



# EUROPE DIRECT Contact Centre

## EDCC annual activity report for 2014

*Executive version*

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## The year in summary

In 2014, the EUROPE DIRECT Contact Centre (EDCC) received a total of **136,219 enquiries, including 2577 follow-ups**. Most enquiries were received via **e-mail** (63.9%) and by **phone** (31.1%). Cases received via the **chat** channel and the **SMS** channel represented respectively 4.5% and 0.5% of the total volumes.

In comparison with the previous year, the volume of cases received by the EDCC increased by **20.6%** (112,990 enquiries received in 2013). The volume of e-mail and phone enquiries increased by 28.2% and 7.3% respectively. The amount of chat enquiries increased by 20.6% compared with the previous year and the SMS increased by 24.5%.

In 2014, the EDCC escalated **17,709 enquiries** to its various back offices and associated services, representing **13.0%** of the total. The total number of escalations **increased by 22.2%** compared with 2013 when the EDCC escalated 14,491 cases (12.8% of the total volumes). Escalations to Your Europe Advice (YEA) decreased by 16.7%, while escalation to DG Communication back office decreased by 29.6% and escalations to the the Research Executive Agency (REA) increased by 241.2%.

In 2014, the EDCC received 1157 enquiries on **the political situation in Ukraine** which is one of the mostly asked about topics. Other **'hot' topics** which generated relatively high volumes of enquiries during the year were the **'EP elections'** (1090 cases) and the **'Stray dogs in Romania'** (264 cases).

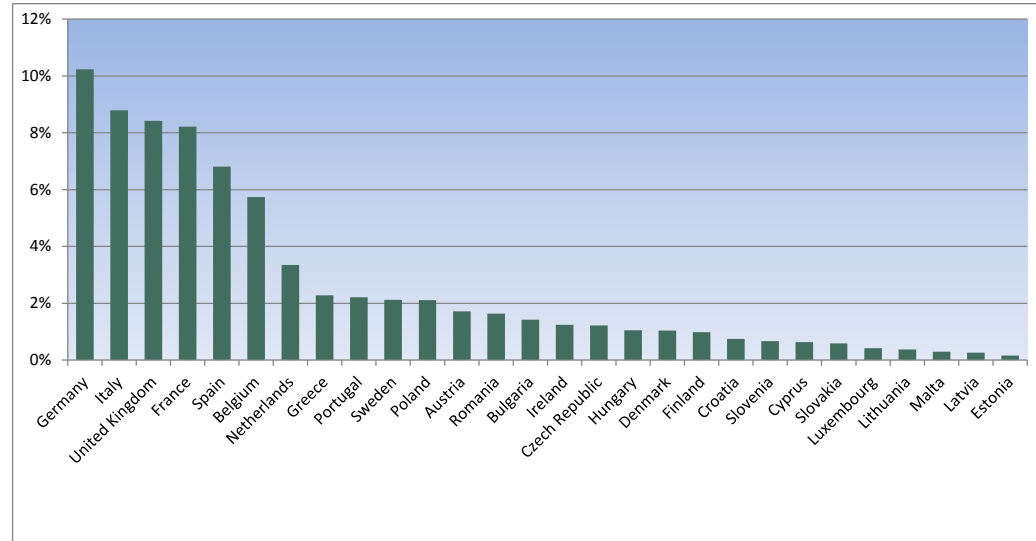
### Volume trends overview:

	Phone	Email	Chat	SMS	Total
<b>2013</b>	39,435	67,942	5,103	510	<b>112,990</b>
<b>2014</b>	42,319	87,111	6,154	635	<b>136,219</b>
<b>Variation</b>	<b>7.3%</b>	<b>28.2%</b>	<b>20.6%</b>	<b>24.5%</b>	<b>20.6%</b>

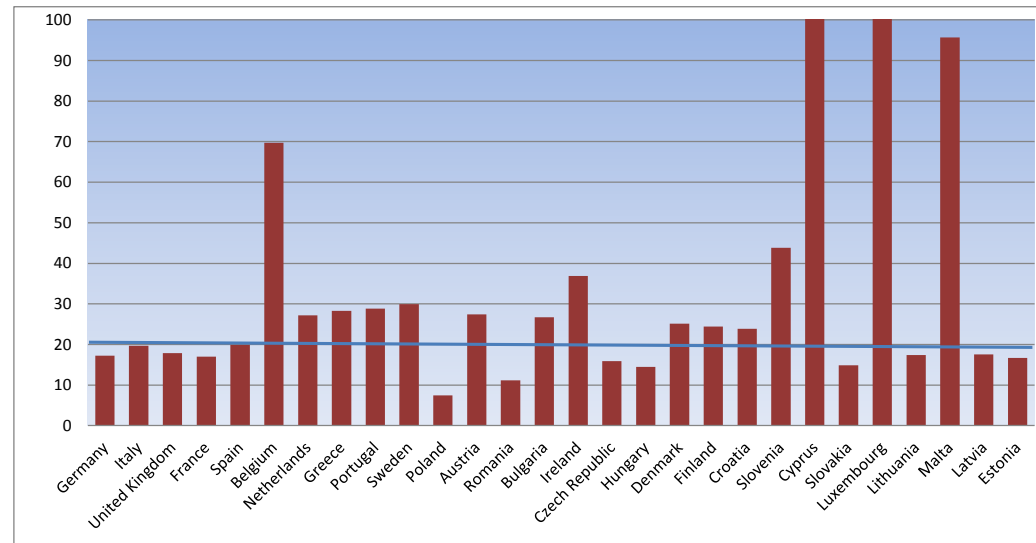
## Enquiries by country (in percent and per 100,000 pop.)

