



# EUROPE DIRECT Contact Centre

## EDCC annual activity report 2008

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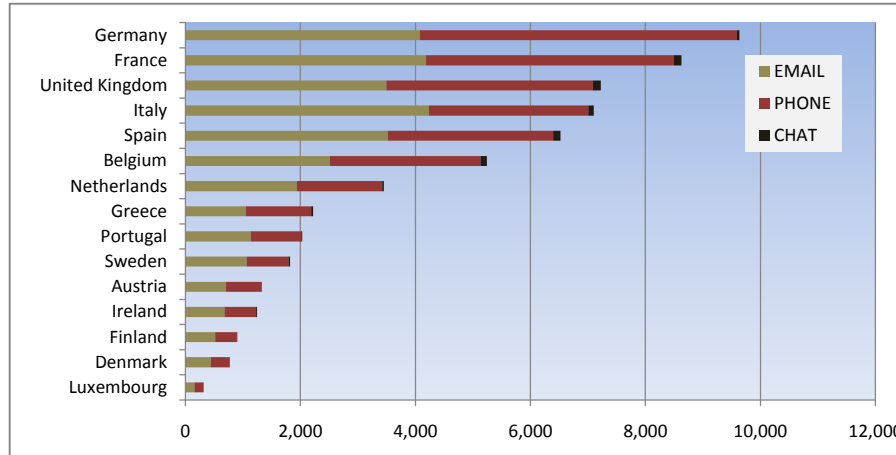
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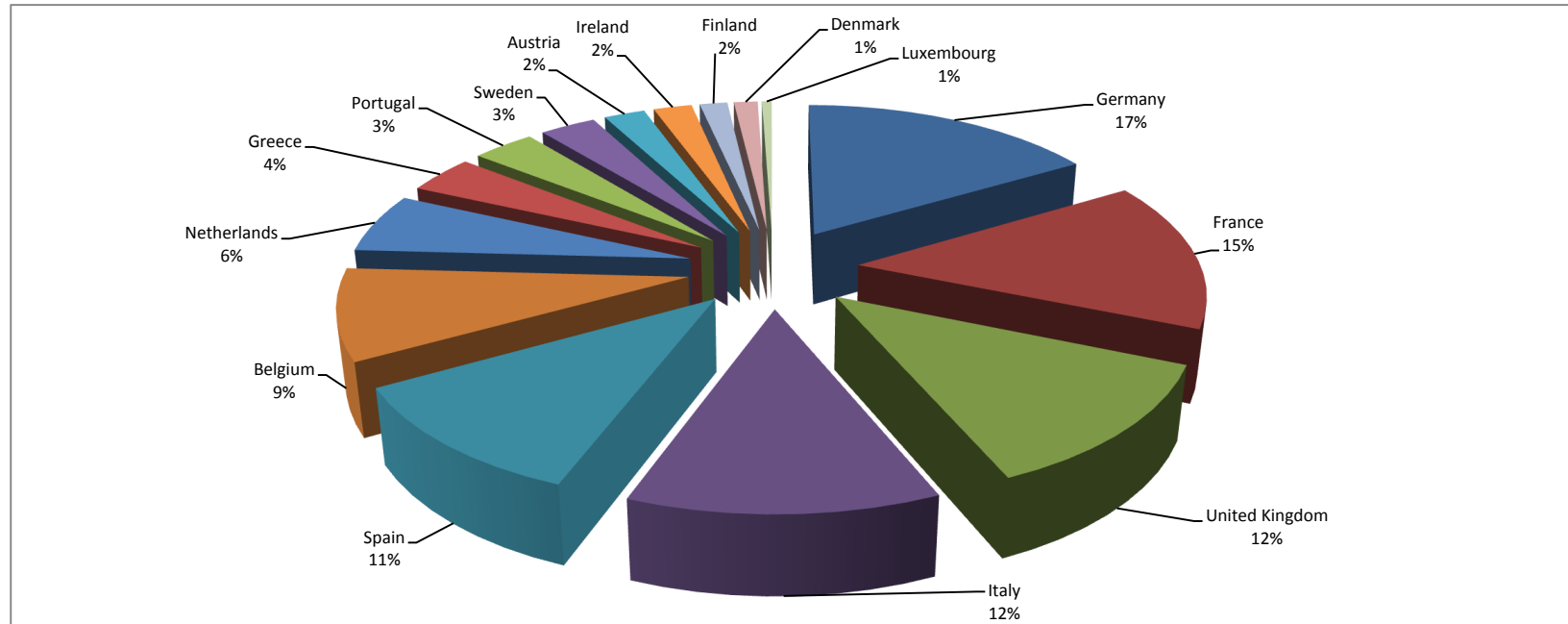
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Created by: Raphaël Mathieu  
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### Enquiries by country and channel (EU-15)

