EUROPE DIRECT Contact Centre

EDCC annual activity report for 2016

Executive version

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Submitted to : DG COMM (EDCC)

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Copy to : Communi-K Managers

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The year in summary

In 2016, the EUROPE DIRECT Contact Centre (EDCC) was managed by two different contractors :" ESN" until January 2016 and "Communi-k" from February 2016 . The communication channels used by ESN were : SMS, chat, e-mails in and phone while Communi-k used only : webforms and phone. Different KPI's have also been applied and in order to better represent the overall figures, the ESN "E-mails in" enquiries have been included in the Communi-k "webforms" enquiries.

The EUROPE DIRECT Contact Centre (EDCC), has closed a total of **99,554** enquiries. Most enquiries were treated via **webforms** (67.8%) and p**hone** (31.4%). Cases received in January 2016 via the Chat and the SMS channels represented respectively 0.3% and 0.04% of the volumes.

In comparison with the previous year, the volume of cases treated by the EDCC decreased by **14.6**% (116,571 enquiries received in 2015). The volume of the webforms (including ESN e-mails in) and phone enquiries decreased respectively by 12.1% and 7.3%.

In 2016, the main hot topic referred to the **UK referendum on its membership in the EU** with a total of 1,905 enquiries. Following indications from DG COMM all the enquiries related to the UK referendum on its membership have been escalated to the DG COMM back office. The other 'hot topics' which generated relatively high volumes of enquiries during the year were 'The Mediterranean refugee crisis' with 424 cases and the 'Transatlantic Trade Investment Partnership with 154 cases.

Volume trends overview :

|	Chat	SMS	Webforms	Phone	Total
2015	5,141	444	77,198	33,788	**116,571**
2016	339	39	67,868	31,308	**99,554**
Variation	**-93.4%**	**-91.2%**	**-12.1%**	**-7.3%**	**-14.6%**

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

Country	EDCC enquiries	Percent of EDCC volumes	Per 100,000 of population[1]
Germany	9,757	9.8%	12.0
United Kingdom	9,146	9.2%	14.1
France	7,272	7.3%	10.9
Italy	6,999	7.0%	11.5
Spain	6,347	6.4%	13.7
Belgium	6,200	6.2%	55.1
Netherlands	3,586	3.6%	21.2
Poland	2,483	2.5%	6.5
Sweden	2,371	2.4%	24.3
Portugal	2,052	2.1%	19.8
Greece	1,976	2.0%	18.3
Austria	1,832	1.8%	21.4
Ireland	1,610	1.6%	34.8
Bulgaria	1,484	1.5%	20.7
Romania	1,427	1.4%	7.2
Finland	1,202	1.2%	22.0
Denmark	1,172	1.2%	20.7
Czech Republic	1,090	1.1%	10.4
Hungary	1,045	1.0%	10.6
Croatia	800	0.8%	19.0
Slovakia	655	0.7%	12.1
Slovenia	616	0.6%	29.9
Lithuania	592	0.6%	20.3
Cyprus	580	0.6%	68.6
Luxembourg	445	0.4%	79.2
Latvia	394	0.4%	19.8
Malta	358	0.4%	83.6
Estonia	177	0.2%	13.5
Total EU	**73,668**	**74.0%**	**25.0**
Non-EU	15,720	15.8%	
Unspecified	10,166	10.2%	
Grand Total	**99,554**	**100.0%**	

NOTE:
[1] Population is calculated based on Eurostat population data for 2015 and 2016.
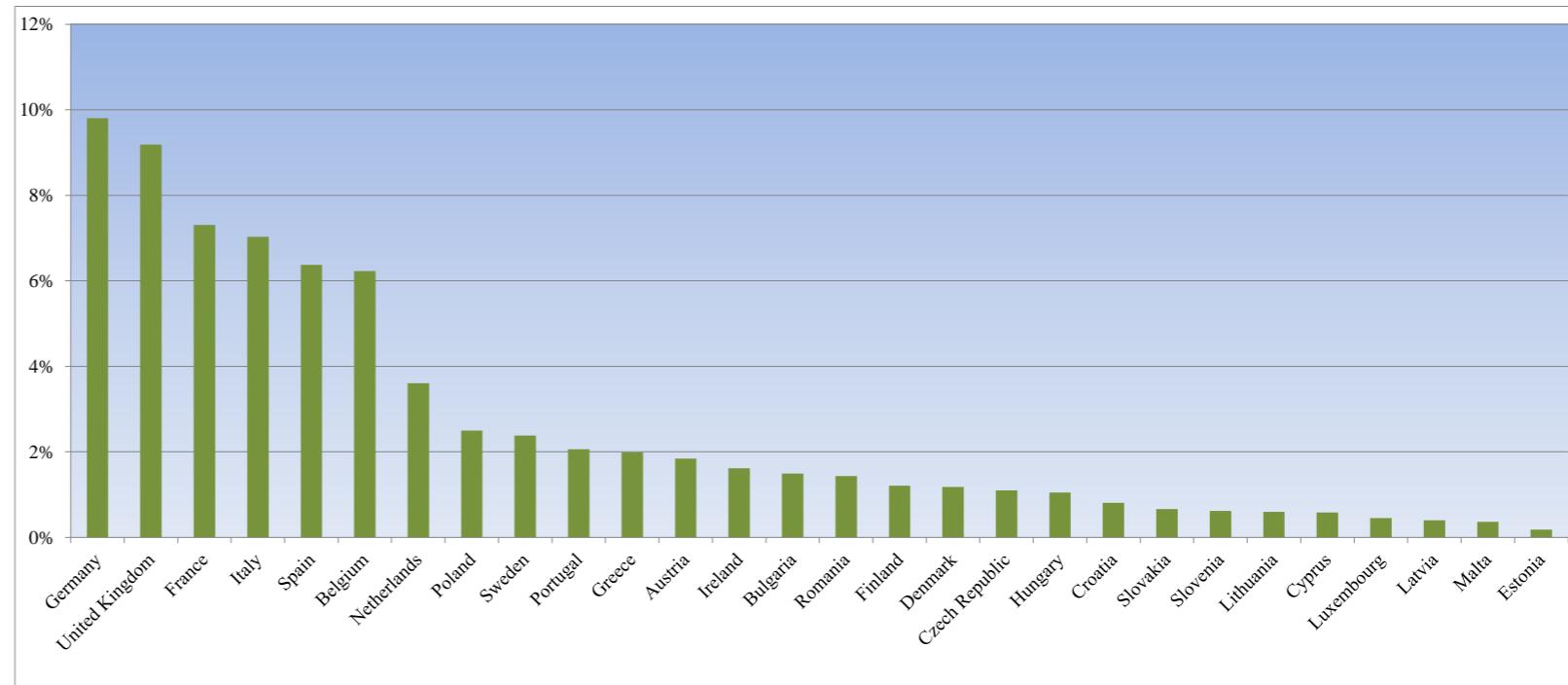
Enquiries by country as a percentage of EDCC total volumes (excluding 'non-eu' and 'unspecified' enquiries)
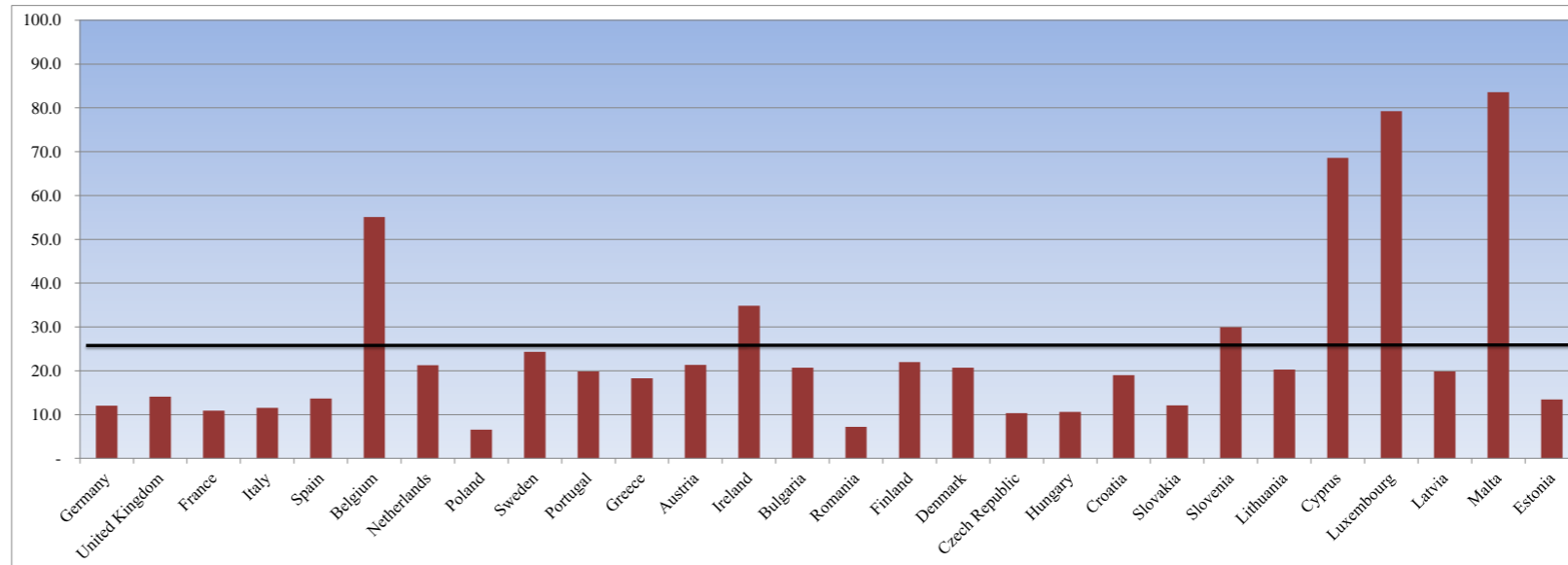

