



# EUROPE DIRECT Contact Centre

Quarterly report for July-September 2009

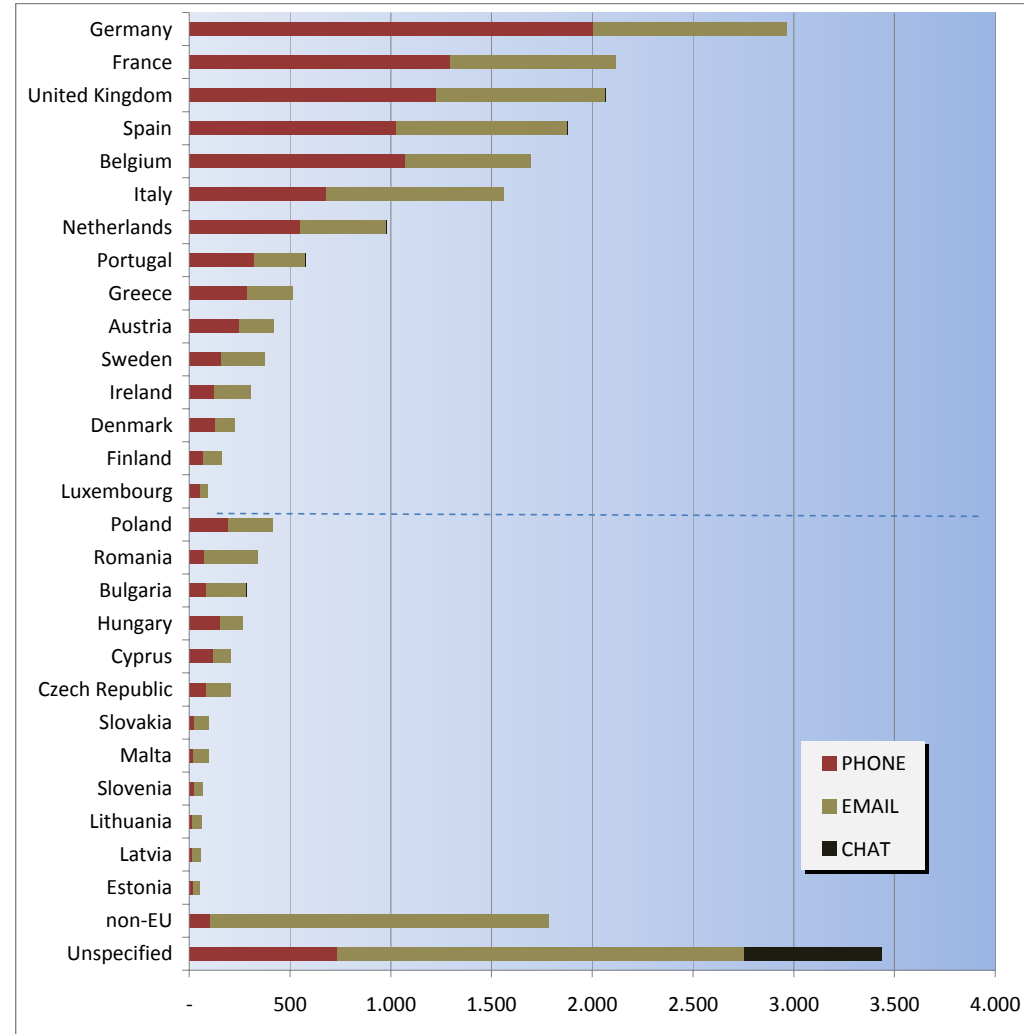
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## Enquiries by country and channel