Country	EDCC cases	Percent of EDCC volumes	Per 100,000 of population <sup>1</sup>
Germany	13,940	10.2%	17.3
Italy	11,981	8.8%	19.7
United Kingdom	11,472	8.4%	17.8
France	11,185	8.2%	17.0
Spain	9,268	6.8%	19.9
Belgium	7,810	5.7%	69.7
Netherlands	4,569	3.4%	27.1
Greece	3,108	2.3%	28.3
Portugal	3,007	2.2%	28.8
Sweden	2,884	2.1%	29.9
Poland	2,871	2.1%	7.5
Austria	2,331	1.7%	27.4
Romania	2,223	1.6%	11.1
Bulgaria	1,935	1.4%	26.7
Ireland	1,698	1.2%	36.9
Czech Republic	1,668	1.2%	15.9
Hungary	1,432	1.1%	14.5
Denmark	1,414	1.0%	25.1
Finland	1,333	1.0%	24.5
Croatia	1,014	0.7%	23.9
Slovenia	904	0.7%	43.9
Cyprus	866	0.6%	100.9
Slovakia	803	0.6%	14.8
Luxembourg	575	0.4%	104.6
Lithuania	512	0.4%	17.4
Malta	407	0.3%	95.7
Latvia	351	0.3%	17.5
Estonia	219	0.2%	16.6
<b>Total EU</b>	<b>101,780</b>	<b>74.7%</b>	<b>20.1</b>
Non-EU	11,864	8.7%	-
Unspecified	22,575	16.6%	-
<b>Grand Total</b>	<b>136,219</b>	<b>100.0%</b>	<b>-</b>

<sup>1</sup> 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)



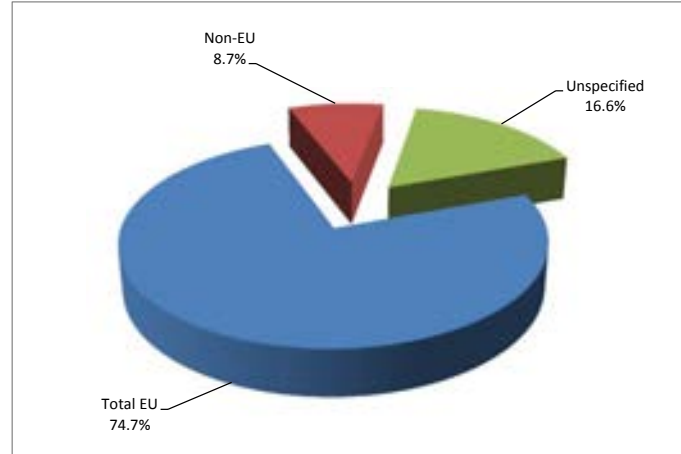
Enquiries by country per 100,000 of the country's population (excluding non-EU and 'unspecified' cases)

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	13,940	1,162	10.2%
Italy	11,981	998	8.8%
United Kingdom	11,472	956	8.4%
France	11,185	932	8.2%
Spain	9,268	772	6.8%
Belgium	7,810	651	5.7%
Netherlands	4,569	381	3.4%
Greece	3,108	259	2.3%
Portugal	3,007	251	2.2%
Sweden	2,884	240	2.1%
Poland	2,871	239	2.1%
Austria	2,331	194	1.7%
Romania	2,223	185	1.6%
Bulgaria	1,935	161	1.4%
Ireland	1,698	142	1.2%
Czech Republic	1,668	139	1.2%
Hungary	1,432	119	1.1%
Denmark	1,414	118	1.0%
Finland	1,333	111	1.0%
Croatia	1,014	85	0.7%
Slovenia	904	75	0.7%
Cyprus	866	72	0.6%
Slovakia	803	67	0.6%
Luxembourg	575	48	0.4%
Lithuania	512	43	0.4%
Malta	407	34	0.3%
Latvia	351	29	0.3%
Estonia	219	18	0.2%
<b>Total EU</b>	<b>101,780</b>	<b>8,481</b>	<b>74.7%</b>

Non-EU	11,864	989	8.7%
Unspecified	22,575	1,881	16.6%
<b>Grand Total</b>	<b>136,219</b>	<b>11,352</b>	<b>100.0%</b>



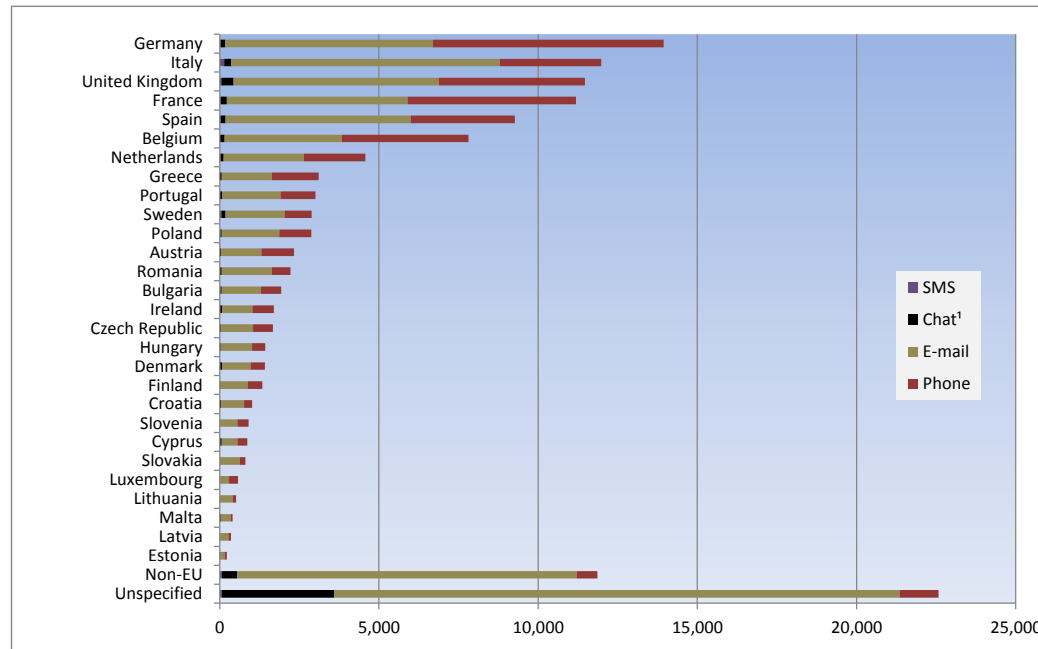
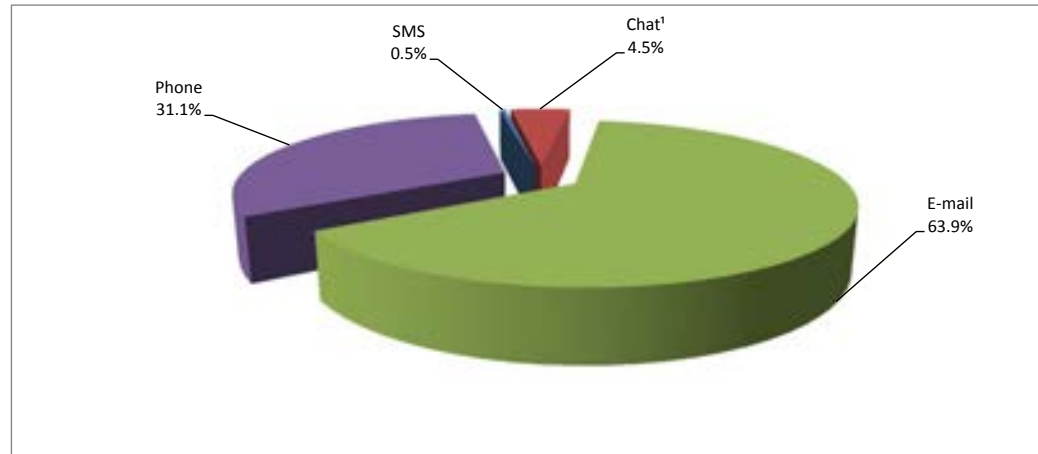
Origin of enquiries

