



EUROPE DIRECT Contact Centre

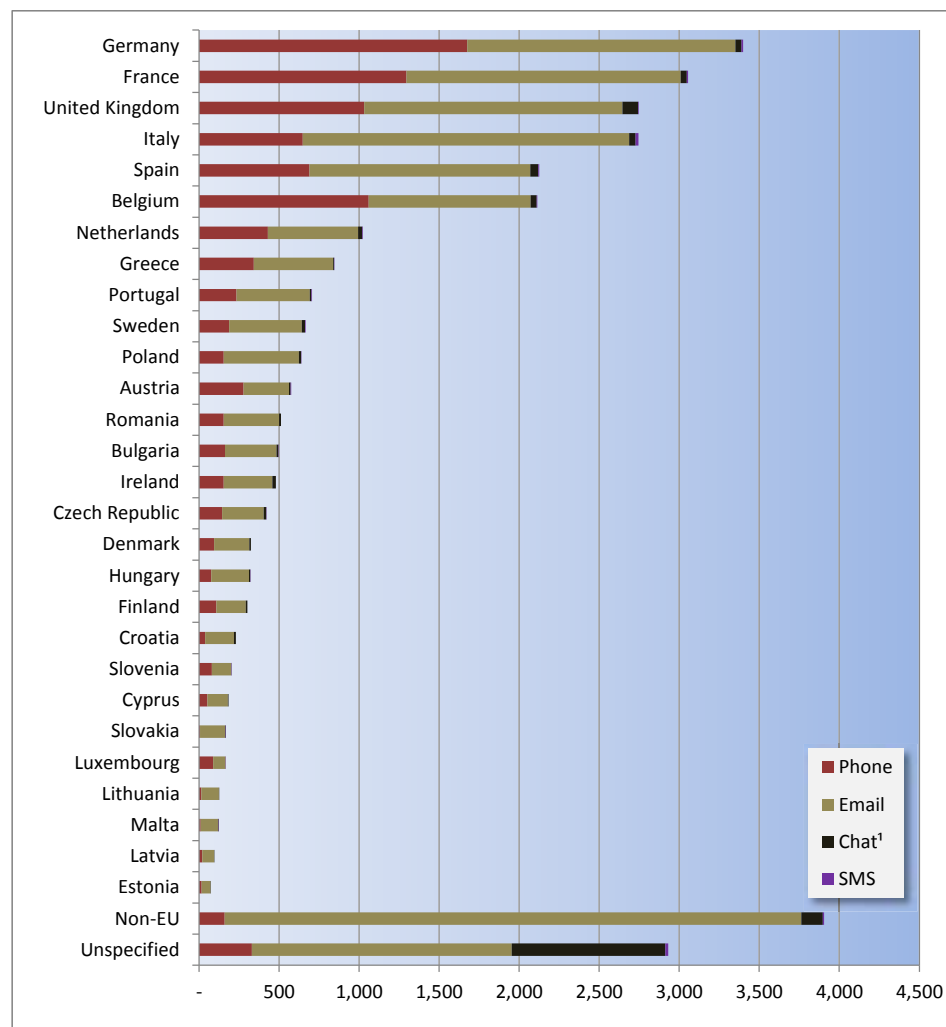
Quarterly report for April - June 2015

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Enquiries by country and channel

Country	SMS	Chat ¹	Phone	Email	Total	
Germany	11	38	1,676	1,675	3,400	
France	7	39	1,296	1,713	3,055	
United Kingdom	5	97	1,032	1,614	2,748	
Italy	18	39	648	2,040	2,745	
Spain	5	51	691	1,378	2,125	
Belgium	3	39	1,061	1,010	2,113	
Netherlands	3	27	430	564	1,024	
Greece	2	7	343	495	847	
Portugal	3	11	234	458	706	
Sweden	5	19	188	455	667	
Poland	2	13	155	470	640	
Austria	4	10	278	285	577	
Romania	-	13	155	345	513	
Bulgaria	1	12	162	322	497	
Ireland	-	22	154	305	481	
Czech Republic	1	17	145	259	422	
Denmark	-	10	94	220	324	
Hungary	1	8	77	235	321	
Finland	-	10	108	185	303	
Croatia	-	11	39	180	230	
Slovenia	1	1	80	120	202	
Cyprus	-	5	52	128	185	
Slovakia	2	4	6	157	169	
Luxembourg	1	-	88	79	168	
Lithuania	-	3	15	109	127	
Malta	1	4	10	109	124	
Latvia	-	2	21	74	97	
Estonia	-	3	16	56	75	
Total EU	76	515	9,254	15,040	24,885	78.4%
Non-EU	7	134	161	3,603	3,905	12.3%
Unspecified	18	960	330	1,623	2,931	9.2%
Grand Total	101	1,609	9,745	20,266	31,721	
	0.3%	5.1%	30.7%	63.9%		
Obsolete²	270	329	1,506	3,618	5,723	15.3%



