



EUROPE DIRECT Contact Centre

Quarterly report for July-September 2008

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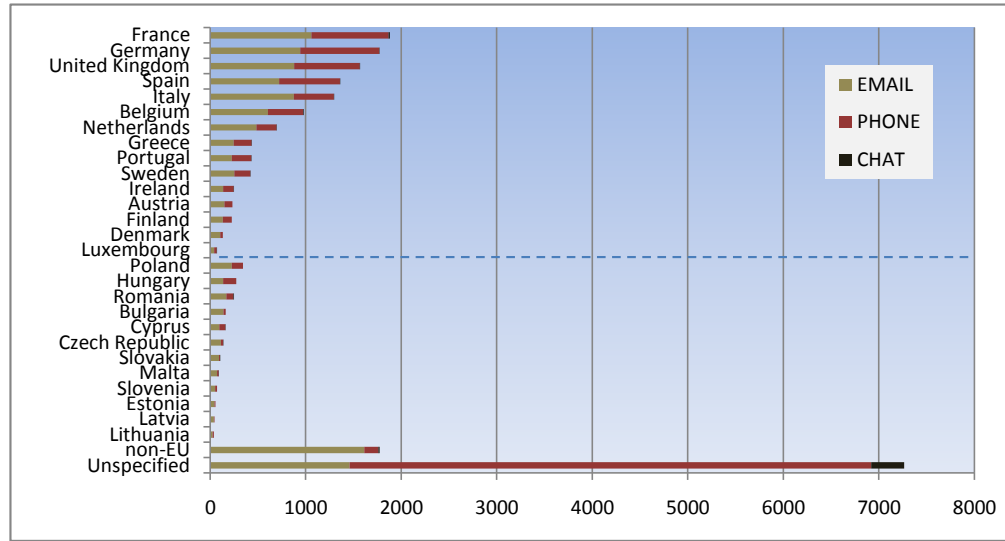
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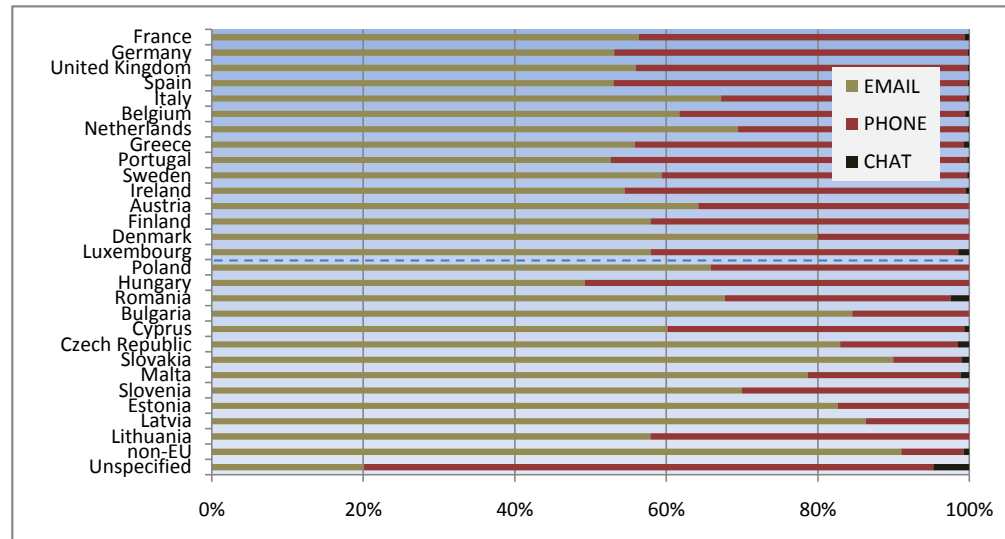
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Enquiries by country and channel

