



EUROPE DIRECT Contact Centre

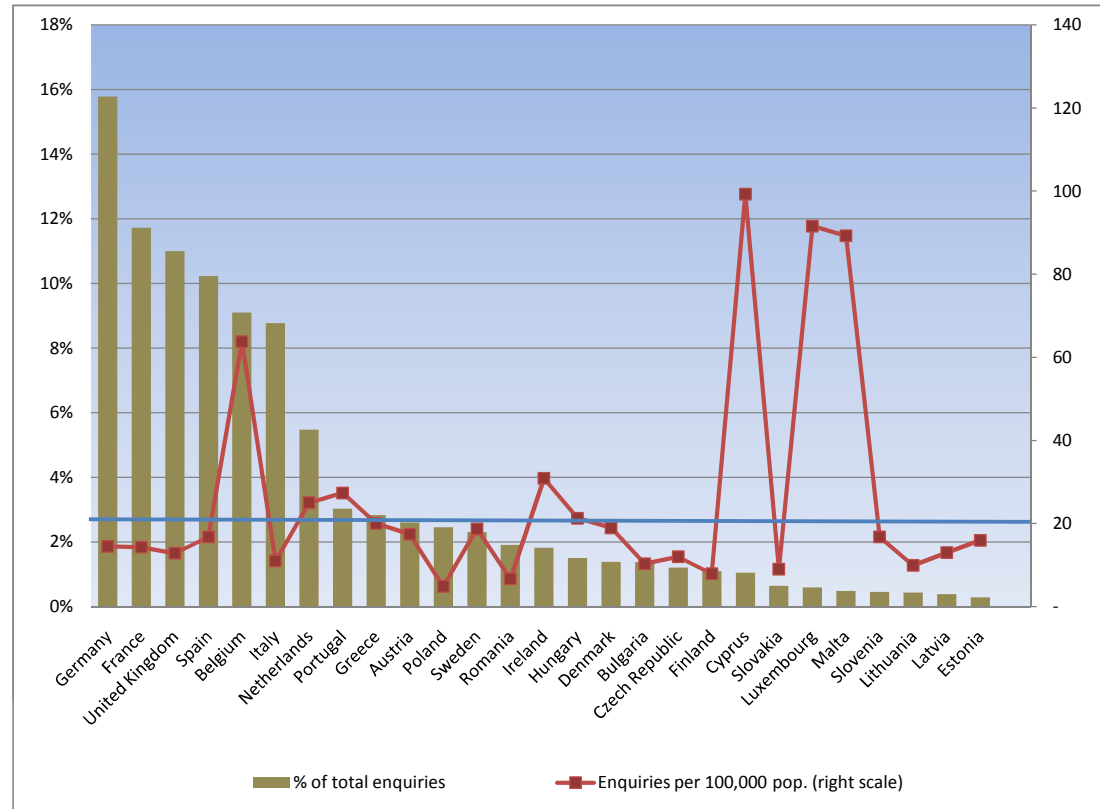
EDCC annual activity report 2009

CONTENTS

	<i>page</i>
Enquiries by country, overview	2
Enquiries by country, averages	3
Enquiries by country and channel (EU-15 and EU-12)	4
Enquiries by country and channel (EU-15)	5
Enquiries by country and channel (EU-12)	6
Enquiries by language and channel	7
Enquiries by language	8
Enquiries by economic category	9
Enquiries by subject	10
Cross border issues	11
Hot topics by country	12
Hot topics per month	13
Trends in the volumes of EDCC enquiries	14

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

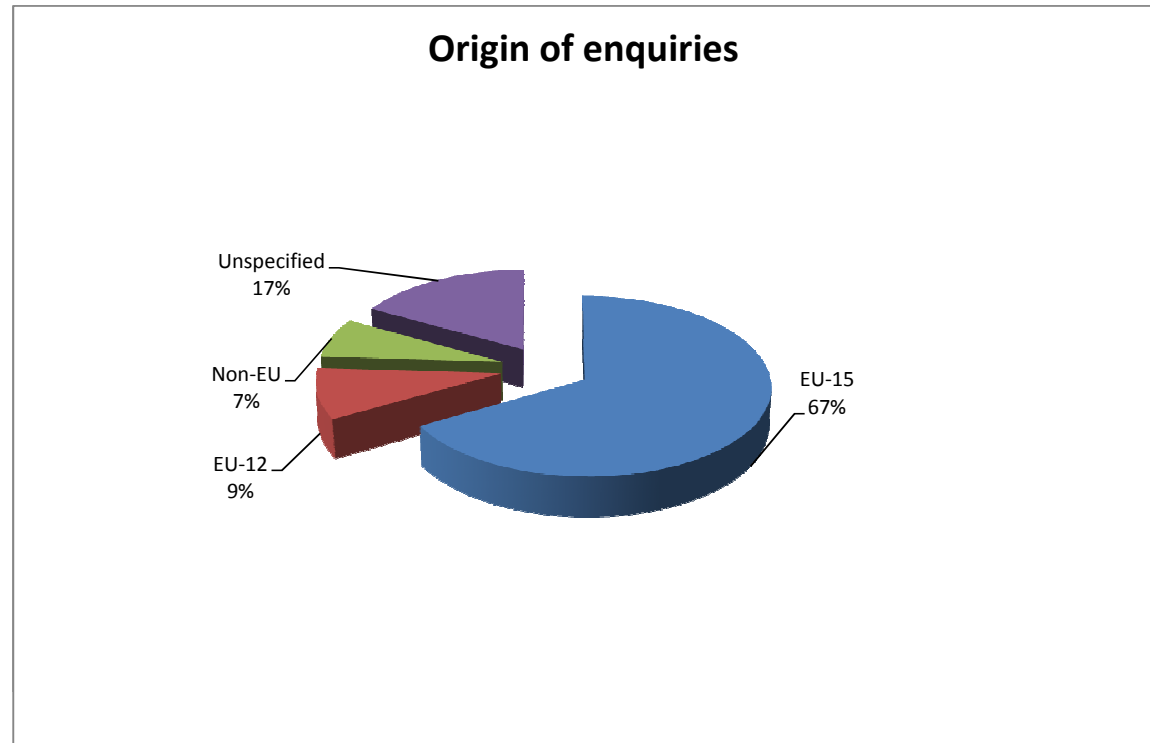
Country	Grand Total	
Germany	11,885	15.8%
France	8,828	11.7%
United Kingdom	8,280	11.0%
Spain	7,699	10.2%
Belgium	6,853	9.1%
Italy	6,606	8.8%
Netherlands	4,127	5.5%
Portugal	2,286	3.0%
Greece	2,133	2.8%
Austria	1,963	2.6%
Poland	1,849	2.5%
Sweden	1,735	2.3%
Romania	1,442	1.9%
Ireland	1,373	1.8%
Hungary	1,133	1.5%
Denmark	1,046	1.4%
Bulgaria	1,039	1.4%
Czech Republic	912	1.2%
Finland	829	1.1%
Cyprus	791	1.1%
Slovakia	488	0.6%
Luxembourg	452	0.6%
Malta	369	0.5%
Slovenia	341	0.5%
Lithuania	333	0.4%
Latvia	294	0.4%
Estonia	214	0.3%
EU total	75,300	100.0%
Non-EU	7,141	
Unspecified	16,654	
Grand total	99,095	



