



# EUROPE DIRECT Contact Centre

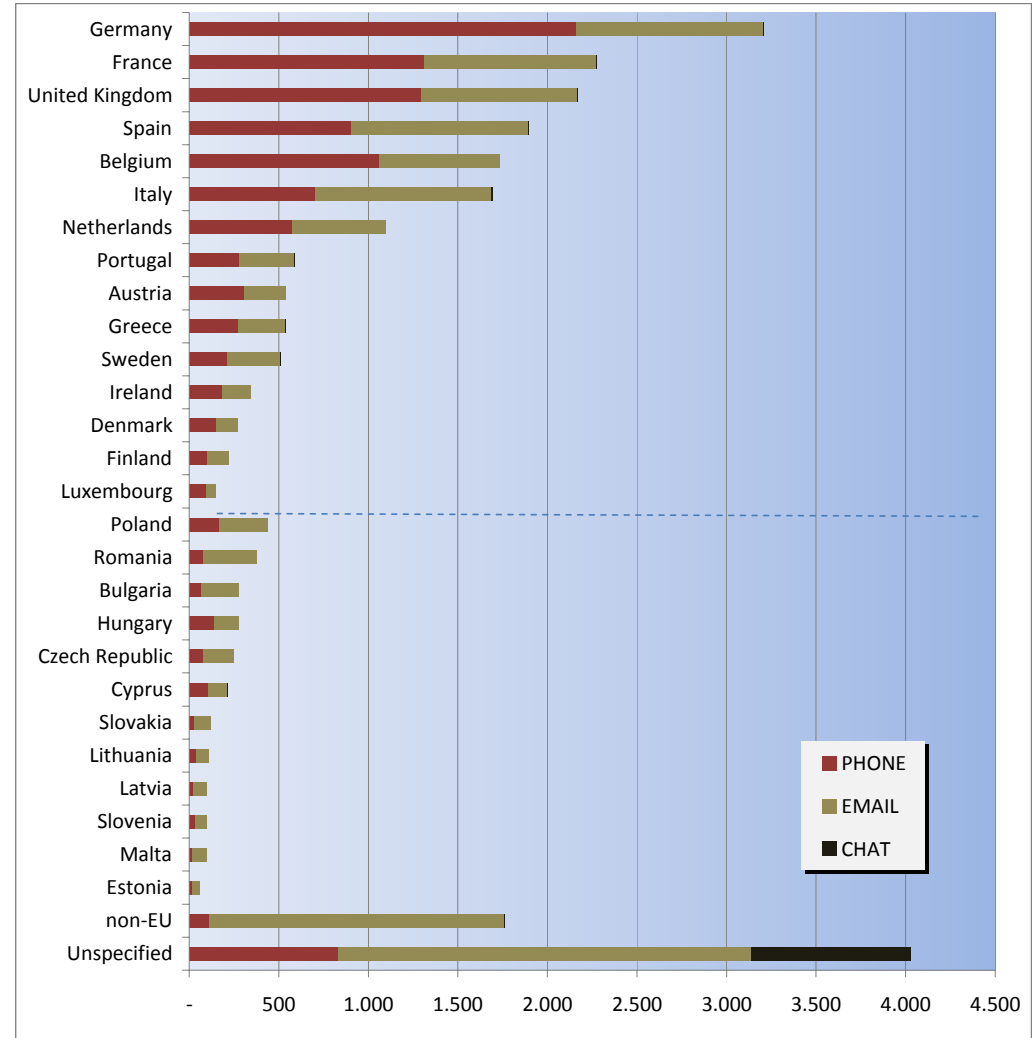
Quarterly report for April-June 2009

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## Enquiries by country and channel

