



# EUROPE DIRECT Contact Centre

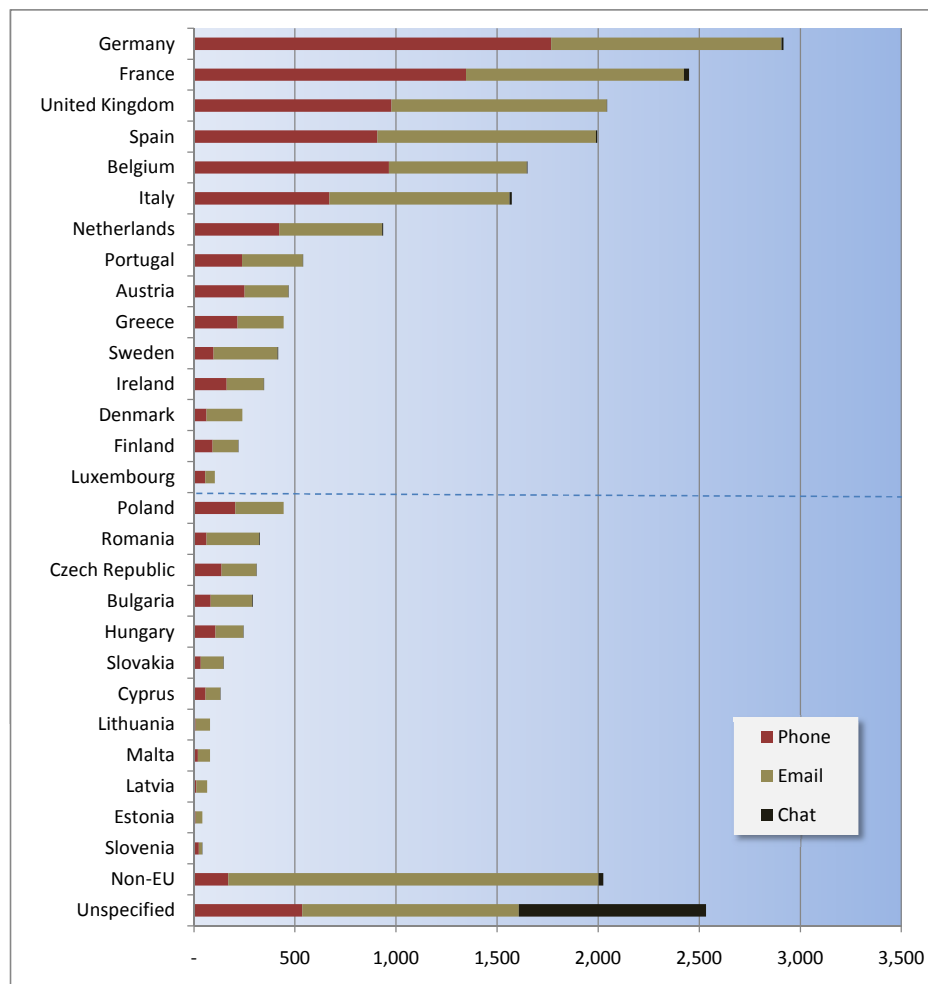
Quarterly report for January-March 2011

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## Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany	9	1,140	1,768	<b>2,917</b>	
France	26	1,078	1,346	<b>2,450</b>	
United Kingdom	2	1,066	977	<b>2,045</b>	
Spain	7	1,081	908	<b>1,996</b>	
Belgium	3	682	965	<b>1,650</b>	
Italy	12	890	671	<b>1,573</b>	
Netherlands	4	511	421	<b>936</b>	
Portugal	1	301	238	<b>540</b>	
Austria	1	218	250	<b>469</b>	
Greece	-	228	216	<b>444</b>	
Sweden	3	317	97	<b>417</b>	
Ireland	1	183	162	<b>346</b>	
Denmark	-	176	63	<b>239</b>	
Finland	1	126	93	<b>220</b>	
Luxembourg	-	48	56	<b>104</b>	
<b>TOTAL EU-15</b>	<b>70</b>	<b>8,045</b>	<b>8,231</b>	<b>16,346</b>	70.7%
Poland	-	240	204	<b>444</b>	
Romania	4	260	63	<b>327</b>	
Czech Republic	1	174	136	<b>311</b>	
Bulgaria	4	205	83	<b>292</b>	
Hungary	1	137	107	<b>245</b>	
Slovakia	1	113	34	<b>148</b>	
Cyprus	1	74	57	<b>132</b>	
Lithuania	-	71	9	<b>80</b>	
Malta	-	60	19	<b>79</b>	
Latvia	-	53	12	<b>65</b>	
Estonia	-	33	8	<b>41</b>	
Slovenia	1	15	25	<b>41</b>	
<b>Total EU-12</b>	<b>13</b>	<b>1,435</b>	<b>757</b>	<b>2,205</b>	9.5%
Non-EU	24	1,832	170	<b>2,026</b>	8.8%
Unspecified	927	1,072	535	<b>2,534</b>	11.0%
<b>Total</b>	<b>1,034</b>	<b>12,384</b>	<b>9,693</b>	<b>23,111</b>	
	4.5%	53.6%	41.9%		