Country	CHAT	EMAIL	PHONE	TOTAL
Germany	48	4,080	5,509	9,637
France	131	4,188	4,308	8,627
United Kingdom	136	3,497	3,590	7,223
Italy	92	4,235	2,773	7,100
Spain	127	3,522	2,874	6,523
Belgium	108	2,510	2,624	5,242
Netherlands	30	1,936	1,487	3,453
Greece	38	1,052	1,133	2,223
Portugal	17	1,135	880	2,032
Sweden	31	1,065	725	1,821
Austria	6	706	621	1,333
Ireland	21	681	547	1,249
Finland	4	520	378	902
Denmark	10	438	328	776
Luxembourg	6	154	158	318
<b>Total EU-15</b>	<b>805</b>	<b>29,719</b>	<b>27,935</b>	<b>58,459</b>



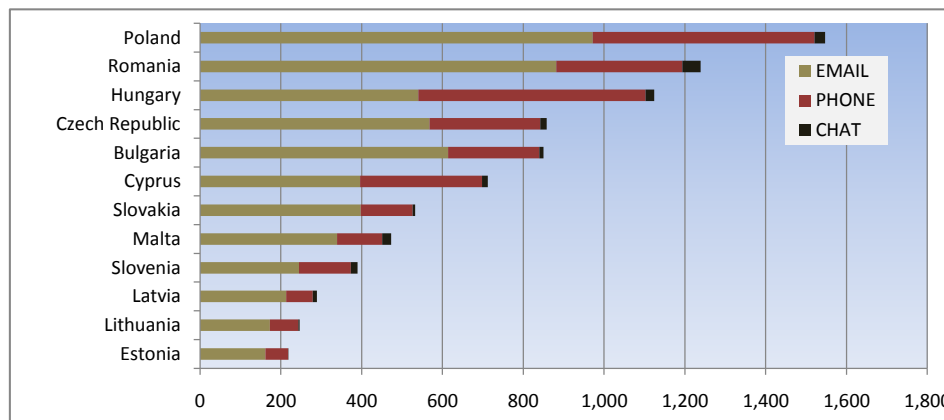
Numbers of enquiries, sorted by total enquiries



