



EUROPE DIRECT Contact Centre

Quarterly report for July-September 2010

CONTENTS

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

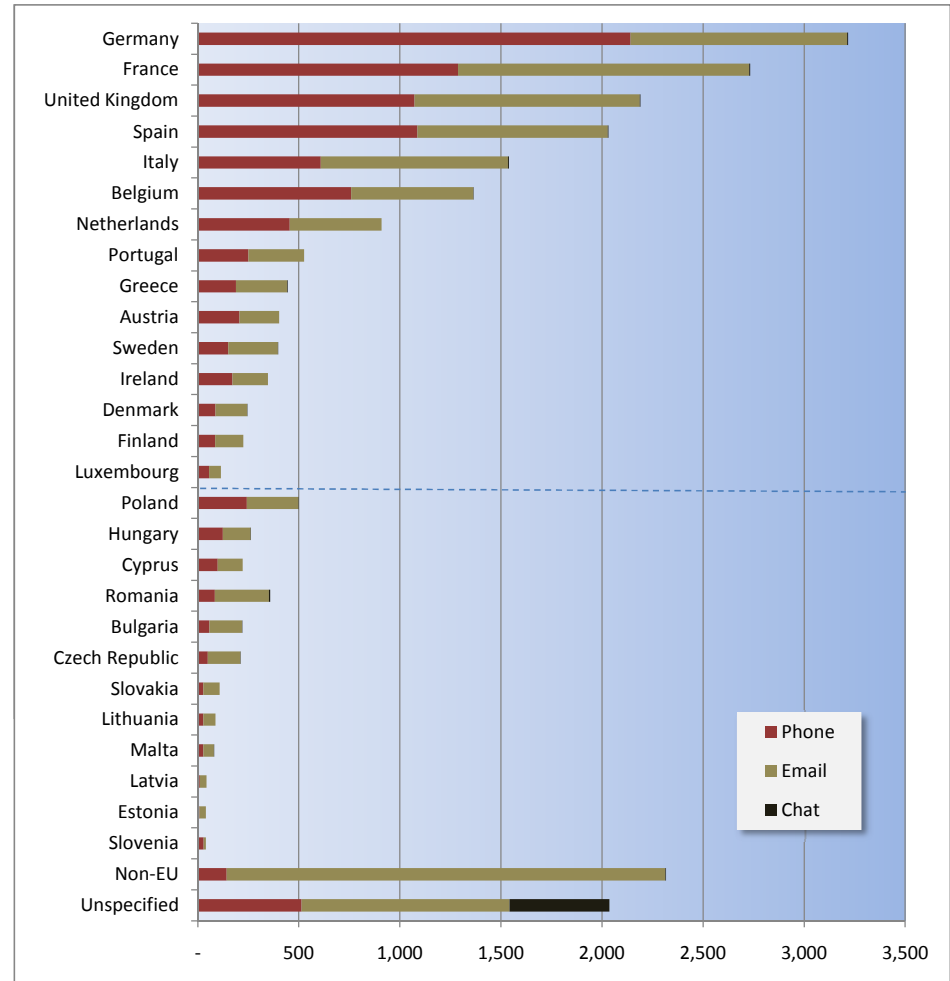
DOCUMENT CONTROL

File: EDCC-report_July_September_2010.xlsx
Saved: Monday 11 October, 2010 at 14.14
Data extraction date: Friday 08 October, 2010

Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany	4	1,072	2,141	3,217	
France	4	1,441	1,288	2,733	
United Kingdom	3	1,115	1,072	2,190	
Spain	3	942	1,087	2,032	
Italy	5	925	609	1,539	
Belgium	3	604	759	1,366	
Netherlands	-	454	455	909	
Portugal	-	275	251	526	
Greece	2	254	189	445	
Austria	-	196	206	402	
Sweden	1	245	151	397	
Ireland	-	176	171	347	
Denmark	1	158	87	246	
Finland	-	140	86	226	
Luxembourg	-	58	56	114	
TOTAL EU-15	26	8,055	8,608	16,689	71.9%
Poland	1	255	242	498	
Hungary	1	137	124	262	
Cyprus	-	123	99	222	
Romania	7	268	84	359	
Bulgaria	1	161	58	220	
Czech Republic	1	161	50	212	
Slovakia	-	81	28	109	
Lithuania	-	60	28	88	
Malta	1	51	28	80	
Latvia	-	34	10	44	
Estonia	-	32	8	40	
Slovenia	-	11	29	40	
Total EU-12	12	1,374	788	2,174	9.4%
Non-EU	4	2,170	143	2,317	10.0%
Unspecified	493	1,029	514	2,036	8.8%
Grand Total	535	12,628	10,053	23,216	
	2.3%	54.4%	43.3%		