Country	CHAT	EMAIL	PHONE	TOTAL	
France	11	1,059	808	1,878	
Germany	3	941	827	1,771	
United Kingdom	3	878	687	1,568	
Spain	3	721	635	1,359	
Italy	4	873	421	1,298	
Belgium	5	604	369	978	
Netherlands	1	483	211	695	
Greece	3	243	189	435	
Portugal	1	226	202	429	
Sweden	1	250	170	421	
Ireland	1	133	110	244	
Austria		149	83	232	
Finland		131	95	226	
Denmark		104	26	130	
Luxembourg	1	40	28	69	
Total EU-15	37	6,835	4,861	11,733	52.2%
Poland		226	117	343	
Hungary		133	137	270	
Romania	6	168	74	248	
Bulgaria		137	25	162	
Cyprus	1	95	62	158	
Czech Republic	2	112	21	135	
Slovakia	1	90	9	100	
Malta	1	70	18	89	
Slovenia		49	21	70	
Estonia		43	9	52	
Latvia		38	6	44	
Lithuania		22	16	38	
Total EU-2004/7	11	1,183	515	1,709	7.6%
non-EU	13	1,613	146	1,772	7.9%
Unspecified	493	1,458	5,311	7,262	32.3%
Grand Total	554	11,089	10,833	22,476	
	2.5%	49.3%	48.2%		
Obsolete	254	3,487	4,015	7,756	25.7%



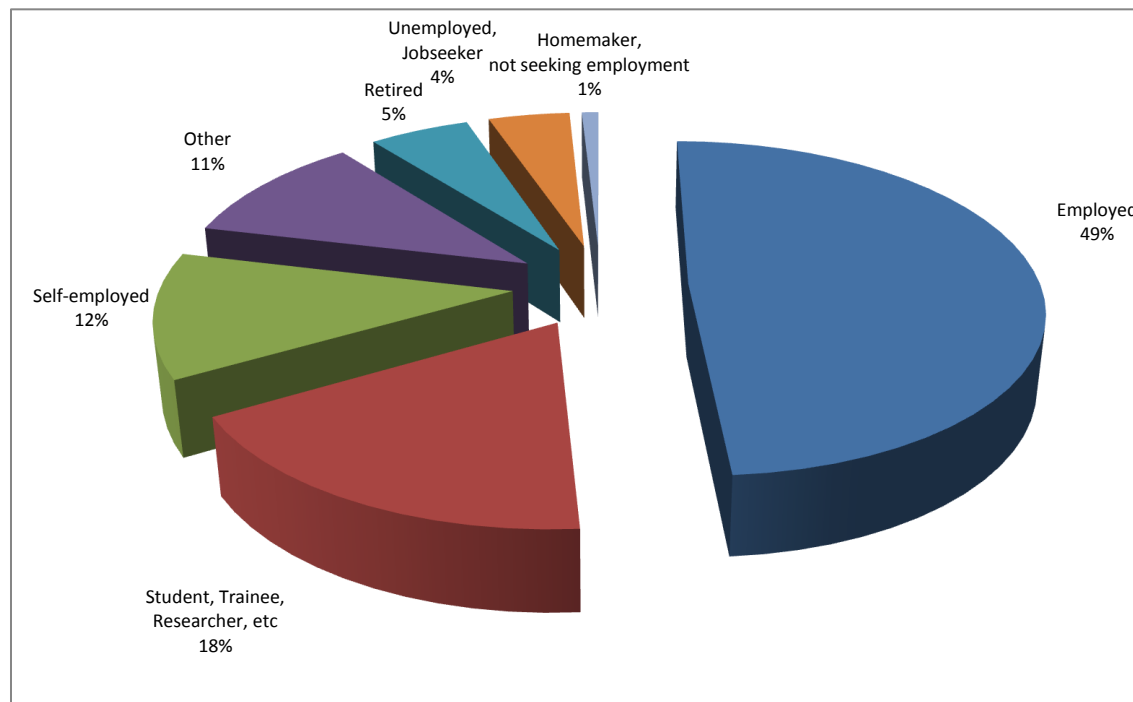
Numbers of enquiries, sorted by total enquiries