Country	CHAT	EMAIL	PHONE	TOTAL	
Germany	-	962	2.004	2.966	
France	-	824	1.294	2.118	
United Kingdom	2	842	1.223	2.067	
Spain	2	848	1.027	1.877	
Belgium	-	624	1.070	1.694	
Italy	-	881	682	1.563	
Netherlands	1	429	550	980	
Portugal	1	254	323	578	
Greece	-	227	289	516	
Austria	-	173	248	421	
Sweden	-	216	157	373	
Ireland	-	183	122	305	
Denmark	-	96	131	227	
Finland	-	93	68	161	
Luxembourg	-	38	55	93	
<b>TOTAL EU-15</b>	<b>6</b>	<b>6.690</b>	<b>9.243</b>	<b>15.939</b>	<b>68,4%</b>
Poland	-	219	197	416	
Romania	-	266	73	339	
Bulgaria	1	199	87	287	
Hungary	1	111	154	266	
Cyprus	1	89	120	210	
Czech Republic	-	123	85	208	
Slovakia	-	71	25	96	
Malta	-	77	18	95	
Slovenia	-	44	24	68	
Lithuania	-	47	13	60	
Latvia	-	40	14	54	
Estonia	-	31	20	51	
<b>Total EU-12</b>	<b>3</b>	<b>1.317</b>	<b>830</b>	<b>2.150</b>	<b>9,2%</b>
non-EU	1	1.676	104	1.781	<b>7,6%</b>
Unspecified	683	2.021	734	3.438	<b>14,8%</b>
<b>Grand Total</b>	<b>693</b>	<b>11.704</b>	<b>10.911</b>	<b>23.308</b>	
	3,0%	50,2%	46,8%		

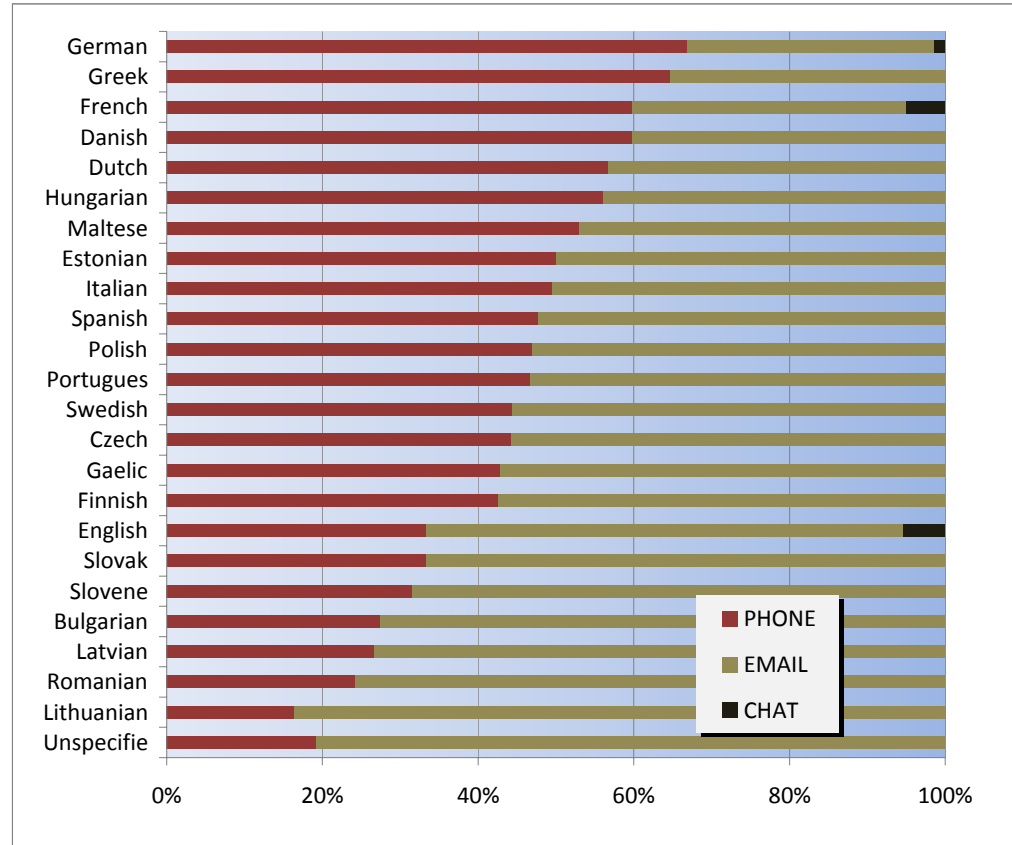
<b>Obsolete</b>	218	2655	1541	<b>4.414</b>	<b>15,9%</b>
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Ranking of countries by share of phone calls, e-mail and chat