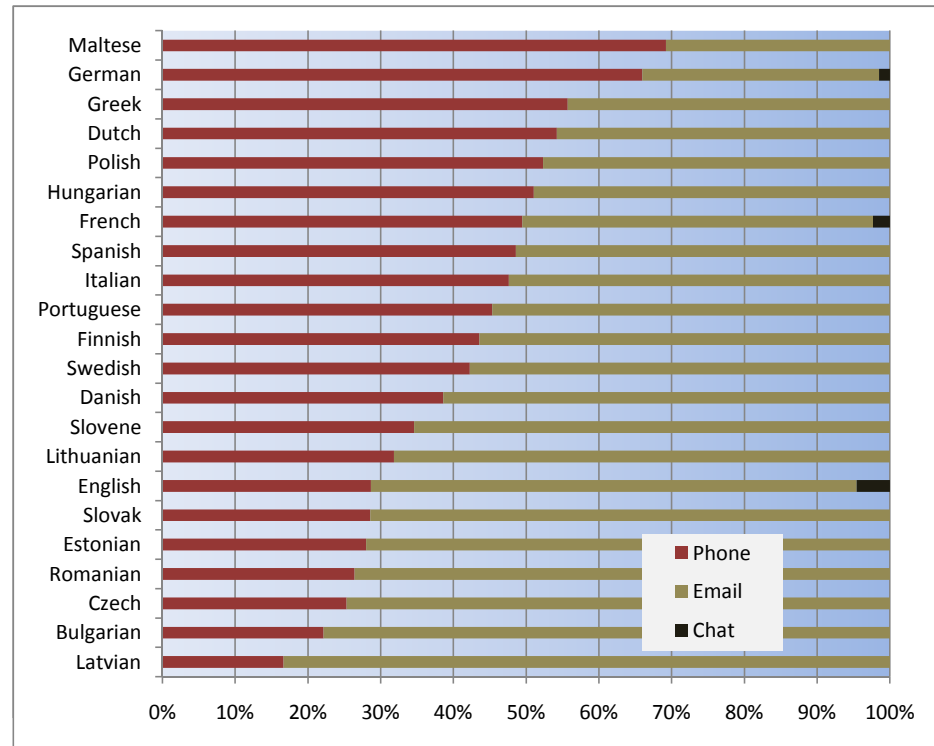
Obsolete	205	1,820	1,727	3,752	13.9%
-----------------	-----	-------	-------	--------------	-------



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

Enquiries by language and channel

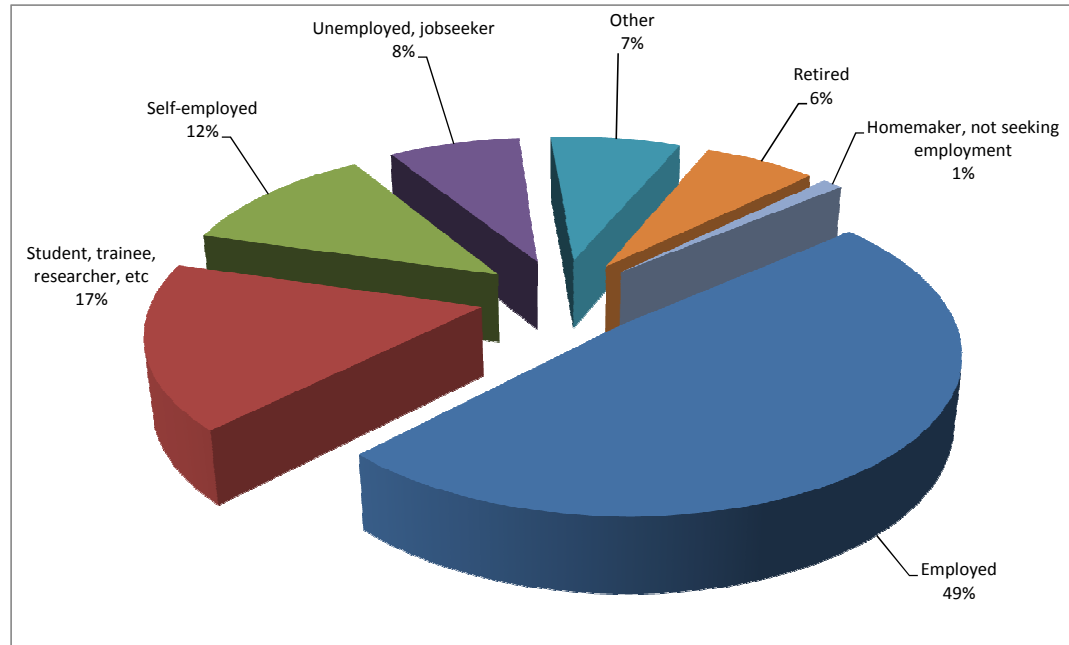
Language	Chat	Email	Phone	Total	
English	397	5,824	2,498	8,719	37.6%
French	85	1,763	1,810	3,658	15.8%
German	53	1,170	2,372	3,595	15.5%
Spanish	-	1,063	1,004	2,067	8.9%
Italian	-	627	570	1,197	5.2%
Dutch	-	476	564	1,040	4.5%
Portuguese	-	299	248	547	2.4%
Polish	-	214	235	449	1.9%
Greek	-	163	205	368	1.6%
Swedish	-	149	109	258	1.1%
Romanian	-	184	66	250	1.1%
Hungarian	-	94	98	192	0.8%
Bulgarian	-	130	37	167	0.7%
Czech	-	124	42	166	0.7%
Finnish	-	79	61	140	0.6%
Danish	-	78	49	127	0.5%
Slovak	-	60	24	84	0.4%
Lithuanian	-	45	21	66	0.3%
Slovene	-	34	18	52	0.2%
Latvian	-	30	6	36	0.2%
Estonian	-	18	7	25	0.1%
Maltese	-	4	9	13	0.1%
Total	535	12,628	10,053	23,216	