## Enquiries by country and channel

Country	SMS	Chat <sup>1</sup>	E-mail	Phone	Total
Germany	23	148	6,523	7,246	13,940
Italy	146	210	8,441	3,184	11,981
United Kingdom	48	389	6,449	4,586	11,472
France	28	196	5,681	5,280	11,185
Spain	18	168	5,811	3,271	9,268
Belgium	14	137	3,688	3,971	7,810
Netherlands	16	105	2,519	1,929	4,569
Greece	4	61	1,577	1,466	3,108
Portugal	6	62	1,842	1,097	3,007
Sweden	53	129	1,861	841	2,884
Poland	16	49	1,807	999	2,871
Austria	14	27	1,263	1,027	2,331
Romania	9	56	1,570	588	2,223
Bulgaria	16	48	1,236	635	1,935
Ireland	11	63	947	677	1,698
Czech Republic	2	33	1,011	622	1,668
Hungary	17	25	969	421	1,432
Denmark	12	58	892	452	1,414
Finland	5	15	858	455	1,333
Croatia	9	35	721	249	1,014
Slovenia	3	8	539	354	904
Cyprus	10	53	488	315	866
Slovakia	11	10	604	178	803
Luxembourg	2	10	282	281	575
Lithuania	-	13	392	107	512
Malta	2	24	321	60	407
Latvia	4	5	261	81	351
Estonia	1	5	143	70	219
<b>Total EU</b>	<b>500</b>	<b>2,142</b>	<b>58,696</b>	<b>40,442</b>	<b>101,780</b>

Non-EU	71	484	10655	654	11864
Unspecified	64	3528	17760	1223	22575
<b>Grand Total</b>	<b>635</b>	<b>6,154</b>	<b>87,111</b>	<b>42,319</b>	<b>136,219</b>

<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.