Enquiries by country per 100,000 of the country's population (excluding 'non-eu' and 'unspecified' enquiries)

NOTE: *the black line represents the EU average for enquiries per 100,000 population (25.0 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	9,757	813	9.8%
United Kingdom	9,146	762	9.2%
France	7,272	606	7.3%
Italy	6,999	583	7.0%
Spain	6,347	529	6.4%
Belgium	6,200	517	6.2%
Netherlands	3,586	299	3.6%
Poland	2,483	207	2.5%
Sweden	2,371	198	2.4%
Portugal	2,052	171	2.1%
Greece	1,976	165	2.0%
Austria	1,832	153	1.8%
Ireland	1,610	134	1.6%
Bulgaria	1,484	124	1.5%
Romania	1,427	119	1.4%
Finland	1,202	100	1.2%
Denmark	1,172	98	1.2%
Czech Republic	1,090	91	1.1%
Hungary	1,045	87	1.0%
Croatia	800	67	0.8%
Slovakia	655	55	0.7%
Slovenia	616	51	0.6%
Lithuania	592	49	0.6%
Cyprus	580	48	0.6%
Luxembourg	445	37	0.4%
Latvia	394	33	0.4%
Malta	358	30	0.4%
Estonia	177	15	0.2%
Total EU	**73,668**	**6,139**	**74.0%**
Non-EU	15,720	1,310	15.8%
Unspecified	10,166	847	10.2%
Grand Total	**99,554**	**8,296**	**100.0%**

Origin of enquiries

Non-EU 15.8%

Unspecified 10.2%

Total EU 74.0%
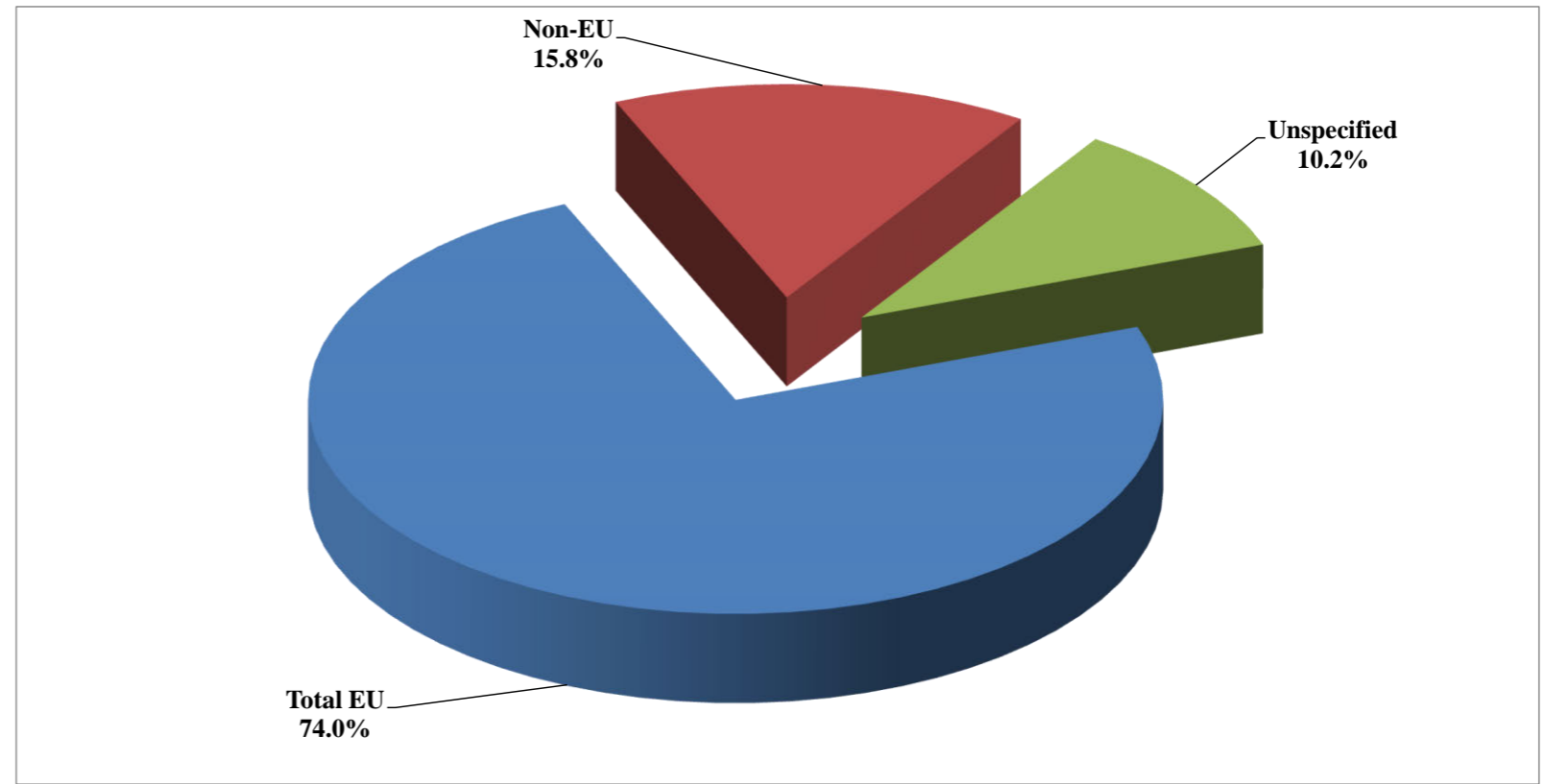
Enquiries by country and channel