Proportion of enquiries, sorted by proportion of phone enquiries

Enquiries by economic category

Economic category	Enquiries	
Employed	3,971	17.1%
Student, trainee, researcher, etc	1,399	6.0%
Self-employed	957	4.1%
Unemployed, jobseeker	620	2.7%
Other	612	2.6%
Retired	530	2.3%
Homemaker, not seeking employment	95	0.4%
Unspecified	15,032	64.7%
Total	23,216	



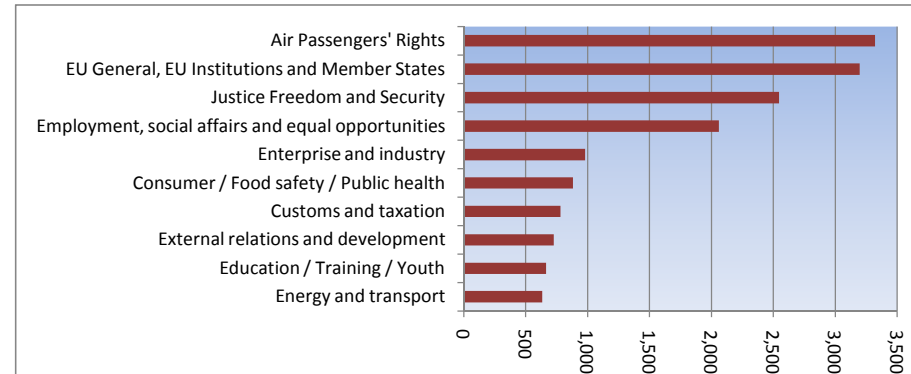
Excluding "Unknown"

Enquiries by subject

Top 10 subjects	Enquiries	
Air Passengers' Rights	3,321	14.3%
EU General, EU Institutions and Member States	3,196	13.8%
Justice Freedom and Security	2,546	11.0%
Employment, social affairs and equal opportunities	2,061	8.9%
Enterprise and industry	980	4.2%
Consumer / Food safety / Public health	881	3.8%
Customs and taxation	780	3.4%
External relations and development	727	3.1%
Education / Training / Youth	665	2.9%
Energy and transport	634	2.7%
Total	15,791	

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	2,763	11.9%
Research Enquiry Service	2,025	8.7%
Out of scope	1,294	5.6%
Service-related issues	694	3.0%
Trade info request	212	0.9%
Export Helpdesk	172	0.7%
Publication Orders	160	0.7%
EIT	65	0.3%
Rail Passengers' Rights	40	0.2%
Total	7,425	

