



EUROPE DIRECT Contact Centre

Quarterly report for October-December 2008

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Enquiries by country and channel

Country	CHAT	EMAIL	PHONE	TOTAL
Germany	1	810	1,738	2,549
France		956	1,370	2,326
United Kingdom		803	1,032	1,835
Italy		979	706	1,685
Spain		844	805	1,649
Belgium		580	947	1,527
Netherlands	1	399	504	904
Greece		246	284	530
Portugal		258	250	508
Sweden		245	155	400
Austria		156	230	386
Ireland		145	159	304
Denmark		95	123	218
Finland		125	92	217
Luxembourg		41	56	97
Total EU-15	2	6,682	8,451	15,135
Poland		222	161	383
Romania		273	69	342
Hungary		125	161	286
Czech Republic		132	77	209
Bulgaria	1	141	65	207
Cyprus		100	70	170
Slovakia		110	29	139
Malta		67	38	105
Slovenia		54	31	85
Lithuania		39	15	54
Latvia	2	34	16	52
Estonia		28	13	41
Total EU-2004/7	3	1,325	745	2,073
non-EU	3	1,345	74	1,422
Unspecified	937	2,016	1,035	3,988
Grand Total	945	11,368	10,305	22,618
	4.2%	50.3%	45.6%	

66.9%

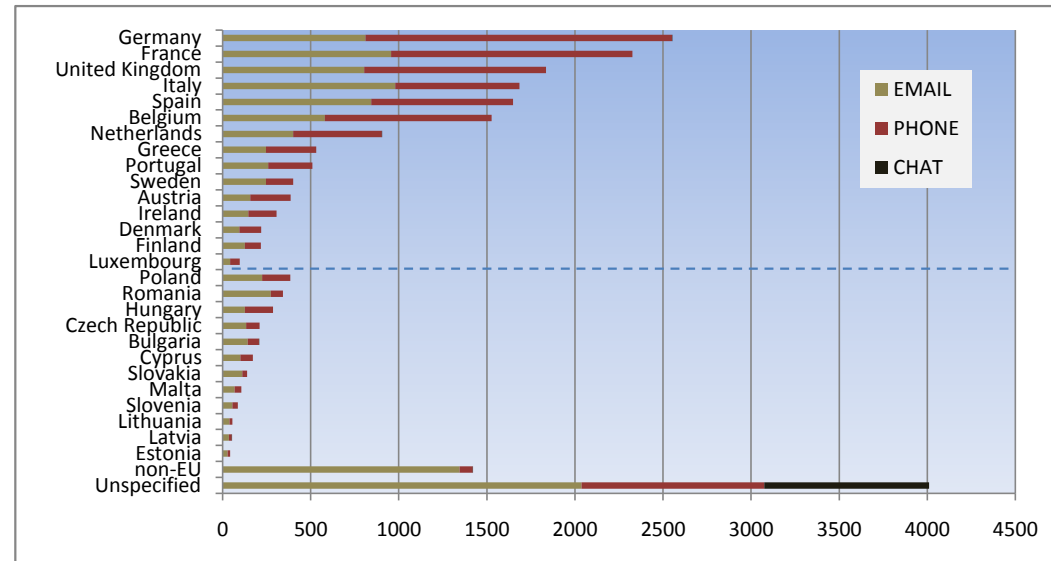
9.2%

6.3%

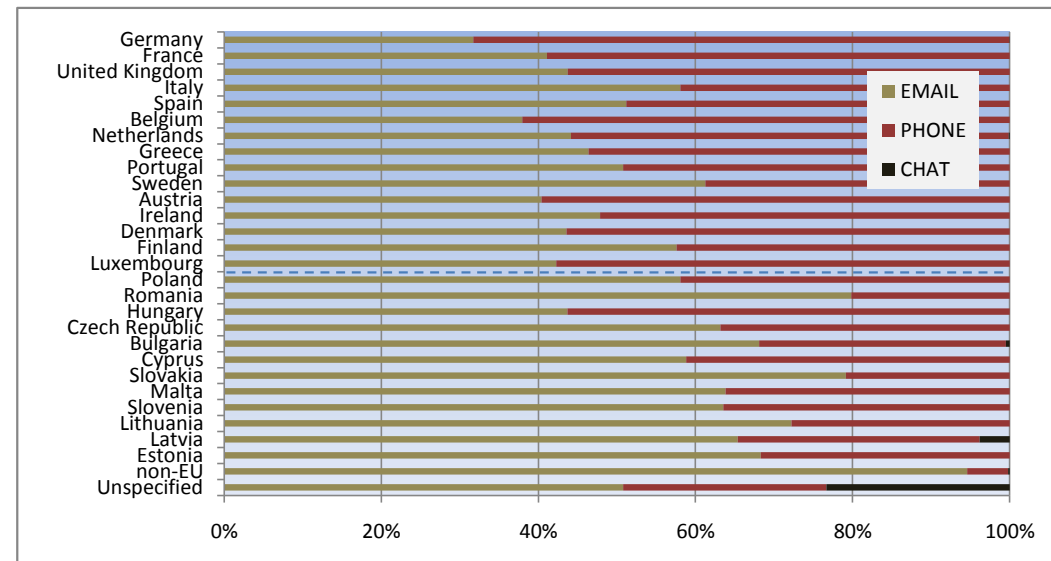
17.6%

Obsolete	249	4,064	3,128	7,441
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24.8%



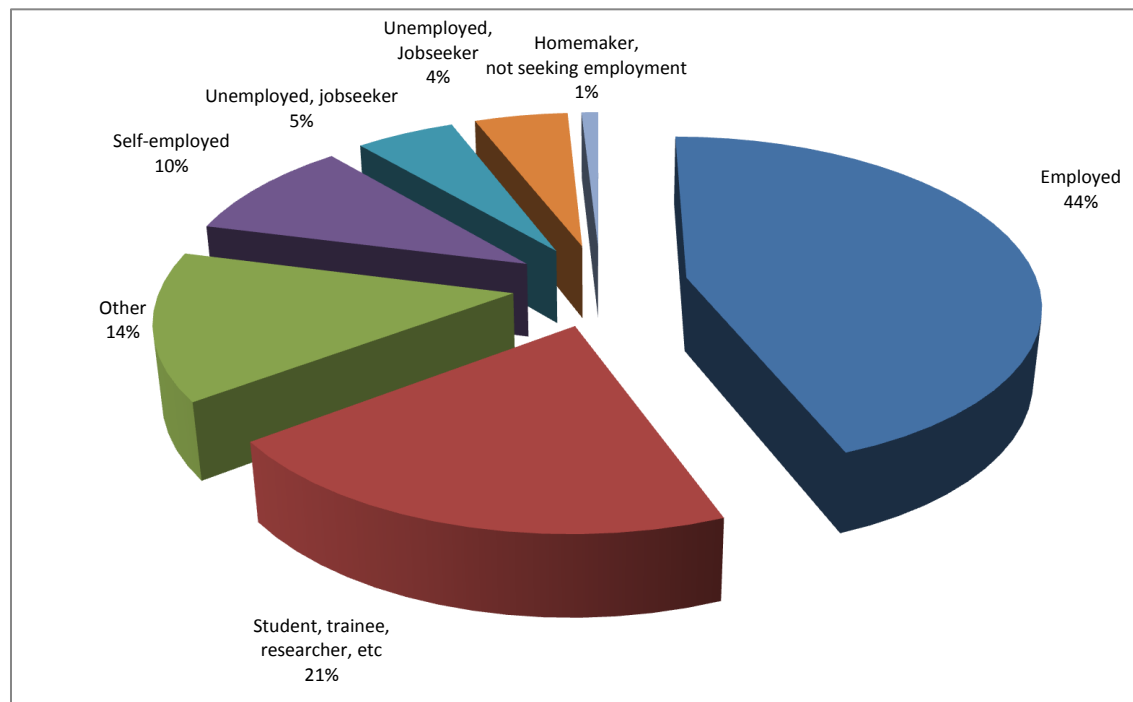
Numbers of enquiries, sorted by total enquiries



Proportion of enquiries, sorted by total enquiries

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,864	17.1%
Student, trainee, researcher, etc	1,809	8.0%
Other	1,240	5.5%
Self-employed	852	3.8%
Unemployed, jobseeker	468	2.1%
Retired	441	1.9%
Homemaker, not seeking employment	79	0.3%
Unknown	13,865	61.3%
Grand Total	22,618	



Excluding "Unknown"