Proportion of enquiries, sorted by total enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,359	14.9%
Student, Trainee, Researcher, etc	1,225	5.5%
Self-employed	826	3.7%
Other	730	3.2%
Retired	370	1.6%
Unemployed, Jobseeker	301	1.3%
Homemaker, not seeking employment	61	0.3%
Unknown	15,604	69.4%
Grand Total	22,476	



Excluding "Unknown"

Enquiries by topic

Topic	Enquiries	
Energy and transport	3,066	13.6%
Europe Direct	2,599	11.6%
EU Institutions	2,511	11.2%
FP7 Enquiry Service	1,968	8.8%
Justice Freedom and Security	1,610	7.2%
Employment, social affairs and equal opportunities	1,582	7.0%
Enterprise and industry	1,267	5.6%
Consumer / Food safety / Public health	1,250	5.6%
EU general and Member States	1,197	5.3%
External relations and development	797	3.5%
Education / Training / Youth	762	3.4%
Internal Market and services	670	3.0%
Environment	553	2.5%
Customs and taxation	545	2.4%
Competition	352	1.6%
External trade	238	1.1%
Export Helpdesk	227	1.0%
Agriculture and rural development	212	0.9%
Information Society and media	207	0.9%
Regional policy	205	0.9%
Enlargement	189	0.8%
Culture	158	0.7%
Economic and monetary affairs	153	0.7%
Research and innovation	92	0.4%
Fisheries and maritime affairs	36	0.2%
Unspecified (not yet treated)	30	0.1%
Grand Total	22,476	

Energy and transport	Enquiries
Transport	2,846
Energy	117
Specific document / report / legislation	31
Energy / transport and other related policies	30
Funding	25
Trans-European Networks	11
Market liberalisation	4
Nuclear energy / safety	2
Grand Total	3,066

EU Institutions	Enquiries
European Commission	1,414
Personnel	446
European Parliament	295
Council of the European Union	168
Court of Justice	76
Visits	45
Decision-making process	44
European Central Bank	10
Committee of the Regions	7
Court of Auditors	4
Economic and Social Committee	2
Grand Total	2,511

Europe Direct	Enquiries
Out of scope	1,282
OPOCE	525
Request for contact details: all services	335
Request for clarification	260
General (mission / history)	104
Complaints	93
Grand Total	2,599

Air transport / Air safety	Enquiries
Air passengers rights	2,475
Air security	35
Others	32
Grand Total	2,542

Communication	Enquiries
Europa server	319
General publications	220
Others	157
Information networks	99
Public opinion	13
Grand Total	808

Out of scope	Enquiries
National authorities	790
Issues not related to EU	380
International organisations (non-EU)	109
Bilateral agreements	3
Grand Total	1,282