Grand Total	23,216
--------------------	---------------

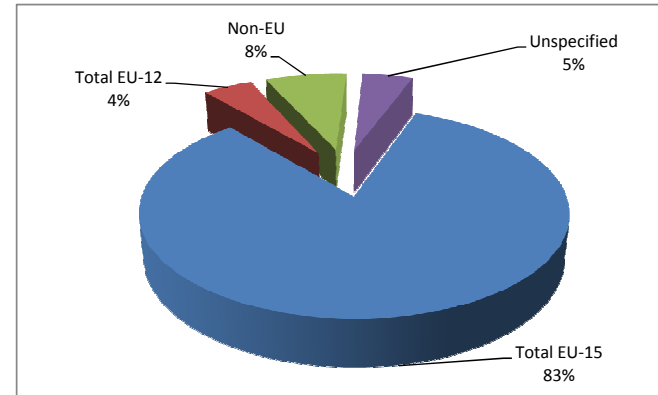


Hot topics by country

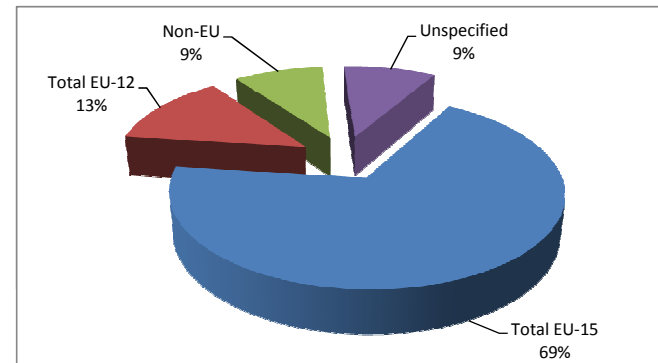
Air passengers' rights	
Country	Enquiries
Germany	577
Spain	522
United Kingdom	447
France	410
Belgium	171
Netherlands	169
Italy	128
Portugal	108
Finland	45
Greece	45
Ireland	44
Austria	36
Sweden	27
Denmark	24
Luxembourg	12
Total EU-15	2,765
Cyprus	30
Romania	26
Hungary	25
Poland	19
Czech Republic	13
Bulgaria	9
Lithuania	8
Estonia	5
Slovakia	5
Malta	4
Latvia	3
Slovenia	3
Total EU-12	150
Non-EU	250
Unspecified	156
Grand Total	3,321

Free movement of persons / workers	
Country	Enquiries
Germany	152
France	131
Spain	131
United Kingdom	119
Italy	70
Netherlands	40
Belgium	34
Portugal	30
Greece	29
Sweden	23
Austria	22
Ireland	22
Finland	13
Denmark	11
Luxembourg	3
Total EU-15	830
Romania	44
Bulgaria	30
Hungary	24
Poland	23
Cyprus	13
Malta	7
Lithuania	5
Czech Republic	4
Slovakia	4
Estonia	3
Latvia	1
Slovenia	1
Total EU-12	159
Non-EU	109
Unspecified	112
Grand Total	1,210

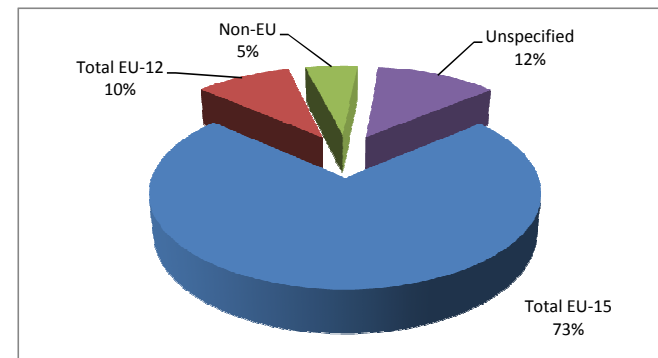
Lisbon Treaty	
Country	Enquiries
Germany	25
Belgium	12
United Kingdom	10
France	8
Italy	8
Netherlands	5
Spain	4
Ireland	3
Sweden	3
Greece	2
Finland	1
Portugal	1
Denmark	0
Luxembourg	-
Austria	-
Total EU-15	82
Hungary	3
Bulgaria	2
Romania	2
Cyprus	1
Czech Republic	1
Malta	1
Poland	1
Slovakia	0
Estonia	0
Latvia	-
Slovenia	-
Bulgaria	-
Total EU-12	11
Non-EU	6
Unspecified	14
Grand Total	113



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	11,926	12,379	627	24,932
July-September	25,807	10,856	11,133	542	22,531	10,911	11,704	693	23,308	10,053	12,628	535	23,216
October-December	25,463	10,305	11,368	945	22,618	9,825	13,442	633	23,900				
TOTAL	112,291	45,330	45,370	2,614	93,314	44,100	51,738	3,243	99,081	33,875	39,609	1,775	75,259