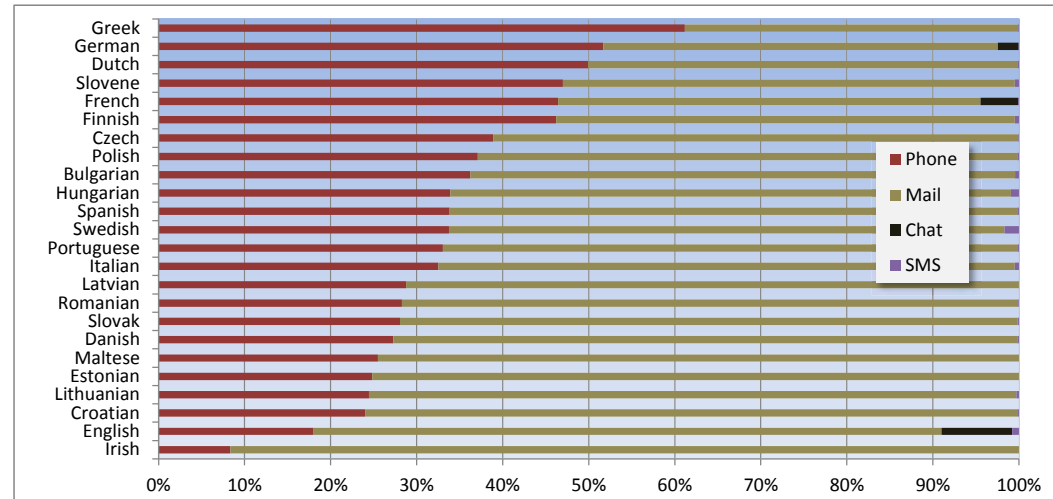


Numbers of enquiries, sorted by total enquiries

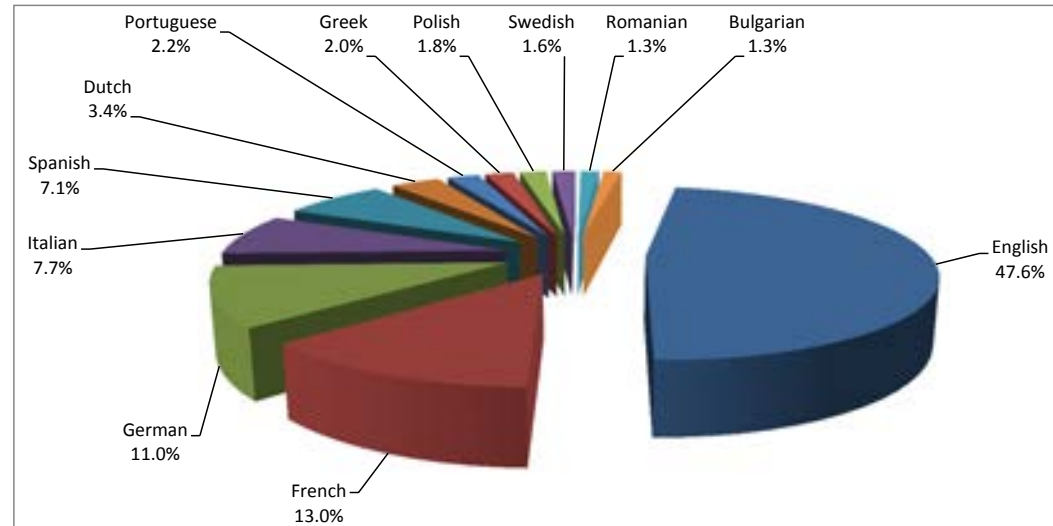
## Enquiries by language and channel

Language	SMS	Chat <sup>1</sup>	Email	Phone	Total	
English	482	5,073	45,008	11,125	<b>61,688</b>	45.3%
French	15	738	8,294	7,842	<b>16,889</b>	12.4%
German	4	343	6,548	7,377	<b>14,272</b>	10.5%
Italian	47	-	6,691	3,247	<b>9,985</b>	7.3%
Spanish	11	-	6,103	3,127	<b>9,241</b>	6.8%
Dutch	4	-	2,195	2,195	<b>4,394</b>	3.2%
Portuguese	3	-	1,903	941	<b>2,847</b>	2.1%
Greek	2	-	987	1,558	<b>2,547</b>	1.9%
Polish	4	-	1,494	884	<b>2,382</b>	1.7%
Swedish	34	-	1,319	690	<b>2,043</b>	1.5%
Romanian	1	-	1,215	480	<b>1,696</b>	1.2%
Bulgarian	7	-	1,031	590	<b>1,628</b>	1.2%
Czech	1	-	788	502	<b>1,291</b>	0.9%
Hungarian	9	-	644	335	<b>988</b>	0.7%
Croatian	1	-	644	204	<b>849</b>	0.6%
Finnish	4	-	449	389	<b>842</b>	0.6%
Slovak	1	-	453	177	<b>631</b>	0.5%
Slovene	3	-	325	291	<b>619</b>	0.5%
Danish	1	-	431	162	<b>594</b>	0.4%
Lithuanian	1	-	268	87	<b>356</b>	0.3%
Latvian	-	-	166	67	<b>233</b>	0.2%
Estonian	-	-	106	35	<b>141</b>	0.1%
Maltese	-	-	38	13	<b>51</b>	0.04%
Irish	-	-	11	1	<b>12</b>	0.01%
<b>Total</b>	<b>635</b>	<b>6,154</b>	<b>87,111</b>	<b>42,319</b>	<b>136,219</b>	
	0.5%	4.5%	63.9%	31.1%		

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



Proportion of enquiries, sorted by proportion of phone enquiries

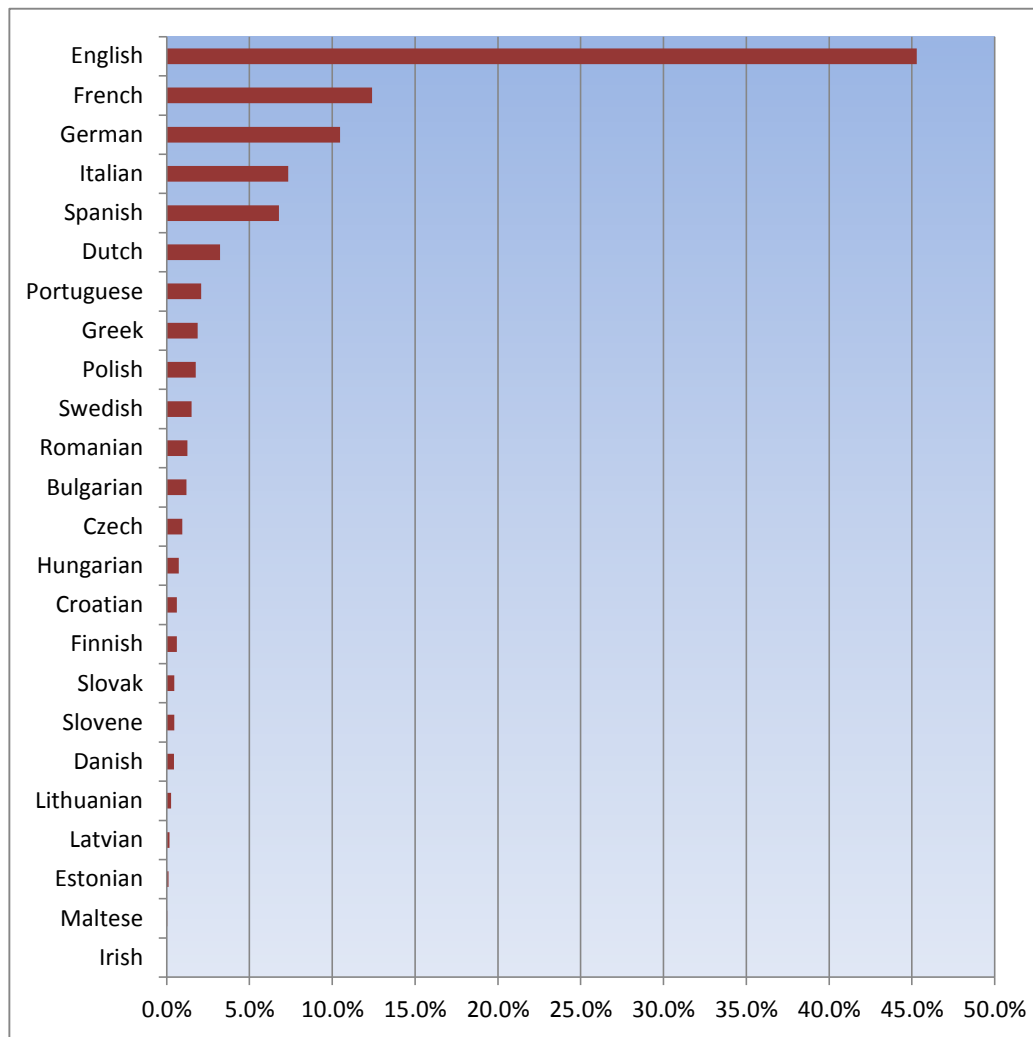


Enquiries per language

NOTE: Czech, Hungarian, Finnish, Danish, Slovak, Croatian, Slovene, 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

