



EUROPE DIRECT Contact Centre

Quarterly report for October-December 2010

CONTENTS

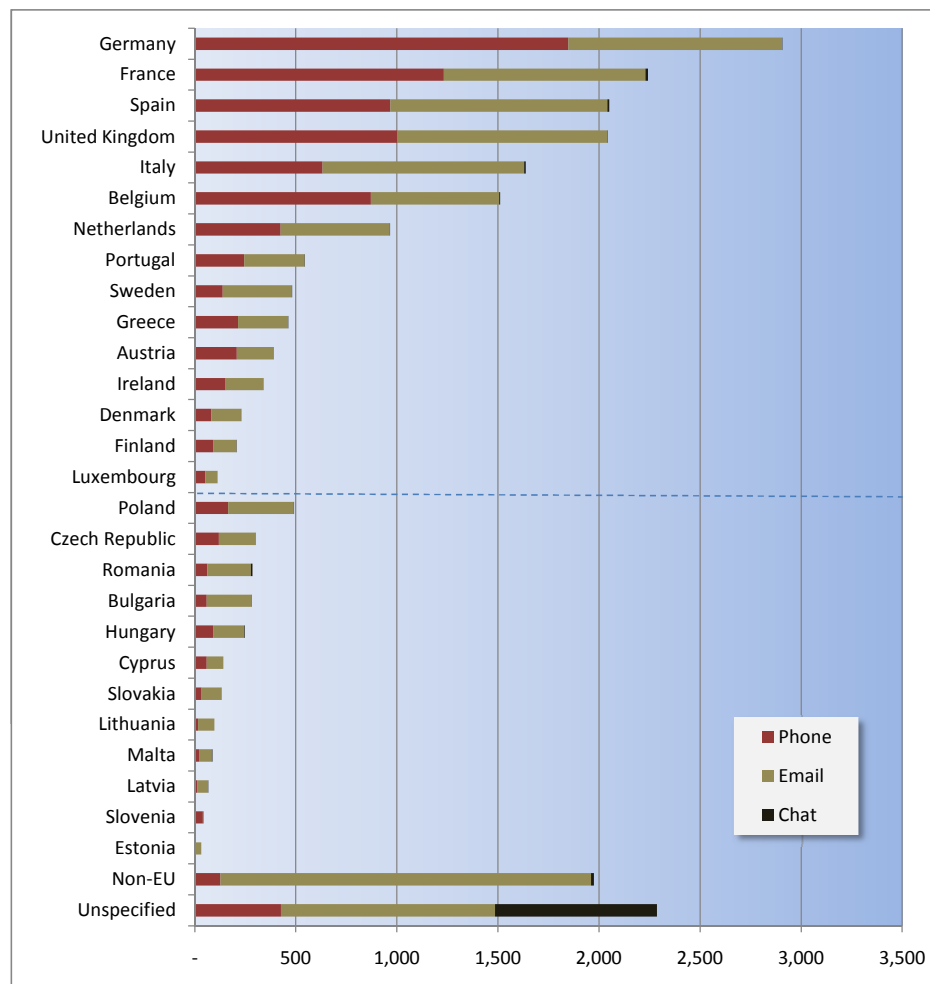
	<i>page</i>
Enquiries by country and channel	2
Enquiries by language and channel	3
Enquiries by economic category	4
Enquiries by subject	5
Selected hot topics by country	6
Trends in the volumes of EDCC enquiries - year to year comparison	7

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File: EDCC-report_October_December_2010_v2.xlsx
Saved: Friday 14 January, 2011 at 18.12
Data extraction date: Friday 08 October, 2010

Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany	2	1,057	1,848	2,907	
France	12	998	1,232	2,242	
Spain	10	1,073	968	2,051	
United Kingdom	1	1,040	1,003	2,044	
Italy	8	996	633	1,637	
Belgium	5	635	871	1,511	
Netherlands	3	539	425	967	
Portugal	1	300	244	545	
Sweden	1	342	138	481	
Greece	1	246	215	462	
Austria	-	184	208	392	
Ireland	2	185	153	340	
Denmark	1	147	81	229	
Finland	1	115	91	207	
Luxembourg	-	60	53	113	
TOTAL EU-15	48	7,917	8,163	16,128	71.4%
Poland	1	323	166	490	
Czech Republic	1	179	120	300	
Romania	8	215	62	285	
Bulgaria	2	221	59	282	
Hungary	2	154	91	247	
Cyprus	-	82	59	141	
Slovakia	1	96	34	131	
Lithuania	-	80	17	97	
Malta	3	64	21	88	
Latvia	1	55	11	67	
Slovenia	1	2	40	43	
Estonia	-	27	5	32	
Total EU-12	20	1,498	685	2,203	9.8%
Non-EU	13	1,833	128	1,974	8.7%
Unspecified	800	1,059	427	2,286	10.1%
Grand Total	881	12,307	9,403	22,591	
	3.9%	54.5%	41.6%		