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

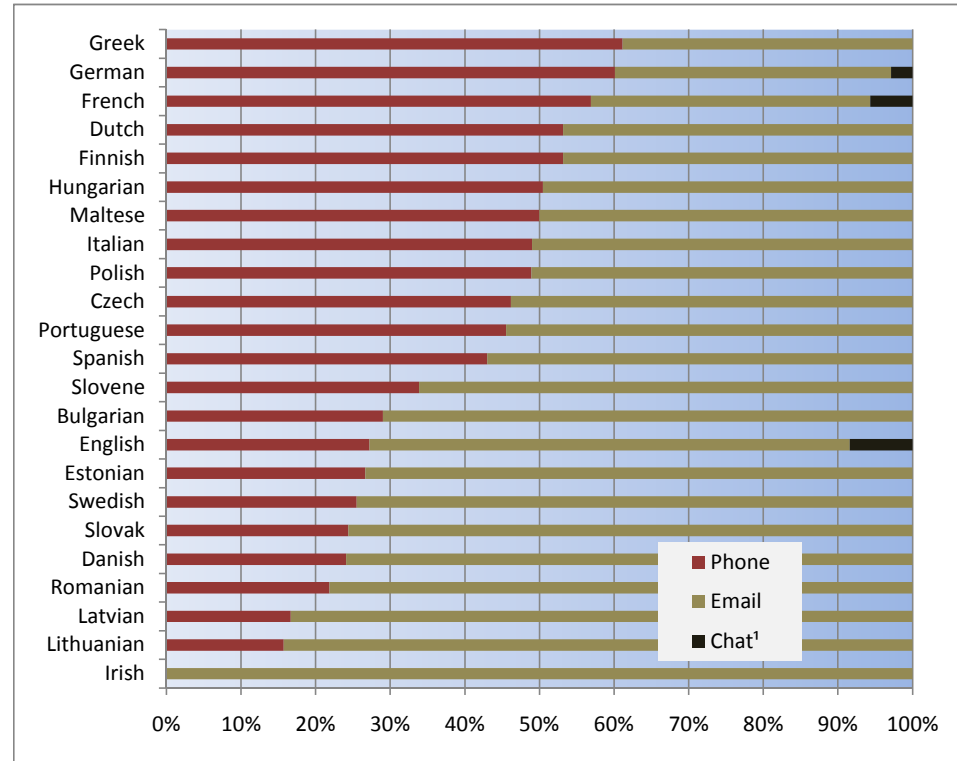
<b>Obsolete<sup>1</sup></b>	367	1,847	1,274	<b>3,488</b>	13.1%
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<sup>1</sup> Types of messages (newsletter, eccentric messages, advertising etc.) which generally do not require a reply.

