



# EUROPE DIRECT Contact Centre

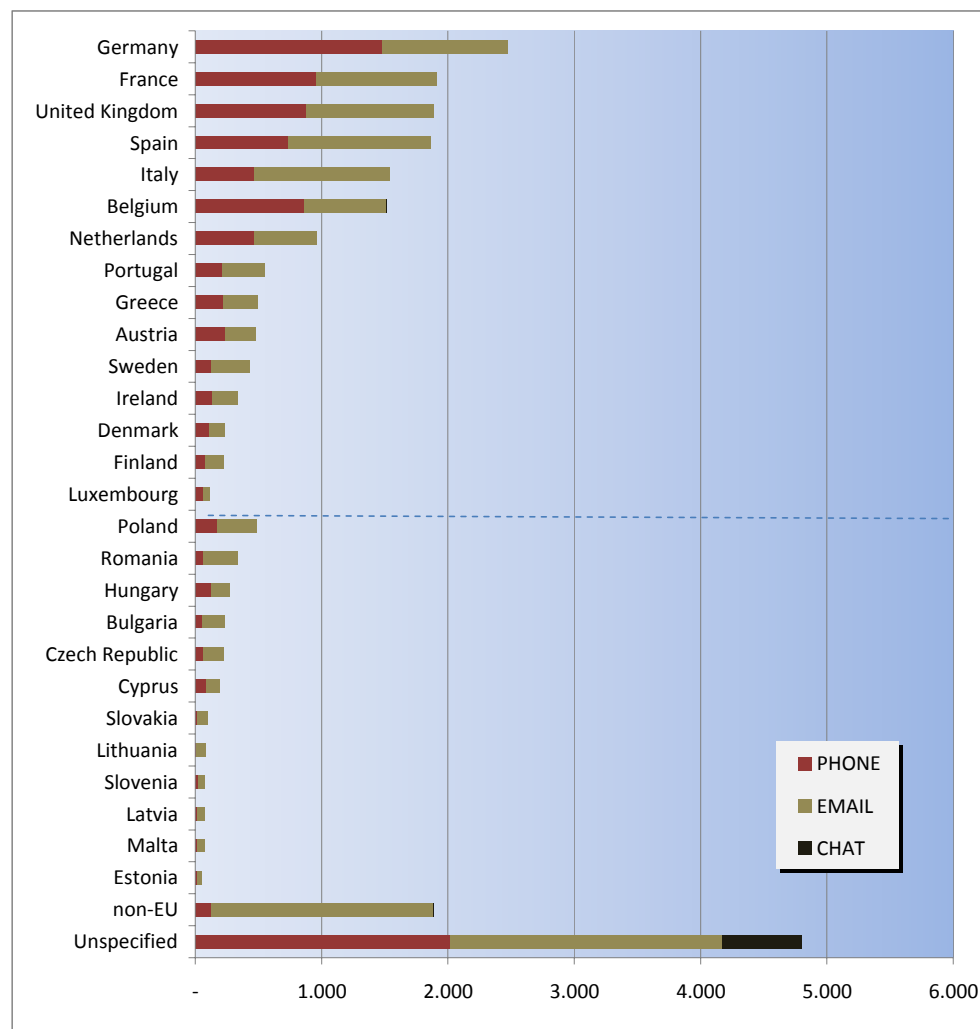
Quarterly report for October-December 2009

## CONTENTS

	<i>page</i>
Enquiries by country and channel	2
Enquiries by language and channel	3
Enquiries by economic category	4
Enquiries by topic	5
Hot topics by country	6
Trends in the volumes of EDCC enquiries - year to year comparison	7