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

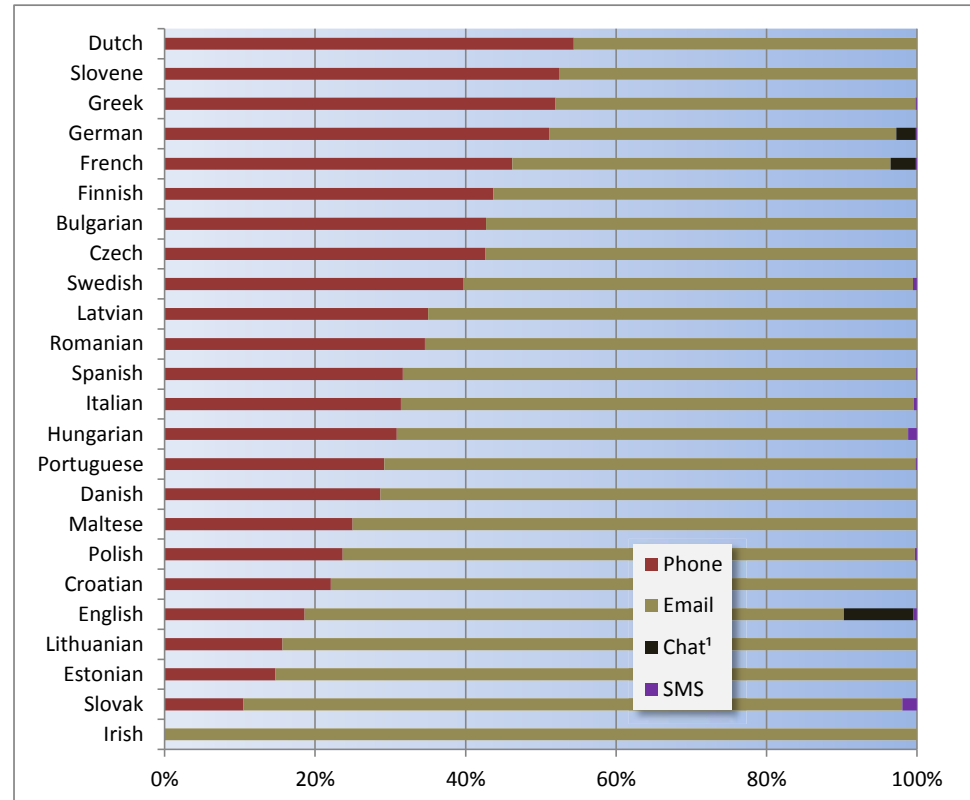
¹ On the chat channel, citizens are not asked to divulge their country of origin. The data is thus only available in relatively few cases and must be interpreted with care.

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

Enquiries by language and channel

Language	SMS	Chat ¹	Phone	Email	Total	
Bulgarian	-	-	144	193	337	1.1%
Croatian	-	-	42	148	190	0.6%
Czech	-	-	121	163	284	0.9%
Danish	-	-	37	92	129	0.4%
Dutch	-	-	579	486	1,065	3.4%
English	73	1,381	2,786	10,739	14,979	47.2%
Estonian	-	-	5	29	34	0.1%
Finnish	-	-	80	103	183	0.6%
French	5	143	1,951	2,121	4,220	13.3%
Irish	-	-	-	3	3	0.01%
German	4	85	1,657	1,496	3,242	10.2%
Greek	1	-	329	303	633	2.0%
Hungarian	2	-	54	119	175	0.6%
Italian	8	-	657	1,427	2,092	6.6%
Latvian	-	-	14	26	40	0.1%
Lithuanian	-	-	13	70	83	0.3%
Maltese	-	-	1	3	4	0.01%
Polish	1	-	96	309	406	1.3%
Portuguese	1	-	162	392	555	1.7%
Romanian	-	-	127	240	367	1.2%
Slovak	2	-	11	92	105	0.3%
Slovene	-	-	65	59	124	0.4%
Spanish	2	-	657	1,416	2,075	6.5%
Swedish	2	-	157	237	396	1.2%
Total	101	1,609	9,745	20,266	31,721	