Hot topics by country

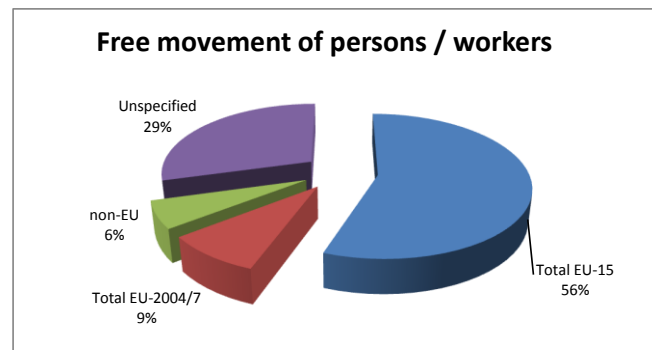
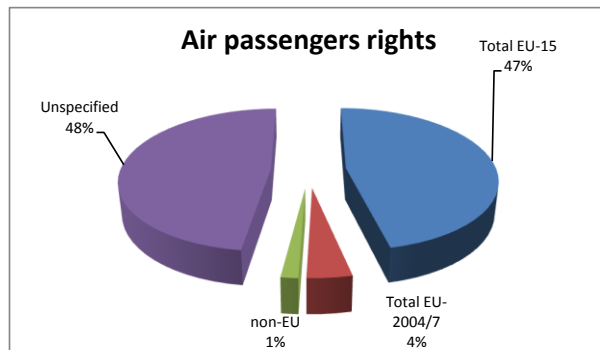
Air passengers rights	Enquiries
Spain	218
Germany	209
United Kingdom	194
France	146
Italy	78
Netherlands	68
Belgium	66
Greece	44
Portugal	36
Ireland	34
Sweden	20
Austria	14
Finland	13
Luxembourg	7
Denmark	5
Total EU-15	1,152
Poland	29
Hungary	26
Cyprus	19
Romania	9
Czech Republic	3
Malta	3
Bulgaria	2
Estonia	2
Slovakia	2
Slovenia	2
Latvia	1
Lithuania	1
Total EU-2004/7	99
non-EU	38
Unspecified	1186
Grand Total	2,475

Free movement of persons / workers	Enquiries
France	143
United Kingdom	105
Spain	80
Germany	70
Italy	51
Netherlands	37
Belgium	29
Portugal	27
Greece	18
Sweden	15
Finland	13
Ireland	11
Austria	9
Denmark	7
Luxembourg	2
Total EU-15	617
Hungary	29
Poland	17
Bulgaria	14
Slovakia	10
Czech Republic	7
Cyprus	6
Malta	6
Romania	6
Estonia	2
Latvia	2
Total EU-2004/7	99
non-EU	68
Unspecified	326
Grand Total	1,110

Treaty reform / IGC / Lisbon Treaty	Enquiries
Germany	32
Belgium	12
Spain	10
Austria	9
United Kingdom	9
Italy	8
Netherlands	8
France	7
Sweden	7
Ireland	5
Portugal	5
Greece	4
Finland	1
Total EU-15	117
Cyprus	5
Estonia	2
Hungary	2
Poland	2
Czech Republic	1
Lithuania	1
Slovenia	1
Total EU-2004/7	14
non-EU	15
Unspecified	59
Grand Total	205



Treaty reform/IGC/Lisbon Treaty



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

Month	2006					2007				2008			
	Calls	Emails	Chat	Post/Fax	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January	4,696	4,205	754		9,655	5,034	5,617	500	11,151	4,355	4,604	504	9,463
February	4,505	4,114	748		9,367	4,432	5,191	595	10,218	3,893	4,416	387	8,696
March	5,016	4,341	833	1	10,191	4,759	5,880	636	11,275	2,989	3,213	236	6,438
April	3,643	3,780	553	1	7,977	4,092	5,426	516	10,034	4,874	3,538	0	8,412
May	4,476	4,058	670		9,204	4,224	5,008	469	9,701	4,084	3,388	0	7,472
June	3,860	3,210	487		7,557	4,114	4,066	462	8,642	3,974	3,710	0	7,684
July	3,738	3,085	456		7,279	4,390	4,376	426	9,192	3,913	3,850	195	7,958
August	3,666	3,038	455		7,159	3,942	4,042	377	8,361	3,177	3,305	160	6,642
September	3,728	3,569	466		7,763	3,814	4,050	390	8,254	3,766	3,978	187	7,931
October	3,910	3,746	581		8,237	4,610	4,639	527	9,776				
November	4,143	4,179	579	9	8,910	4,136	4,688	522	9,346				
December	2,745	3,362	376	7	6,490	2,631	3,396	314	6,341				
TOTAL	48,126	44,687	6,958	18	99,789	50,178	56,379	5,734	112,291	35,025	34,002	1,669	70,696

