

Europe Direct key figures in 2016

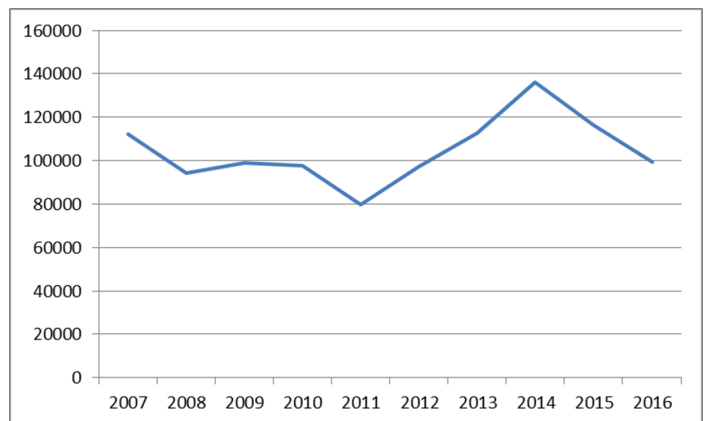
EUROPE DIRECT CONTACT CENTRE

- * the central EU information contact point based in Brussels
- * gives general information about the EU and information on specific EU policies, contact details of organisations people may wish to get in touch with and practical advice on a wide range of EU-related issues
- * answers to citizens' questions in all 24 official languages

Answered **99,554** enquiries in 2016 (14.6% decrease compared to 2015)

Enquiries' Volume Trend per Year

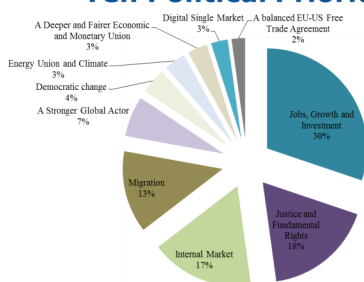
Most enquiries were received via the web submit form (67.8%) and the telephone (31.4 %), followed by enquiries received via the (since abandoned) chat channel (0.3%) and SMS (0.04%).



The highest number of enquiries as a percentage of total volume were received from Germany (9.8%), the United Kingdom (9.2%) and France (7.3%).

The most popular categories were EU general, EU Institutions and Member States (14.7%), Horizon2020 (10.9%) and Employment social affairs and inclusion (8.3%).

Ten Political Priorities



The biggest 'hot topics' during the year were the UK Referendum on its membership in the EU (1,905), the Mediterranean Refugee Crisis (424) and the Transatlantic Trade and Investment Partnership (154) . As regards the political priorities, 30% of total questions related to Jobs, Growth and Investment.

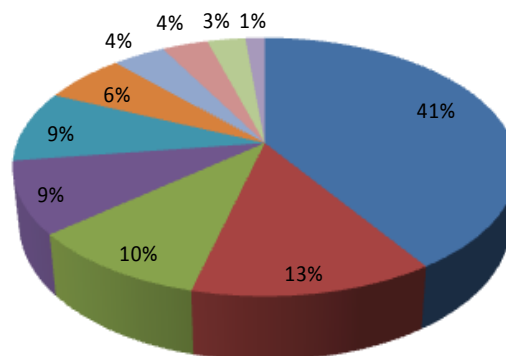
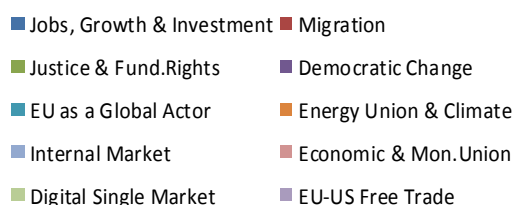
EUROPE DIRECT INFORMATION CENTRES (EDICs)

- * local interface between the EU and its citizens
- * answer questions on the EU and provide information on its institutions and policies
- * promote local and regional debate about the EU by organising events
- * produce and distribute printed and electronic information material