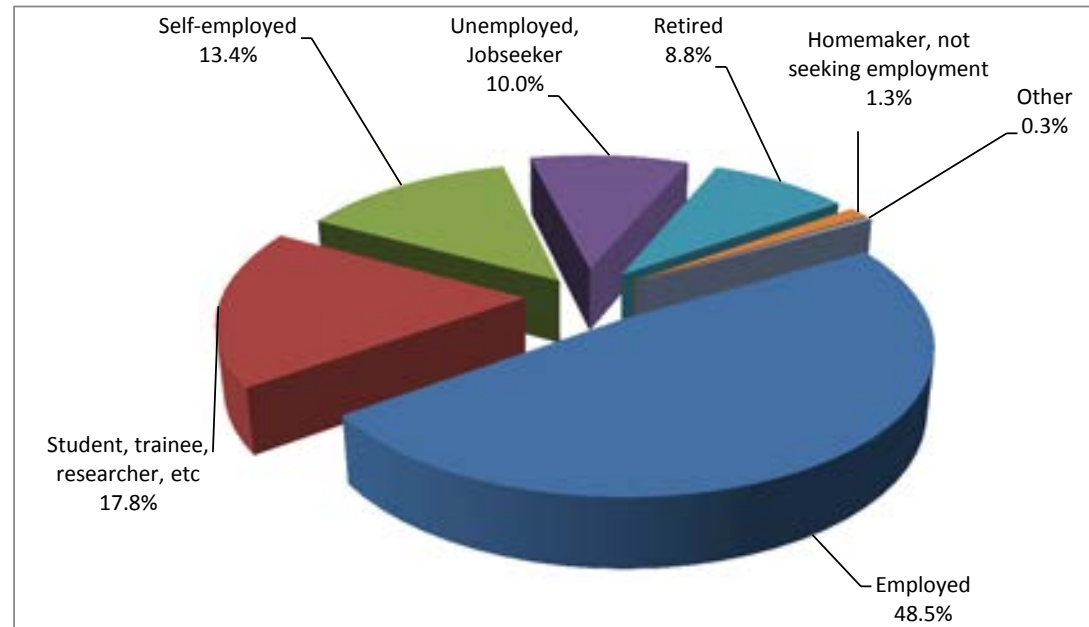
Language	Total	Average per month	Percentage
English	61,688	5,141	45.3%
French	16,889	1,407	12.4%
German	14,272	1,189	10.5%
Italian	9,985	832	7.3%
Spanish	9,241	770	6.8%
Dutch	4,394	366	3.2%
Portuguese	2,847	237	2.1%
Greek	2,547	212	1.9%
Polish	2,382	199	1.7%
Swedish	2,043	170	1.5%
Romanian	1,696	141	1.2%
Bulgarian	1,628	136	1.2%
Czech	1,291	108	0.9%
Hungarian	988	82	0.7%
Croatian	849	71	0.6%
Finnish	842	70	0.6%
Slovak	631	53	0.5%
Slovene	619	52	0.5%
Danish	594	50	0.4%
Lithuanian	356	30	0.3%
Latvian	233	19	0.2%
Estonian	141	12	0.1%
Maltese	51	4	0.04%
Irish	12	1	0.01%
<b>Total</b>	<b>136,219</b>	<b>11,352</b>	<b>100.0%</b>



Enquiries by language

## Enquiries by economic category

Economic category	Total	
Employed	21,757	16.0%
Student, trainee, researcher, etc	7,981	5.9%
Self-employed	6,010	4.4%
Unemployed, Jobseeker	4,494	3.3%
Retired	3,938	2.9%
Homemaker, not seeking employment	566	0.4%
Other	148	0.1%
Unspecified	91,325	67.0%
<b>Total</b>	<b>136,219</b>	