The blue line represents the EU average for enquiries per 100,000 population. For example Germany is below this average and Belgium above. Unspecified' and 'Non-EU' are excluded from the above chart.

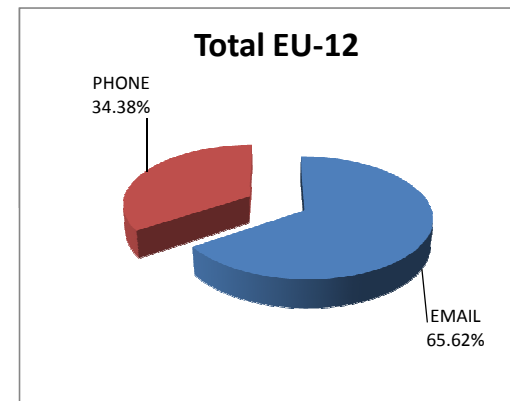
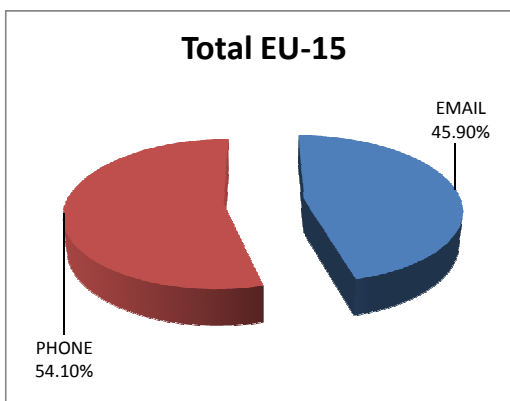
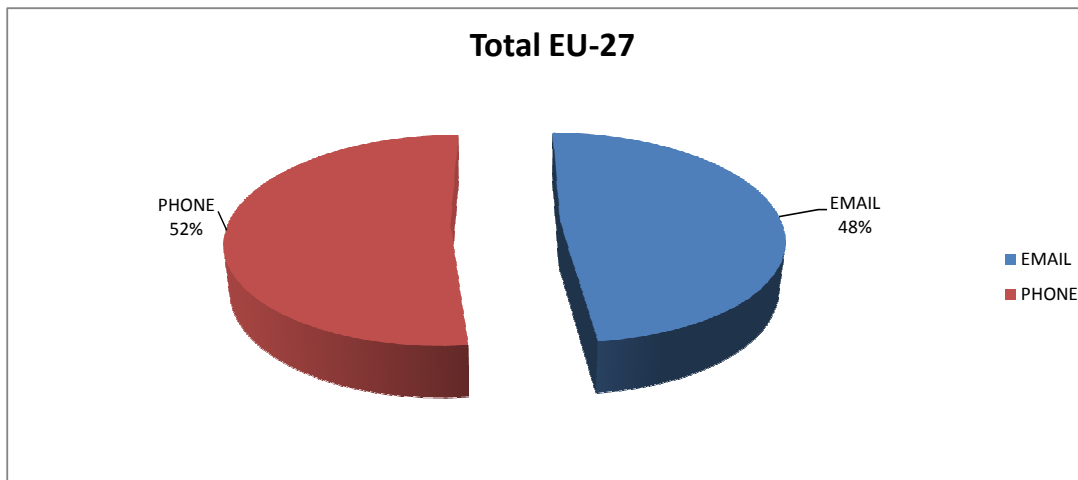
Enquiries by country

