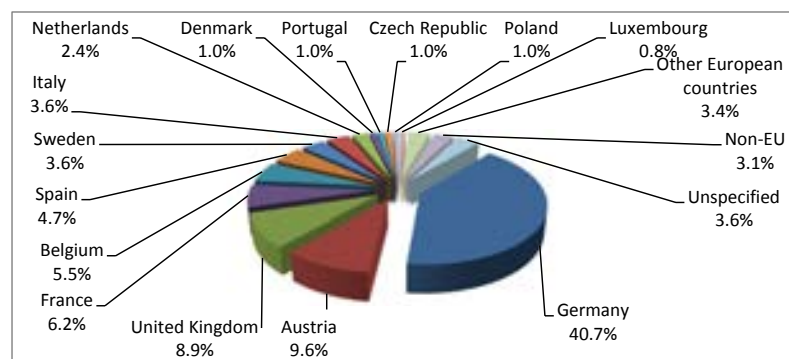
TTIP	
Country	Enquiries
Germany	251
Austria	59
United Kingdom	55
France	38
Belgium	34
Spain	29
Sweden	22
Italy	22
Netherlands	15
Denmark	6
Portugal	6
Czech Republic	6
Poland	6
Luxembourg	5
Finland	4
Ireland	4
Bulgaria	2
Greece	2
Slovenia	2
Slovakia	2
Hungary	1
Malta	1
Romania	1
Lithuania	-
Latvia	-
Estonia	-
Croatia	-
Total EU	575
Non-EU	19
Unspecified	22
Total	616



Cases on the Mediterranean refugee crisis by country of residence



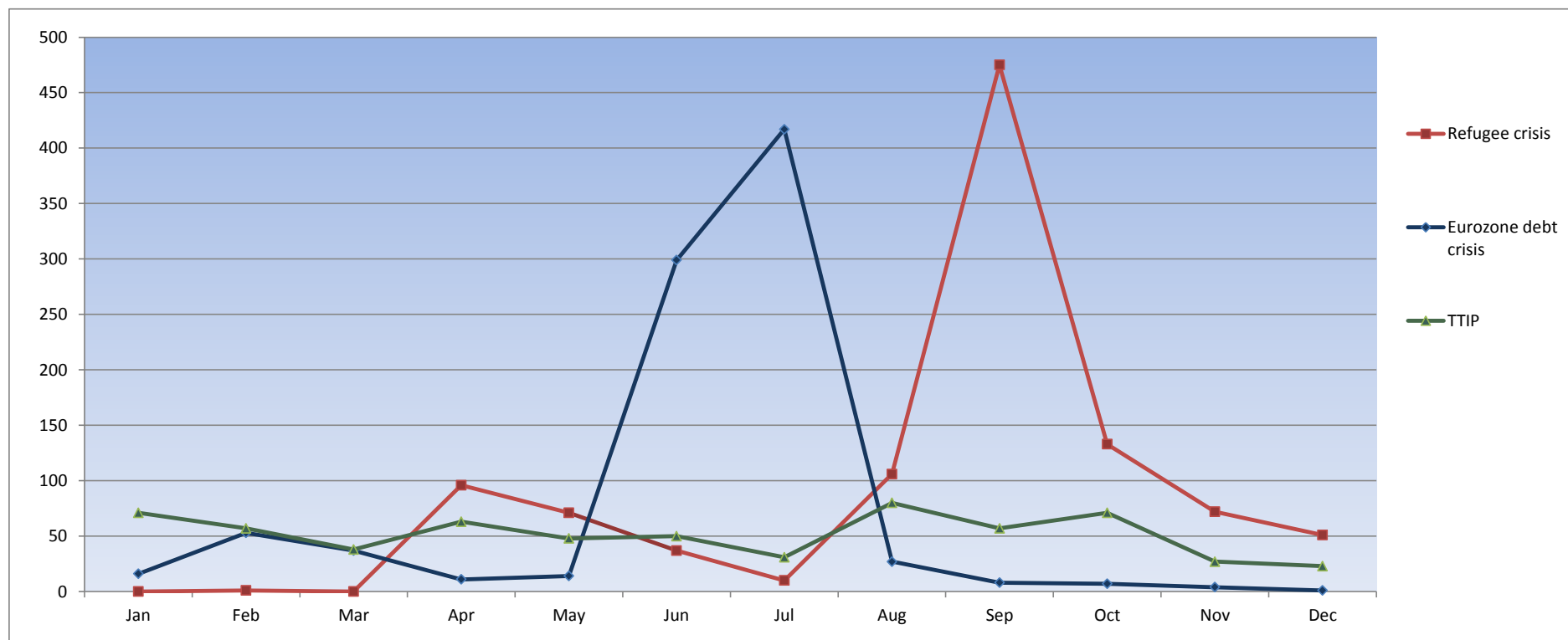
Cases on the Eurozone debt crisis by country of residence