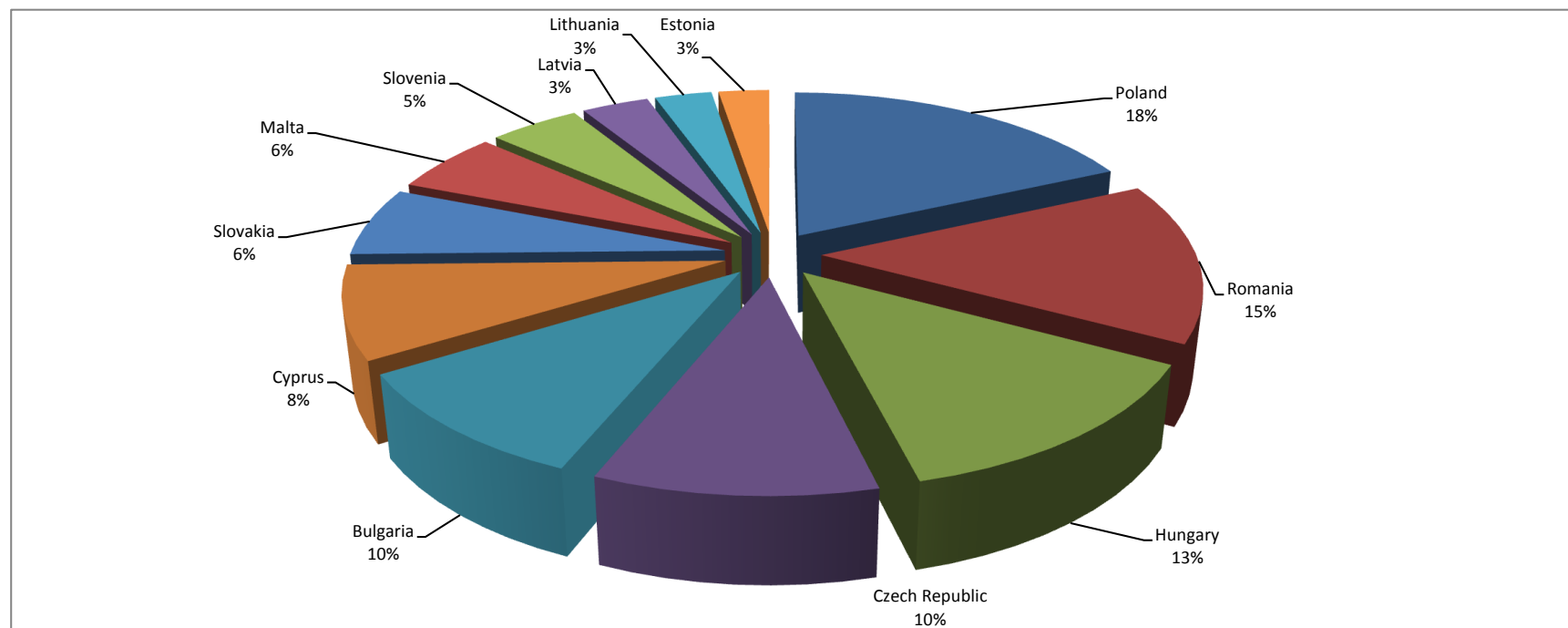
Enquiries by EU-15

### Enquiries by country and channel (EU-2004/7)

Country	CHAT	EMAIL	PHONE	TOTAL
Poland	26	972	549	1,547
Romania	45	882	312	1,239
Hungary	21	540	563	1,124
Czech Republic	16	568	274	858
Bulgaria	10	614	226	850
Cyprus	14	396	302	712
Slovakia	6	398	128	532
Malta	22	339	112	473
Slovenia	17	245	128	390
Latvia	10	213	66	289
Lithuania	3	173	70	246
Estonia	1	162	56	219
<b>Total EU-2004/7</b>	<b>191</b>	<b>5,502</b>	<b>2,786</b>	<b>8,479</b>