Enquiries by topic

Topic	Enquiries	
EU Institutions	3,208	14.2%
Energy and transport	2,551	11.3%
Europe Direct	2,456	10.9%
FP7 Enquiry Service	1,950	8.6%
Justice Freedom and Security	1,532	6.8%
Employment, social affairs and equal opportunities	1,529	6.8%
Enterprise and industry	1,277	5.6%
EU general and Member States	1,274	5.6%
Consumer / Food safety / Public health	1,115	4.9%
Customs and taxation	787	3.5%
External relations and development	745	3.3%
Internal Market and services	686	3.0%
Education / Training / Youth	657	2.9%
Environment	585	2.6%
Competition	375	1.7%
Agriculture and rural development	246	1.1%
External trade	238	1.1%
Enlargement	232	1.0%
Regional policy	228	1.0%
Export Helpdesk	219	1.0%
Economic and monetary affairs	205	0.9%
Culture	188	0.8%
Information Society and media	175	0.8%
Research and innovation	126	0.6%
Fisheries and maritime affairs	34	0.2%
Grand Total	22,618	

EU Institutions	Enquiries
European Commission	1,676
Personnel	770
European Parliament	309
Council of the European Union	191
Court of Justice	86
Visits	66
Decision-making process	62
European Central Bank	28
Economic and Social Committee	8
Court of Auditors	6
Committee of the Regions	6
Grand Total	3,208

Energy and transport	Enquiries
Transport	2,280
Energy	138
Energy / transport and other related policies	46
Specific document / report / legislation	32
Funding	30
Trans-European Networks	12
Nuclear energy / safety	6
Market liberalisation	4
Security of energy supply / Demand management	3
Grand Total	2,551

Europe Direct	Enquiries
Out of scope	1,202
Request for contact details: all services	432
OPOCE	374
Request for clarification	309
Complaints	73
General (mission / history)	66
Grand Total	2,456

Communication	Enquiries
General publications	346
Europa server	302
Information networks	121
Others	79
Public opinion	18
Grand Total	866

Air transport / Air safety	Enquiries
Air passengers rights	1,954
Others	39
Air security	34
Grand Total	2,027

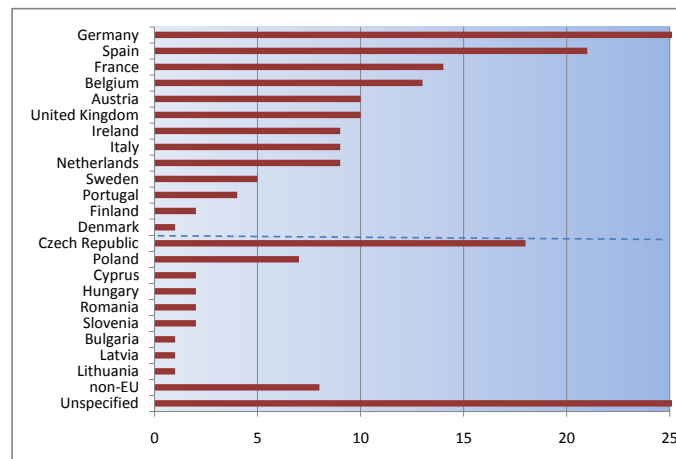
Out of scope	Enquiries
National authorities	784
Issues not related to EU	296
International organisations (non-EU)	113
Bilateral agreements	9
Grand Total	1,202

