



# EUROPE DIRECT Contact Centre

Quarterly report for January-March 2010

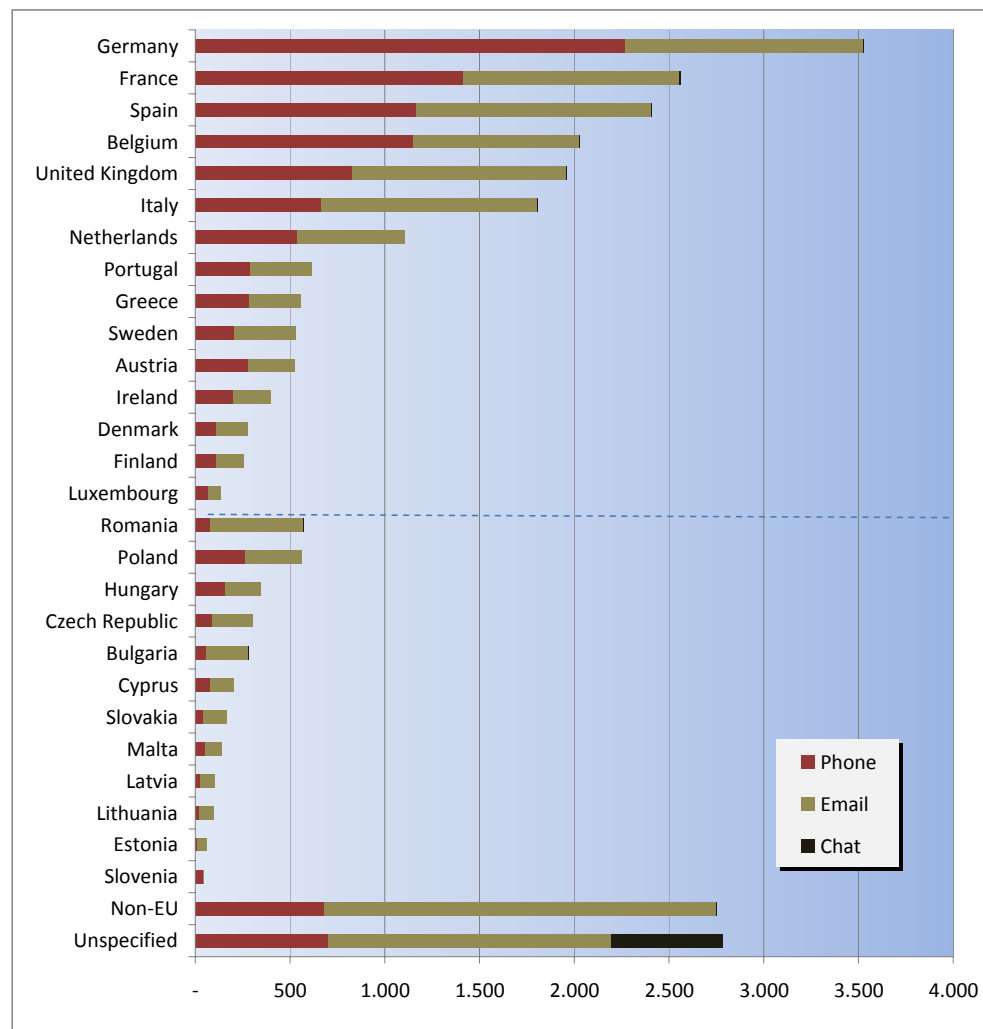
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## Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany		2	1.255	2.270	3.527
France		6	1.139	1.414	2.559
Spain		3	1.239	1.167	2.409
Belgium		6	874	1.149	2.029
United Kingdom		2	1.128	830	1.960
Italy		1	1.140	666	1.807
Netherlands		-	568	535	1.103
Portugal		-	327	287	614
Greece		-	273	285	558
Sweden		-	322	208	530
Austria		-	247	278	525
Ireland		-	197	203	400
Denmark		1	163	112	276
Finland		-	144	114	258
Luxembourg		-	67	70	137
<b>TOTAL EU-15</b>	<b>21</b>	<b>9.083</b>	<b>9.588</b>	<b>18.692</b>	<b>68,9%</b>
Romania		1	496	77	574
Poland		-	299	263	562
Hungary		-	188	160	348
Czech Republic		-	213	91	304
Bulgaria		1	223	59	283
Cyprus		-	125	76	201
Slovakia		-	122	45	167
Malta		-	86	51	137
Latvia		-	78	25	103
Lithuania		-	74	21	95
Estonia		-	49	12	61
Slovenia		-	6	42	48
<b>Total EU-12</b>	<b>2</b>	<b>1.959</b>	<b>922</b>	<b>2.883</b>	<b>10,6%</b>
Non-EU	4	2.065	683	2.752	10,2%
Unspecified	586	1.495	703	2.784	10,3%
<b>Grand Total</b>	<b>613</b>	<b>14.602</b>	<b>11.896</b>	<b>27.111</b>	
	2,3%	53,9%	43,9%		

