



# EUROPE DIRECT Contact Centre

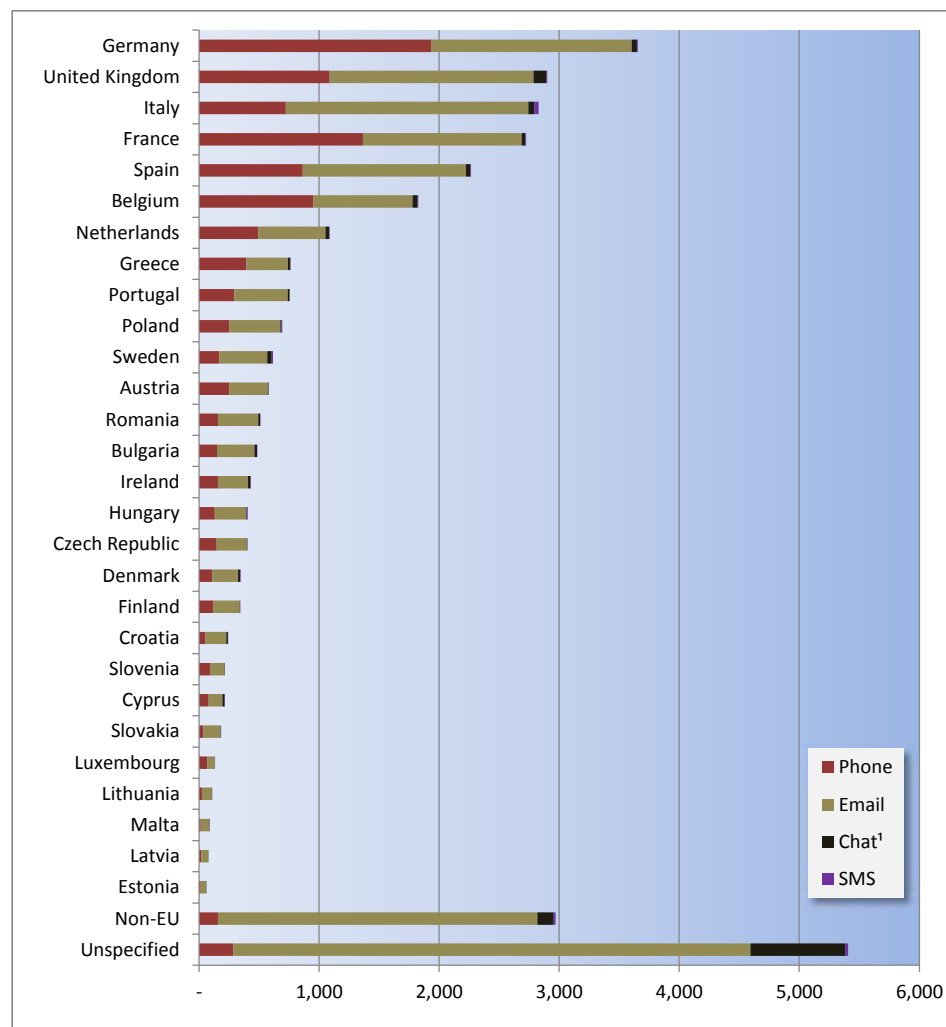
Quarterly report for July - September 2014

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## Enquiries by country and channel