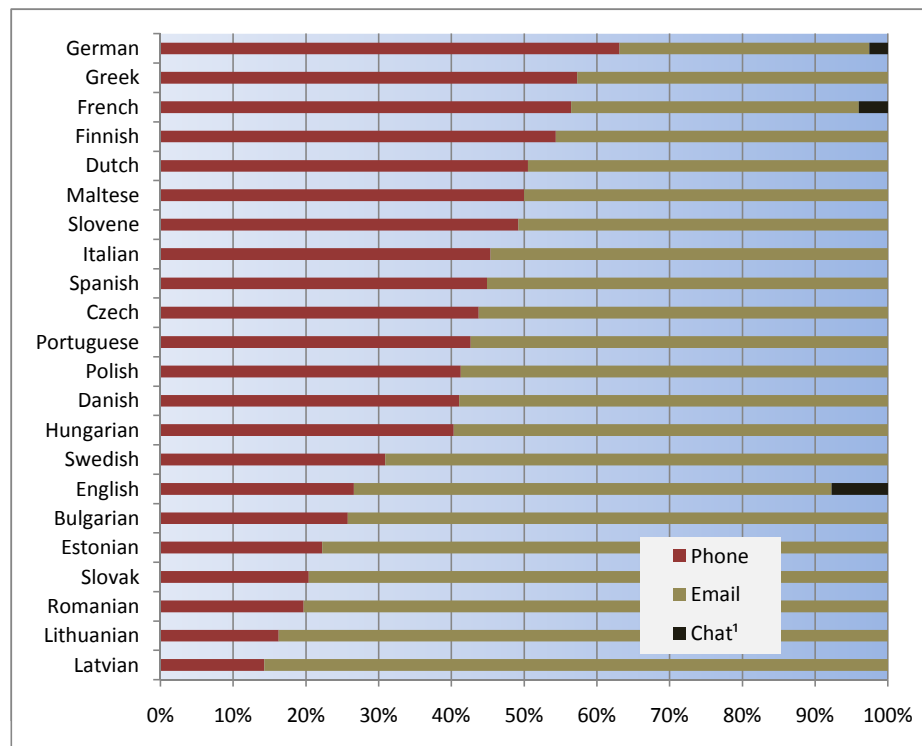
Ranking of countries by share of phone calls, e-mail and chat

Obsolete¹	301	1,804	2,079	4,184	15.6%
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¹ Types of messages (newsletter, eccentric messages, advertising etc.) which generally do not require a reply.

Enquiries by language and channel

Language	Chat ¹	Email	Phone	Total	
English	667	5,667	2,297	8,631	38.2%
French	133	1,311	1,874	3,318	14.7%
German	81	1,101	2,022	3,204	14.2%
Spanish	-	1,103	899	2,002	8.9%
Italian	-	737	612	1,349	6.0%
Dutch	-	509	520	1,029	4.6%
Portuguese	-	304	226	530	2.3%
Polish	-	222	156	378	1.7%
Greek	-	143	192	335	1.5%
Swedish	-	226	101	327	1.4%
Czech	-	144	112	256	1.1%
Bulgarian	-	170	59	229	1.0%
Romanian	-	167	41	208	0.9%
Hungarian	-	120	81	201	0.9%
Finnish	-	63	75	138	0.6%
Danish	-	76	53	129	0.6%
Slovak	-	82	21	103	0.5%
Lithuanian	-	67	13	80	0.4%
Slovene	-	32	31	63	0.3%
Latvian	-	42	7	49	0.2%
Estonian	-	14	4	18	0.1%
Maltese	-	7	7	14	0.1%
Irish	-	-	-	-	0.0%
Total	881	12,307	9,403	22,591	