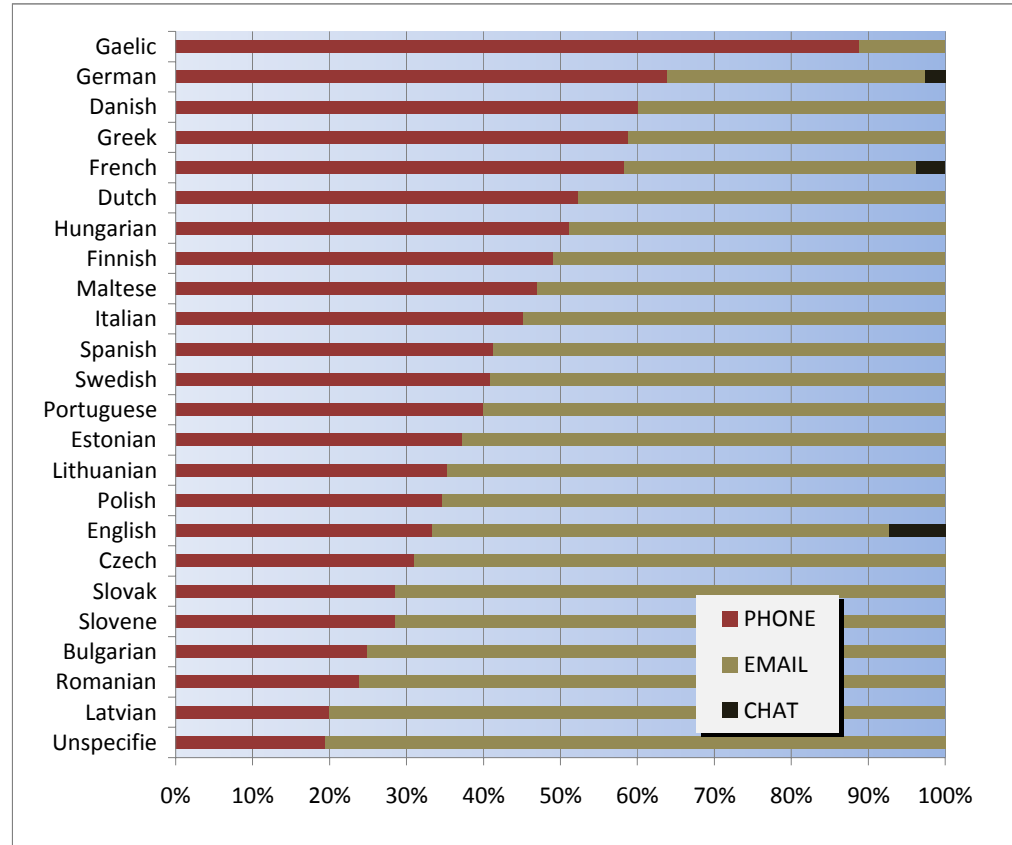
Country	CHAT	EMAIL	PHONE	TOTAL	
Germany	2	1.046	2.162	3.210	
France	2	957	1.315	2.274	
United Kingdom	1	875	1.295	2.171	
Spain	3	987	904	1.894	
Belgium	-	672	1.061	1.733	
Italy	6	980	706	1.692	
Netherlands	-	522	574	1.096	
Portugal	3	304	282	589	
Austria	-	231	310	541	
Greece	1	258	277	536	
Sweden	1	299	213	513	
Ireland	-	161	183	344	
Denmark	-	120	151	271	
Finland	-	120	101	221	
Luxembourg	-	54	96	150	
<b>TOTAL EU-15</b>	<b>19</b>	<b>7.586</b>	<b>9.630</b>	<b>17.235</b>	67,8%
Poland	-	274	166	440	
Romania	-	301	75	376	
Bulgaria	-	210	69	279	
Hungary	-	133	140	273	
Czech Republic	-	168	77	245	
Cyprus	1	106	105	212	
Slovakia	-	90	28	118	
Lithuania	-	68	37	105	
Latvia	-	76	22	98	
Slovenia	-	64	33	97	
Malta	-	78	18	96	
Estonia	-	40	20	60	
<b>Total EU-12</b>	<b>1</b>	<b>1.608</b>	<b>790</b>	<b>2.399</b>	9,4%
non-EU	6	1.647	113	1.766	6,9%
Unspecified	887	2.305	834	4.026	15,8%
<b>Grand Total</b>	<b>913</b>	<b>13.146</b>	<b>11.367</b>	<b>25.426</b>	
	3,6%	51,7%	44,7%		
<b>Obsolete</b>	<b>312</b>	<b>2816</b>	<b>1947</b>	<b>5.075</b>	16,6%