| Country	SMS	Chat	Email in	Phone	Webforms	Total
Germany	7	12	35	3,543	6,160	**9,757**
United Kingdom	4	23	34	2,393	6,692	**9,146**
France	2	3	26	2,404	4,837	**7,272**
Italy	2	6	34	1,360	5,597	**6,999**
Spain	-	4	13	1,852	4,478	**6,347**
Belgium	-	2	13	2,269	3,916	**6,200**
Netherlands	3	6	8	1,247	2,322	**3,586**
Poland	2	5	21	877	1,578	**2,483**
Sweden	1	3	6	694	1,667	**2,371**
Portugal	1	1	2	668	1,380	**2,052**
Greece	-	2	3	553	1,418	**1,976**
Austria	-	2	9	609	1,212	**1,832**
Ireland	1	9	8	493	1,099	**1,610**
Bulgaria	-	2	1	458	1,023	**1,484**
Romania	1	4	3	382	1,037	**1,427**
Finland	-	1	5	388	808	**1,202**
Denmark	1	1	5	261	904	**1,172**
Czech Republic	-	-	1	325	764	**1,090**
Hungary	-	-	5	311	729	**1,045**
Croatia	1	3	-	112	684	**800**
Slovakia	-	1	1	168	485	**655**
Slovenia	-	-	1	149	466	**616**
Lithuania	-	-	2	191	399	**592**
Cyprus	-	2	3	122	453	**580**
Luxembourg	-	-	2	151	292	**445**
Latvia	-	2	1	124	267	**394**
Malta	1	-	-	54	303	**358**
Estonia	-	-	-	27	150	**177**
Total EU	**27**	**94**	**242**	**22,185**	**51,120**	**73,668**
Non-EU	2	14	64	768	14,872	**15,720**
Unspecified	10	231	91	8,355	1,479	**10,166**
Grand Total	**39**	**339**	**397**	**31,308**	**67,471**	**99,554**
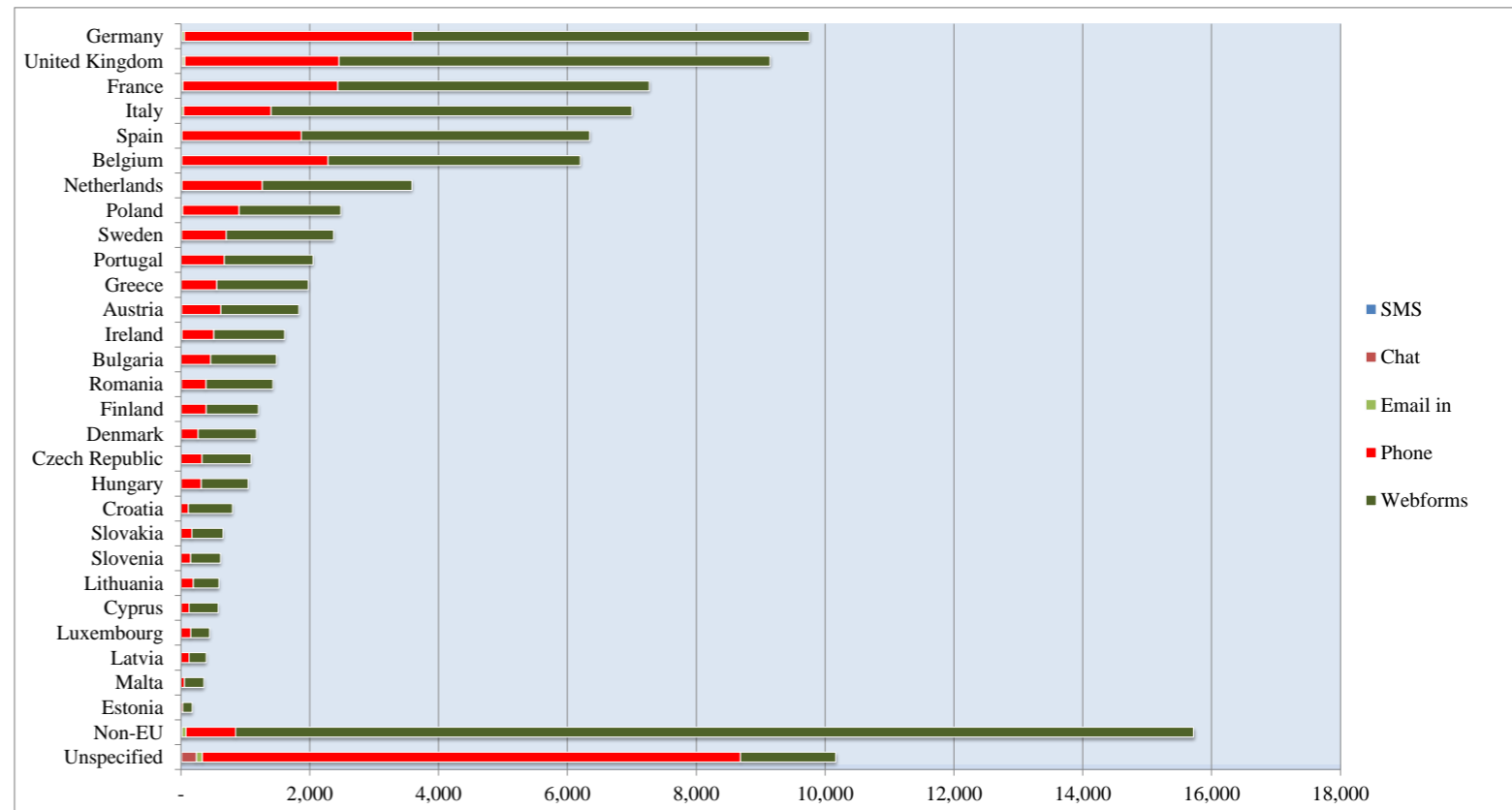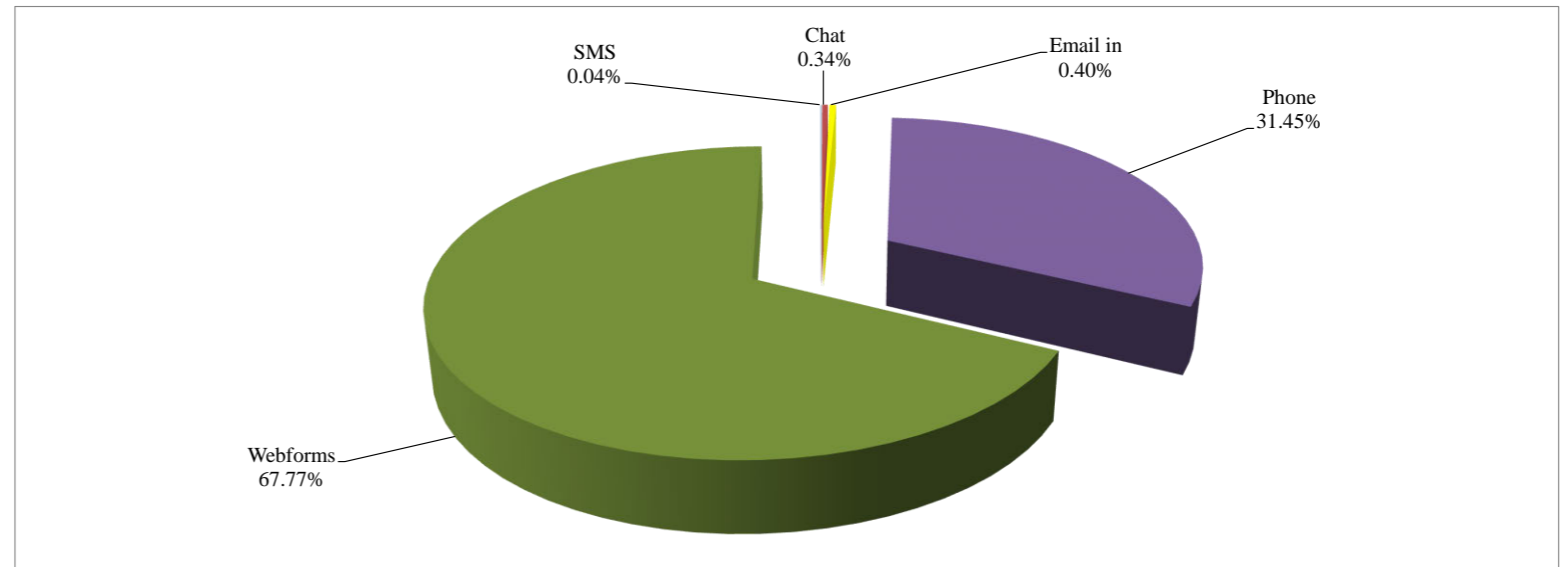
Numbers of Enquiries, sorted by total enquiries