Numbers of enquiries, sorted by total enquiries

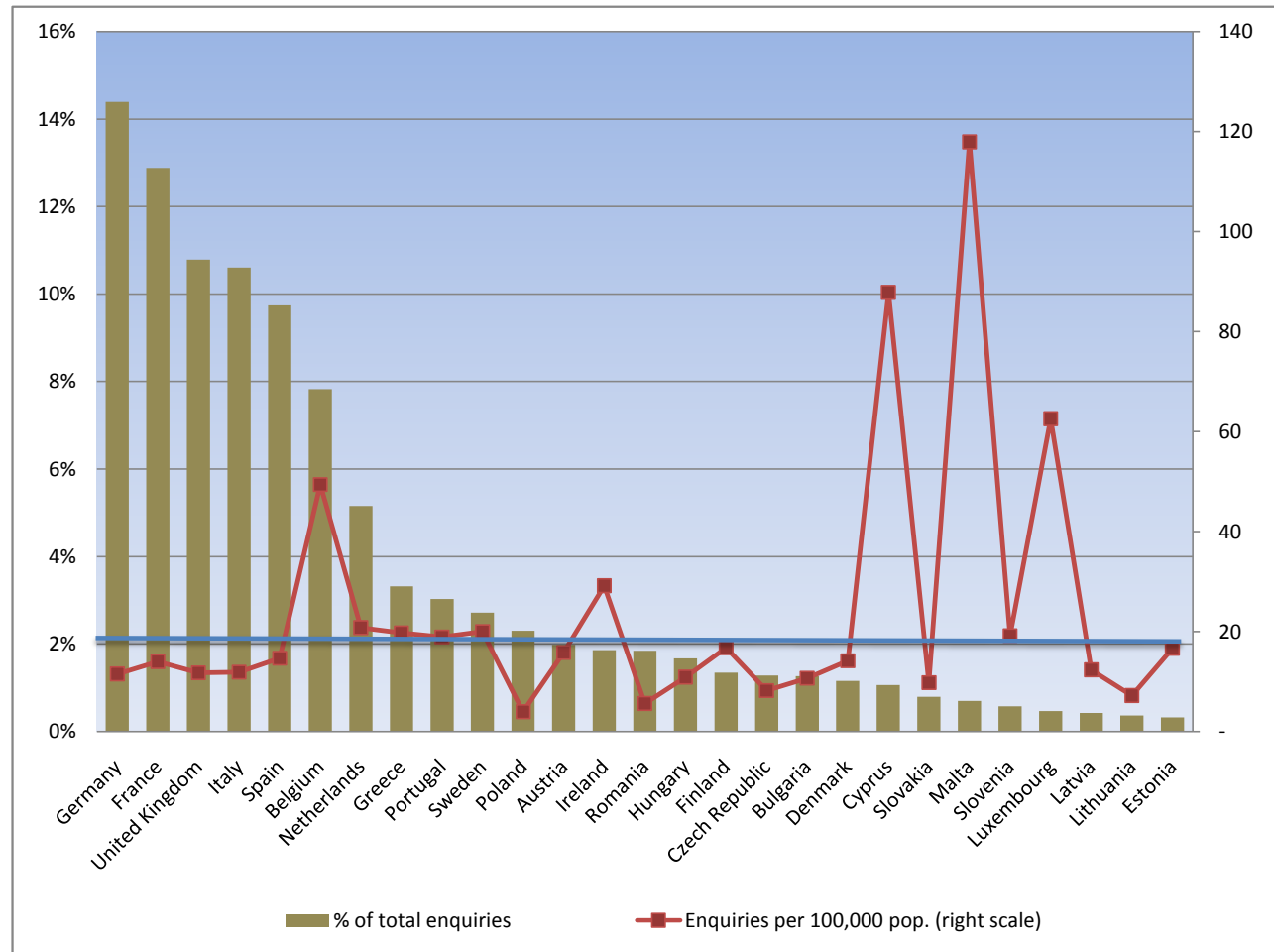


Enquiries by EU-2004/7

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

Country	Grand Total	
Germany	9,637	14.4%
France	8,627	12.9%
United Kingdom	7,223	10.8%
Italy	7,100	10.6%
Spain	6,523	9.7%
Belgium	5,242	7.8%
Netherlands	3,453	5.2%
Greece	2,223	3.3%
Portugal	2,032	3.0%
Sweden	1,821	2.7%
Poland	1,547	2.3%
Austria	1,333	2.0%
Ireland	1,249	1.9%
Romania	1,239	1.9%
Hungary	1,124	1.7%
Finland	902	1.3%
Czech Republic	858	1.3%
Bulgaria	850	1.3%
Denmark	776	1.2%
Cyprus	712	1.1%
Slovakia	532	0.8%
Malta	473	0.7%
Slovenia	390	0.6%
Luxembourg	318	0.5%
Latvia	289	0.4%
Lithuania	246	0.4%
Estonia	219	0.3%
<b>Total<sup>1</sup></b>	<b>66,938</b>	