Country	Average per month	Total	Percentage
Germany	990	11,885	12.0%
France	736	8,828	8.9%
United Kingdom	690	8,280	8.4%
Spain	642	7,699	7.8%
Belgium	571	6,853	6.9%
Italy	551	6,606	6.7%
Netherlands	344	4,127	4.2%
Portugal	191	2,286	2.3%
Greece	178	2,133	2.2%
Austria	164	1,963	2.0%
Sweden	145	1,735	1.8%
Ireland	114	1,373	1.4%
Denmark	87	1,046	1.1%
Finland	69	829	0.8%
Luxembourg	38	452	0.5%
Total EU-15	5,508	66,095	66.7%
Poland	154	1,849	1.9%
Romania	120	1,442	1.5%
Hungary	94	1,133	1.1%
Bulgaria	87	1,039	1.0%
Czech Republic	76	912	0.9%
Cyprus	66	791	0.8%
Slovakia	41	488	0.5%
Malta	31	369	0.4%
Slovenia	28	341	0.3%
Lithuania	28	333	0.3%
Latvia	25	294	0.3%
Estonia	18	214	0.2%
Total EU-12	767	9,205	9.3%
Non-EU	595	7,141	7.2%
Unspecified	1,388	16,654	16.8%
Total Non EU-27	1,983	23,795	24.0%
Grand Total	8258	99,095	100.0%



Enquiries by country and channel (EU-15 and EU-12)*

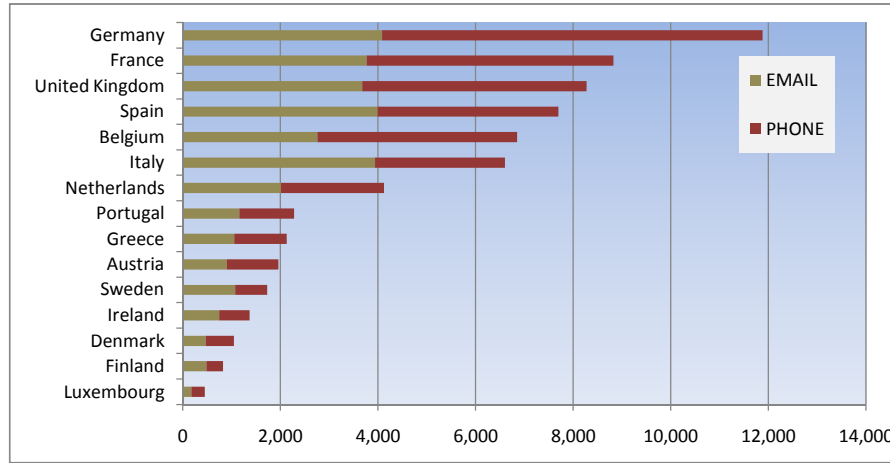
Country	EMAIL	PHONE	TOTAL
Germany	4,082	7,802	11,885
France	3,772	5,056	8,828
United Kingdom	3,678	4,599	8,280
Spain	3,993	3,703	7,699
Belgium	2,760	4,092	6,853
Italy	3,944	2,658	6,606
Netherlands	2,015	2,111	4,127
Portugal	1,163	1,119	2,286
Greece	1,056	1,075	2,133
Austria	906	1,057	1,963
Sweden	1,077	657	1,735
Ireland	745	628	1,373
Denmark	474	572	1,046
Finland	486	343	829
Luxembourg	180	272	452
Total EU-15	30,331	35,744	66,095
Country	EMAIL	PHONE	TOTAL
Poland	1,094	755	1,849
Romania	1,146	296	1,442
Hungary	532	600	1,133
Bulgaria	763	275	1,039
Czech Republic	603	308	912
Cyprus	389	400	791
Slovakia	368	120	488
Malta	297	72	369
Slovenia	232	108	341
Lithuania	249	84	333
Latvia	229	65	294
Estonia	134	80	214
Total EU-12	6,036	3,163	9,205
Total EU-27	36,367	38,907	75,300



* Chats are not shown as their origin is not always defined

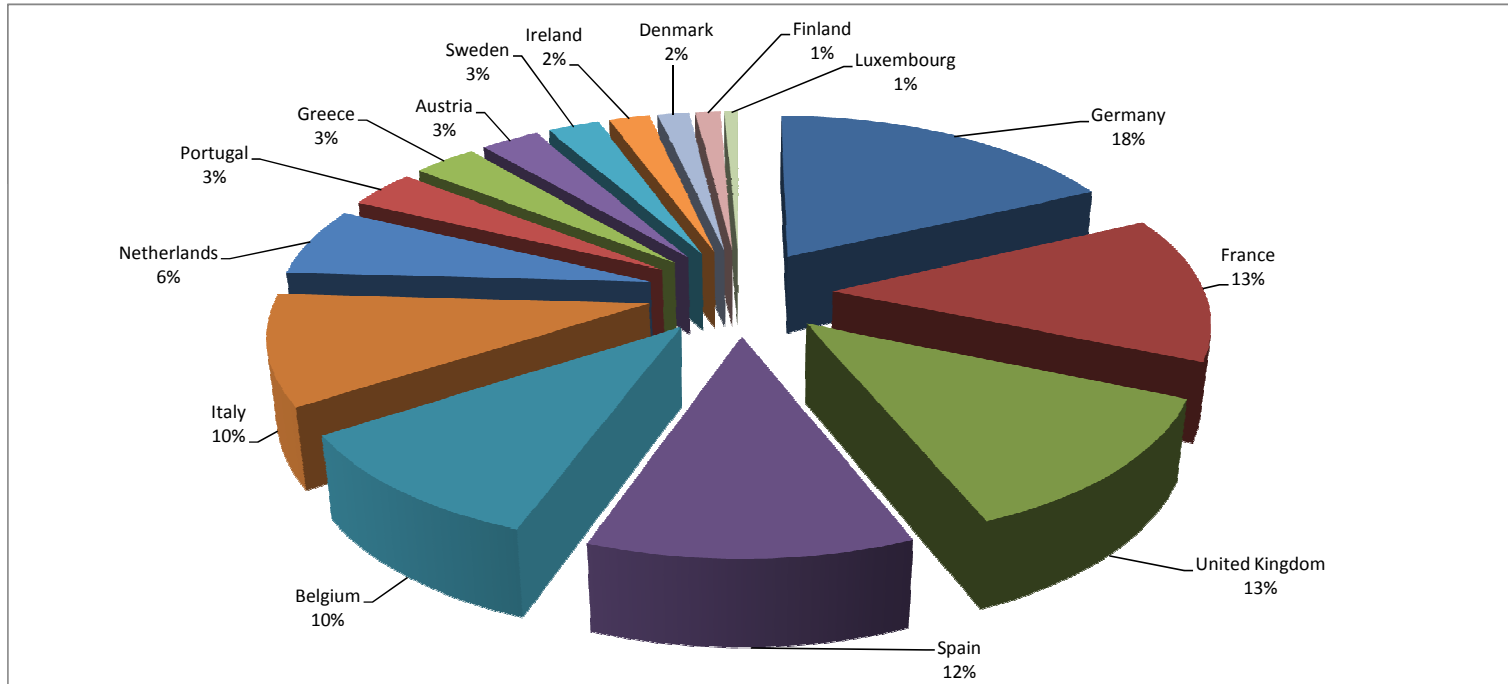
Enquiries by country and channel (EU-15)*