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

## Enquiries by language and channel

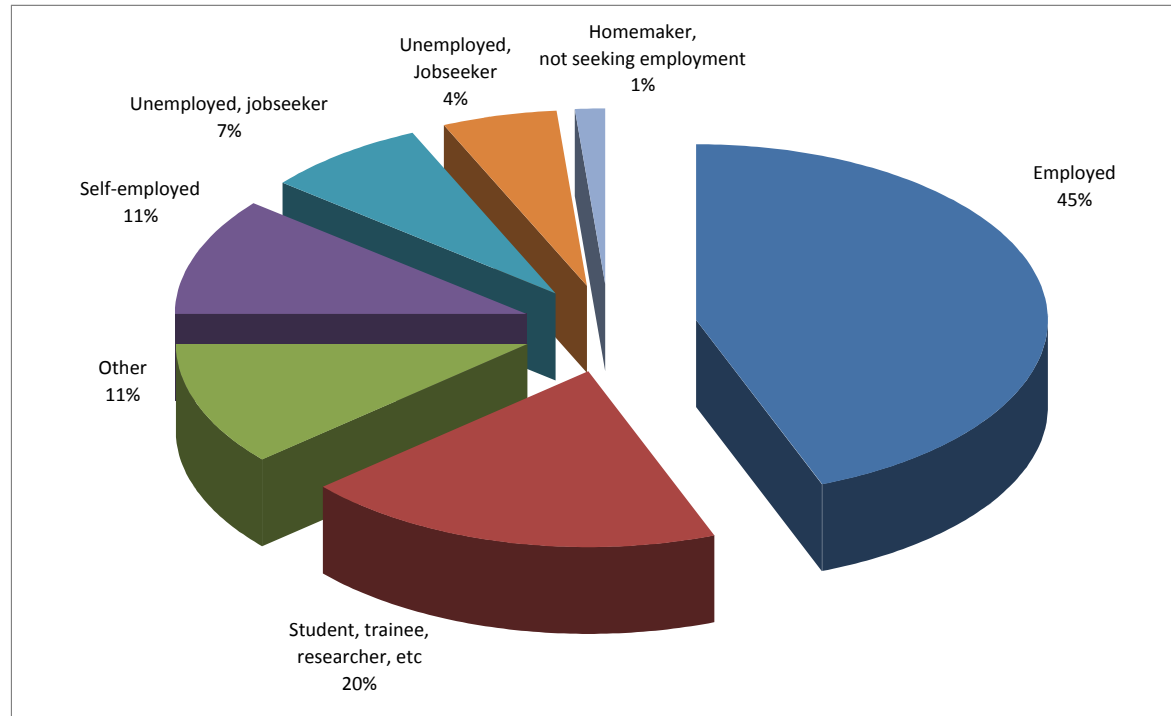
Language	CHAT	EMAIL	PHONE	TOTAL	
English	673	5.496	3.081	9.250	36,4%
French	143	1.465	2.242	3.850	15,1%
German	97	1.236	2.353	3.686	14,5%
Spanish	-	1.207	850	2.057	8,1%
Italian	-	809	665	1.474	5,8%
Dutch	-	596	655	1.251	4,9%
Portuguese	-	370	247	617	2,4%
Greek	-	199	284	483	1,9%
Polish	-	286	152	438	1,7%
Swedish	-	256	177	433	1,7%
Romanian	-	232	73	305	1,2%
Bulgarian	-	166	55	221	0,9%
Hungarian	-	108	113	221	0,9%
Czech	-	138	62	200	0,8%
Danish	-	77	116	193	0,8%
Finnish	-	86	83	169	0,7%
Slovak	-	70	28	98	0,4%
Lithuanian	-	53	29	82	0,3%
Latvian	-	52	13	65	0,3%
Slovene	-	45	18	63	0,2%
Estonian	-	27	16	43	0,2%
Maltese	-	9	8	17	0,1%
Gaelic	-	1	8	9	0,0%
Unspecified	-	162	39	201	0,8%
<b>Grand Total</b>	<b>913</b>	<b>13.146</b>	<b>11.367</b>	<b>25.426</b>	