Enquiries by language and channel

Language	SMS	Chat	Email in	Phone	Webforms	Total	
English	30	310	221	7881	39,197	**47,639**	47.9%
French	1	22	34	5595	6,068	**11,720**	11.8%
German	1	7	34	5052	4,856	**9,950**	10.0%
Spanish	1	0	18	2082	3,984	**6,085**	6.1%
Italian	1	0	27	1947	3,652	**5,627**	5.7%
Dutch	-	0	17	1986	1,843	**3,846**	3.9%
Polish	3	0	25	964	1,046	**2,038**	2.0%
Portuguese	1	0	-	757	1,167	**1,925**	1.9%
Greek	-	0	2	1188	690	**1,880**	1.9%
Swedish	1	0	4	702	778	**1,485**	1.5%
Romanian	-	0	3	465	639	**1,107**	1.1%
Bulgarian	-	0	-	481	617	**1,098**	1.1%
Hungarian	-	0	2	315	464	**781**	0.8%
Finnish	-	0	3	375	378	**756**	0.8%
Czech	-	0	2	332	363	**697**	0.7%
Croatian	-	0	-	172	460	**632**	0.6%
Danish	-	0	3	266	358	**627**	0.6%
Slovak	-	0	1	188	281	**470**	0.5%
Slovenian	-	0	-	183	231	**414**	0.4%
Lithuanian	-	0	1	188	180	**369**	0.4%
Latvian	-	0	-	119	127	**246**	0.2%
Estonian	-	0	-	29	69	**98**	0.1%
Maltese	-	0	-	24	14	**38**	0.04%
Irish	-	0	-	17	9	**26**	0.03%
Total	**39**	**339**	**397**	**31,308**	**67,471**	**99,554**	
	0.04%	0.3%	0.4%	31.4%	67.8%		
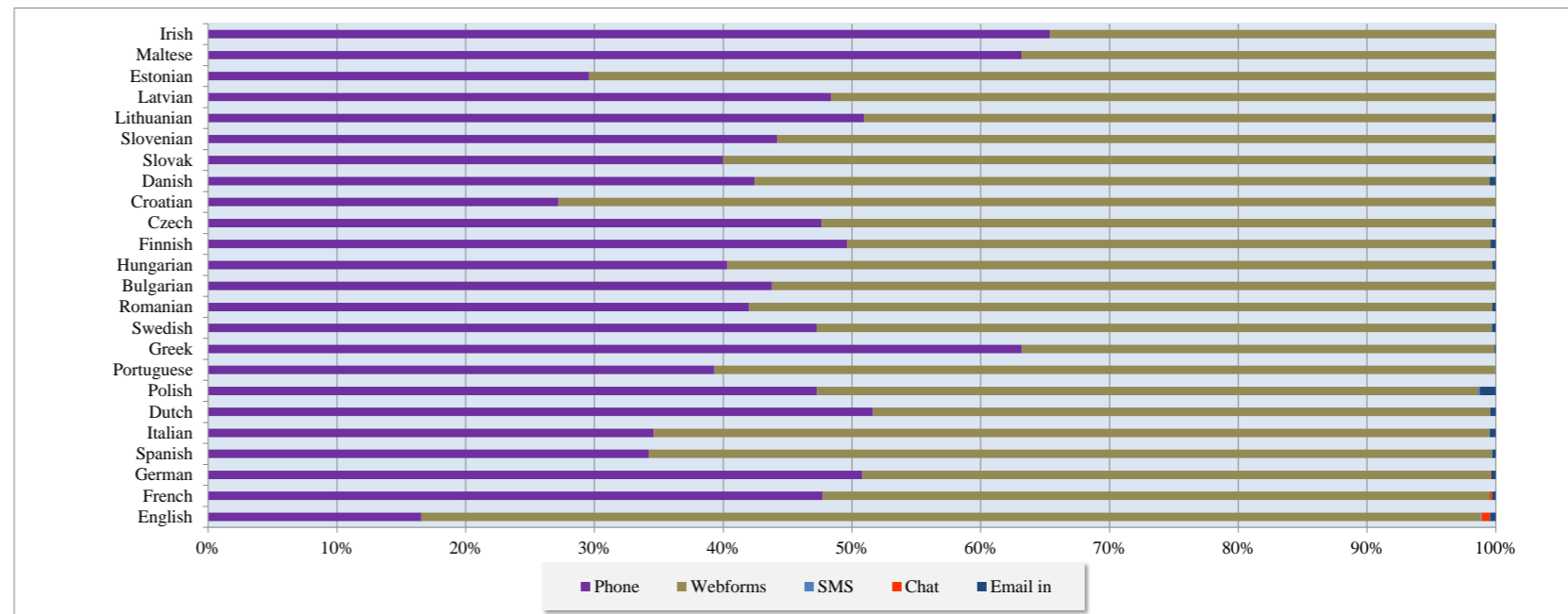
*Proportion of enquiries, sorted by proportion of phone enquiries*
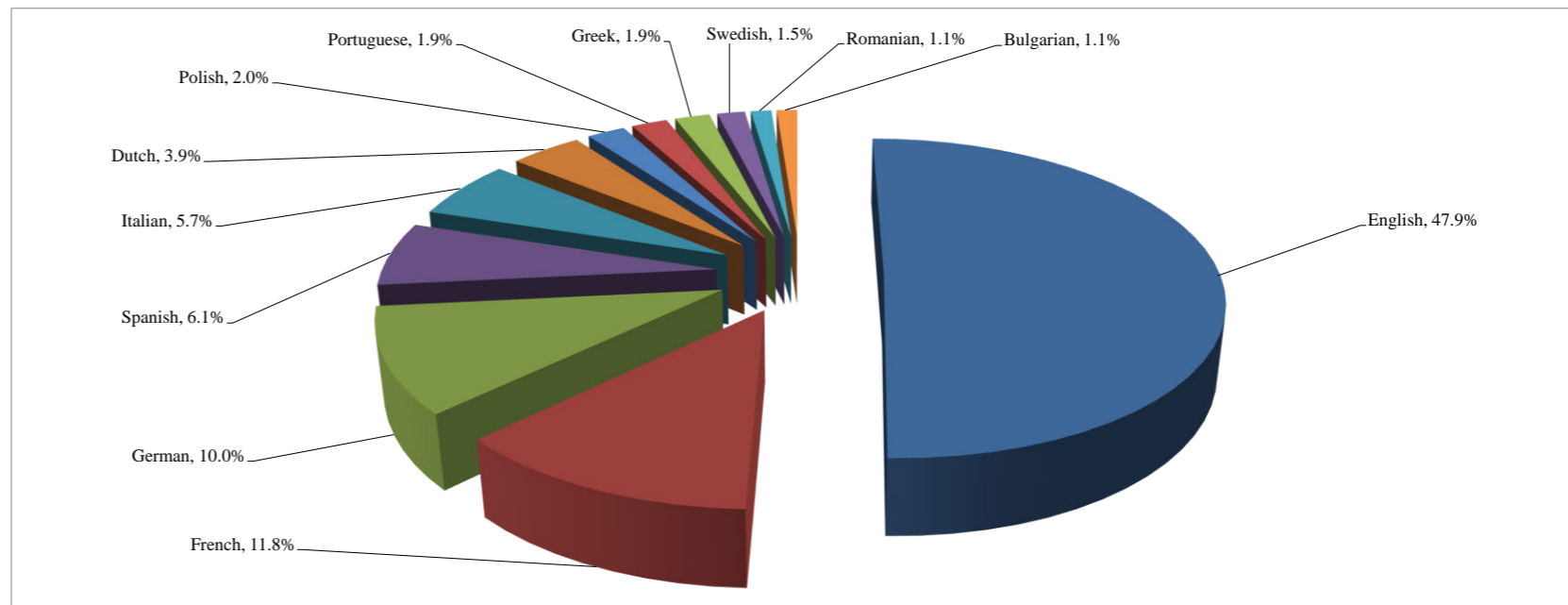
Enquiries per language