Country	EMAIL	PHONE	TOTAL
Germany	4,082	7,802	11,885
France	3,772	5,056	8,828
United Kingdom	3,678	4,599	8,280
Spain	3,993	3,703	7,699
Belgium	2,760	4,092	6,853
Italy	3,944	2,658	6,606
Netherlands	2,015	2,111	4,127
Portugal	1,163	1,119	2,286
Greece	1,056	1,075	2,133
Austria	906	1,057	1,963
Sweden	1,077	657	1,735
Ireland	745	628	1,373
Denmark	474	572	1,046
Finland	486	343	829
Luxembourg	180	272	452
Total EU-15	30,331	35,744	66,095



Numbers of enquiries, sorted by total enquiries

* Chat sessions are not shown as their origin is not always defined

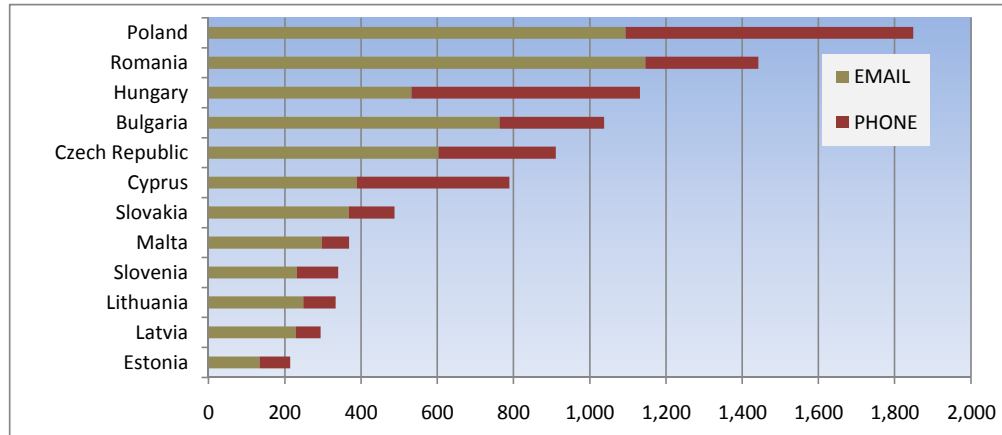


Enquiries by EU-15

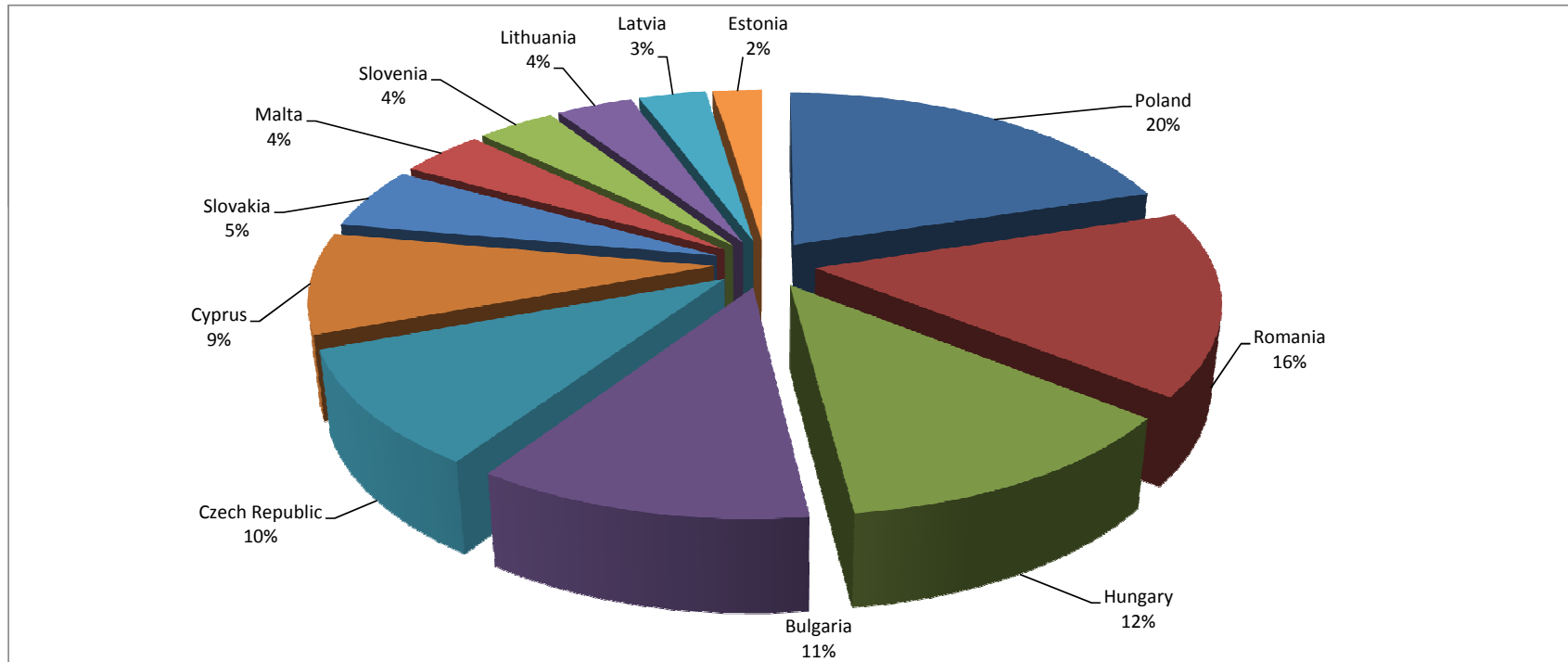
Enquiries by country and channel (EU-12)*