## Enquiries by country and channel

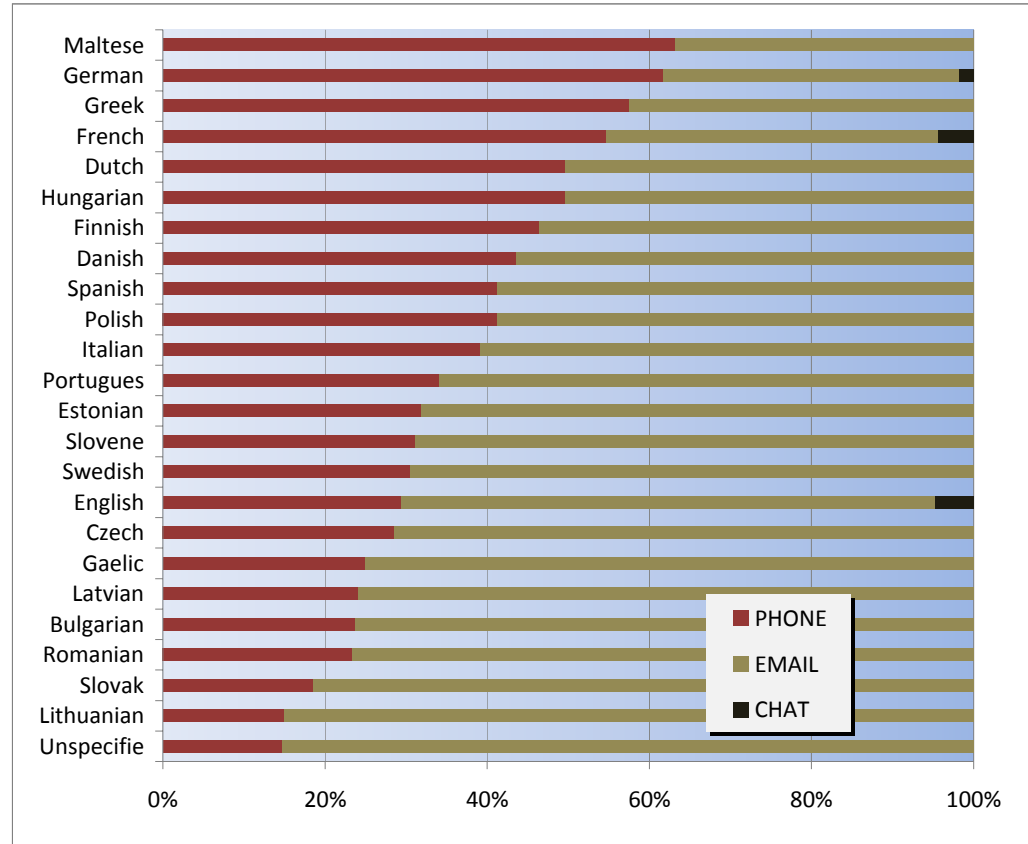
Country	CHAT	EMAIL	PHONE	TOTAL	
Germany	-	996	1.478	2.474	
France	-	955	959	1.914	
United Kingdom	-	1.011	874	1.885	
Spain	-	1.126	738	1.864	
Italy	-	1.071	466	1.537	
Belgium	1	658	858	1.517	
Netherlands	-	495	469	964	
Portugal	-	341	210	551	
Greece	1	272	219	492	
Austria	-	244	232	476	
Sweden	-	302	125	427	
Ireland	-	201	132	333	
Denmark	-	124	109	233	
Finland	-	145	81	226	
Luxembourg	-	51	61	112	
<b>TOTAL EU-15</b>	<b>2</b>	<b>7.992</b>	<b>7.011</b>	<b>15.005</b>	<b>62,8%</b>
Poland	-	309	176	485	
Romania	-	271	61	332	
Hungary	-	149	128	277	
Bulgaria	-	181	53	234	
Czech Republic	1	165	65	231	
Cyprus	-	109	87	196	
Slovakia	-	85	18	103	
Lithuania	-	72	8	80	
Slovenia	1	47	29	77	
Latvia	-	58	14	72	
Malta	-	55	15	70	
Estonia	-	37	16	53	
<b>Total EU-12</b>	<b>2</b>	<b>1.538</b>	<b>670</b>	<b>2.210</b>	<b>9,2%</b>
non-EU	2	1.756	127	1.885	<b>7,9%</b>
Unspecified	627	2.156	2.017	4.800	<b>20,1%</b>
<b>Grand Total</b>	<b>633</b>	<b>13.442</b>	<b>9.825</b>	<b>23.900</b>	
	2,6%	56,2%	41,1%		
<b>Obsolete</b>	<b>191</b>	<b>2.805</b>	<b>1.544</b>	<b>4.540</b>	<b>16,0%</b>