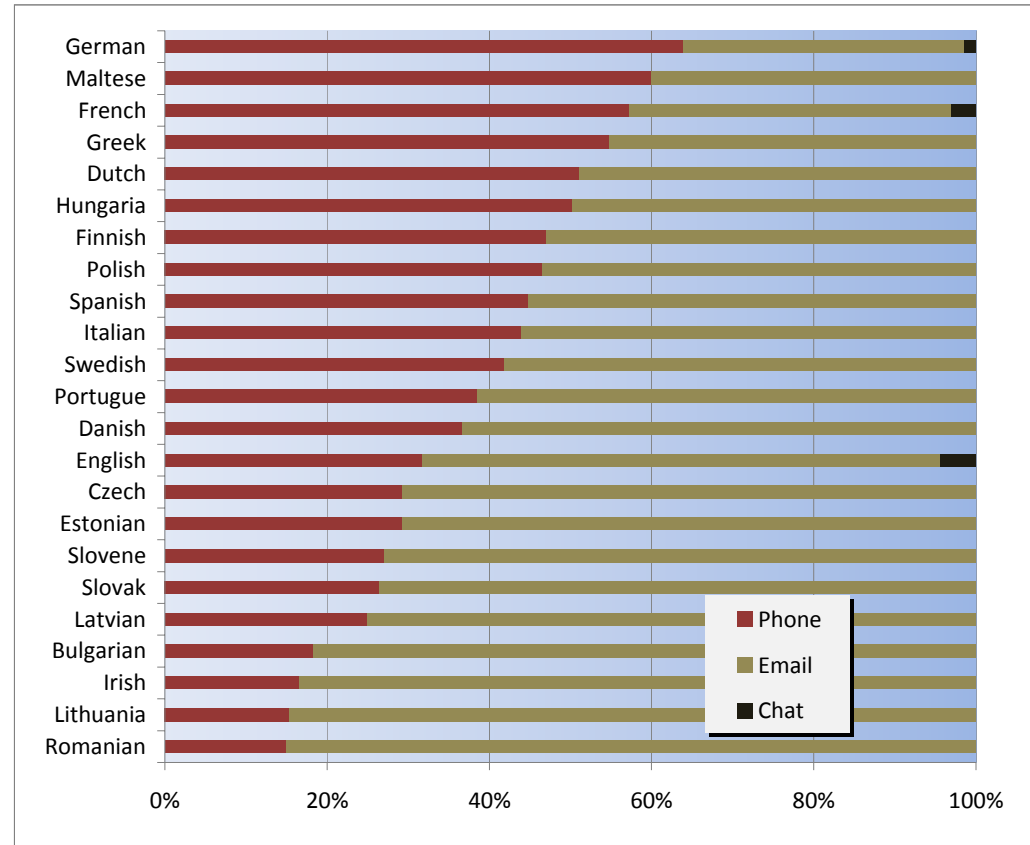
<b>Obsolete</b>	201	2.198	1.374	<b>3.773</b>	12,2%
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Ranking of countries by share of phone calls, e-mail and chat