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

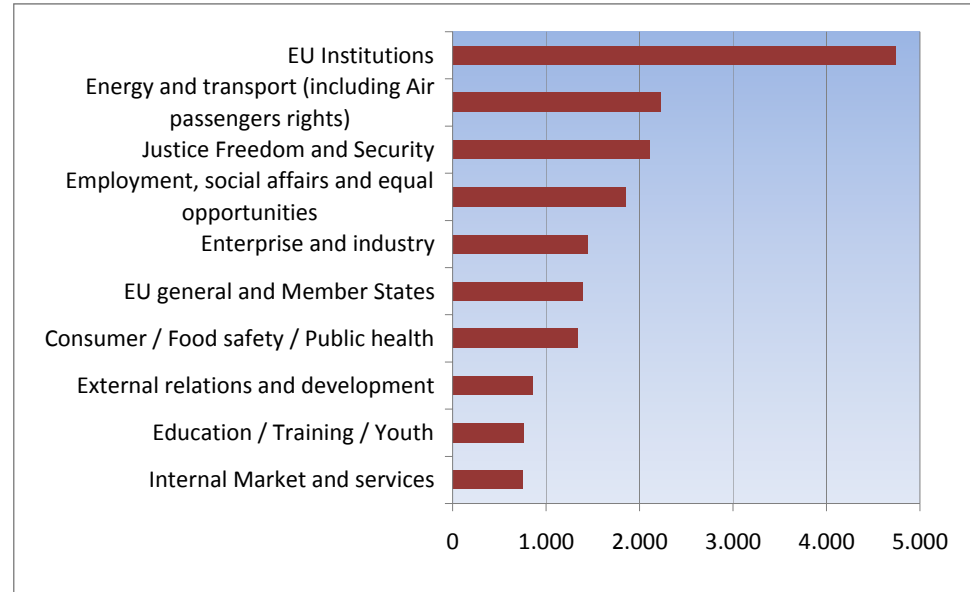
Economic category	Enquiries	
Employed	4.870	19,2%
Student, trainee, researcher, etc	2.156	8,5%
Other	1.264	5,0%
Self-employed	1.175	4,6%
Unemployed, jobseeker	826	3,2%
Retired	604	2,4%
Homemaker, not seeking employment	140	0,6%
unknown	14.391	56,6%
<b>Grand Total</b>	<b>25.426</b>	



Excluding "Unknown"

## Enquiries by topic

Topic	Enquiries
EU Institutions	4.743
Energy and transport (including Air passengers rights)	2.223
Justice Freedom and Security	2.104
Employment, social affairs and equal opportunities	1.851
Enterprise and industry	1.450
EU general and Member States	1.395
Consumer / Food safety / Public health	1.335
External relations and development	857
Education / Training / Youth	764
Internal Market and services	747
<b>Total</b>	<b>17.469</b>



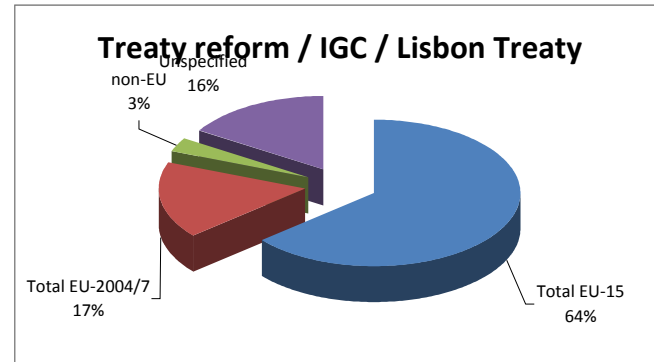
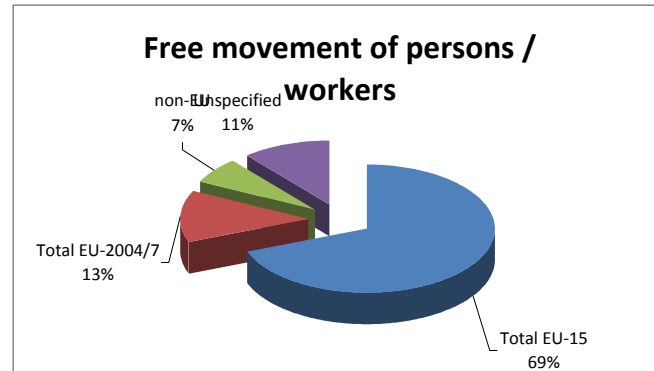
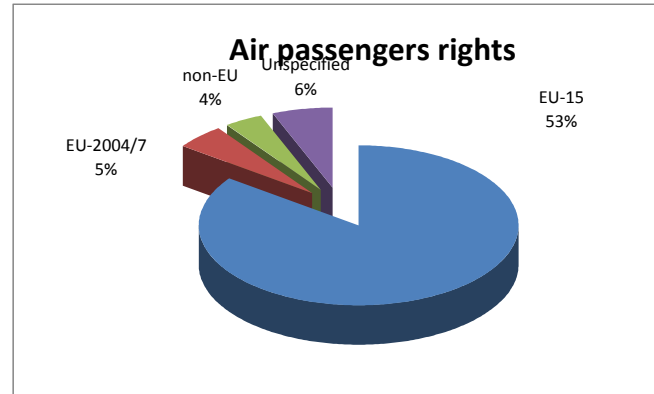
Topic	Enquiries
Other specific policies including Competition, External trade, Enlargement, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Internal Market and services and Environment	3.541
Research enquiry service	1.581
Export Helpdesk	262
Practicalities (Including complaints, OPOCE, mission, history, issues not related to the EU, bilateral agreements, national authorities, request for contact details and request for clarification)	2.573
<b>Grand Total</b>	<b>25.426</b>