## Enquiries by language and channel

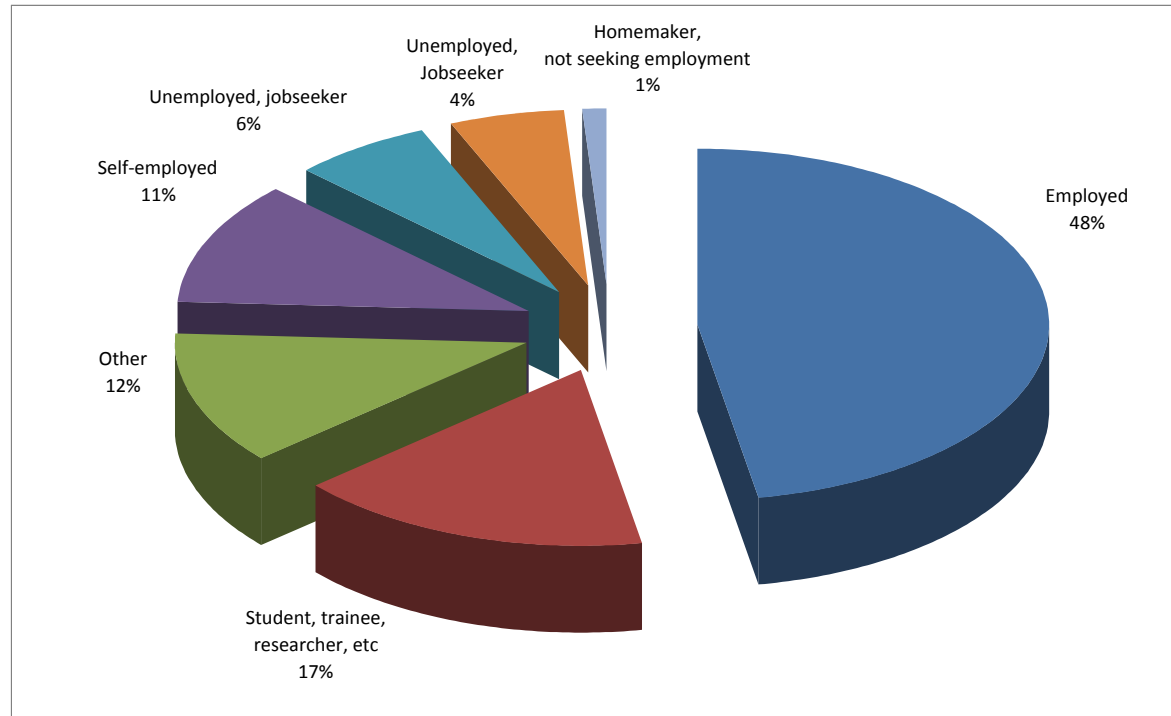
Language	CHAT	EMAIL	PHONE	TOTAL	
English	478	5.429	2.958	8.865	38,0%
French	170	1.217	2.059	3.446	14,8%
German	45	1.049	2.201	3.295	14,1%
Spanish	-	1.022	934	1.956	8,4%
Italian	-	676	664	1.340	5,7%
Dutch	-	509	665	1.174	5,0%
Portuguese	-	321	282	603	2,6%
Greek	-	156	285	441	1,9%
Polish	-	193	171	364	1,6%
Romanian	-	209	67	276	1,2%
Swedish	-	153	122	275	1,2%
Hungarian	-	101	129	230	1,0%
Bulgarian	-	156	59	215	0,9%
Danish	-	60	89	149	0,6%
Czech	-	68	54	122	0,5%
Finnish	-	70	52	122	0,5%
Slovak	-	50	25	75	0,3%
Slovene	-	37	17	54	0,2%
Lithuanian	-	41	8	49	0,2%
Latvian	-	33	12	45	0,2%
Estonian	-	16	16	32	0,1%
Maltese	-	8	9	17	0,1%
Gaelic	-	4	3	7	0,0%
Unspecified	-	126	30	156	0,7%
<b>Grand Total</b>	<b>693</b>	<b>11.704</b>	<b>10.911</b>	<b>23.308</b>	