## Enquiries by language and channel

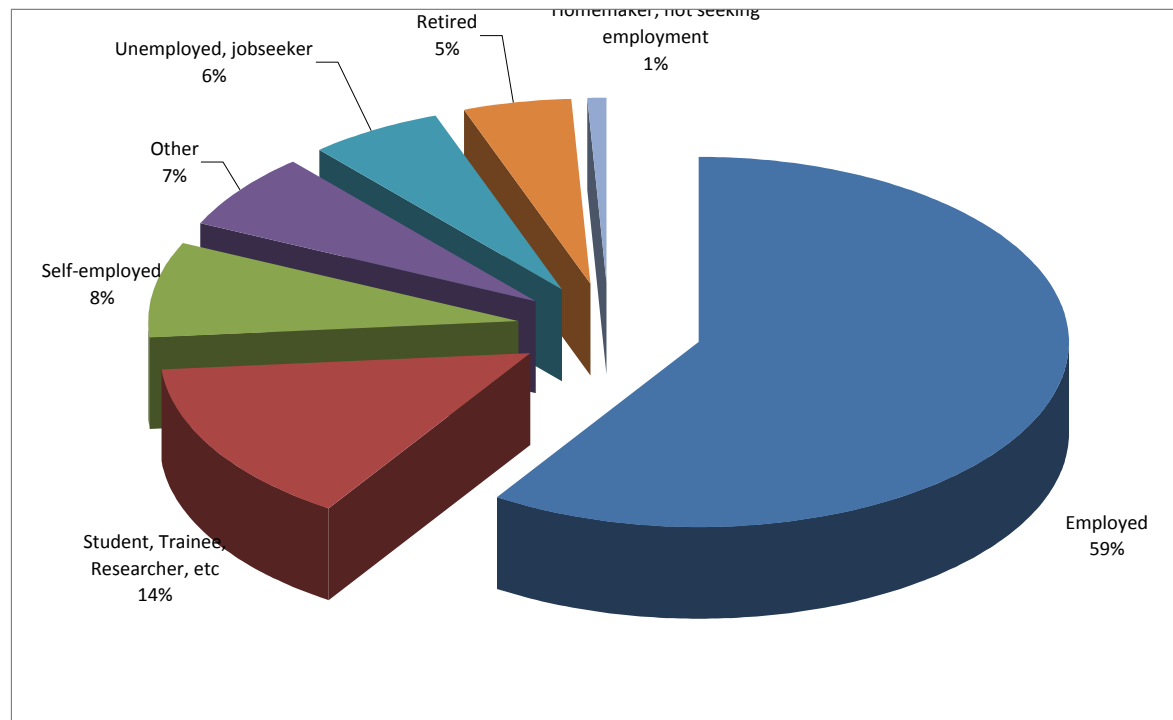
Language	Chat	Email	Phone	Total	
English	436	6.372	3.157	9.965	36,8%
French	122	1.597	2.301	4.020	14,8%
German	55	1.391	2.561	4.007	14,8%
Spanish	-	1.409	1.145	2.554	9,4%
Italian	-	822	644	1.466	5,4%
Dutch	-	616	645	1.261	4,7%
Portuguese	-	359	225	584	2,2%
Polish	-	281	245	526	1,9%
Greek	-	201	244	445	1,6%
Swedish	-	230	166	396	1,5%
Romanian	-	318	56	374	1,4%
Hungarian	-	136	137	273	1,0%
Czech	-	164	68	232	0,9%
Bulgarian	-	183	41	224	0,8%
Finnish	-	91	81	172	0,6%
Danish	-	93	54	147	0,5%
Slovak	-	100	36	136	0,5%
Slovene	-	62	23	85	0,3%
Latvian	-	63	21	84	0,3%
Lithuanian	-	66	12	78	0,3%
Estonian	-	29	12	41	0,2%
Maltese	-	14	21	35	0,1%
Irish	-	5	1	6	0,0%
<b>Total</b>	<b>613</b>	<b>14.602</b>	<b>11.896</b>	<b>27.111</b>	



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

Economic category	Enquiries	
Employed	8.885	32,8%
Student, Trainee, Researcher, etc	2.178	8,0%
Self-employed	1.238	4,6%
Other	1.006	3,7%
Unemployed, jobseeker	906	3,3%
Retired	686	2,5%
Homemaker, not seeking employment	134	0,5%
Unknown	12.078	44,6%
<b>Total</b>	<b>27.111</b>	