## Hot topics by country

Air passengers rights	Enquiries
Germany	249
Spain	224
United Kingdom	170
France	168
Netherlands	86
Italy	73
Belgium	70
Greece	60
Portugal	56
Austria	31
Ireland	25
Denmark	24
Sweden	21
Finland	17
Luxembourg	4
<b>Total EU-15</b>	<b>1.278</b>
Hungary	16
Poland	15
Czech Republic	10
Cyprus	9
Romania	9
Estonia	4
Lithuania	3
Malta	3
Slovakia	3
Bulgaria	2
Slovenia	2
Latvia	1
<b>Total EU-2004/7</b>	<b>77</b>
non-EU	57
Unspecified	92
<b>Grand Total</b>	<b>1.504</b>

Free movement of persons / workers	Enquiries
United Kingdom	172
Germany	161
Spain	156
France	145
Italy	64
Austria	53
Belgium	51
Netherlands	51
Portugal	49
Greece	34
Sweden	32
Ireland	24
Finland	10
Denmark	9
Luxembourg	5
<b>Total EU-15</b>	<b>1.016</b>
Bulgaria	41
Poland	29
Romania	22
Hungary	18
Cyprus	17
Czech Republic	17
Latvia	16
Lithuania	9
Estonia	8
Slovakia	6
Malta	4
Slovenia	4
<b>Total EU-2004/7</b>	<b>191</b>
non-EU	100
Unspecified	163
<b>Grand Total</b>	<b>1.470</b>

Treaty reform / IGC / Lisbon Treaty	Enquiries
Germany	43
Spain	19
France	13
Belgium	12
Austria	10
Ireland	8
United Kingdom	8
Netherlands	7
Sweden	5
Portugal	4
Italy	3
Greece	2
<b>Total EU-15</b>	<b>134</b>
Czech Republic	18
Hungary	5
Poland	5
Slovenia	4
Bulgaria	2
Latvia	1
Romania	1
<b>Total EU-2004/7</b>	<b>36</b>
non-EU	6
Unspecified	34
<b>Grand Total</b>	<b>210</b>



European elections	
Oct-Dec 2008	58
Jan-Mar 2009	166
Apr-June 2009	380

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

Month	2007				2008				2009			
	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January-March	14.225	16.688	1.731	<b>32.644</b>	11.237	12.233	1.127	<b>24.597</b>	11.997	13.446	1.004	<b>26.447</b>
April-June	12.430	14.500	1.447	<b>28.377</b>	12.932	10.636	0	<b>23.568</b>	11.367	13.146	913	<b>25.426</b>
July-September	12.146	12.468	1.193	<b>25.807</b>	10.856	11.133	542	<b>22.531</b>				
October-December	11.377	12.723	1.363	<b>25.463</b>	10.305	11.368	945	<b>22.618</b>				
<b>TOTAL</b>	<b>50.178</b>	<b>56.379</b>	<b>5.734</b>	<b>112.291</b>	<b>45.330</b>	<b>45.370</b>	<b>2.614</b>	<b>93.314</b>	<b>23.364</b>	<b>26.592</b>	<b>1.917</b>	<b>51.873</b>