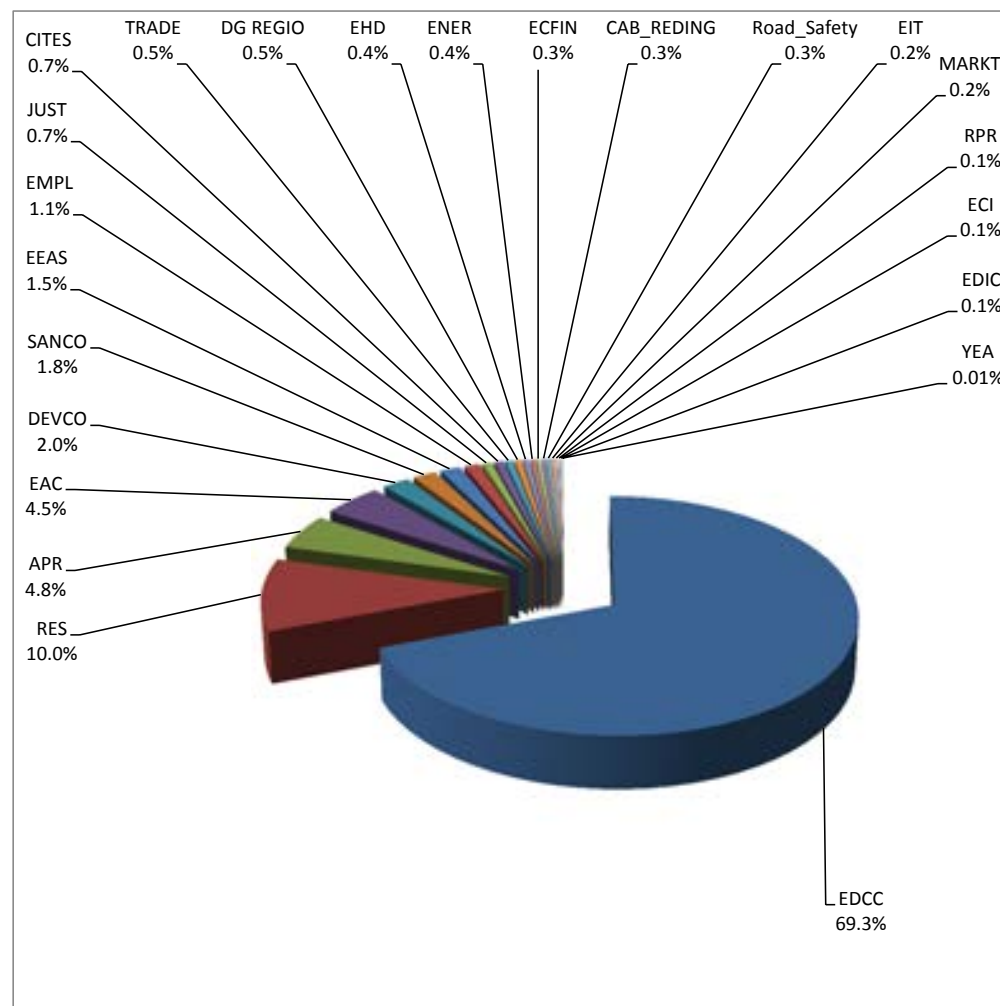


*Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.*



## Specific services provided by the EDCC for other entities and institutions

Origin of enquiries by service	Total	
EDCC	94,344	69.3%
Research Enquiry Service (RES)	13,682	10.0%
Air Passenger's Rights (APR)	6,588	4.8%
DG Education And Culture (EAC)	6,101	4.5%
DG Development and Cooperation (DEVCO)	2,780	2.0%
DG Health and Consumers (SANCO)	2,406	1.8%
European External Action Service (EEAS)	2,097	1.5%
DG Employment (EMPL)	1,536	1.1%
DG Justice (JUST)	993	0.7%
European Parliament Citizens' Enquiry Service (CITES)	930	0.7%
TRADE information service (TRADE)	738	0.5%
DG Regional Policy (REGIO)	727	0.5%
Export Helpdesk (EHD)	572	0.4%
DG Energy (ENER)	514	0.4%
DG Economic and Financial Affair (ECFIN)	465	0.3%
Cabinet of Vice President Reding (CAB_REDING)	402	0.3%
Road_Safety	363	0.3%
European Institute of Innovation and Technology (EIT)	305	0.2%
DG Internal Market and Services (MARKT)	286	0.2%
Rail Passengers' Rights (RPR)	149	0.1%
European Citizens' Initiative (ECI)	121	0.1%
EDIC	113	0.1%
YEA <sup>1</sup>	7	0.01%
<b>Total</b>	<b>136,219</b>	



Origin of enquiries by specific service

<sup>1</sup> Your 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 2014, the EDCC transferred 3,936 enquiries to YEA (2.9% of the total volumes).

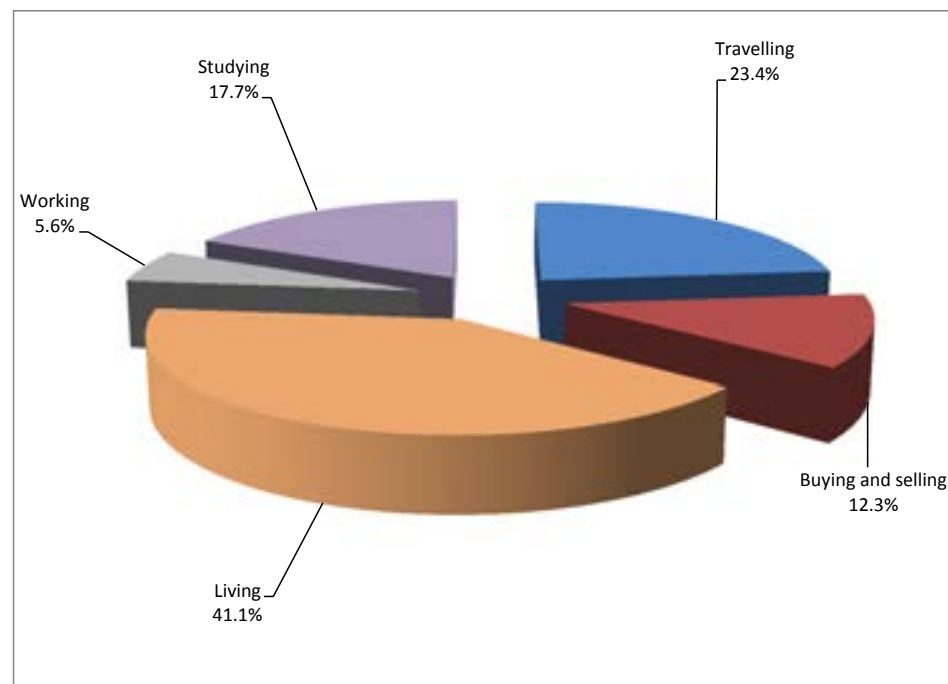
## Enquiries by subject per month

Top 10 subjects	Total	
EU general, EU Institutions and Member States	19,632	14.4%
Employment, social affairs and inclusion	11,997	8.8%
Justice, fundamental rights and citizenship	11,808	8.7%
Mobility and transport	10,010	7.3%
Education & Culture	9,434	6.9%
Consumer / Food safety / Public health	6,498	4.8%
Enterprise and industry	4,877	3.6%
Home affairs	4,411	3.2%
DEVCO/EUROPEAID	4,203	3.1%
Customs and taxation	4,059	3.0%
<b>Total</b>	<b>86,929</b>	

Other subjects	Total	
Other specific policies (including Foreign Policy, Internal Market and services, Environment, Economic and monetary affairs, Energy, Competition, Enlargement, Regional policy, Agriculture and rural development, Research and innovation, Information Society and media, Fisheries and maritime affairs, ECHO)	18,176	13.3%
Research enquiry service	13,512	9.9%
Out of scope	9,550	7.0%
Service-related issues	4,183	3.1%
External trade	2,226	1.6%
Publications orders	771	0.6%
Export Helpdesk	570	0.4%
EIT	302	0.2%
<b>Grand Total</b>	<b>136,219</b>	

## Cross-border issues

Cross-border issues		Total	% of cross-border cases	% of total volumes
Travelling	Air Passengers' rights	6,549	16.7%	4.8%
	Visa and border controls	2,445	6.2%	1.8%
	Rail Passengers' rights	151	0.4%	0.1%
Living	Welfare (social security, rights at work)	7,677	19.6%	5.6%
	Free movement of persons	5,665	14.5%	4.2%
	Immigration	1,432	3.7%	1.1%
	Judicial cooperation	1,316	3.4%	1.0%
Buying and selling	Consumers' rights	1,497	3.8%	1.1%
	Customs	1,454	3.7%	1.1%
	Consumer security	924	2.4%	0.7%
	Consumer information	653	1.7%	0.5%
	Free movement of goods	229	0.6%	0.2%
	Protection of consumers' economic and legal interests	69	0.2%	0.05%
Studying	Erasmus +	3,353	8.6%	2.5%
	Education and other related funding programmes	1,582	4.0%	1.2%
	Youth	575	1.5%	0.4%
	Funding for non-EU citizens	563	1.4%	0.4%
	Recognition of diplomas	452	1.2%	0.3%
	Lifelong learning	305	0.8%	0.2%
	Vocational training / Leonardo	83	0.2%	0.1%
Working	Free movement of workers	1,533	3.9%	1.1%
	Professional qualifications	654	1.7%	0.5%
<b>Total:</b>		<b>39,161</b>	<b>100.0%</b>	<b>28.7%</b>