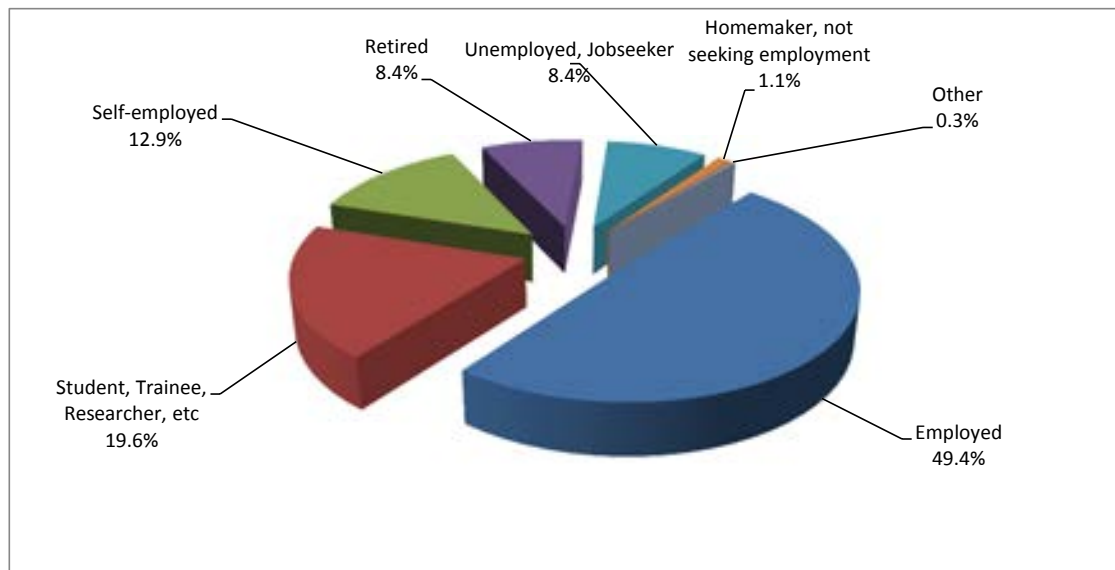
¹ Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	6,468	20.4%
Student, Trainee, Researcher, etc	2,564	8.1%
Self-employed	1,694	5.3%
Retired	1,101	3.5%
Unemployed, Jobseeker	1,095	3.5%
Homemaker, not seeking employment	150	0.5%
Other	33	0.1%
Unspecified	18,616	58.7%
Total	31,721	



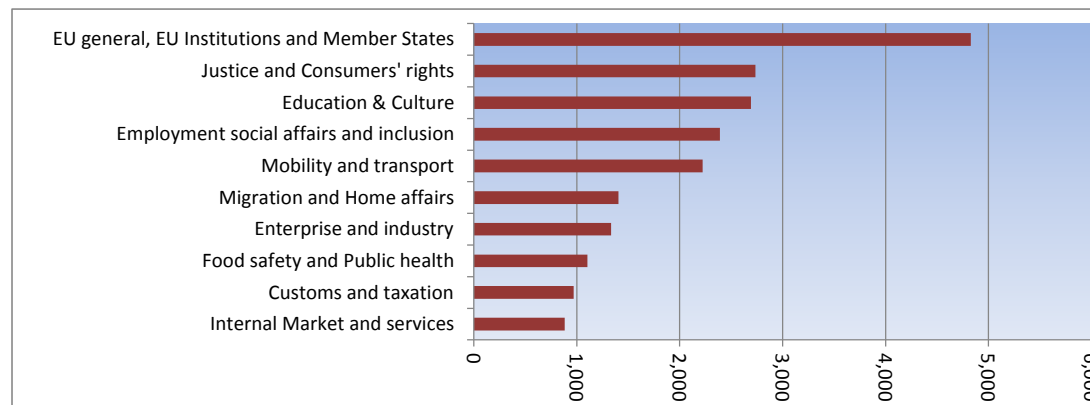
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	4,830	15.2%
Justice and Consumers' rights	2,737	8.6%
Education & Culture	2,692	8.5%
Employment social affairs and inclusion	2,391	7.5%
Mobility and transport	2,223	7.0%
Migration and Home affairs	1,405	4.4%
Enterprise and industry	1,332	4.2%
Food safety and Public health	1,103	3.5%
Customs and taxation	969	3.1%
Internal Market and services	882	2.8%
Total	20,564	

Other subjects	Enquiries	
Other specific policies including International Cooperation and development, 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.	4,302	13.6%
Research Enquiry Service	2,741	8.6%
Out of scope	2,064	6.5%
Service-related issues	1,148	3.6%
External trade	587	1.9%
Export Helpdesk	122	0.4%
Publication Orders	120	0.4%
EIT	73	0.2%
Total	11,157	

Grand Total	31,721
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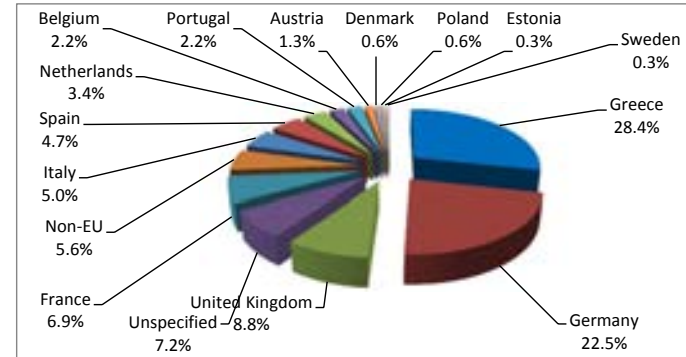