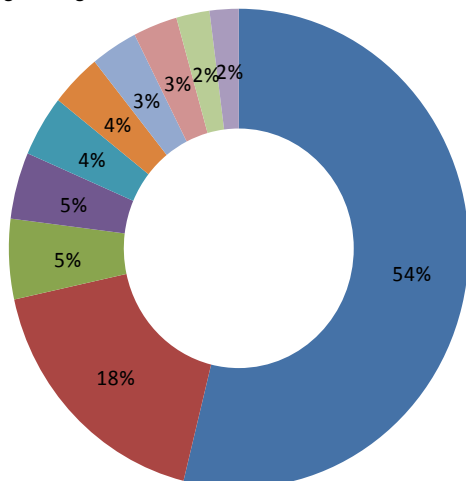
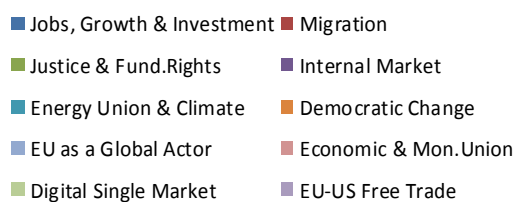
513 EDICs located in all 28 Member States organised a total of **10 276** events at local and regional level. The main political priorities covered at these events were Jobs, Growth and Investment, Migration, Justice and Fundamental Rights and Democratic Change.

The events reached almost **1.500 000** people, and the main target audience was **young people** (up to 25 years old)

Priorities covered by EDIC events



Questions relating to political priorities



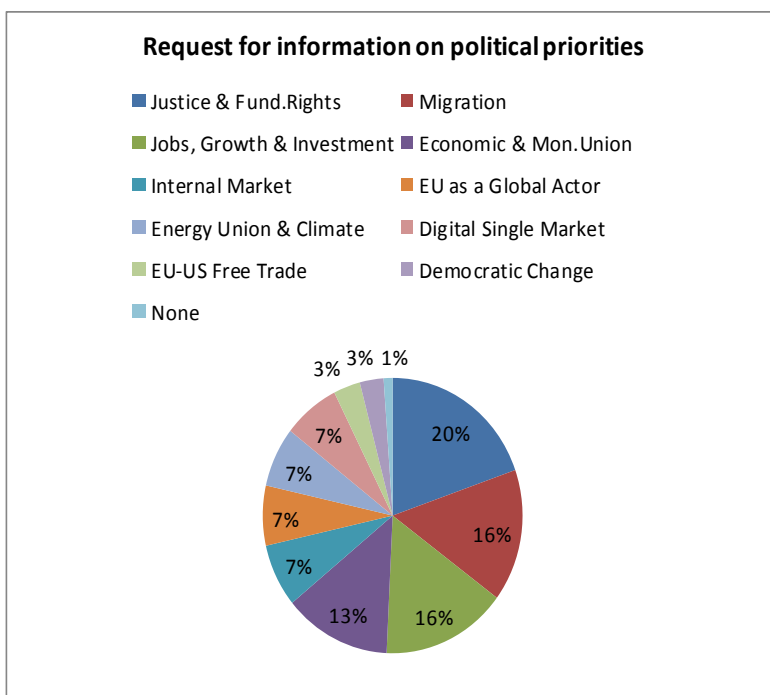
In 2016 EDICs received **177 616** questions via email and **133 116** questions via telephone. Amongst the political priorities, the most frequently asked questions also related to Jobs, Growth and Investment, followed by Migration and Justice and Fundamental Rights.

EUROPEAN DOCUMENTATION CENTRES (EDCs)

- * help universities and research institutes to promote and develop education and research on European integration
- * collect official EU publications, as well as statistics, studies and dissertations on various topics related to European integration