Country	SMS	Chat <sup>1</sup>	Email	Phone	Total	
Germany	7	43	1,671	1,934	<b>3,655</b>	
United Kingdom	4	109	1,698	1,089	<b>2,900</b>	
Italy	35	50	2,019	724	<b>2,828</b>	
France	5	34	1,321	1,366	<b>2,726</b>	
Spain	5	37	1,360	865	<b>2,267</b>	
Belgium	5	42	828	951	<b>1,826</b>	
Netherlands	1	31	560	494	<b>1,086</b>	
Greece	3	20	345	396	<b>764</b>	
Portugal	-	15	444	295	<b>754</b>	
Poland	6	11	423	255	<b>695</b>	
Sweden	9	38	400	169	<b>616</b>	
Austria	2	4	320	254	<b>580</b>	
Romania	2	14	336	159	<b>511</b>	
Bulgaria	3	20	312	150	<b>485</b>	
Ireland	1	20	250	159	<b>430</b>	
Hungary	8	5	260	132	<b>405</b>	
Czech Republic	-	7	251	146	<b>404</b>	
Denmark	4	16	216	110	<b>346</b>	
Finland	1	5	220	118	<b>344</b>	
Croatia	1	12	174	54	<b>241</b>	
Slovenia	-	2	124	91	<b>217</b>	
Cyprus	3	18	115	80	<b>216</b>	
Slovakia	3	3	142	37	<b>185</b>	
Luxembourg	1	-	62	69	<b>132</b>	
Lithuania	-	3	82	24	<b>109</b>	
Malta	1	4	71	14	<b>90</b>	
Latvia	-	3	56	20	<b>79</b>	
Estonia	-	1	43	15	<b>59</b>	
<b>Total EU</b>	<b>110</b>	<b>567</b>	<b>14,103</b>	<b>10,170</b>	<b>24,950</b>	74.9%
Non-EU	16	134	2,660	159	<b>2,969</b>	8.9%
Unspecified	22	792	4,307	286	<b>5,407</b>	16.2%
<b>Grand Total</b>	<b>148</b>	<b>1,493</b>	<b>21,070</b>	<b>10,615</b>	<b>33,326</b>	
	0.4%	4.5%	63.2%	31.9%		
<b>Obsolete<sup>2</sup></b>	<b>168</b>	<b>316</b>	<b>3,636</b>	<b>1,304</b>	<b>5,424</b>	14.0%



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

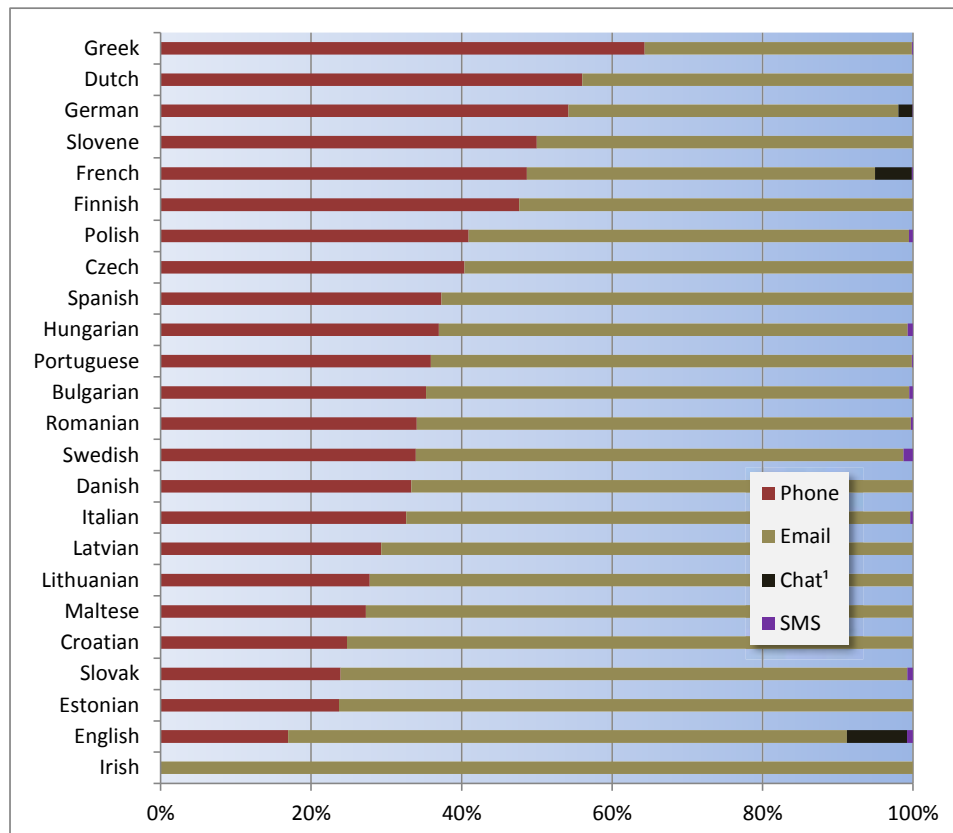
<sup>1</sup> On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