NOTE: *Hungarian, Finnish, Czech, Croatian, Danish, Slovak, Slovenian, 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	43,967	3,664	44.2%
French	10,847	904	10.9%
German	9,243	770	9.3%
Spanish	5,591	466	5.6%
Italian	5,175	431	5.2%
Bulgarian	5,030	419	5.1%
Dutch	3,982	332	4.0%
Polish	1,916	160	1.9%
Greek	1,832	153	1.8%
Portuguese	1,773	148	1.8%
Croatian	1,604	134	1.6%
Czech	1,499	125	1.5%
Swedish	1,334	111	1.3%
Danish	1,098	92	1.1%
Romanian	998	83	1.0%
Finnish	882	74	0.9%
Hungarian	804	67	0.8%
Slovak	451	38	0.5%
Lithuanian	400	33	0.4%
Slovene	367	31	0.4%
Estonian	285	24	0.3%
Latvian	277	23	0.3%
Irish	105	9	0.1%
Maltese	94	8	0.1%
Total	**99,554**	**8,296**	**100.0%**
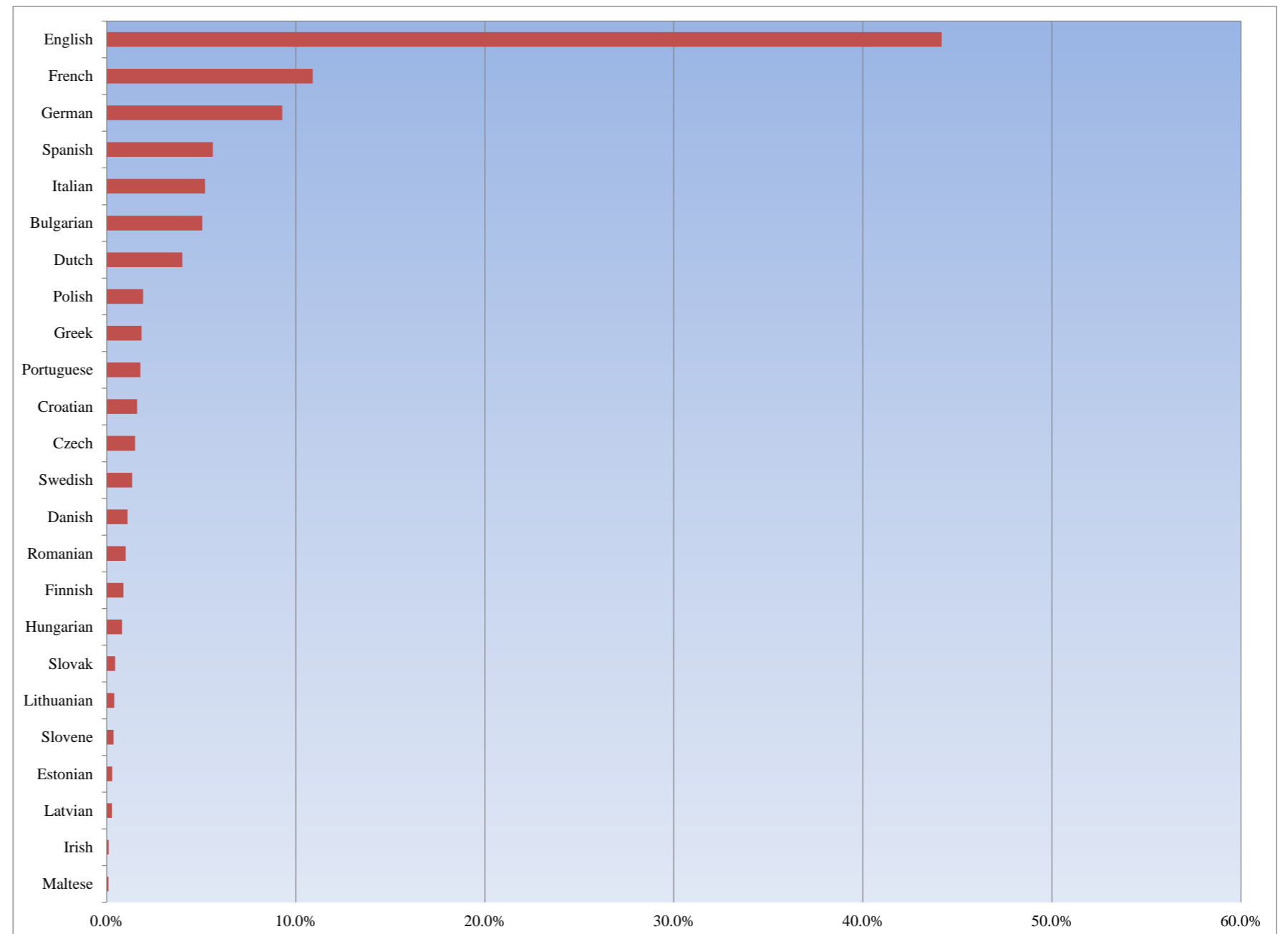
Enquiries by Language

Enquiries by economic category

Economic category	Enquiries	
Employed	23,360	23.5%
Student / Researcher	10,195	10.2%
Other	7,207	7.2%
Business	7,182	7.2%
Retired	4,378	4.4%
Education / Research	4,067	4.1%
Unemployed	3,947	4.0%
Government (local, regional, national, European)	2,873	2.9%
NGO	1,821	1.8%
Media	727	0.7%
Self-employed	415	0.4%
Homemaker, not seeking employment	30	0.03%
Unspecified	33,352	33.5%
Total	**99,554**	
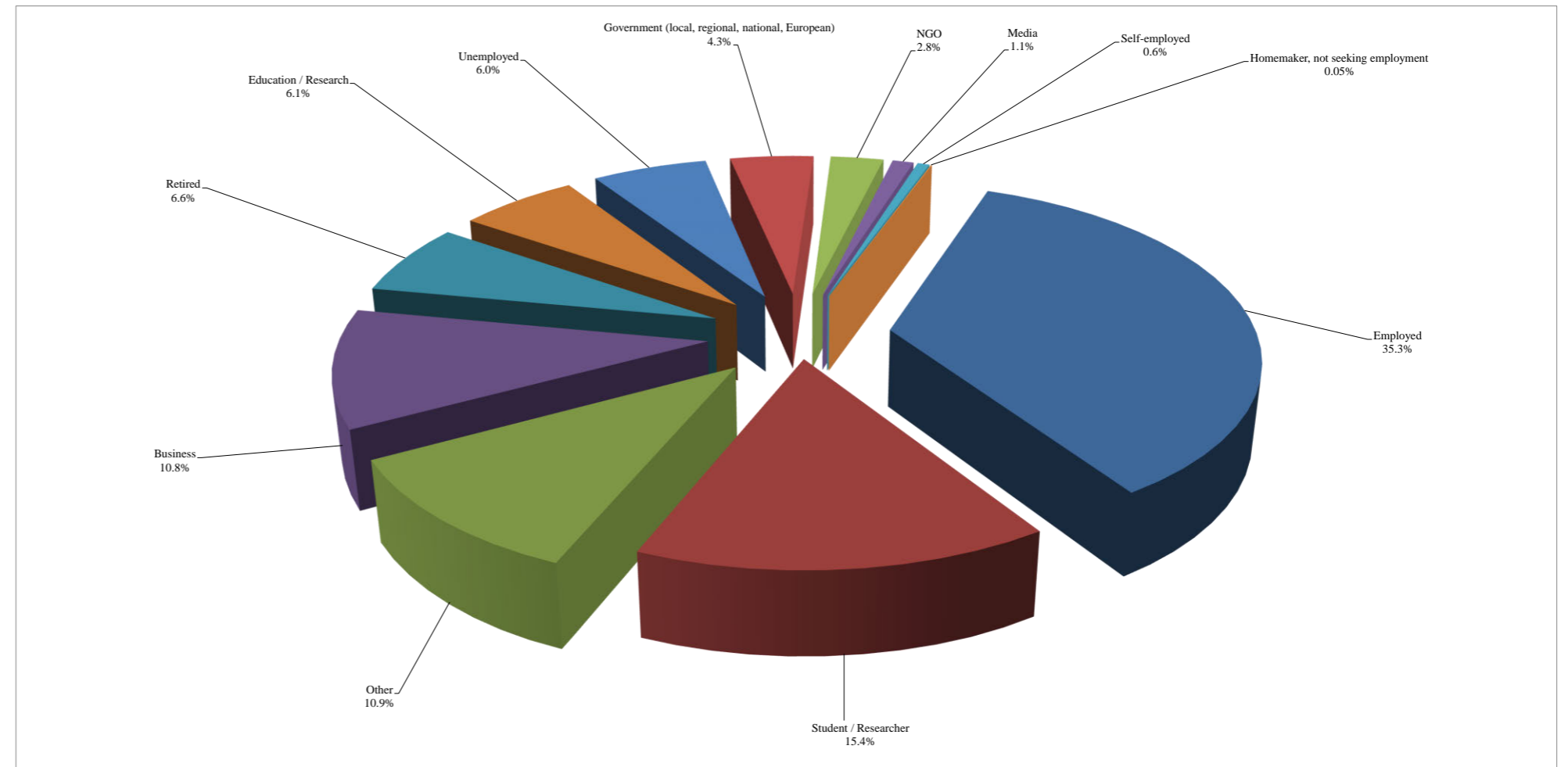
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