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

## Enquiries by language and channel

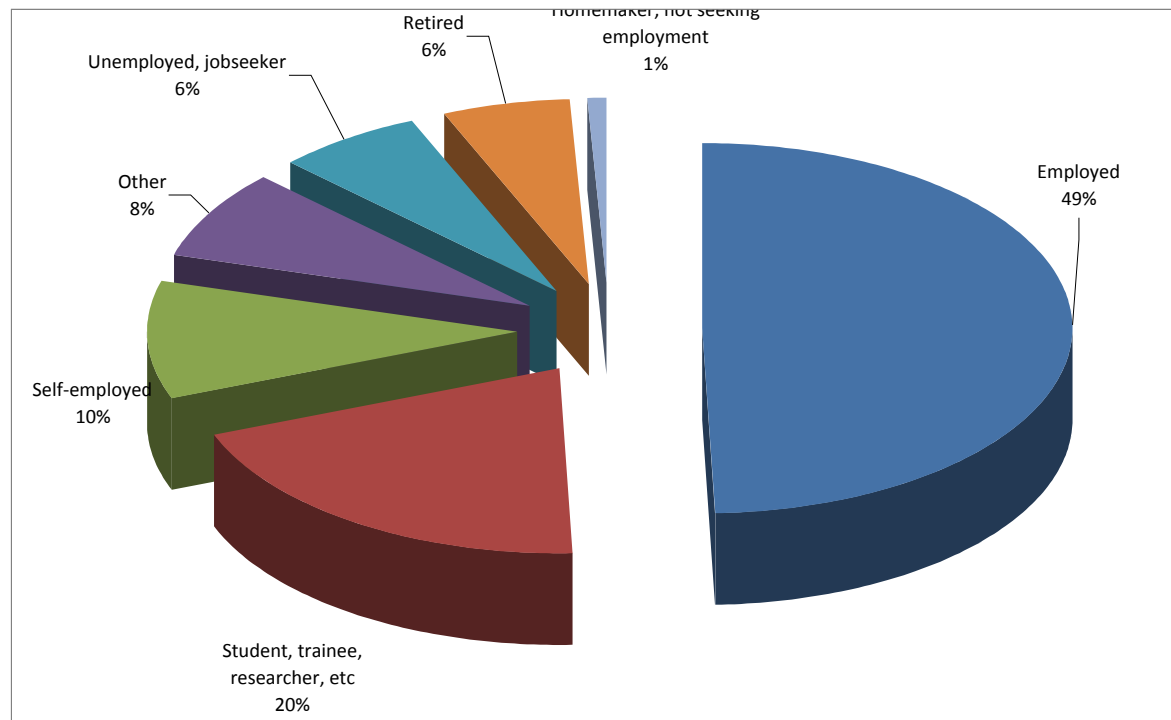
Language	CHAT	EMAIL	PHONE	TOTAL	
English	420	5.866	2.614	8.900	37,2%
French	154	1.424	1.902	3.480	14,6%
German	59	1.204	2.033	3.296	13,8%
Spanish	-	1.273	893	2.166	9,1%
Italian	-	781	503	1.284	5,4%
Dutch	-	580	571	1.151	4,8%
Portuguese	-	389	201	590	2,5%
Polish	-	270	189	459	1,9%
Greek	-	186	252	438	1,8%
Swedish	-	262	115	377	1,6%
Romanian	-	191	58	249	1,0%
Hungarian	-	123	121	244	1,0%
Czech	-	140	56	196	0,8%
Finnish	-	104	90	194	0,8%
Bulgarian	-	129	40	169	0,7%
Danish	-	88	68	156	0,7%
Slovak	-	66	15	81	0,3%
Slovene	-	51	23	74	0,3%
Lithuanian	-	57	10	67	0,3%
Latvian	-	44	14	58	0,2%
Estonian	-	30	14	44	0,2%
Maltese	-	7	12	19	0,1%
Gaelic	-	3	1	4	0,0%
Unspecified	-	174	30	204	0,9%
<b>Grand Total</b>	<b>633</b>	<b>13.442</b>	<b>9.825</b>	<b>23.900</b>	