<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>	Email	Phone	Total	
English	117	1,228	11,392	2,595	<b>15,332</b>	46.0%
French	5	197	1,862	1,957	<b>4,021</b>	12.1%
German	2	68	1,610	1,989	<b>3,669</b>	11.0%
Italian	8	-	1,523	742	<b>2,273</b>	6.8%
Spanish	-	-	1,402	834	<b>2,236</b>	6.7%
Dutch	-	-	477	608	<b>1,085</b>	3.3%
Portuguese	1	-	443	249	<b>693</b>	2.1%
Greek	1	-	230	417	<b>648</b>	1.9%
Polish	3	-	332	232	<b>567</b>	1.7%
Bulgarian	2	-	264	145	<b>411</b>	1.2%
Swedish	5	-	258	135	<b>398</b>	1.2%
Romanian	1	-	245	127	<b>373</b>	1.1%
Czech	-	-	180	122	<b>302</b>	0.9%
Hungarian	2	-	177	105	<b>284</b>	0.9%
Finnish	-	-	111	101	<b>212</b>	0.6%
Croatian	-	-	152	50	<b>202</b>	0.6%
Danish	-	-	102	51	<b>153</b>	0.5%
Slovene	-	-	74	74	<b>148</b>	0.4%
Slovak	1	-	104	33	<b>138</b>	0.4%
Lithuanian	-	-	52	20	<b>72</b>	0.2%
Latvian	-	-	41	17	<b>58</b>	0.2%
Estonian	-	-	29	9	<b>38</b>	0.1%
Maltese	-	-	8	3	<b>11</b>	0.03%
Irish	-	-	2	-	<b>2</b>	0.01%
<b>Total</b>	<b>148</b>	<b>1,493</b>	<b>21,070</b>	<b>10,615</b>	<b>33,326</b>	

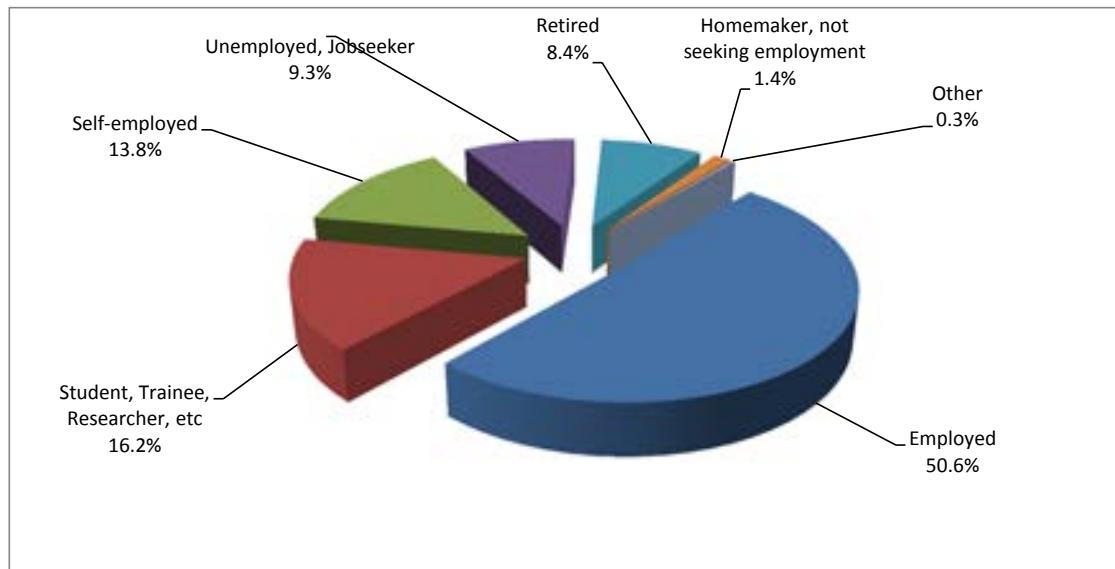
<sup>1</sup> Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