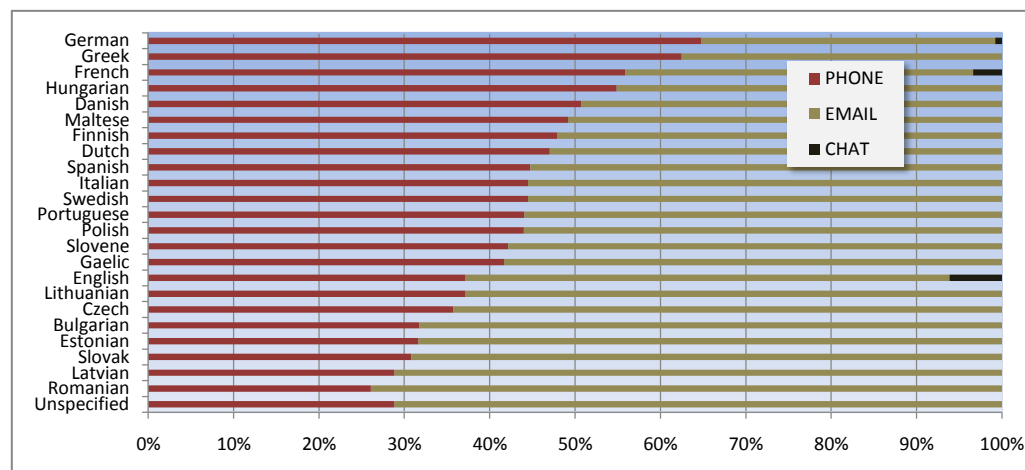
<sup>1</sup> Excluding 'non-eu' and 'Unspecified'



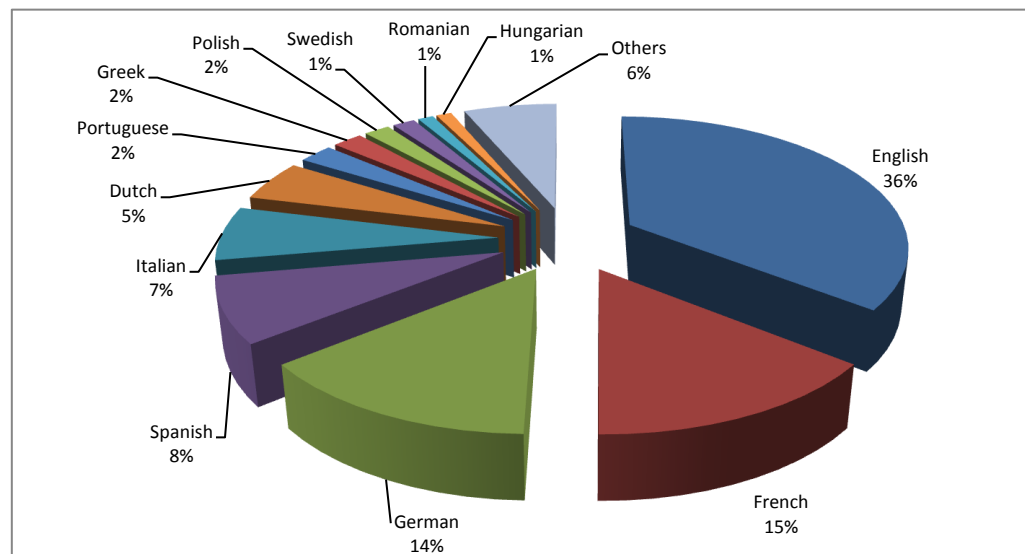
The blue line represents the EU average for enquiries per 100,000 population. For example Germany is below this average and Belgium above.

## Enquiries by language and channel

Language	CHAT	EMAIL	PHONE	TOTAL	
English	2,046	19,140	12,262	33,448	35.9%
French	460	5,658	7,642	13,760	14.8%
German	103	4,545	8,500	13,148	14.1%
Spanish	-	4,150	3,329	7,479	8.0%
Italian	-	3,423	2,756	6,179	6.6%
Dutch	-	2,477	2,200	4,677	5.0%
Portuguese	-	1,242	974	2,216	2.4%
Greek	-	719	1,200	1,919	2.1%
Polish	-	920	723	1,643	1.8%
Swedish	-	798	640	1,438	1.5%
Romanian	-	729	262	991	1.1%
Hungarian	-	448	540	988	1.1%
Danish	-	321	327	648	0.7%
Finnish	-	335	306	641	0.7%
Bulgarian	-	436	197	633	0.7%
Czech	-	407	223	630	0.7%
Slovak	-	368	162	530	0.6%
Slovene	-	157	114	271	0.3%
Latvian	-	136	54	190	0.2%
Lithuanian	-	104	61	165	0.2%
Estonian	-	83	42	125	0.1%
Maltese	-	61	59	120	0.1%
Gaelic	-	14	10	24	0.0%
Unspecified	-	912	367	1,279	1.4%
<b>Grand Total</b>	<b>2,609</b>	<b>47,583</b>	<b>42,950</b>	<b>93,142</b>	