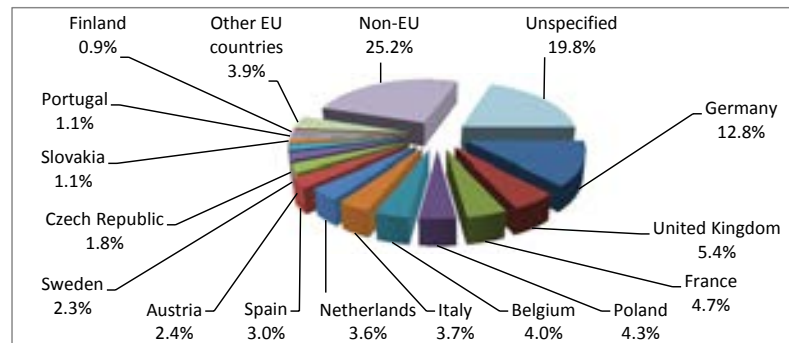


## Selected hot topics by country

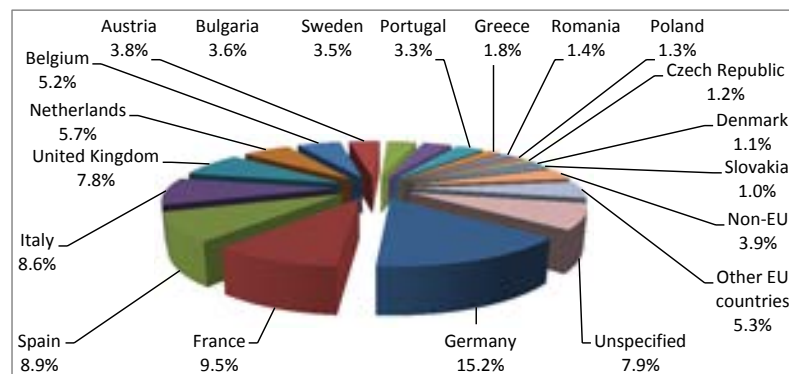
Political situation in Ukraine	
Country	Enquiries
Germany	148
United Kingdom	62
France	54
Poland	50
Belgium	46
Italy	43
Netherlands	42
Spain	35
Austria	28
Sweden	27
Czech Republic	21
Slovakia	13
Portugal	13
Finland	10
Romania	7
Bulgaria	6
Lithuania	6
Denmark	6
Latvia	5
Estonia	3
Hungary	3
Slovenia	3
Ireland	2
Cyprus	1
Croatia	1
Malta	1
Luxembourg	1
Greece	-
<b>Total EU</b>	<b>637</b>
Non-EU	291
Unspecified	229
<b>Total</b>	<b>1,157</b>

EP elections	
Country	Enquiries
Germany	166
France	104
Spain	97
Italy	94
United Kingdom	85
Netherlands	62
Belgium	57
Austria	41
Bulgaria	39
Sweden	38
Portugal	36
Greece	20
Romania	15
Poland	14
Czech Republic	13
Denmark	12
Slovakia	11
Luxembourg	10
Cyprus	9
Ireland	8
Hungary	8
Slovenia	7
Finland	6
Malta	4
Croatia	2
Latvia	2
Estonia	1
Lithuania	1
<b>Total EU</b>	<b>962</b>
Non-EU	42
Unspecified	86
<b>Total</b>	<b>1,090</b>

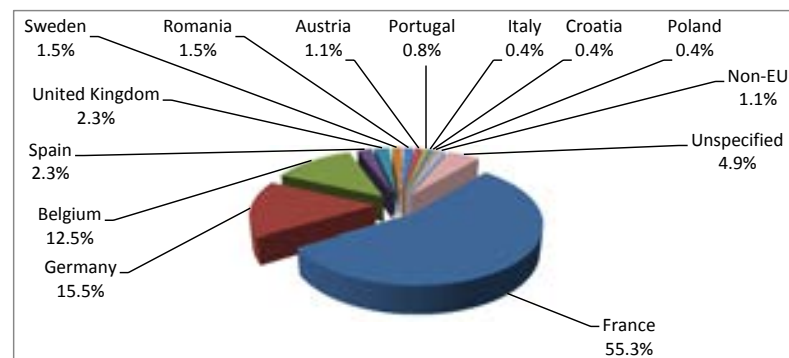
Stray dogs	
Country	Enquiries
France	146
Germany	41
Belgium	33
Spain	6
United Kingdom	6
Sweden	4
Romania	4
Austria	3
Portugal	2
Italy	1
Croatia	1
Poland	1
Czech Republic	-
Slovakia	-
Portugal	-
Ireland	-
Cyprus	-
Finland	-
Spain	-
Hungary	-
Luxembourg	-
Malta	-
Lithuania	-
Estonia	-
Romania	-
Croatia	-
Bulgaria	-
Cyprus	-
<b>Total EU</b>	<b>248</b>
Non-EU	3
Unspecified	13
<b>Total</b>	<b>264</b>