Economic category	Enquiries	
Employed	2,559	7.7%
Student, Trainee, Researcher, etc	818	2.5%
Self-employed	697	2.1%
Unemployed, Jobseeker	469	1.4%
Retired	426	1.3%
Homemaker, not seeking employment	72	0.2%
Other	15	0.0%
Unspecified	28,270	84.8%
<b>Total</b>	<b>33,326</b>	



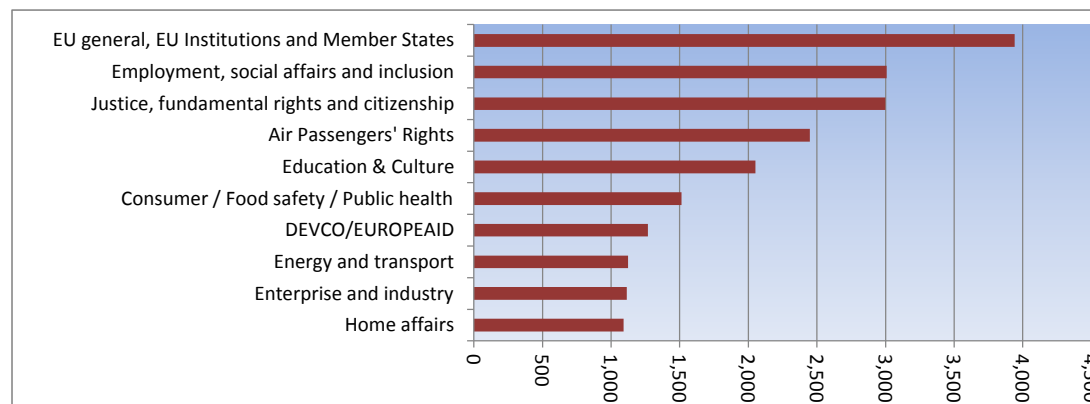
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

## Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	3,941	11.8%
Employment, social affairs and inclusion	3,009	9.0%
Justice, fundamental rights and citizenship	2,998	9.0%
Air Passengers' Rights	2,449	7.3%
Education & Culture	2,051	6.2%
Consumer / Food safety / Public health	1,514	4.5%
DEVCO/EUROPEAID	1,268	3.8%
Energy and transport	1,123	3.4%
Enterprise and industry	1,114	3.3%
Home affairs	1,092	3.3%
<b>Total</b>	<b>20,559</b>	

Other subjects	Enquiries	
Other specific policies including Customs and taxation, Internal Market and services, Foreign Policy, Environment, Regional Policy, Economic and monetary affairs, Competition, Agriculture and rural development, Research and innovation, Enlargement, Information Society and media, Fisheries and maritime affairs, ECHO.	5,013	15.0%
Research Enquiry Service	3,707	11.1%
Out of scope	2,232	6.7%
Service-related issues	837	2.5%
Publication Orders	167	0.5%
Export Helpdesk	141	0.4%
External trade	565	1.7%
EIT	77	0.2%
Rail Passengers' Rights	28	0.1%
<b>Total</b>	<b>12,767</b>	

<b>Grand Total</b>	<b>33,326</b>
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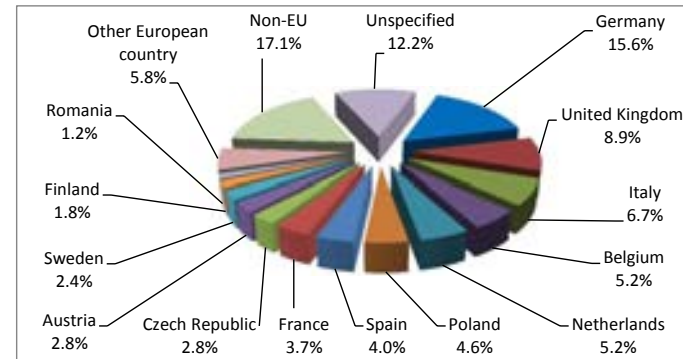