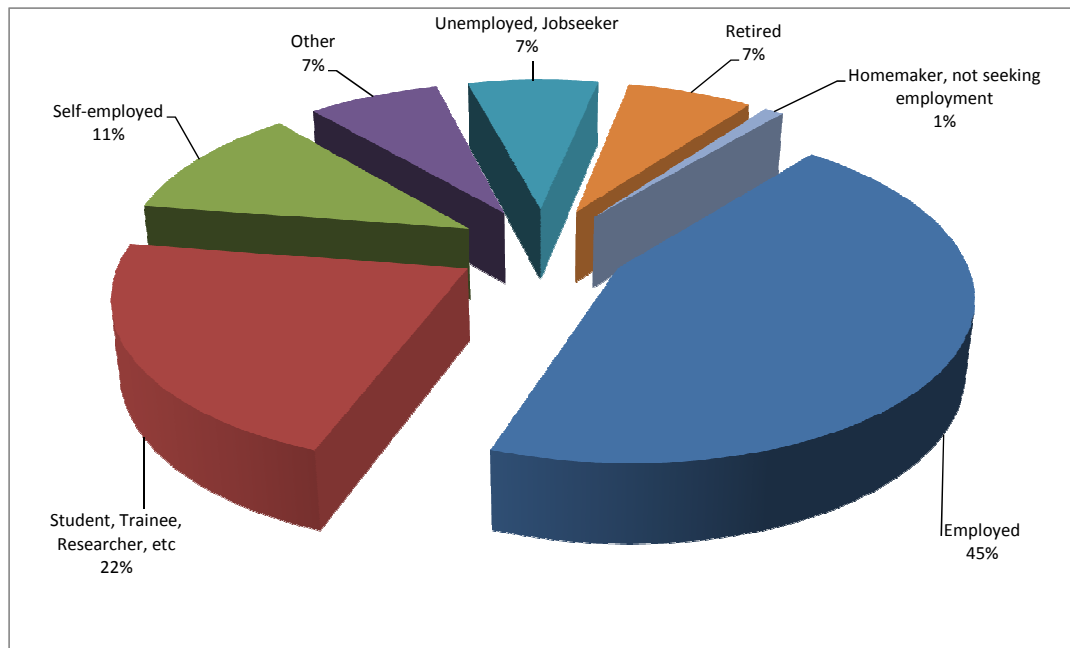


Proportion of enquiries, sorted by proportion of phone enquiries

¹ Chat is only available in English, French and German.

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,844	17.0%
Student, Trainee, Researcher, etc	1,889	8.4%
Self-employed	982	4.3%
Other	625	2.8%
Unemployed, Jobseeker	621	2.7%
Retired	599	2.7%
Homemaker, not seeking employment	88	0.4%
Unspecified	13,943	61.7%
Total	22,591	



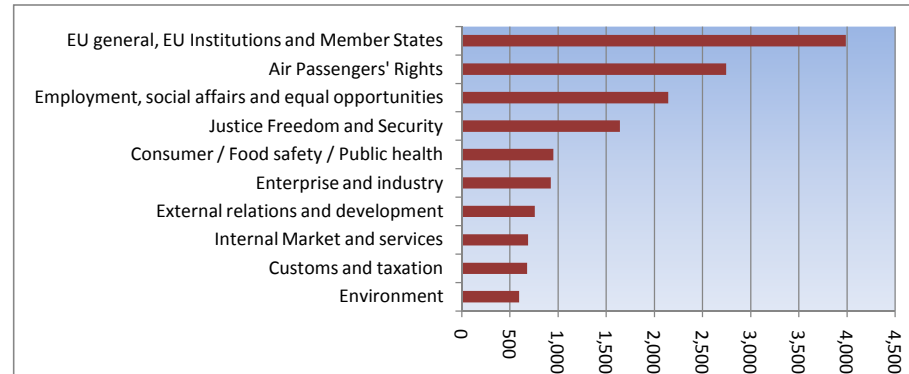
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	3,988	17.7%
Air Passengers' Rights	2,746	12.2%
Employment, social affairs and equal opportunities	2,145	9.5%
Justice Freedom and Security	1,642	7.3%
Consumer / Food safety / Public health	951	4.2%
Enterprise and industry	926	4.1%
External relations and development	758	3.4%
Internal Market and services	688	3.0%
Customs and taxation	679	3.0%
Environment	595	2.6%
Total	15,118	

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), Education / Training / Youth, External trade and Enlargement	3,046	13.5%
Research Enquiry Service	1,998	8.8%
Out of scope	1,167	5.2%
Service-related issues	731	3.2%
Trade info request service	179	0.8%
Export Helpdesk	151	0.7%
Publication Orders	99	0.4%
EIT	59	0.3%
Rail Passengers' Rights	43	0.2%
Total	7,473	