TOP 10 Subjects	Total	
EU general, EU Institutions and Member States	**14,634**	14.7%
H2020 Enquiry Service	**10,736**	10.8%
Employment social affairs and inclusion	**8,269**	8.3%
Education and Culture	**7,323**	7.4%
Justice and Consumers rights	**7,070**	7.1%
Passengers rights	**5,103**	5.1%
Migration and Home affairs	**5,043**	5.1%
Customs and taxation	**3,517**	3.5%
Food safety and Public health	**3,488**	3.5%
Enterprise and industry	**2,355**	2.4%
Total	**67,538**	

Other Subjects	Total	
Europe Direct	**15,310**	15.4%
Other specific policies (including Internal Market and services, Environment, Foreign Policy, Neighbourhood policy and Enlargement, Competition, Economic and monetary affairs, Energy, Regional policy, Agriculture and rural development, Information Society and media, Research and innovation, Fisheries and maritime affairs, ECHO, Financial markets and capital movements, YEA, SOLVIT)	**10,088**	10.1%
International Cooperation and development	**1,886**	1.9%
External trade	**1,703**	1.7%
Mobility and transport other	**1,392**	1.4%
Export Helpdesk	**825**	0.8%
European Parliament	**402**	0.4%
Publication Orders	**172**	0.2%
European Institute of Innovation and Technology	**90**	0.1%
Council of the European Union	**78**	0.1%
European Citizens Initiative	**70**	0.1%
Grand Total	**99,554**	

Cross-border issues

Cross-border Issues		Total	% of cross-border cases	% of total volume
Travelling	Air Passengers Rights	5,068	27.8%	5.1%
	Visa and border controls	2,383	13.1%	2.4%
	Rail Passengers Rights	35	0.2%	0.0%
Living	Immigration	980	5.4%	1.0%
	Free movement of persons	688	3.8%	0.7%
	Judicial cooperation	386	2.1%	0.4%
	Welfare (social security, rights at work)	137	0.8%	0.1%
Buying and Selling	Consumers Rights	1,051	5.8%	1.1%
	Customs	813	4.5%	0.8%
	Protection of consumers economic and legal interests	668	3.7%	0.7%
	Consumer information	68	0.4%	0.1%
	Free movement of goods	58	0.3%	0.1%
	Consumer security	35	0.2%	0.0%
Studying	Erasmus +	2,875	15.8%	2.9%
	Education and other related funding programmes	1,094	6.0%	1.1%
	Funding for non-EU citizens	433	2.4%	0.4%
	Youth	383	2.1%	0.4%
	Recognition of diplomas	327	1.8%	0.3%
	Lifelong learning	47	0.3%	0.0%
Working	Free movement of workers	525	2.9%	0.5%
	Professional qualifications	192	1.1%	0.2%
Total:		**18,246**	**100.0%**	**18.3%**
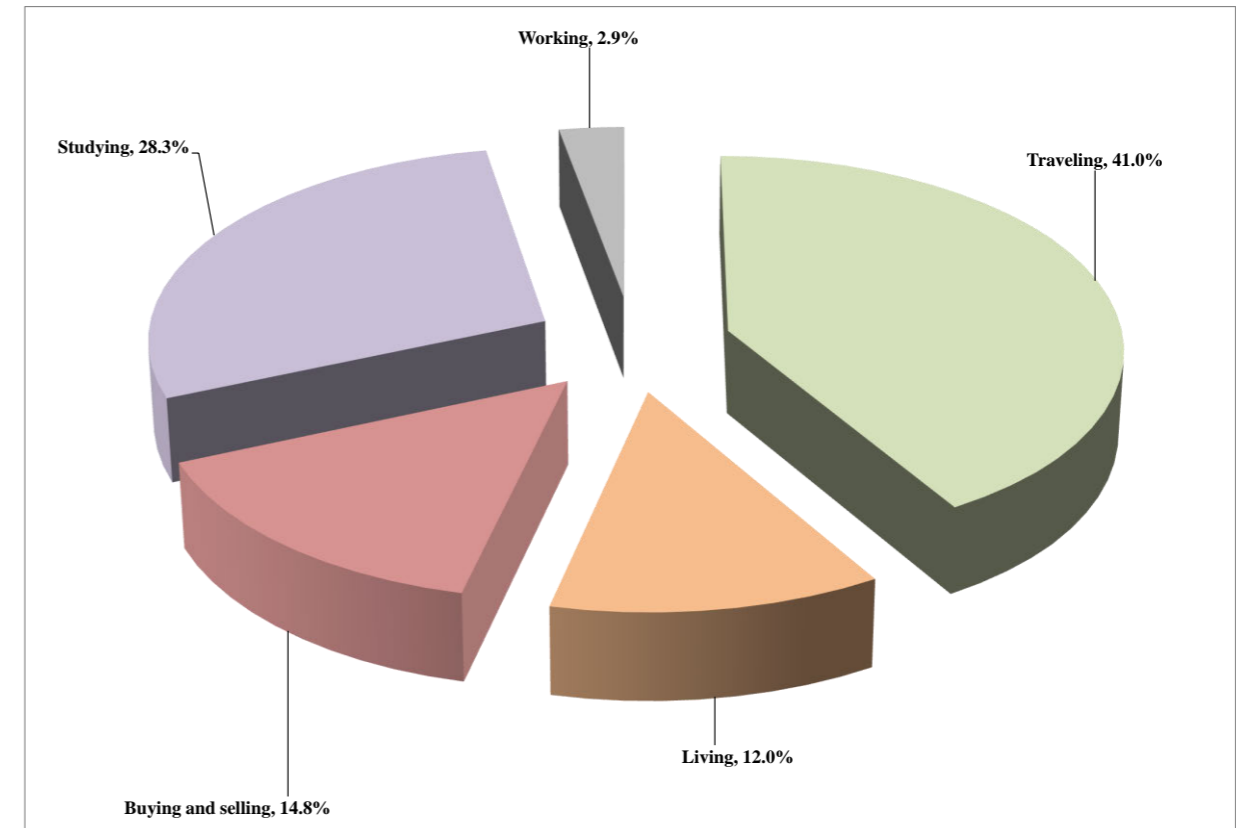
Selected hot topics by country