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

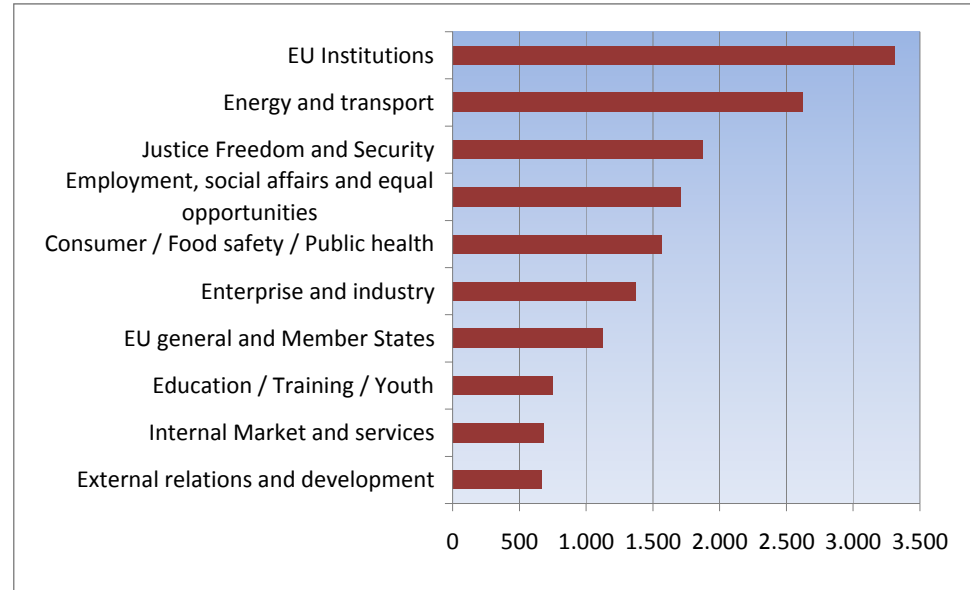
Economic category	Enquiries	
Employed	4.793	20,6%
Student, trainee, researcher, etc	1.670	7,2%
Other	1.236	5,3%
Self-employed	1.162	5,0%
Unemployed, jobseeker	660	2,8%
Retired	526	2,3%
Homemaker, not seeking employment	123	0,5%
unknown	13.138	56,4%
<b>Grand Total</b>	<b>23.308</b>	



Excluding "Unknown"

## Enquiries by topic

Topic	Enquiries
EU Institutions	3.308
Energy and transport	2.620
Justice Freedom and Security	1.875
Employment, social affairs and equal opportunities	1.709
Consumer / Food safety / Public health	1.563
Enterprise and industry	1.373
EU general and Member States	1.122
Education / Training / Youth	750
Internal Market and services	680
External relations and development	667
<b>Total</b>	<b>15.667</b>