Country	EMAIL	PHONE	TOTAL
Poland	1,094	755	1,849
Romania	1,146	296	1,442
Hungary	532	600	1,133
Bulgaria	763	275	1,039
Czech Republic	603	308	912
Cyprus	389	400	791
Slovakia	368	120	488
Malta	297	72	369
Slovenia	232	108	341
Lithuania	249	84	333
Latvia	229	65	294
Estonia	134	80	214
Total EU-12	6,036	3,163	9,205

*Chats are not shown as their origin is not always defined



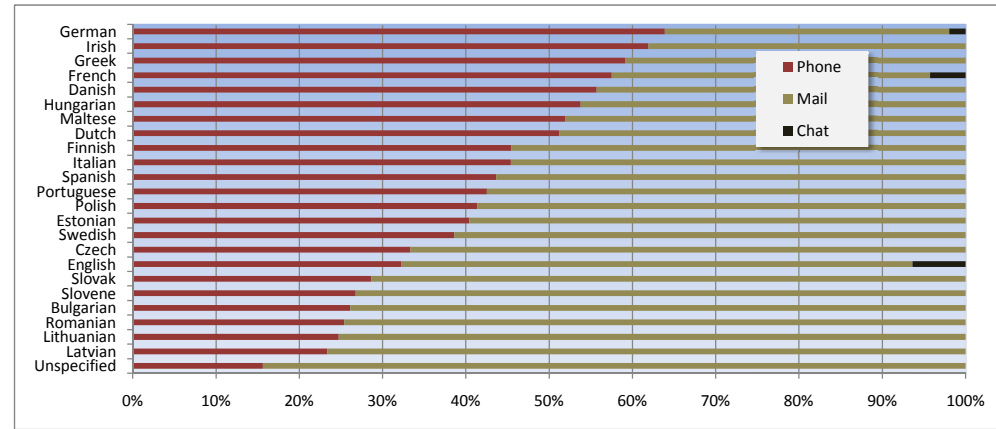
Numbers of enquiries, sorted by total enquiries



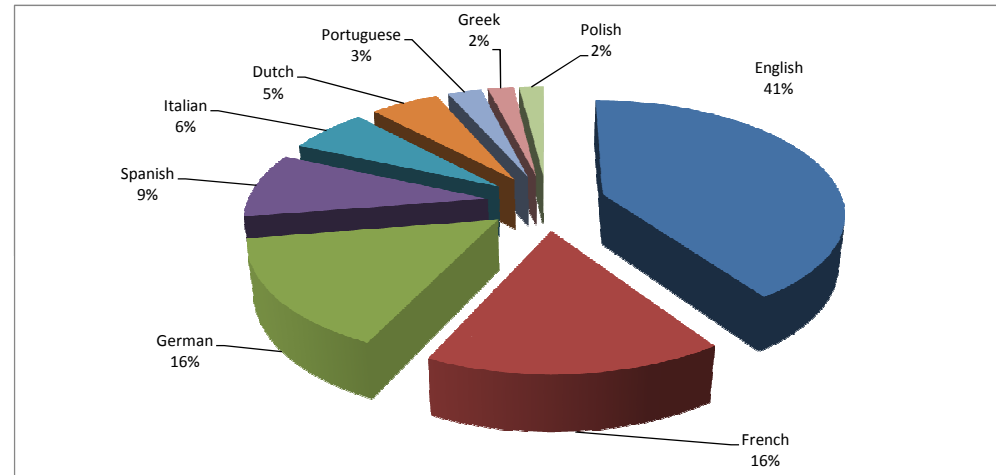
Enquiries by EU-12

Enquiries by language and channel

Language	Chat	Email	Phone	Total		
English		2,335	22,464	11,800	36,599	36.9%
French		635	5,694	8,560	14,889	15.0%
German		273	4,793	8,959	14,025	14.2%
Spanish	-	4,682	3,624	2,591	8,306	8.4%
Italian	-	3,117	2,519	4,921	5,708	5.8%
Dutch	-	2,402	1,014	1,830	2,384	2.4%
Portuguese	-	748	1,082	1,721	1,830	1.8%
Greek	-	1,009	712	1,440	1,721	1.7%
Polish	-	884	556	1,087	1,440	1.5%
Swedish	-	811	276	952	1,087	1.1%
Romanian	-	440	512	773	952	1.0%
Hungarian	-	571	202	738	773	0.8%
Bulgarian	-	327	411	705	738	0.7%
Danish	-	470	235	647	705	0.7%
Czech	-	353	294	405	647	0.7%
Finnish	-	289	116	267	405	0.4%
Slovak	-	201	66	254	267	0.3%
Lithuanian	-	186	68	210	254	0.3%
Slovene	-	161	49	151	210	0.2%
Latvian	-	90	61	77	151	0.2%
Estonian	-	37	40	21	77	0.1%
Maltese	-	8	13	21	21	0.0%
Irish	-	831	154	985	985	1.0%
Unspecified						
Grand Total		3,243	51,938	43,914	99,095	
		3%	52%	44%		