UK referendum on its membership in the EU	
Country	**Enquiries**
United Kingdom	1,116
Germany	144
France	78
Spain	69
Italy	44
Belgium	37
Netherlands	28
Ireland	20
Sweden	20
Greece	18
Finland	15
Austria	12
Portugal	12
Czech Republic	11
Romania	11
Denmark	7
Bulgaria	5
Croatia	4
Cyprus	3
Hungary	3
Malta	3
Poland	3
Slovakia	2
Latvia	1
Luxembourg	1
Slovenia	1
Total EU	**1,668**

Non-EU	163
Unspecified	74
Total	**1,905**

MEDIT - Mediterranean refugee crisis	
Country	**Enquiries**
Germany	97
United Kingdom	23
Spain	19
Czech Republic	18
France	18
Netherlands	17
Sweden	14
Belgium	11
Hungary	11
Portugal	11
Poland	10
Greece	9
Italy	9
Denmark	7
Ireland	3
Slovakia	3
Finland	2
Slovenia	2
Bulgaria	1
Ireland	1
Lithuania	1
Total EU	**287**

Non-EU	95
Unspecified	42
Total	**424**

Transatlantic Trade Investment Partnership	
Country	**Enquiries**
Germany	36
United Kingdom	17
Italy	15
Belgium	13
Austria	11
Netherlands	9
Spain	8
Ireland	6
France	5
Sweden	4
Portugal	3
Czech Republic	2
Croatia	2
Denmark	1
Finland	1
Greece	1
Hungary	1
Latvia	1
Poland	1
Total EU	**137**

Non-EU	11
Unspecified	6
Total	**154**

Selected hot topics per month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
UK referendum on its membership in the EU	-	6	12	3	8	1,128	348	66	81	87	103	63	**1,905**
Mediterranean Refugee Crisis	68	51	65	40	39	43	35	17	31	35	-	-	**424**
Transatlantic Trade Investment Partnership	-	25	10	35	46	38	-	-	-				**154**
Total	**68**	**82**	**87**	**78**	**93**	**1,209**	**383**	**83**	**112**	**122**	**103**	**63**	**2,483**
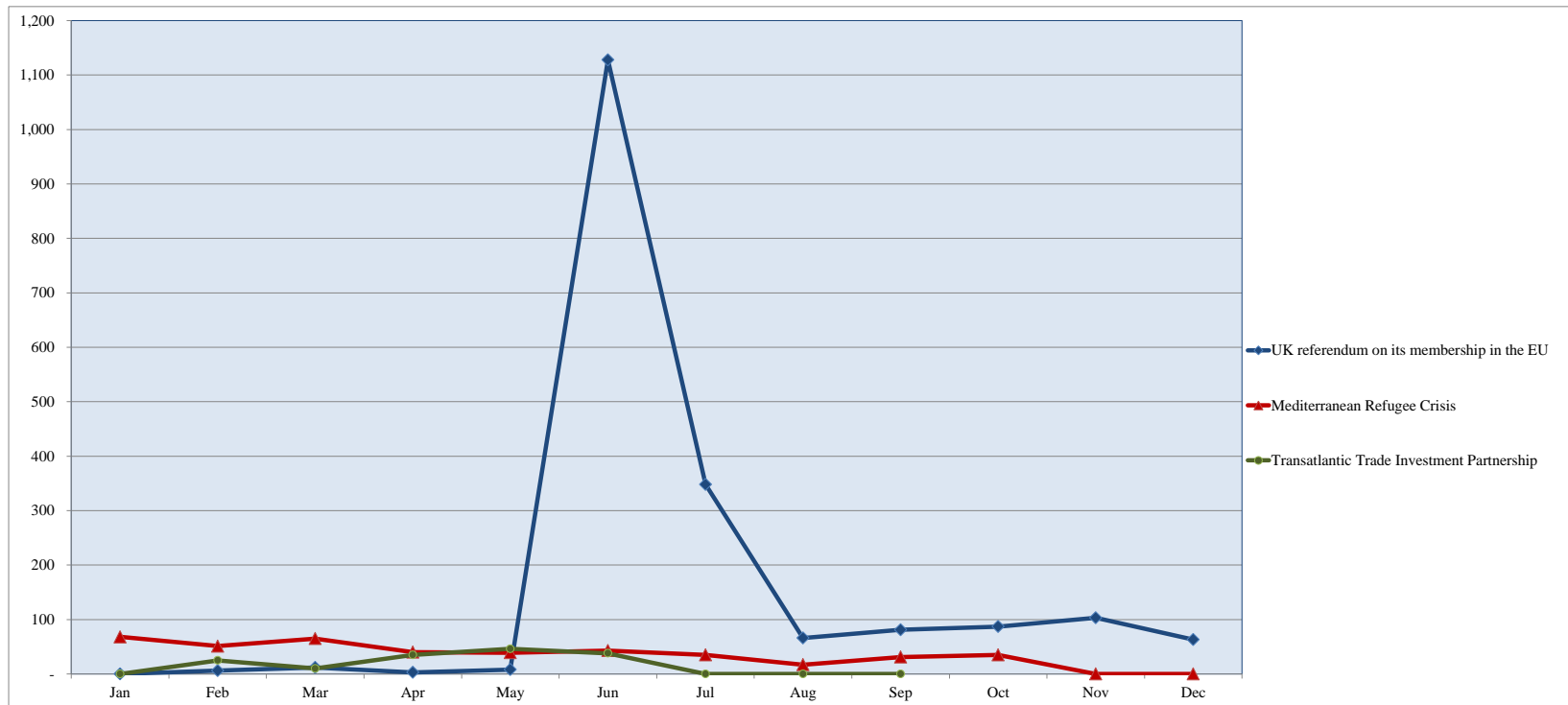
Trends in the volumes of EDCC enquiries - year to year comparison

Month	2013					2014					2015					2016				
	Calls	Emails	Chat	SMS	Total	Calls	Emails	Chat	SMS	Total	Calls	Emails	Chat	SMS	Total	Calls	Emails¹	Chat	SMS	Total
Jan	3,730	5,478	399	42	**9,649**	4,748	8,566	544	73	**13,931**	3,485	7,416	569	52	**11,522**	2,117	5,394	339	39	**7,889**
Feb	3,200	4,785	359	52	**8,396**	3,551	7,977	535	53	**12,116**	3,437	7,066	546	42	**11,091**	2,460	4,862	0	0	**7,322**
Mar	3,386	5,451	361	37	**9,235**	3,841	8,333	561	53	**12,788**	3,618	7,560	546	31	**11,755**	2,718	6,075	0	0	**8,793**
Apr	3,368	5,213	431	26	**9,038**	3,771	7,528	513	41	**11,853**	3,446	7,376	496	30	**11,348**	2,741	6,254	0	0	**8,995**
May	3,347	5,420	546	45	**9,358**	3,674	7,627	529	66	**11,896**	2,925	6,391	583	37	**9,936**	2,708	5,983	0	0	**8,691**
Jun	3,443	5,120	364	40	**8,967**	3,378	6,685	444	48	**10,555**	3,377	6,495	531	34	**10,437**	3,165	6,216	0	0	**9,381**
jul	3,595	6,031	526	52	**10,204**	3,856	6,986	358	47	**11,247**	3,237	6,549	393	45	**10,224**	2,803	6,381	0	0	**9,184**
Aug	3,029	5,500	463	39	**9,031**	3,070	6,378	457	42	**9,947**	2,578	5,616	231	40	**8,465**	2,737	4,954	0	0	**7,691**
Sep	3,397	6,214	467	33	**10,111**	3,688	7,707	678	59	**12,132**	2,417	6,761	324	42	**9,544**	2,878	5,742	0	0	**8,620**
Oct	3,630	6,520	457	52	**10,659**	3,400	7,289	641	72	**11,402**	2,043	5,964	354	38	**8,399**	2,565	5,502	0	0	**8,067**
Nov	3,062	6,232	461	45	**9,800**	2,844	6,346	507	48	**9,745**	1,739	5,463	373	22	**7,597**	2,720	6,232	0	0	**8,952**
Dec	2,278	5,625	273	47	**8,223**	2,507	5,748	396	33	**8,684**	1,486	4,541	195	31	**6,253**	1,709	4,260	0	0	**5,969**
Total	**39,465**	**67,589**	**5,107**	**510**	**112,671**	**42,328**	**87,170**	**6,163**	**635**	**136,296**	**33,788**	**77,198**	**5,141**	**444**	**116,571**	**31,321**	**67,855**	**339**	**39**	**99,554**
	35.0%	60.0%	4.5%	0.5%		31.1%	64.0%	4.5%	0.5%		29.0%	66.2%	4.4%	0.4%		31.5%	68.2%	0.3%	0.0%	