## Enquiries by language and channel

Language	Chat <sup>1</sup>	Email	Phone	Total	
English	738	5,664	2,393	<b>8,795</b>	38.1%
French	201	1,326	2,015	<b>3,542</b>	15.3%
German	95	1,217	1,977	<b>3,289</b>	14.2%
Spanish	-	1,137	858	<b>1,995</b>	8.6%
Italian	-	664	638	<b>1,302</b>	5.6%
Dutch	-	473	537	<b>1,010</b>	4.4%
Portuguese	-	280	234	<b>514</b>	2.2%
Polish	-	214	205	<b>419</b>	1.8%
Greek	-	136	214	<b>350</b>	1.5%
Swedish	-	219	75	<b>294</b>	1.3%
Czech	-	148	127	<b>275</b>	1.2%
Bulgarian	-	181	74	<b>255</b>	1.1%
Romanian	-	179	50	<b>229</b>	1.0%
Hungarian	-	104	106	<b>210</b>	0.9%
Finnish	-	67	76	<b>143</b>	0.6%
Danish	-	104	33	<b>137</b>	0.6%
Slovak	-	93	30	<b>123</b>	0.5%
Lithuanian	-	59	11	<b>70</b>	0.3%
Slovene	-	41	21	<b>62</b>	0.3%
Latvian	-	50	10	<b>60</b>	0.3%
Estonian	-	22	8	<b>30</b>	0.1%
Irish	-	5	-	<b>5</b>	0.0%
Maltese	-	1	1	<b>2</b>	0.0%
<b>Total</b>	<b>1,034</b>	<b>12,384</b>	<b>9,693</b>	<b>23,111</b>	

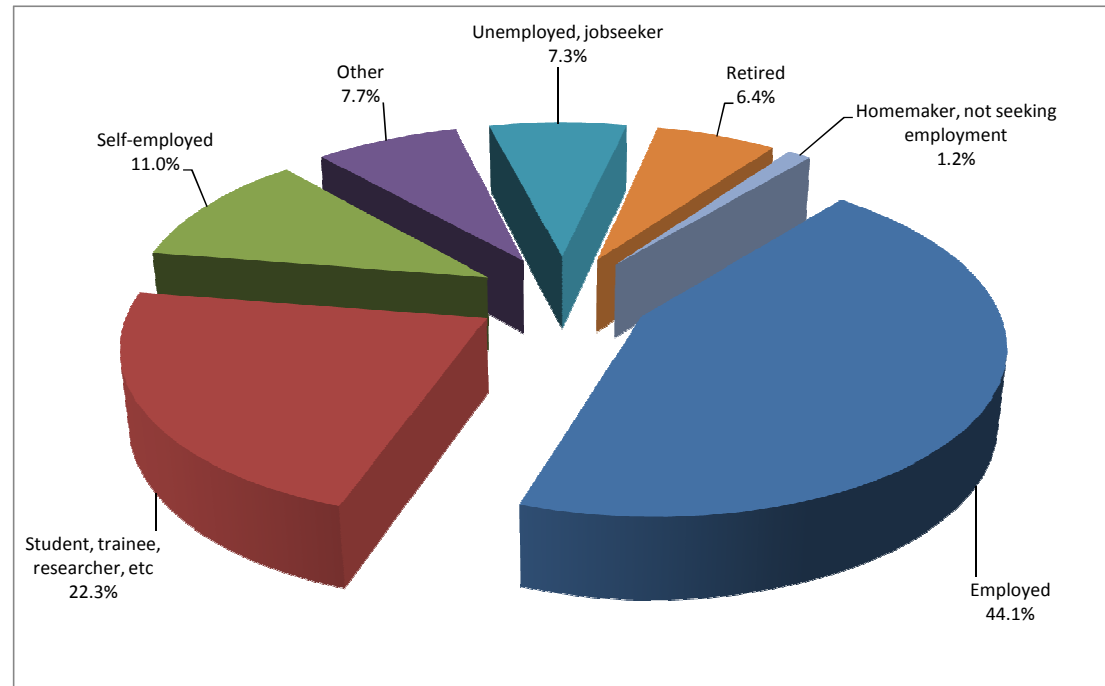
<sup>1</sup> Chat is only available in German, English and French.



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,939	17.0%
Student, trainee, researcher, etc	1,988	8.6%
Self-employed	981	4.2%
Other	686	3.0%
Unemployed, jobseeker	653	2.8%
Retired	574	2.5%
Homemaker, not seeking employment	111	0.5%
Unspecified	14,179	61.4%
<b>Total</b>	<b>23,111</b>	