Proportion of enquiries, sorted by proportion of phone enquiries



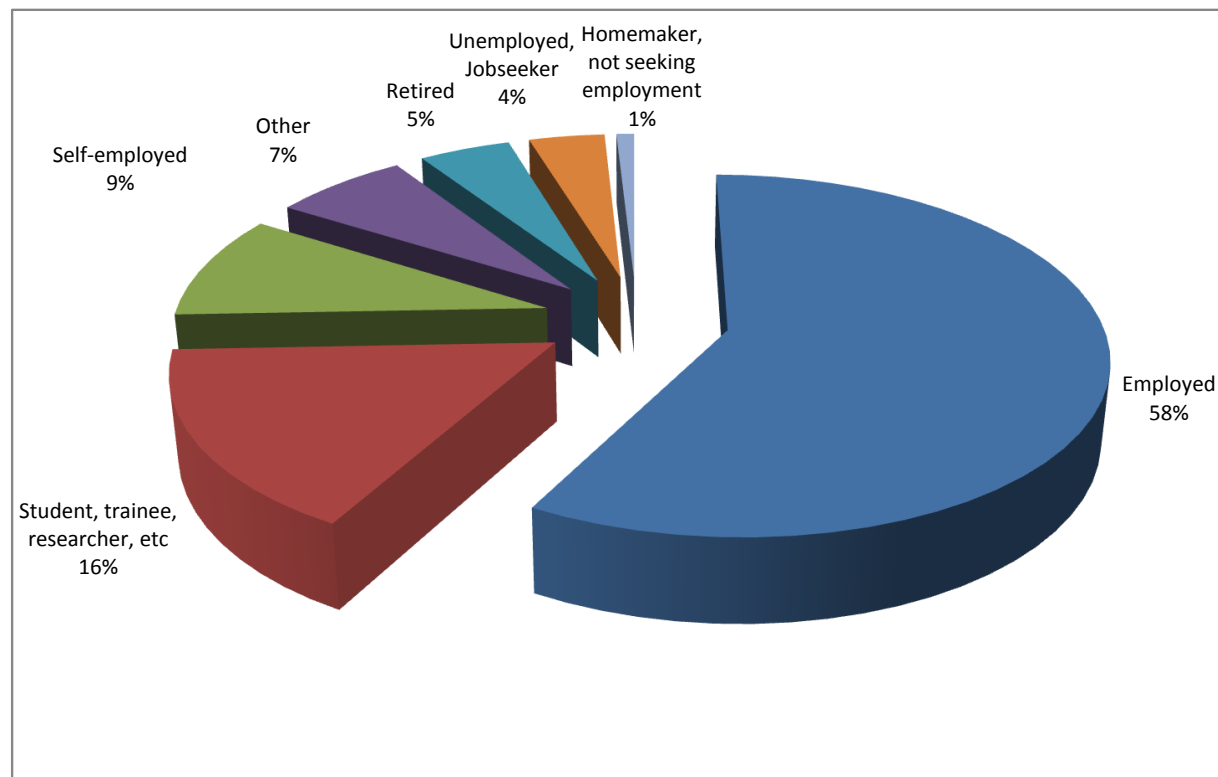
Enquiries per language

Danish, Finnish, Bulgarian, Czech, Slovak, Slovene, Latvian, Lithuanian, Estonian, Maltese and Gaelic 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 economic category, if known

Economic category	Total	
Employed	23,818	25.6%
Student, trainee, researcher, etc	6,706	7.2%
Self-employed	3,884	4.2%
Other	2,787	3.0%
Retired	1,893	2.0%
Unemployed, jobseeker	1,570	1.7%
Homemaker, not seeking employment	368	0.4%
Unknown <sup>1</sup>	52,116	56.0%
<b>Grand Total</b>	<b>93,142</b>	

<sup>1</sup> Includes 'Other' until April 2008



Excluding "Unknown"