## Selected hot topics by country

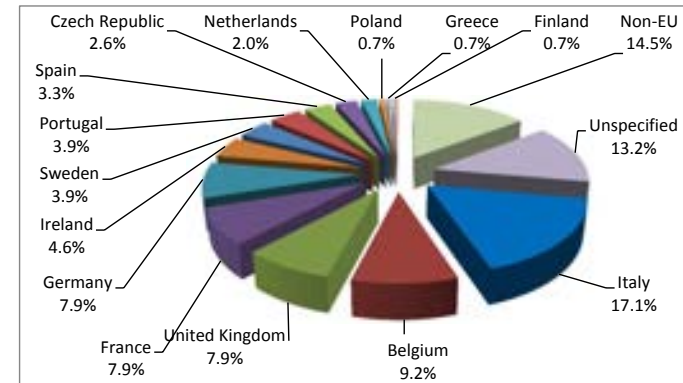
Ukraine	
Country	Enquiries
Germany	51
United Kingdom	29
Italy	22
Belgium	17
Netherlands	17
Poland	15
Spain	13
France	12
Czech Republic	9
Austria	9
Sweden	8
Finland	6
Romania	4
Denmark	3
Lithuania	3
Portugal	3
Latvia	3
Hungary	2
Croatia	1
Estonia	1
Slovenia	1
Slovakia	1
Bulgaria	1
Malta	-
Cyprus	-
Luxembourg	-
Ireland	-
Greece	-
<b>Total EU</b>	<b>231</b>
Non-EU	56
Unspecified	40
<b>Total</b>	<b>327</b>

Middle East	
Country	Enquiries
Italy	26
Belgium	14
United Kingdom	12
France	12
Germany	12
Ireland	7
Sweden	6
Portugal	6
Spain	5
Czech Republic	4
Netherlands	3
Poland	1
Greece	1
Finland	1
Cyprus	-
Lithuania	-
Latvia	-
Malta	-
Estonia	-
Romania	-
Bulgaria	-
Hungary	-
Slovakia	-
Slovenia	-
Luxembourg	-
Croatia	-
Austria	-
Denmark	-
<b>Total EU</b>	<b>110</b>
Non-EU	22
Unspecified	20
<b>Total</b>	<b>152</b>

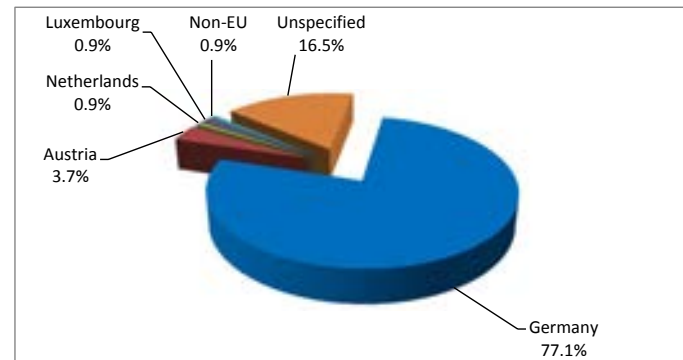
Hunting whales in Norway	
Country	Enquiries
Germany	84
Austria	4
Netherlands	1
Luxembourg	1
Italy	-
Belgium	-
United Kingdom	-
France	-
Ireland	-
Sweden	-
Portugal	-
Spain	-
Czech Republic	-
Poland	-
Greece	-
Finland	-
Latvia	-
Hungary	-
Croatia	-
Estonia	-
Slovenia	-
Slovakia	-
Bulgaria	-
Malta	-
Romania	-
Denmark	-
Lithuania	-
Cyprus	-
<b>Total EU</b>	<b>90</b>
Non-EU	1
Unspecified	18
<b>Total</b>	<b>109</b>



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



Cases regarding the situation in the Middle East by country of residence



Cases about the hunting of whales in Norway 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	148	10,615	21,070	1,493	33,326
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
<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>482</b>	<b>33,577</b>	<b>67,763</b>	<b>4,619</b>	<b>106,441</b>
				0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.5%	63.7%	4.3%	