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

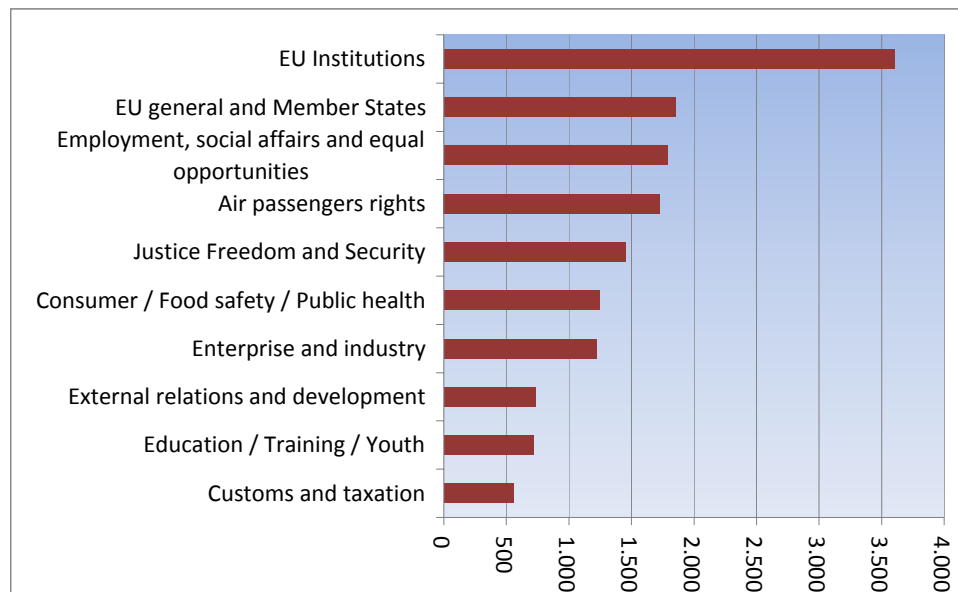
Economic category	Enquiries	
Employed	5.449	22,8%
Student, trainee, researcher, etc	2.194	9,2%
Self-employed	1.130	4,7%
Other	843	3,5%
Unemployed, jobseeker	710	3,0%
Retired	610	2,6%
Homemaker, not seeking employment	99	0,4%
Unknown	12.865	53,8%
<b>Grand Total</b>	<b>23.900</b>	



Excluding "Unknown"

## Enquiries by topic

Topic	Enquiries
EU Institutions	3.597
EU general and Member States	1.847
Employment, social affairs and equal opportunities	1.783
Air passengers rights	1.726
Justice Freedom and Security	1.451
Consumer / Food safety / Public health	1.241
Enterprise and industry	1.215
External relations and development	732
Education / Training / Youth	714
Customs and taxation	556
<b>Total</b>	<b>14.862</b>



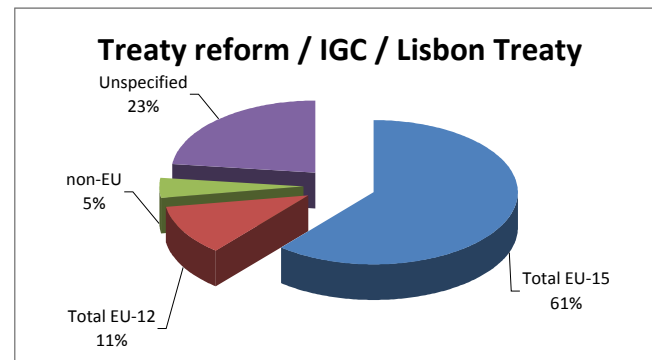
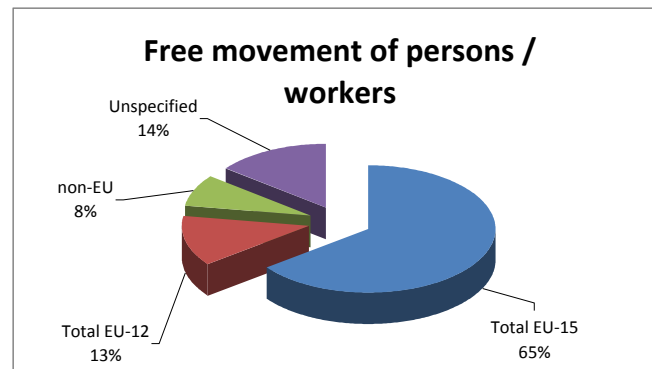
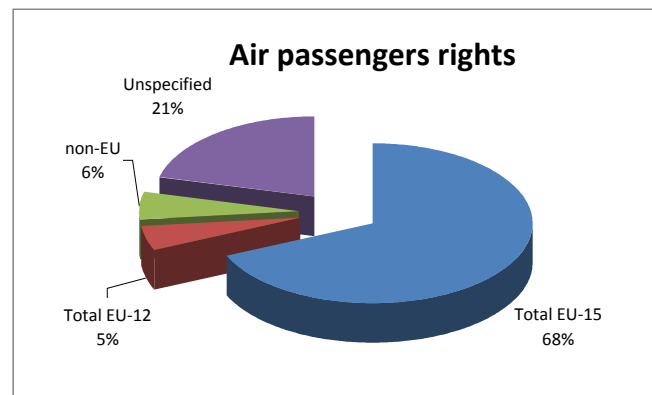
Topic	Enquiries
Other specific policies including Competition, External trade, Enlargement, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Internal Market and services and Environment	4.330
EIT	119
Research enquiry service	2.003
Export Helpdesk	169
Practicalities (Including complaints, OPOCE, mission, history, issues not related to the EU, bilateral agreements, national authorities, request for contact details and request for clarification)	2.417
<b>Grand Total</b>	<b>23.900</b>