Selected hot topics by country

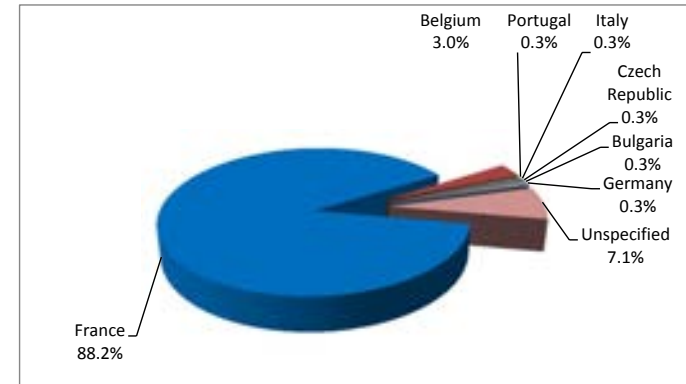
Eurozone debt crisis	
Country	Enquiries
Greece	91
Germany	72
United Kingdom	28
France	22
Italy	16
Spain	15
Netherlands	11
Belgium	7
Portugal	7
Austria	4
Denmark	2
Poland	2
Estonia	1
Sweden	1
Croatia	-
Czech Republic	-
Bulgaria	-
Ireland	-
Romania	-
Hungary	-
Slovakia	-
Slovenia	-
Malta	-
Lithuania	-
Latvia	-
Finland	-
Cyprus	-
Luxembourg	-
Total EU	279
Non-EU	18
Unspecified	23
Total	320

Fundamental rights colloquium	
Country	Enquiries
France	262
Belgium	9
Portugal	1
Italy	1
Czech Republic	1
Bulgaria	1
Germany	1
United Kingdom	-
Netherlands	-
Austria	-
Spain	-
Ireland	-
Sweden	-
Greece	-
Romania	-
Poland	-
Estonia	-
Hungary	-
Denmark	-
Slovakia	-
Slovenia	-
Malta	-
Lithuania	-
Latvia	-
Finland	-
Croatia	-
Cyprus	-
Luxembourg	-
Total EU	276
Non-EU	-
Unspecified	21
Total	297

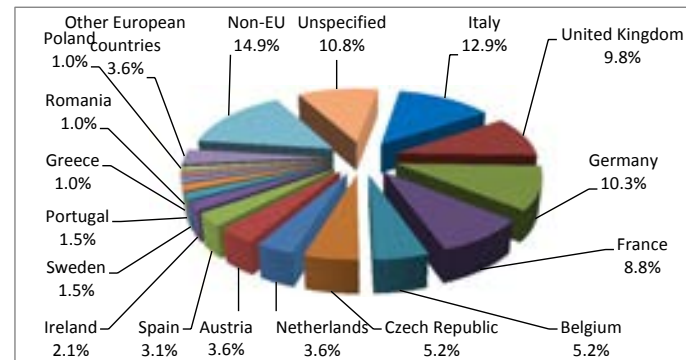
Mediterranean refugee crisis	
Country	Enquiries
Italy	25
Germany	20
United Kingdom	19
France	17
Belgium	10
Czech Republic	10
Netherlands	7
Austria	7
Spain	6
Ireland	4
Sweden	3
Portugal	3
Greece	2
Romania	2
Poland	2
Estonia	1
Hungary	1
Denmark	1
Slovakia	1
Slovenia	1
Bulgaria	1
Malta	1
Lithuania	-
Latvia	-
Finland	-
Croatia	-
Cyprus	-
Luxembourg	-
Total EU	144
Non-EU	29
Unspecified	21
Total	194



Cases related to the Eurozone debt crisis by country of residence



Cases related to the fundamental rights colloquium by country of residence



Cases related to the Mediterranean refugee crisis by country of residence

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

Month	2012					2013					2014					2015				
	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL	SMS	Calls	Emails	Chat	TOTAL
January-March	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	125	10,544	22,062	1,660	34,391
April-June	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	101	9,745	20,266	1,609	31,721
July-September	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					0
October-December	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					0
TOTAL	347	36,656	56,718	3,733	97,454	510	39,435	67,942	5,103	112,990	635	42,319	87,111	6,154	136,219	226	20,289	42,328	3,269	66,112
	0.4%	37.6%	58.2%	3.8%		0.5%	34.9%	60.1%	4.5%		0.5%	31.1%	63.9%	4.5%		0.3%	30.7%	64.0%	4.9%	