Proportion of enquiries, sorted by proportion of phone enquiries

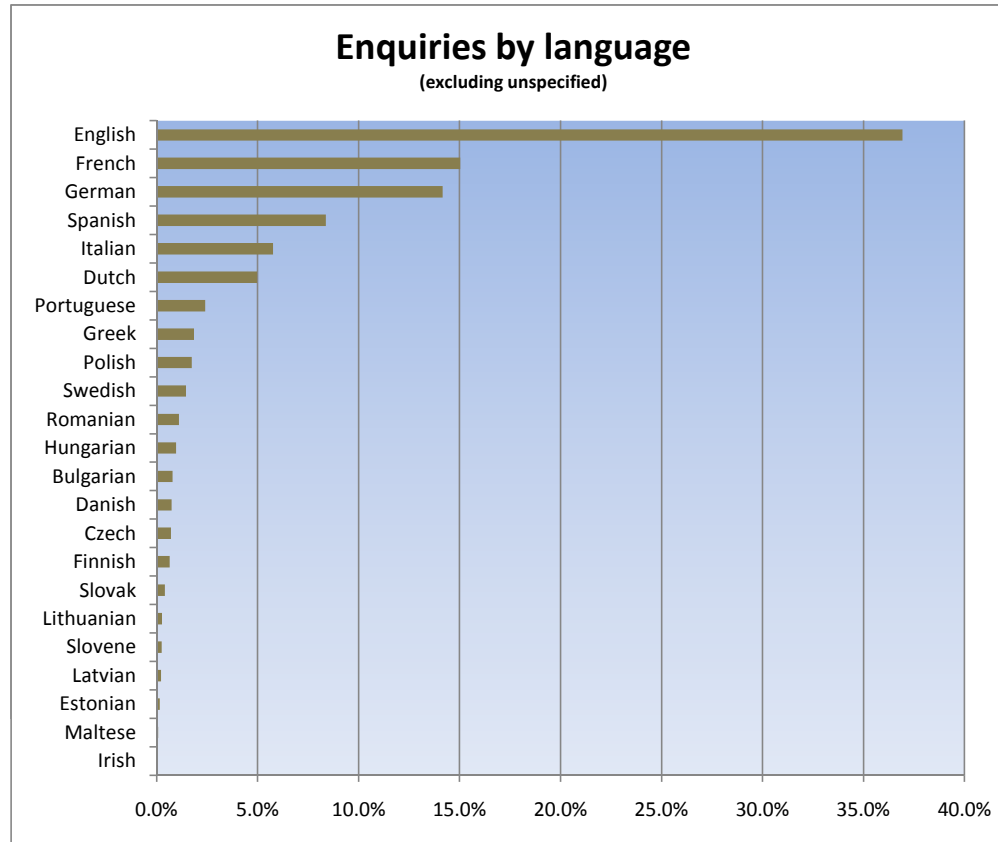


Enquiries per language

Swedish, Romanian, Hungarian, Bulgarian, Danish, Czech, Finnish, Slovak, Lithuanian, Slovene, Latvian, Estonian, Maltese and Irish do not appear on the pie chart because the total amount of enquiries for each language does not exceed 1% of the total.