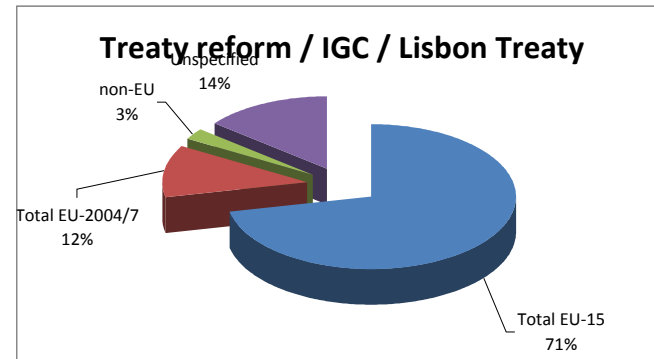
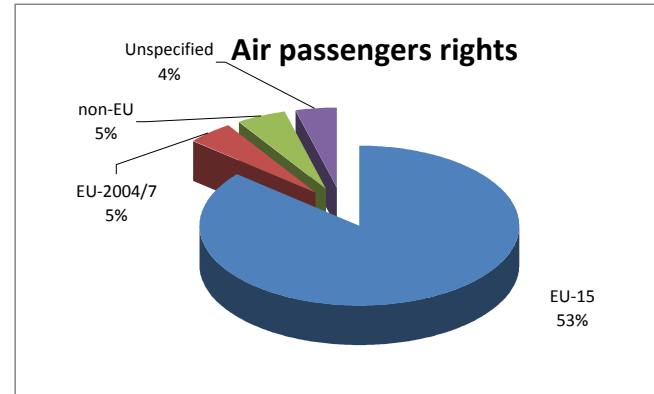
Topic	Enquiries
Other specific policies including Competition, External trade, Enlargement, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Internal Market and services and Environment	3.107
Research enquiry service	1.769
Export Helpdesk	220
Practicalities (Including complaints, OPOCE, mission, history, issues not related to the EU, bilateral agreements, national authorities, request for contact details and request for clarification)	2.545
<b>Grand Total</b>	<b>23.308</b>

## Hot topics by country

Air passengers rights	Enquiries
Spain	371
Germany	299
France	228
United Kingdom	205
Netherlands	104
Italy	97
Belgium	88
Portugal	87
Greece	60
Austria	40
Denmark	20
Ireland	20
Finland	17
Sweden	16
Luxembourg	4
<b>Total EU-15</b>	<b>1.656</b>
Cyprus	17
Hungary	15
Czech Republic	12
Romania	12
Slovakia	10
Bulgaria	7
Malta	6
Poland	6
Slovenia	5
Estonia	4
Lithuania	1
<b>Total EU-2004/7</b>	<b>95</b>
non-EU	94
Unspecified	81
<b>Grand Total</b>	<b>1.926</b>

Free movement of persons / workers	Enquiries
France	146
Spain	143
Germany	133
United Kingdom	131
Italy	87
Belgium	55
Netherlands	43
Portugal	36
Austria	31
Greece	30
Ireland	22
Sweden	22
Finland	15
Denmark	13
Luxembourg	6
<b>Total EU-15</b>	<b>913</b>
Romania	35
Bulgaria	30
Czech Republic	27
Hungary	21
Poland	17
Cyprus	10
Slovakia	10
Latvia	9
Lithuania	6
Estonia	5
Slovenia	1
<b>Total EU-2004/7</b>	<b>171</b>
non-EU	80
Unspecified	132
<b>Grand Total</b>	<b>1.296</b>

Treaty reform / IGC / Lisbon Treaty	Enquiries
Germany	33
Ireland	30
Belgium	16
Spain	15
United Kingdom	10
France	9
Italy	9
Finland	6
Austria	4
Netherlands	3
Greece	2
Portugal	2
Sweden	2
<b>Total EU-15</b>	<b>141</b>
Poland	6
Hungary	5
Bulgaria	3
Czech Republic	3
Malta	2
Romania	2
Lithuania	1
Slovakia	1
<b>Total EU-2004/7</b>	<b>23</b>
non-EU	5
Unspecified	28
<b>Grand Total</b>	<b>197</b>



## 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>	10.911	11.704	693	<b>23.308</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>34.275</b>	<b>38.296</b>	<b>2.610</b>	<b>75.181</b>