Cases on the TTIP by country of residence

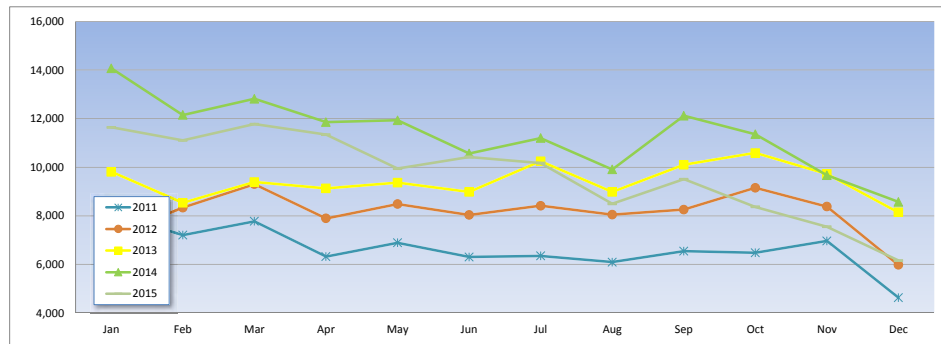
Selected hot topics per month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Refugee crisis	-	1	-	96	71	37	10	106	475	133	72	51	1,052
Eurozone debt crisis	16	53	37	11	14	299	417	27	8	7	4	1	894
TTIP	71	57	38	63	48	50	31	80	57	71	27	23	616
Total	87	111	75	170	133	386	458	213	540	211	103	75	2,562

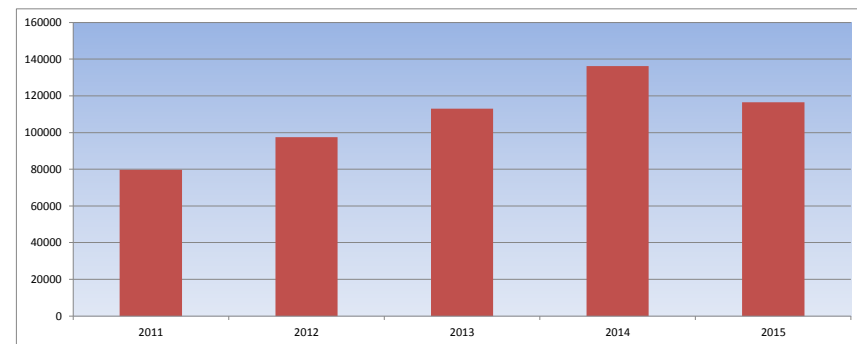


Trends in the volumes of EDCC enquiries - year to year comparison

Month	2011					2012					2013					2014					2015				
	Phone	E-mails	Chat	SMS	TOTAL	Phone	E-mails	Chat	SMS	TOTAL	Phone	E-mails	Chat	SMS	TOTAL	Phone	E-mails	Chat	SMS	TOTAL	Phone	E-mails	Chat	SMS	TOTAL
Jan	3,418	4,375	334	-	8,127	2,756	3,987	370	39.00	7,152	3,741	5,626	400	42	9,809	4,761	8,690	545	73	14,069	3,499	7,521	568	52	11,640
Feb	3,023	3,832	349	-	7,204	3,204	4,754	357	17.00	8,332	3,205	4,917	360	52	8,534	3,555	8,011	534	53	12,153	3,433	7,085	547	42	11,107
Mar	3,252	4,172	351	-	7,775	3,563	5,368	347	24.00	9,302	3,402	5,586	362	37	9,387	3,840	8,362	562	53	12,817	3,619	7,578	545	31	11,773
Apr	2,617	3,472	231	-	6,320	2,941	4,715	210	30.00	7,896	3,377	5,293	432	26	9,128	3,774	7,527	514	41	11,856	3,455	7,361	496	30	11,342
May	3,035	3,573	282	-	6,890	3,184	4,960	309	30.00	8,483	3,345	5,431	545	45	9,366	3,675	7,664	527	66	11,932	2,920	6,403	581	37	9,941
Jun	2,650	3,359	294	-	6,303	2,928	4,772	320	20.00	8,040	3,442	5,139	364	40	8,985	3,380	6,690	447	48	10,565	3,378	6,483	530	34	10,425
Jul	2,575	3,489	289	-	6,353	3,079	4,995	327	11.00	8,412	3,601	6,066	526	52	10,245	3,850	6,948	355	47	11,200	3,234	6,502	393	45	10,174
Aug	2,650	3,211	231	-	6,092	3,152	4,637	228	35.00	8,052	3,004	5,480	457	39	8,980	3,069	6,343	456	42	9,910	2,580	5,639	231	40	8,490
Sep	2,754	3,455	336	-	6,545	3,088	4,834	295	36.00	8,253	3,386	6,216	466	33	10,101	3,694	7,690	677	59	12,120	2,406	6,732	325	42	9,505
Oct	2,611	3,520	340	7	6,478	3,579	5,182	345	46	9,152	3,611	6,466	457	52	10,586	3,388	7,260	640	72	11,360	2,049	5,927	354	39	8,369
Nov	2,663	3,943	344	15	6,965	3,182	4,798	377	25	8,382	3,049	6,168	461	45	9,723	2,832	6,278	508	48	9,666	1,734	5,423	373	22	7,552
Dec	1,683	2,699	223	26	4,631	1,998	3,705	248	33	5,984	2,272	5,554	273	47	8,146	2,501	5,648	389	33	8,571	1,470	4,463	194	30	6,157
TOTAL	32,931	43,100	3,604	48	79,683	36,654	56,707	3,733	346	97,440	39,435	67,942	5,103	510	112,990	42,319	87,111	6,154	635	136,219	33,777	77,117	5,137	444	116,475
	41.3%	54.1%	4.5%	0.1%		37.6%	58.2%	3.8%	0.4%		34.9%	60.1%	4.5%	0.5%		31.1%	63.9%	4.5%	0.5%		29.0%	66.2%	4.4%	0.4%	



Enquiries volume trends per year and month



Total volumes of per year