Cases on the political situation in Ukraine by country of residence



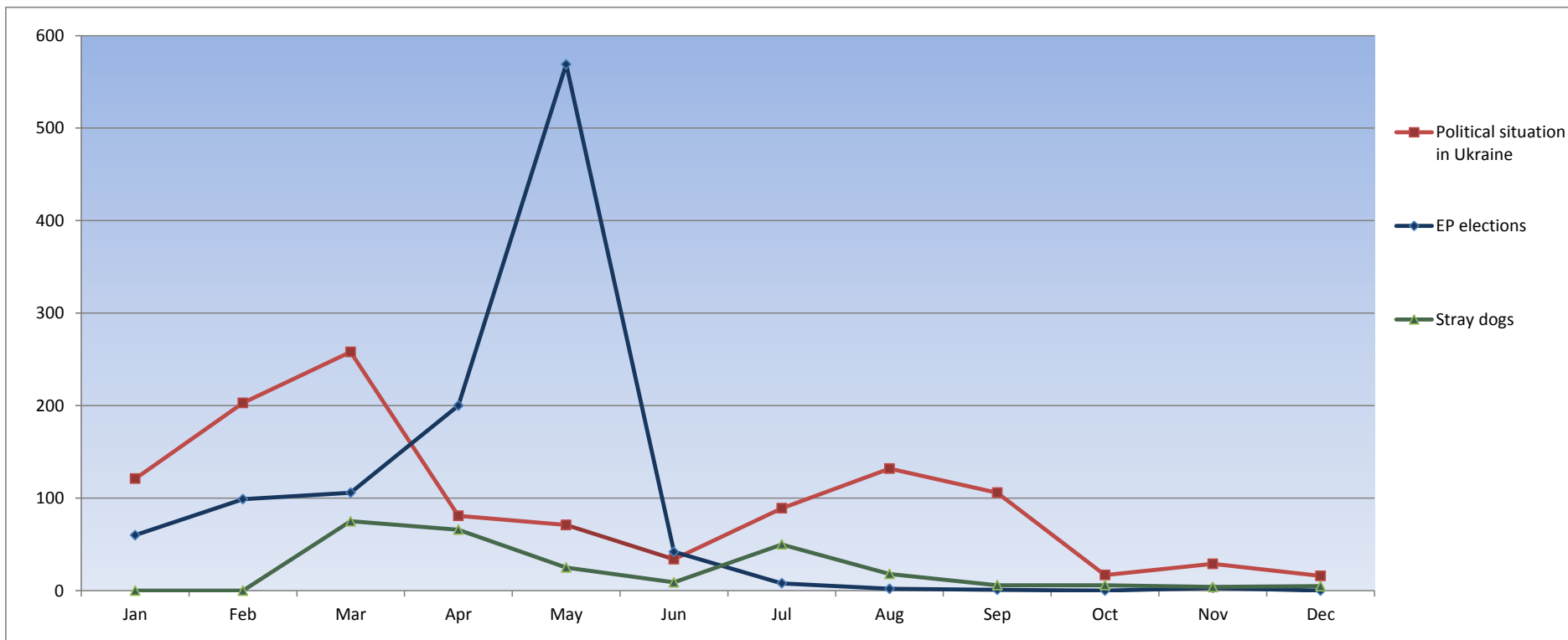
Cases on the EP elections by country of residence



Cases on the stray dogs in Romania by country of residence

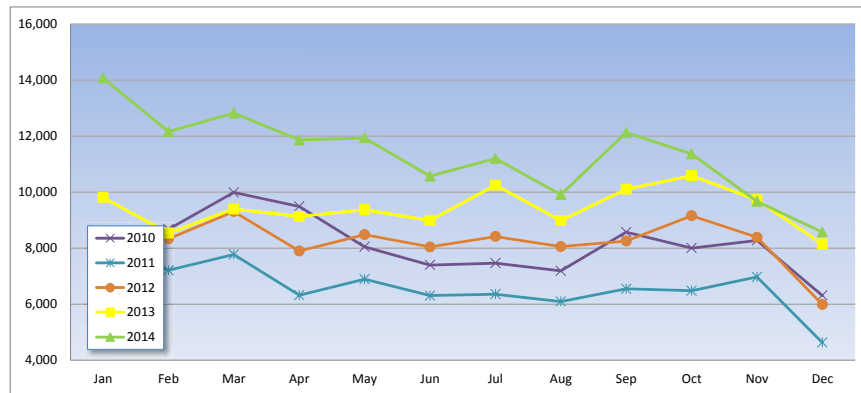
## Selected hot topics per month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Political situation in Ukraine	121	203	258	81	71	34	89	132	106	17	29	16	1,157
EP elections	60	99	106	200	569	42	8	2	1	-	3	-	1,090
Stray dogs	-	-	75	66	25	9	50	18	6	6	4	5	264
<b>Total</b>	<b>181</b>	<b>302</b>	<b>439</b>	<b>347</b>	<b>665</b>	<b>85</b>	<b>147</b>	<b>152</b>	<b>113</b>	<b>23</b>	<b>36</b>	<b>21</b>	<b>2,511</b>

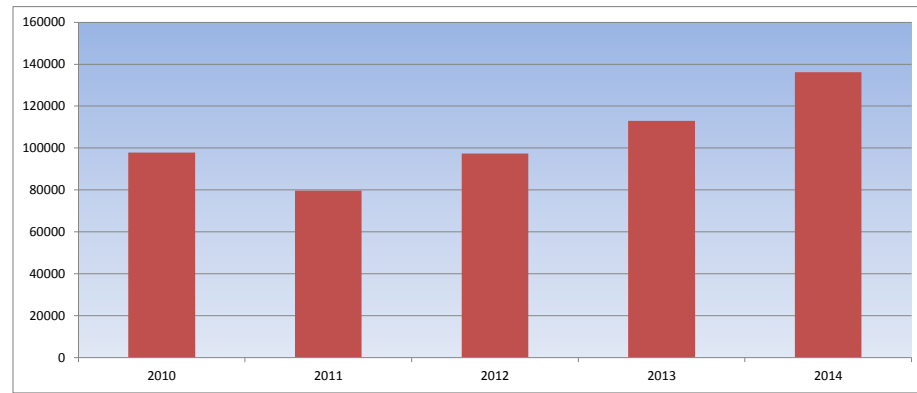


### Trends in the volumes of EDCC enquiries - year to year comparison

Month	2010				2011					2012					2013					2014				
	Phone	E-mails	Chat	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	3,641	4,659	149	8,449	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
Feb	3,826	4,653	193	8,672	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
Mar	4,429	5,283	271	9,983	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
Apr	4,871	4,342	272	9,485	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
May	3,569	4,234	244	8,047	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
Jun	3,486	3,801	111	7,398	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
Jul	3,412	3,886	166	7,464	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
Aug	3,218	3,801	166	7,185	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
Sep	3,423	4,940	203	8,566	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
Oct	3,324	4,399	278	8,001	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
Nov	3,506	4,458	312	8,276	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
Dec	2,573	3,448	291	6,312	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
<b>TOTAL</b>	<b>##</b>	<b>##</b>	<b>2,656</b>	<b>##</b>	<b>##</b>	<b>##</b>	<b>3,604</b>	<b>48</b>	<b>##</b>	<b>36,654</b>	<b>56,707</b>	<b>3,733</b>	<b>346</b>	<b>##</b>	<b>39,435</b>	<b>67,942</b>	<b>5,103</b>	<b>510</b>	<b>112,990</b>	<b>42,319</b>	<b>87,111</b>	<b>6,154</b>	<b>635</b>	<b>136,219</b>
	44.2%	53.1%	2.7%		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%	



Enquiries volume trends per year and month



Total volumes of per year