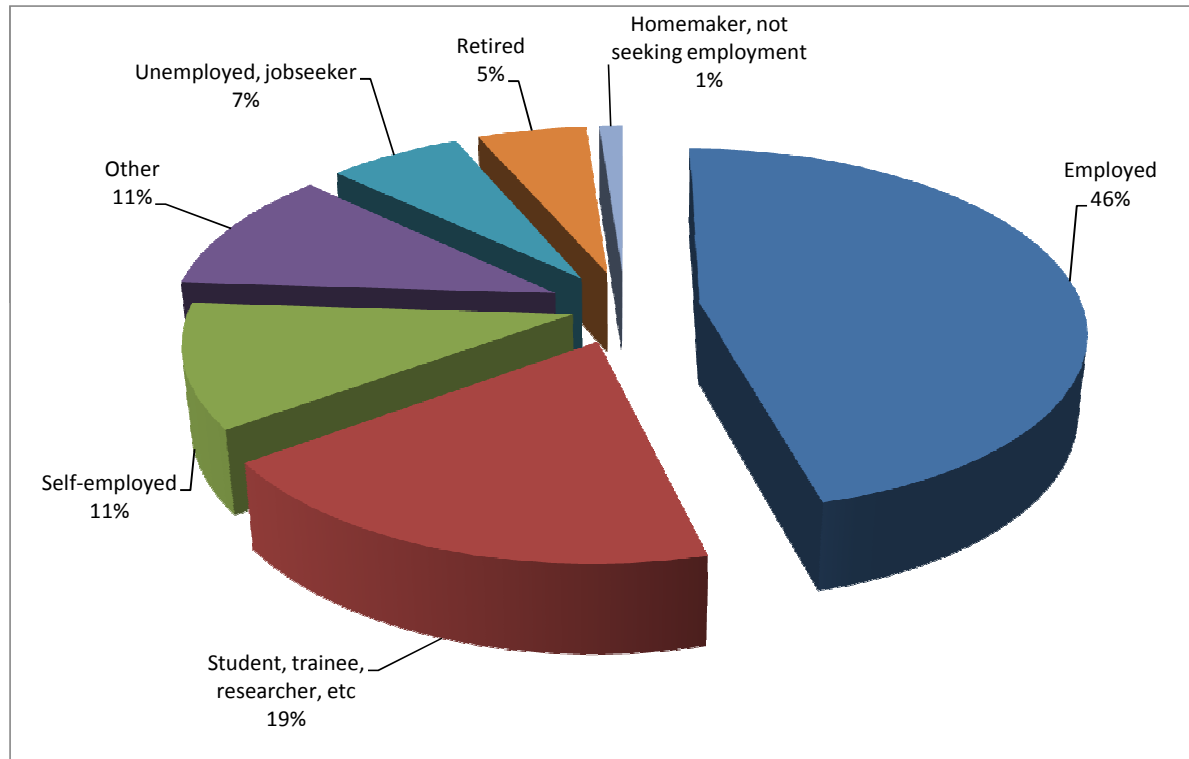
Enquiries by language

Language	Average per month	Total	Percentage
English	3,050	36,599	36.9%
French	1,241	14,889	15.0%
German	1,169	14,025	14.2%
Spanish	692	8,306	8.4%
Italian	476	5,708	5.8%
Dutch	410	4,921	5.0%
Portuguese	199	2,384	2.4%
Greek	153	1,830	1.8%
Polish	143	1,721	1.7%
Swedish	120	1,440	1.5%
Romanian	91	1,087	1.1%
Hungarian	79	952	1.0%
Bulgarian	64	773	0.8%
Danish	62	738	0.7%
Czech	59	705	0.7%
Finnish	54	647	0.7%
Slovak	34	405	0.4%
Lithuanian	22	267	0.3%
Slovene	21	254	0.3%
Latvian	18	210	0.2%
Estonian	13	151	0.2%
Maltese	6	77	0.1%
Irish	2	21	0.0%
Unspecified	82	985	1.0%
Grand total	8,258	99,095	100.0%



Enquiries by economic category, if known

Economic category	Total	
Employed	19,446	19.6%
Student, trainee, researcher, etc	8,040	8.1%
Self-employed	4,643	4.7%
Other	4,642	4.7%
Unemployed, jobseeker	2,762	2.8%
Retired	2,267	2.3%
Homemaker, not seeking employment	472	0.5%
Unknown	56,823	57.3%
Grand Total	99,095	



Excluding "Unknown"

Enquiries by subject

Top 10 subjects	Total	
EU General, EU Institutions and EU Member States	21,590	21.79%
Employment, social affairs and equal opportunities	8,087	8.16%
Air passengers rights	7,318	7.38%
Justice Freedom and Security	7,263	7.33%
Enterprise and industry	5,469	5.52%
Consumer / Food safety / Public health	5,385	5.43%
External relations and development (including external trade and enlargement)	5,103	5.15%
Education / Training / Youth	3,996	4.03%
Internal market and services	2,967	2.99%
Customs and taxation	2,682	2.71%
Total	69,860	

Other subjects	Total	
Other specific policies including Competition, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Energy and transport (excluding APR) and Environment	10,321	10.42%
Research enquiry service	7,355	7.42%
Out of scope	5,745	5.80%
Service-related issues	3,679	3.71%
Export Helpdesk	871	0.88%
OPOCE	761	0.77%
EIT	503	0.51%
Grand Total	99,095	

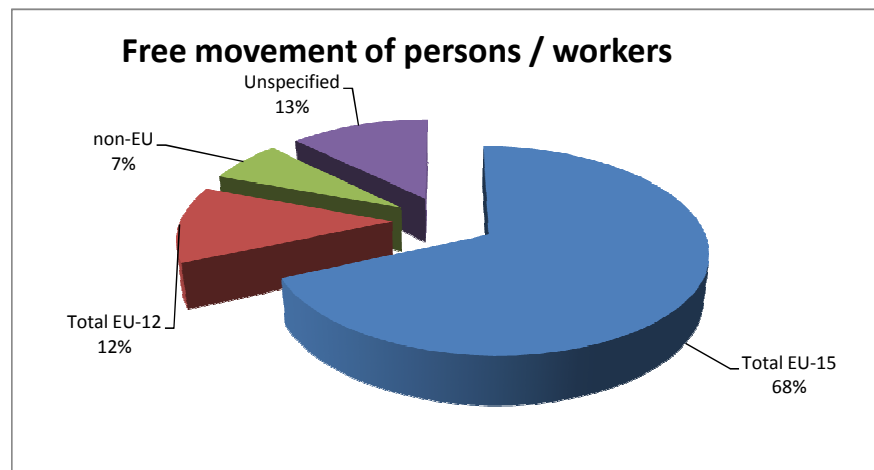
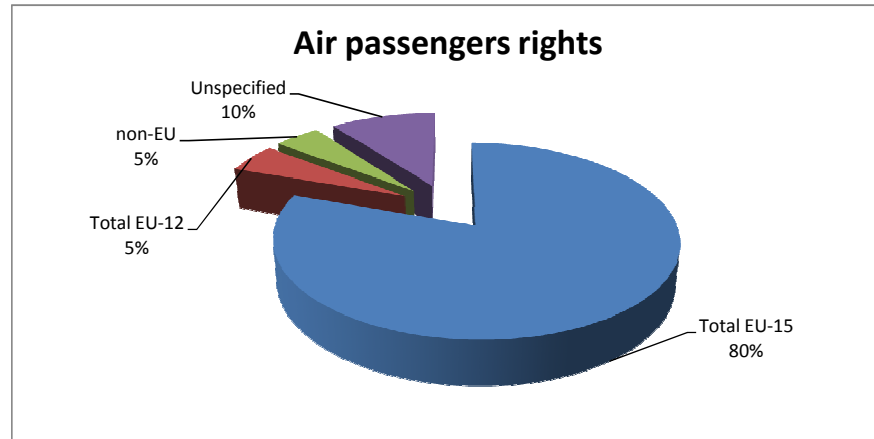
Cross border issues