## Enquiries by first level topic, per month

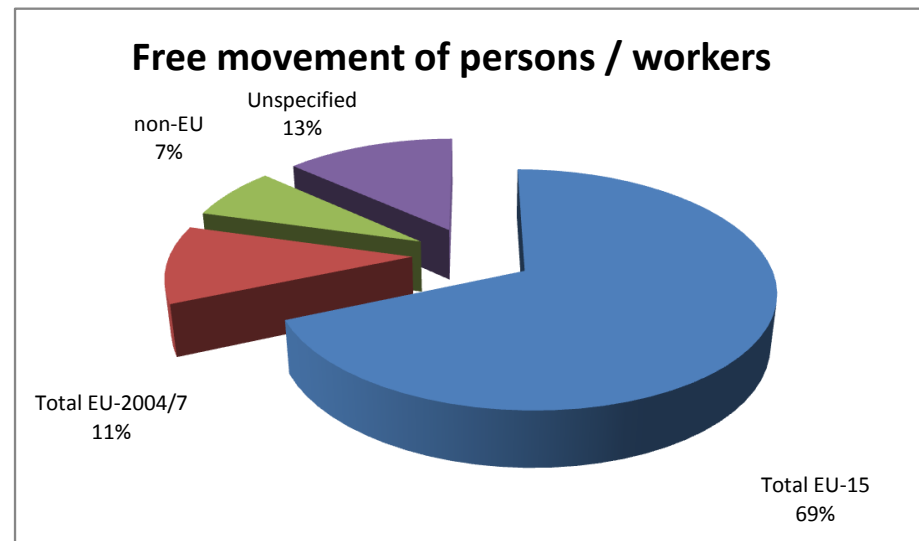
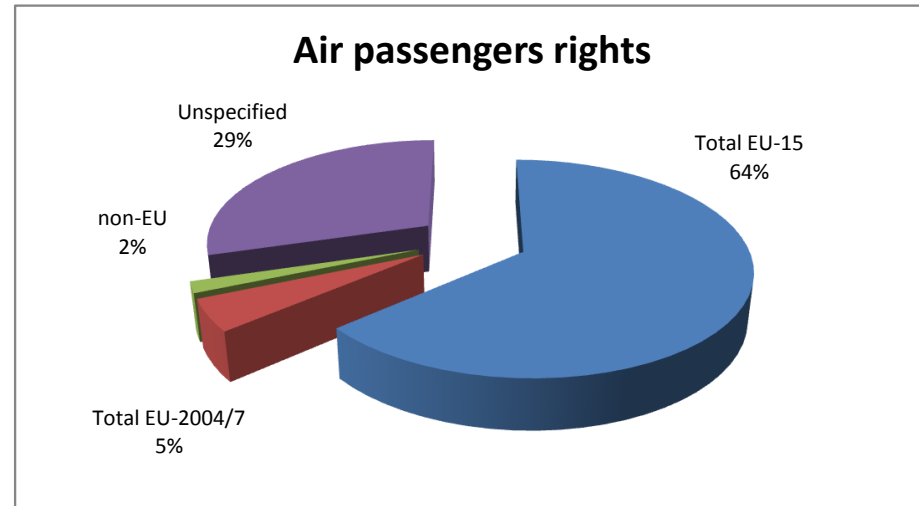
Topic	January	February	March	April	May	June	July	August	September	October	November	December	Total	
EU Institutions	1285	1091	712	1,022	866	868	838	646	991	1207	1085	916	11,527	12%
Energy and transport (including Air passengers rights)	1153	995	795	909	829	847	1018	1055	996	841	903	807	11,148	12%
Employment, social affairs and equal opportunities	692	570	422	484	474	431	520	471	591	639	519	371	6,184	7%
Justice Freedom and Security	278	615	397	554	563	595	591	485	535	582	507	443	6,145	7%
EU general and Member States	663	545	423	701	509	616	431	367	404	465	459	350	5,933	6%
Enterprise and industry	590	576	367	481	403	402	483	355	429	463	468	346	5,363	6%
Consumer / Food safety / Public health	491	457	290	395	413	450	464	368	417	402	393	320	4,860	5%
External relations and development	356	298	205	264	268	222	257	263	288	265	281	199	3,166	3%
Education / Training / Youth	343	293	201	313	266	231	263	200	299	268	232	157	3,066	3%
Customs and taxation	219	255	215	264	216	198	210	151	184	284	250	253	2,699	3%
<b>Total</b>	<b>6,070</b>	<b>5,695</b>	<b>4,027</b>	<b>5,387</b>	<b>4,807</b>	<b>4,860</b>	<b>5,075</b>	<b>4,361</b>	<b>5,134</b>	<b>5,416</b>	<b>5,097</b>	<b>4,162</b>	<b>60,091</b>	