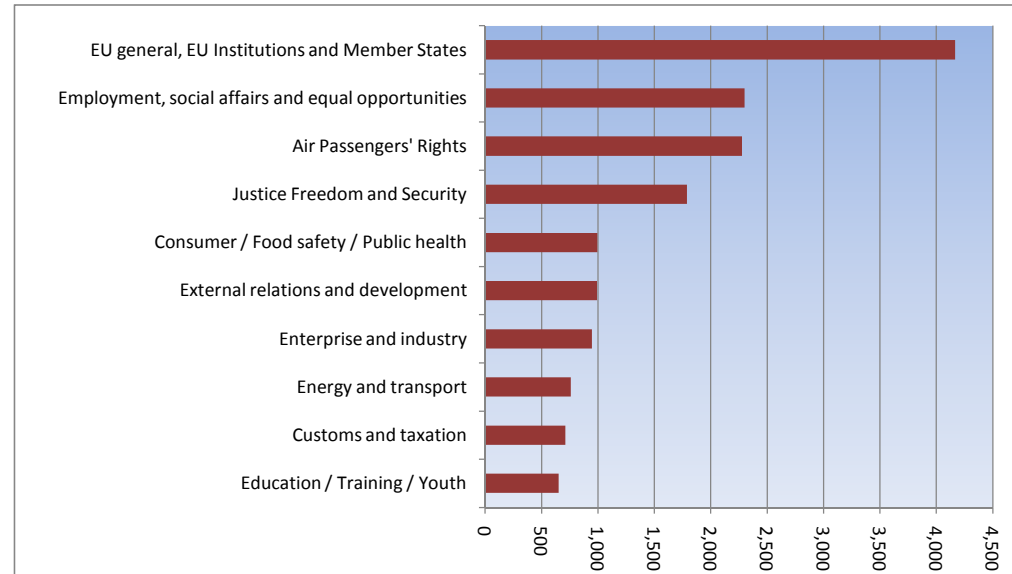
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

## Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	4,166	18.0%
Employment, social affairs and equal opportunities	2,300	10.0%
Air Passengers' Rights	2,276	9.8%
Justice Freedom and Security	1,789	7.7%
Consumer / Food safety / Public health	994	4.3%
External relations and development	993	4.3%
Enterprise and industry	946	4.1%
Energy and transport	759	3.3%
Customs and taxation	711	3.1%
Education / Training / Youth	652	2.8%
<b>Total</b>	<b>15,586</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, External trade, Environment, Internal Market and services and Enlargement.	3,008	13.0%
Research Enquiry Service	1,800	7.8%
Out of scope	1,356	5.9%
Service-related issues	723	3.1%
Trade info request service	200	0.9%
Export Helpdesk	158	0.7%
Publication Orders	154	0.7%
EIT	84	0.4%
Rail Passengers' Rights	42	0.2%
<b>Total</b>	<b>7,525</b>	

<b>Grand Total</b>	<b>23,111</b>
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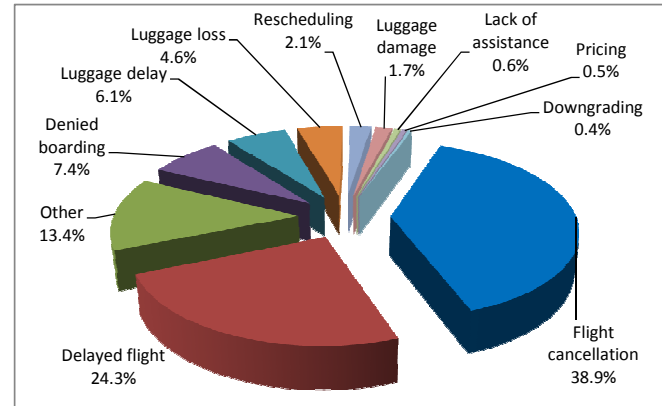