## Hot topics by country

Air passengers rights	Enquiries
Spain	268
Germany	233
United Kingdom	139
France	136
Italy	92
Netherlands	79
Belgium	66
Portugal	44
Austria	28
Finland	25
Greece	22
Ireland	14
Denmark	12
Sweden	11
Luxembourg	9
<b>Total EU-15</b>	<b>1.178</b>
Hungary	17
Romania	16
Cyprus	12
Bulgaria	9
Czech Republic	7
Estonia	7
Poland	7
Malta	5
Latvia	3
Slovakia	3
Slovenia	2
<b>Total EU-12</b>	<b>88</b>
non-EU	97
Unspecified	363
<b>Grand Total</b>	<b>1.726</b>

Free movement of persons / workers	Enquiries
Spain	153
Germany	119
United Kingdom	114
France	99
Italy	82
Belgium	49
Netherlands	45
Greece	40
Portugal	26
Ireland	23
Austria	22
Sweden	20
Finland	10
Denmark	9
Luxembourg	2
<b>Total EU-15</b>	<b>813</b>
Bulgaria	32
Romania	30
Cyprus	22
Poland	20
Czech Republic	12
Hungary	11
Latvia	11
Slovakia	8
Lithuania	7
Estonia	4
Slovenia	2
Malta	1
<b>Total EU-12</b>	<b>159</b>
non-EU	102
Unspecified	182
<b>Grand Total</b>	<b>1.256</b>

Treaty reform / IGC / Lisbon Treaty	Enquiries
Germany	91
Spain	85
United Kingdom	74
Belgium	56
France	46
Italy	37
Netherlands	37
Ireland	29
Austria	17
Sweden	16
Portugal	11
Finland	9
Denmark	5
Greece	5
Luxembourg	4
<b>Total EU-15</b>	<b>522</b>
Poland	29
Czech Republic	13
Romania	12
Cyprus	9
Hungary	9
Bulgaria	6
Lithuania	6
Latvia	4
Estonia	3
Slovakia	3
Slovenia	2
Malta	1
<b>Total EU-12</b>	<b>97</b>
non-EU	40
Unspecified	196
<b>Grand Total</b>	<b>855</b>



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

Month	2007			
	Calls	Emails	Chat	TOTAL
January-March	14.225	16.688	1.731	<b>32.644</b>
April-June	12.430	14.500	1.447	<b>28.377</b>
July-September	12.146	12.468	1.193	<b>25.807</b>
October-December	11.377	12.723	1.363	<b>25.463</b>
<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-March	11.237	12.233	1.127	<b>24.597</b>
April-June	12.932	10.636	0	<b>23.568</b>
July-September	10.856	11.133	542	<b>22.531</b>
October-December	10.305	11.368	945	<b>22.618</b>
<b>TOTAL</b>	<b>45.330</b>	<b>45.370</b>	<b>2.614</b>	<b>93.314</b>

Month	2009			
	Calls	Emails	Chat	TOTAL
January-March	11.997	13.446	1.004	<b>26.447</b>
April-June	11.367	13.146	913	<b>25.426</b>
July-September	10.911	11.704	693	<b>23.308</b>
October-December	9.825	13.442	633	<b>23.900</b>
<b>TOTAL</b>	<b>44.100</b>	<b>51.738</b>	<b>3.243</b>	<b>99.081</b>