Hot topics by country

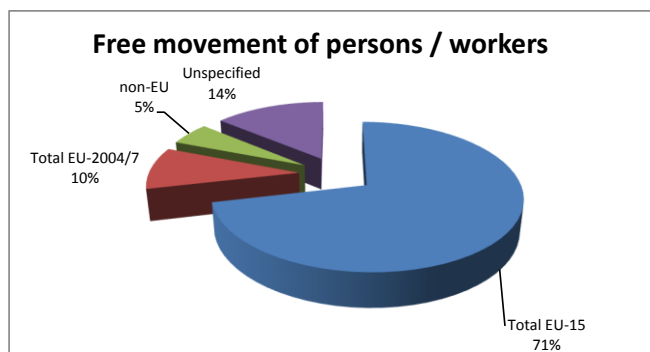
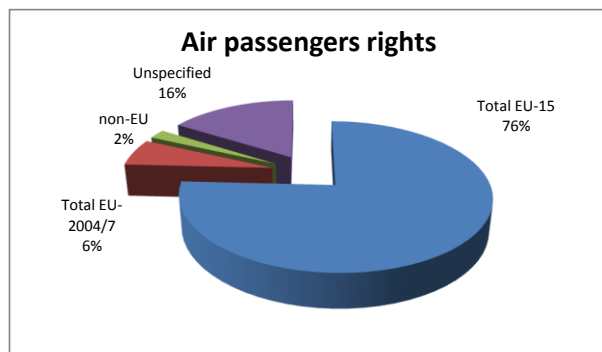
Air passengers rights	Enquiries
Germany	369
Spain	231
United Kingdom	209
France	171
Belgium	117
Italy	87
Netherlands	87
Portugal	51
Greece	41
Ireland	29
Austria	26
Denmark	22
Sweden	18
Finland	17
Luxembourg	6
Total EU-15	1,481
Hungary	33
Poland	21
Cyprus	18
Romania	12
Czech Republic	10
Bulgaria	8
Estonia	7
Lithuania	3
Malta	3
Slovakia	2
Slovenia	1
Total EU-2004/7	118
non-EU	41
Unspecified	314
Grand Total	1,954

Free movement of persons / workers	Enquiries
France	132
Germany	91
Spain	90
United Kingdom	82
Italy	61
Belgium	44
Netherlands	44
Greece	37
Portugal	27
Austria	24
Sweden	13
Denmark	11
Ireland	10
Finland	6
Luxembourg	4
Total EU-15	676
Hungary	15
Bulgaria	13
Poland	13
Romania	11
Cyprus	9
Slovakia	9
Czech Republic	7
Slovenia	5
Estonia	3
Lithuania	3
Latvia	1
Malta	1
Total EU-2004/7	90
non-EU	49
Unspecified	132
Grand Total	947

Treaty reform / IGC / Lisbon Treaty	Enquiries
Germany	26
Spain	21
France	14
Belgium	13
Austria	10
United Kingdom	10
Ireland	9
Italy	9
Netherlands	9
Sweden	5
Portugal	4
Finland	2
Denmark	1
Total EU-15	133
Czech Republic	18
Poland	7
Cyprus	2
Hungary	2
Romania	2
Slovenia	2
Bulgaria	1
Latvia	1
Lithuania	1
Total EU-2004/7	36
non-EU	8
Unspecified	61
Grand Total	238



Treaty reform/IGC/Lisbon Treaty



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

Month	2006				
	Calls	Emails	Chat	Post/Fax	TOTAL
January	4,696	4,205	754		9,655
February	4,505	4,114	748		9,367
March	5,016	4,341	833	1	10,191
April	3,643	3,780	553	1	7,977
May	4,476	4,058	670		9,204
June	3,860	3,210	487		7,557
July	3,738	3,085	456		7,279
August	3,666	3,038	455		7,159
September	3,728	3,569	466		7,763
October	3,910	3,746	581		8,237
November	4,143	4,179	579	9	8,910
December	2,745	3,362	376	7	6,490
TOTAL	48,126	44,687	6,958	18	99,789

Month	2007			
	Calls	Emails	Chat	TOTAL
January	5,034	5,617	500	11,151
February	4,432	5,191	595	10,218
March	4,759	5,880	636	11,275
April	4,092	5,426	516	10,034
May	4,224	5,008	469	9,701
June	4,114	4,066	462	8,642
July	4,390	4,376	426	9,192
August	3,942	4,042	377	8,361
September	3,814	4,050	390	8,254
October	4,610	4,639	527	9,776
November	4,136	4,688	522	9,346
December	2,631	3,396	314	6,341
TOTAL	50,178	56,379	5,734	112,291

Month	2008			
	Calls	Emails	Chat	TOTAL
January	4,355	4,604	504	9,463
February	3,893	4,416	387	8,696
March	2,989	3,213	236	6,438
April	4,874	3,538	0	8,412
May	4,084	3,388	0	7,472
June	3,974	3,710	0	7,684
July	3,913	3,850	195	7,958
August	3,177	3,305	160	6,642
September	3,766	3,978	187	7,931
October	3,971	4,059	357	8,387
November	3,535	3,999	331	7,865
December	2,799	3,310	257	6,366
TOTAL	45,330	45,370	2,614	93,314