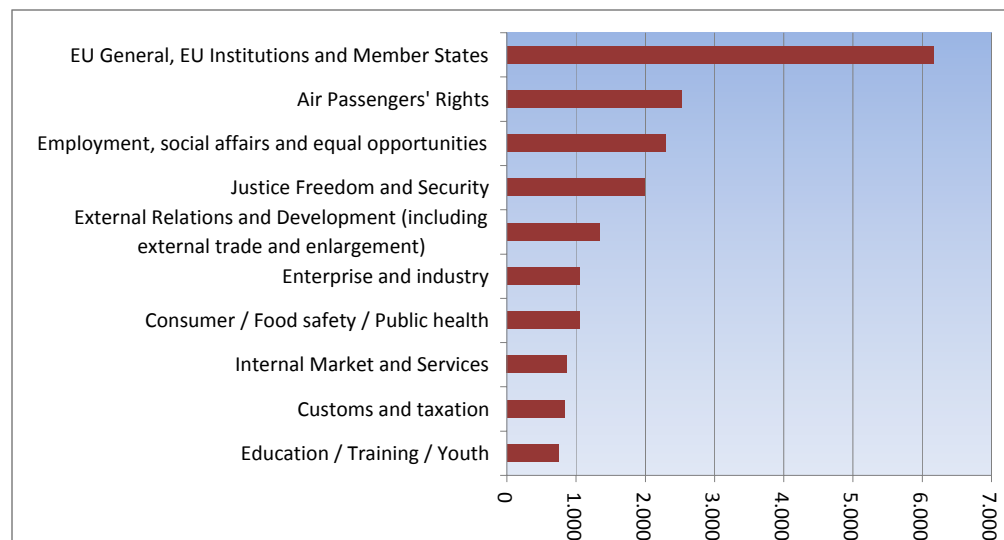
Excluding "Unknown"

## Enquiries by subject

Top10 subjects	Enquiries
EU General, EU Institutions and Member States	6.159
Air Passengers' Rights	2.523
Employment, social affairs and equal opportunities	2.288
Justice Freedom and Security	1.986
External Relations and Development (including external trade and enlargement)	1.331
Enterprise and industry	1.041
Consumer / Food safety / Public health	1.041
Internal Market and Services	864
Customs and taxation	823
Education / Training / Youth	746
<b>Total</b>	<b>18.802</b>

Other subjects	Enquiries
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	3.428
Research Enquiry Service	1.746
Out of scope	1.479
Service-related issues	905
Trade info request service	221
Export Helpdesk	196
Publication Orders	184
EIT	150
<b>Total</b>	<b>8.309</b>

<b>Grand Total</b>	<b>27.111</b>
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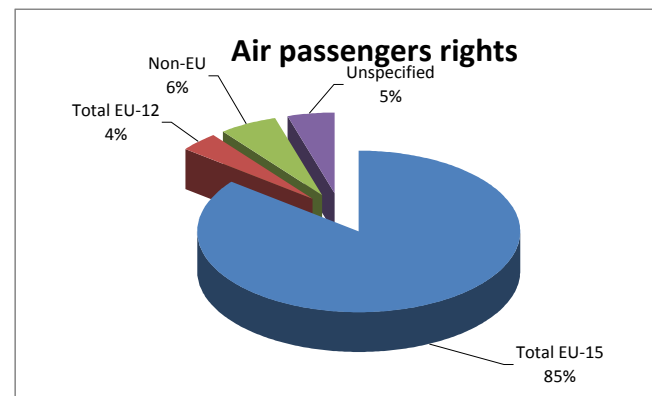