¹ From February 2016, Emails include Communi-k "webforms" and incoming "emails.
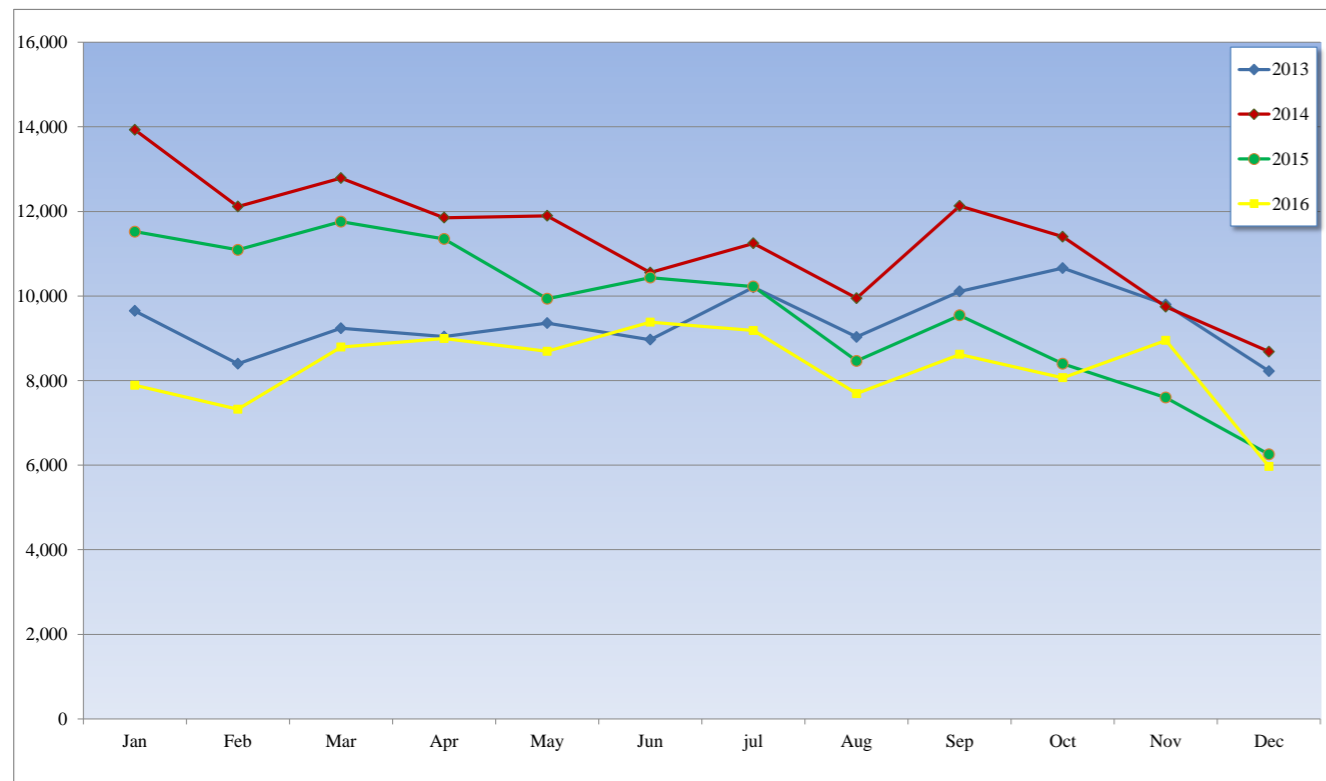
Enquiries volume trends per year and month
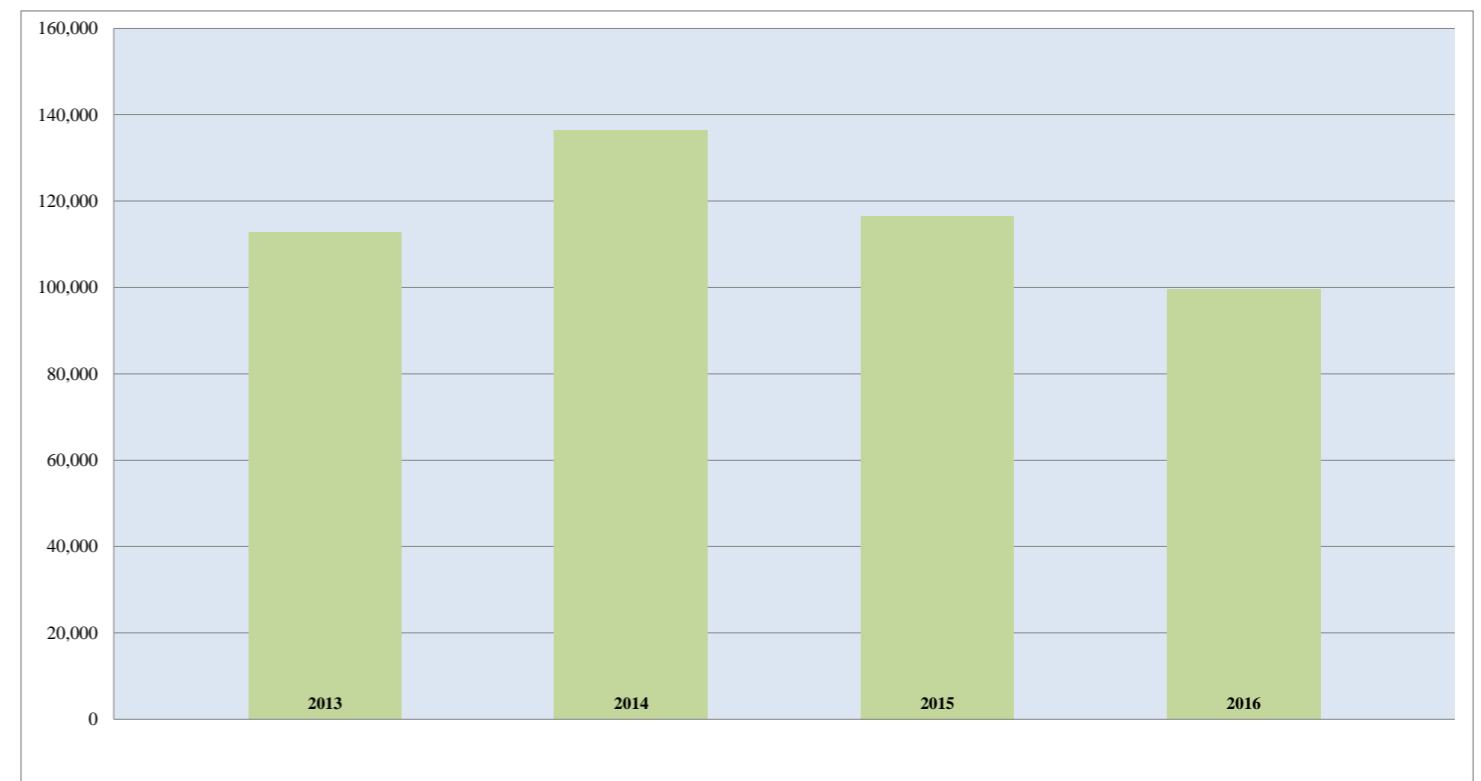
Total volume of enquiries per year