## Selected hot topics by country

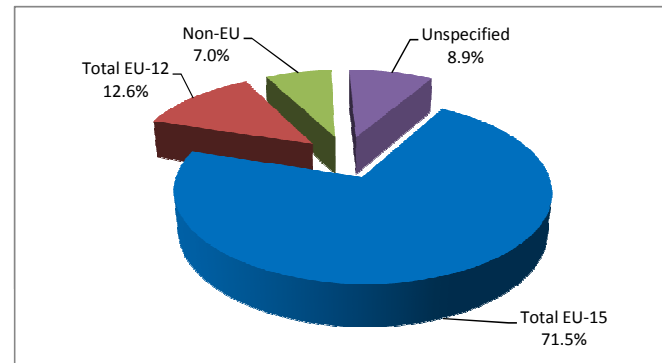
Air passengers' rights	
Country	Enquiries
Germany	390
United Kingdom	320
Spain	283
France	280
Belgium	110
Italy	102
Netherlands	91
Portugal	70
Austria	55
Ireland	48
Greece	46
Finland	38
Denmark	26
Sweden	20
Luxembourg	10
<b>Total EU-15</b>	<b>1,889</b>
Poland	23
Hungary	19
Czech Republic	15
Romania	14
Bulgaria	11
Malta	7
Slovakia	6
Cyprus	6
Estonia	6
Slovenia	5
Lithuania	5
Latvia	2
<b>Total EU-12</b>	<b>119</b>
Non-EU	155
Unspecified	113
<b>Total</b>	<b>2,276</b>

Free movement of persons / workers	
Country	Enquiries
France	209
Spain	132
Germany	119
United Kingdom	84
Netherlands	59
Italy	55
Portugal	45
Belgium	40
Austria	28
Greece	25
Sweden	19
Finland	18
Ireland	15
Denmark	9
Luxembourg	4
<b>Total EU-15</b>	<b>861</b>
Romania	33
Bulgaria	33
Czech Republic	22
Hungary	17
Cyprus	14
Poland	10
Lithuania	5
Slovakia	5
Latvia	5
Estonia	3
Malta	3
Slovenia	2
<b>Total EU-12</b>	<b>152</b>
Non-EU	84
Unspecified	107
<b>Total</b>	<b>1,204</b>

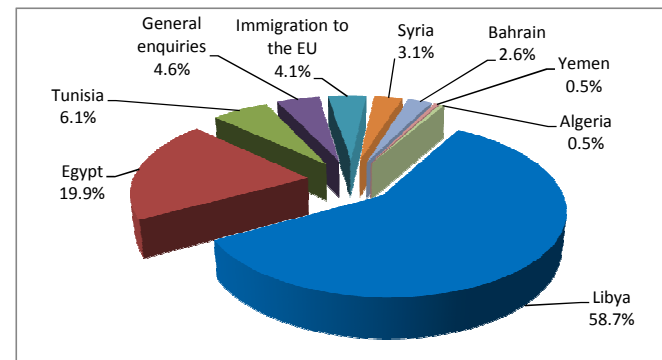
Unrest in North Africa and the Middle East	
Country	Enquiries
Germany	23
France	16
Italy	16
Netherlands	9
Belgium	8
United Kingdom	6
Spain	5
Austria	5
Sweden	2
Finland	2
Denmark	2
Portugal	2
Ireland	2
Luxembourg	-
Greece	-
<b>Total EU-15</b>	<b>98</b>
Bulgaria	2
Cyprus	1
Hungary	1
Romania	1
Czech Republic	-
Estonia	-
Latvia	-
Lithuania	-
Malta	-
Poland	-
Slovakia	-
Slovenia	-
<b>Total EU-12</b>	<b>5</b>
Non-EU	57
Unspecified	36
<b>Total</b>	<b>196</b>



Air passengers' rights enquiries by incident type



Free movement of persons / workers enquiries by regional origin



Cases regarding the unrest in North Africa and the Middle East by subject

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

Month	2007	2008	2009				2010				2011			
	TOTAL	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January-March	32,644	24,597	11,997	13,446	1,004	26,447	11,896	14,602	613	27,111	9,693	12,384	1,034	23,111
April-June	28,377	23,568	11,367	13,146	913	25,426	11,926	12,379	627	24,932				0
July-September	25,807	22,531	10,911	11,704	693	23,308	10,053	12,628	535	23,216				0
October-December	25,463	22,618	9,825	13,442	633	23,900	9,403	12,307	881	22,591				0
<b>TOTAL</b>	<b>112,291</b>	<b>93,314</b>	<b>44,100</b>	<b>51,738</b>	<b>3,243</b>	<b>99,081</b>	<b>43,278</b>	<b>51,916</b>	<b>2,656</b>	<b>97,850</b>	<b>9,693</b>	<b>12,384</b>	<b>1,034</b>	<b>23,111</b>
			44.5%	52.2%	3.3%		44.2%	53.1%	2.7%		41.9%	53.6%	4.5%	