Grand Total	22,591
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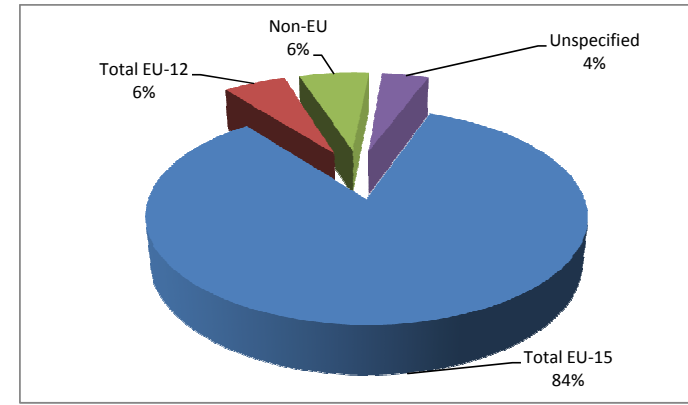


Selected hot topics by country

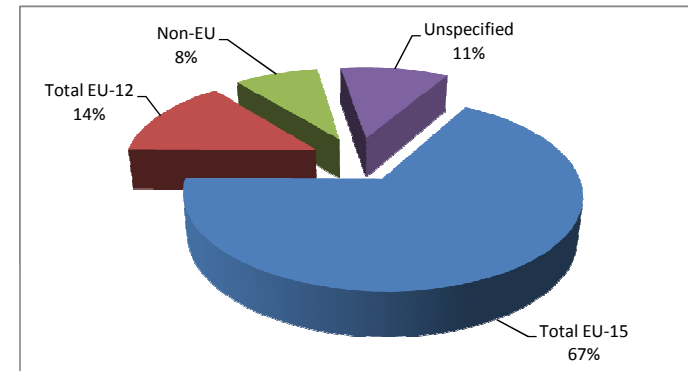
Air passengers' rights	
Country	Enquiries
Germany	626
Spain	450
United Kingdom	356
France	264
Italy	104
Belgium	101
Netherlands	100
Portugal	86
Greece	52
Ireland	40
Austria	31
Denmark	30
Finland	27
Sweden	24
Luxembourg	14
Total EU-15	2,305
Czech Republic	31
Poland	27
Romania	21
Cyprus	20
Bulgaria	19
Hungary	11
Lithuania	7
Slovakia	5
Estonia	5
Latvia	5
Malta	3
Slovenia	1
Total EU-12	155
Non-EU	171
Unspecified	115
Grand Total	2,746

Free movement of persons / workers	
Country	Enquiries
France	170
Germany	115
Spain	108
United Kingdom	75
Italy	59
Netherlands	57
Belgium	52
Sweden	22
Portugal	19
Greece	17
Austria	16
Ireland	11
Finland	10
Denmark	4
Luxembourg	1
Total EU-15	736
Romania	33
Bulgaria	32
Czech Republic	20
Poland	20
Hungary	11
Lithuania	11
Cyprus	10
Latvia	7
Slovakia	4
Malta	4
Slovenia	2
Estonia	1
Total EU-12	155
Non-EU	92
Unspecified	119
Grand Total	1,102

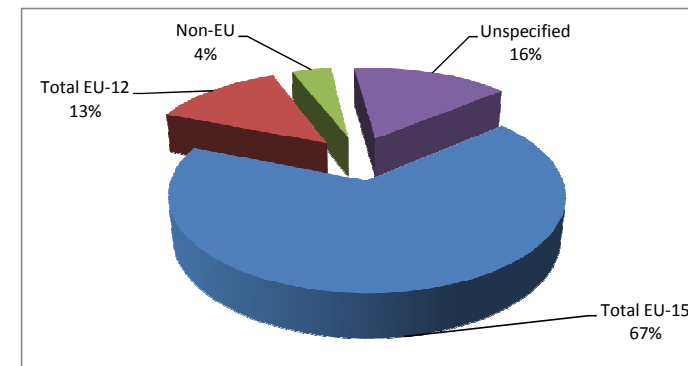
Lisbon Treaty	
Country	Enquiries
Spain	21
Belgium	20
Germany	16
United Kingdom	12
Italy	9
Netherlands	6
France	4
Greece	4
Finland	3
Austria	3
Portugal	3
Ireland	1
Denmark	0
Luxembourg	-
Ireland	-
Total EU-15	102
Poland	5
Lithuania	5
Czech Republic	3
Hungary	3
Malta	2
Slovakia	2
Slovenia	0
Estonia	0
Romania	0
Bulgaria	-
Cyprus	-
Latvia	-
Total EU-12	20
Non-EU	6
Unspecified	24
Grand Total	152



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	9,403	12,307	881	22,591
TOTAL	112,291	45,330	45,370	2,614	93,314	44,100	51,738	3,243	99,081	43,278	51,916	2,656	97,850