## Hot topics by country

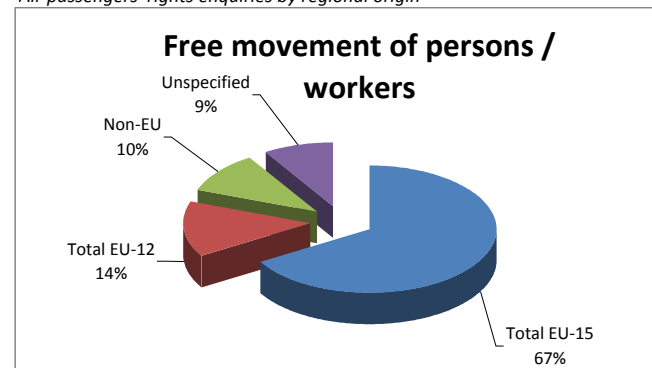
Air passengers rights	
Country	Enquiries
Germany	438
Spain	437
United Kingdom	315
France	292
Netherlands	137
Italy	129
Belgium	102
Portugal	81
Finland	48
Sweden	39
Greece	39
Austria	34
Ireland	31
Denmark	29
Luxembourg	11
<b>Total EU-15</b>	<b>2.162</b>
Romania	19
Hungary	16
Poland	15
Cyprus	8
Bulgaria	8
Czech Republic	8
Lithuania	5
Estonia	4
Malta	4
Slovakia	4
Latvia	3
Slovenia	2
<b>Total EU-12</b>	<b>96</b>
Non-EU	149
Unspecified	116
<b>Grand Total</b>	<b>2.523</b>

Free movement of persons / workers	
Country	Enquiries
France	157
Germany	144
United Kingdom	142
Spain	139
Italy	79
Belgium	55
Netherlands	45
Greece	37
Portugal	27
Austria	26
Sweden	24
Ireland	24
Finland	14
Denmark	13
Luxembourg	3
<b>Total EU-15</b>	<b>929</b>
Bulgaria	47
Romania	42
Hungary	28
Cyprus	19
Poland	19
Czech Republic	16
Lithuania	8
Slovakia	8
Estonia	6
Latvia	5
Slovenia	1
Malta	1
<b>Total EU-12</b>	<b>200</b>
Non-EU	145
Unspecified	126
<b>Grand Total</b>	<b>1.400</b>

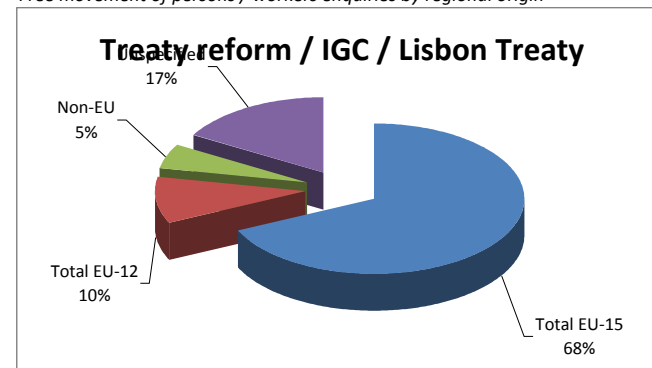
Lisbon Treaty	
Country	Enquiries
Germany	73
Spain	52
France	28
Italy	27
Belgium	26
United Kingdom	20
Sweden	18
Netherlands	18
Portugal	15
Austria	10
Finland	9
Denmark	5
Ireland	5
Greece	4
Luxembourg	2
<b>Total EU-15</b>	<b>312</b>
Poland	12
Romania	12
Czech Republic	7
Hungary	7
Slovakia	3
Estonia	2
Latvia	1
Malta	1
Bulgaria	1
Cyprus	-
Slovenia	-
Lithuania	-
<b>Total EU-12</b>	<b>46</b>
Non-EU	24
Unspecified	77
<b>Grand Total</b>	<b>459</b>



Air passengers' rights enquiries by regional origin



Free movement of persons / workers enquiries by regional origin



Lisbon Treaty enquiries by regional origin

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

Month	2007	2008				2009				2010			
	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January-March	32.644	11.237	12.233	1.127	24.597	11.997	13.446	1.004	26.447	11.896	14.602	613	27.111
April-June	28.377	12.932	10.636	0	23.568	11.367	13.146	913	25.426				
July-September	25.807	10.856	11.133	542	22.531	10.911	11.704	693	23.308				
October-December	25.463	10.305	11.368	945	22.618	9.825	13.442	633	23.900				
<b>TOTAL</b>	<b>112.291</b>	<b>45.330</b>	<b>45.370</b>	<b>2.614</b>	<b>93.314</b>	<b>44.100</b>	<b>51.738</b>	<b>3.243</b>	<b>99.081</b>	<b>11.896</b>	<b>14.602</b>	<b>613</b>	<b>27.111</b>