Cross border issues		Total	Percentage of the cross border cases	Percentage of the total volume
Travelling	Air Passengers' rights	7,318	28.5%	7.4%
Buying and selling	Consumer rights	2,314	9.0%	2.3%
	Customs	930	3.6%	0.9%
	Free movement of goods	594	2.3%	0.6%
	Consumer information	218	0.8%	0.2%
	Consumer security	195	0.8%	0.2%
	Protection of consumers' economic and legal interests	70	0.3%	0.1%
Living	Free movement of persons	3,776	14.7%	3.8%
	Welfare (coordination of social security schemes; health and safety; labour law)	2,864	11.1%	2.9%
	Judicial cooperation	1,501	5.8%	1.5%
	Immigration	774	3.0%	0.8%
	Pensions	201	0.8%	0.2%
Working	Free movement of workers	1,371	5.3%	1.4%
	Professional qualifications	651	2.5%	0.7%
Studying	Education and other related funding programmes	986	3.8%	1.0%
	Recognition of diplomas	665	2.6%	0.7%
	Lifelong learning	526	2.0%	0.5%
	Youth	366	1.4%	0.4%
	Funding for non-EU citizens	316	1.2%	0.3%
	Vocational training / Leonardo	85	0.3%	0.1%
Total		25,721	100.0%	26.0%

Hot topics by country

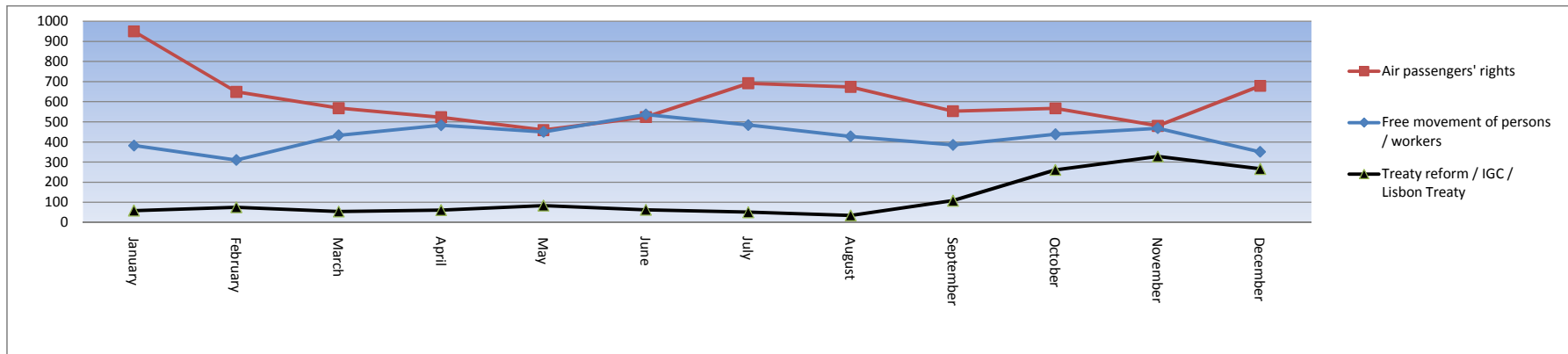
Air passengers rights	Enquiries
Spain	1,213
Germany	1,110
France	765
United Kingdom	749
Italy	423
Netherlands	341
Belgium	318
Portugal	244
Greece	202
Austria	145
Ireland	102
Denmark	89
Finland	83
Sweden	76
Luxembourg	22
Total EU-15	5,882
Hungary	67
Romania	51
Poland	46
Cyprus	44
Czech Republic	42
Slovakia	27
Estonia	23
Bulgaria	21
Malta	18
Slovenia	12
Latvia	8
Lithuania	7
Total EU-12	366
non-EU	325
Unspecified	745
Grand Total	7,318

Free movement of persons / workers	Enquiries
Spain	579
France	551
United Kingdom	534
Germany	515
Italy	282
Belgium	196
Netherlands	184
Portugal	141
Austria	134
Greece	128
Ireland	94
Sweden	88
Denmark	43
Finland	39
Luxembourg	16
Total EU-15	3,524
Bulgaria	118
Romania	98
Hungary	81
Poland	68
Czech Republic	65
Cyprus	62
Latvia	39
Slovakia	31
Lithuania	29
Estonia	24
Slovenia	9
Malta	7
Total EU-12	631
non-EU	347
Unspecified	647
Grand Total	5,149



Hot topics per month

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Air passengers' rights	950	649	568	523	459	524	692	674	553	567	480	679	7,318
Free movement of persons / workers	382	310	433	483	450	537	484	428	385	438	468	351	5,149
Treaty reform / IGC / Lisbon Treaty	59	75	54	61	84	63	51	35	108	261	328	266	1,445
Grand Total	1,391	1,034	1,055	1,067	993	1,124	1,227	1,137	1,046	1,266	1,276	1,296	13,912



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

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	2,743	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
TOTAL	42,950	47,583	2,609	93,142

Month	2009			
	Calls	Emails*	Chat	TOTAL
January	3,940	4,303	297	8,540
February	3,751	4,092	324	8,167
March	4,306	5,051	383	9,740
April	3,768	4,580	341	8,689
May	3,607	4,533	291	8,431
June	3,802	4,227	281	8,310
July	3,973	4,037	235	8,245
August	3,195	3,644	211	7,050
September	3,747	4,029	247	8,023
October	3,704	4,667	248	8,619
November	3,432	4,837	205	8,474
December	2,689	3,938	180	6,807
TOTAL	43,914	51,938	3,243	99,095

* Including 1 fax