Topic	January	February	March	April	May	June	July	August	September	October	November	December	Total	
Other specific policies including Competition, External trade, Enlargement, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Internal Market and services and Environment	1510	1305	1079	1259	1194	1149	1090	870	1126	1247	1192	879	13900	15%
Research enquiry service	532	576	418	492	426	647	739	580	649	680	670	600	7009	8%
Export Helpdesk	88	81	53	44	87	93	88	61	78	81	81	57	892	1%
Practicalities (Including complaints, OPOCE, mission, history, issues not related to the EU, bilateral agreements, national authorities, request for contact details and request for clarification)	1263	1039	745	1230	958	935	910	770	944	963	825	668	11250	12%
<b>Grand Total</b>	<b>9,463</b>	<b>8,696</b>	<b>6,322</b>	<b>8,412</b>	<b>7,472</b>	<b>7,684</b>	<b>7,902</b>	<b>6,642</b>	<b>7,931</b>	<b>8,387</b>	<b>7,865</b>	<b>6,366</b>	<b>93,142</b>	

## Hot topics by country

Air passengers rights	Enquiries
Germany	1,090
Spain	869
United Kingdom	846
France	663
Italy	458
Netherlands	315
Belgium	294
Greece	185
Portugal	145
Ireland	100
Sweden	92
Austria	78
Finland	78
Denmark	77
Luxembourg	32
<b>Total EU-15</b>	<b>5,322</b>
Hungary	102
Poland	82
Cyprus	46
Czech Republic	39
Romania	36
Bulgaria	27
Malta	27
Estonia	20
Lithuania	7
Slovakia	7
Latvia	4
Slovenia	4
<b>Total EU-2004/7</b>	<b>401</b>
non-EU	143
Unspecified	2,469
<b>Grand Total</b>	<b>8,335</b>

Free movement of persons / workers	Enquiries
France	785
Germany	677
United Kingdom	560
Spain	538
Italy	484
Belgium	254
Netherlands	234
Greece	189
Portugal	186
Sweden	112
Austria	104
Ireland	72
Finland	55
Denmark	40
Luxembourg	22
<b>Total EU-15</b>	<b>4,312</b>
Hungary	127
Poland	111
Bulgaria	92
Romania	85
Czech Republic	62
Cyprus	47
Slovakia	47
Malta	31
Latvia	27
Slovenia	18
Estonia	16
Lithuania	16
<b>Total EU-2004/7</b>	<b>679</b>
non-EU	460
Unspecified	837
<b>Grand Total</b>	<b>6,288</b>



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

Month	2006			
	Calls	Emails <sup>1</sup>	Chat	TOTAL
January	4,696	4,205	754	9,655
February	4,505	4,114	748	9,367
March	5,016	4,342	833	10,191
April	3,643	3,781	553	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	4,188	579	8,910
December	2,745	3,369	376	6,490
<b>TOTAL</b>	<b>48,126</b>	<b>44,705</b>	<b>6,958</b>	<b>99,789</b>

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
<b>TOTAL</b>	<b>50,178</b>	<b>56,379</b>	<b>5,734</b>	<b>112,291</b>

Month	2008			
	Calls	Emails	Chat	TOTAL
January	4,355	4,604	504	9,463
February	3,893	4,416	387	8,696
March	2,743	3,343	236	6,322
April	3,538	4,874	0	8,412
May	3,832	3,640	0	7,472
June	3,710	3,974	0	7,684
July	4,029	3,678	195	7,902
August	3,177	3,305	160	6,642
September	3,766	3,978	187	7,931
October	3,598	4,437	352	8,387
November	3,510	4,024	331	7,865
December	2,799	3,310	257	6,366
<b>TOTAL</b>	<b>42,950</b>	<b>47,583</b>	<b>2,609</b>	<b>93,142</b>

<sup>1</sup> Including 18 Post/Fax