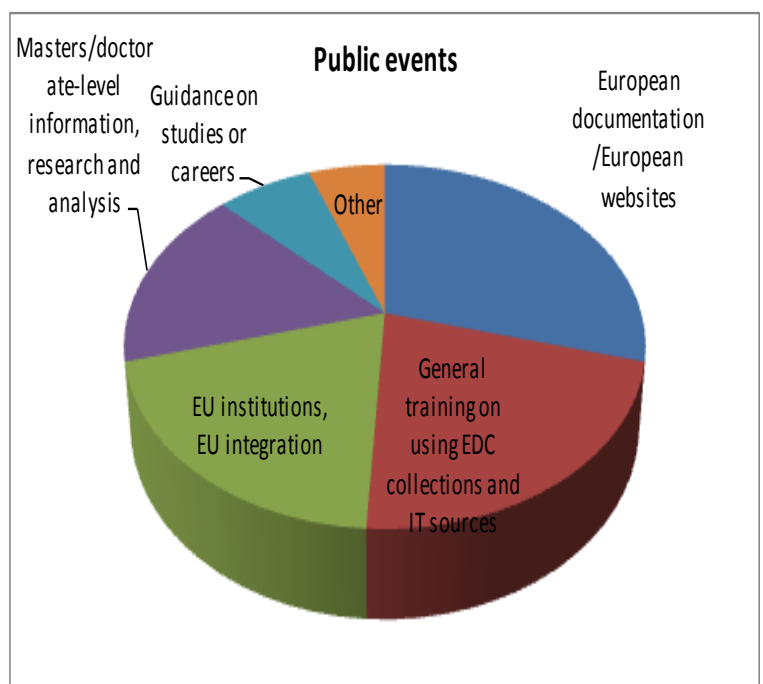
372 EDCs across the Member States

Most common areas in which EDC users sought information were: Economic and Financial Affairs (53%) and Employment, Social Affairs and Inclusion (49%)



The top three political priorities where the EDCs received most questions were Justice and Fundamental Rights (53%), Jobs, Growth and Investment (42%) and Migration (42%).

In addition to events/seminars for students, teachers and other university staff, 55% of the EDCs organised teaching events/seminars for the general public. The most popular topics of these events were European documentation and European websites” (62%), General training on using the EDC collections and IT (46%) and EU institutions, EU integration (42%).

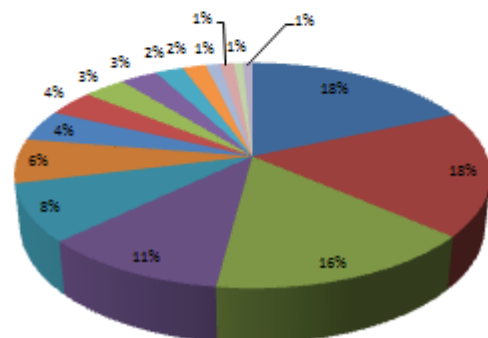
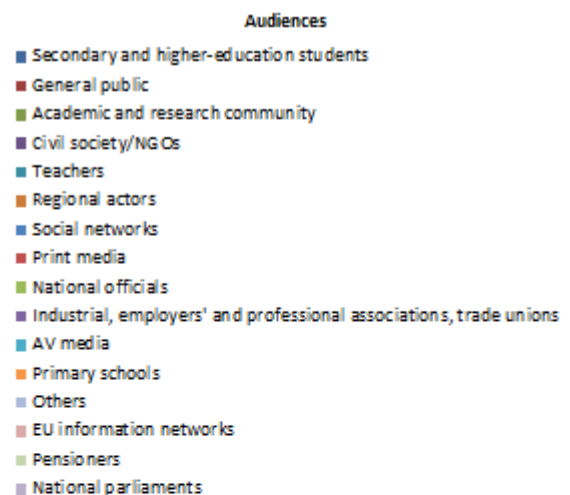


TEAM EUROPE

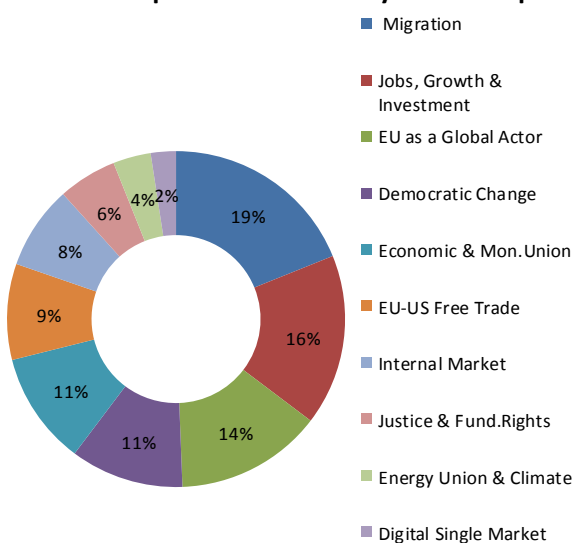
- * service of independent professional conference speakers
- * deliver speeches to a wide range of audiences, from schoolchildren to academics
- * are at the disposal of event organisers who need speakers with expertise on specific EU-related topics

365 Team Europe members in 12 Member States (Austria, Bulgaria, France, Germany, Greece, Latvia, Lithuania, Luxembourg, Poland, Romania, Slovenia, Spain). Subject areas most frequently covered in presentations or communication activities by Team Europe were General EU affairs (60%) , Education and Culture (32%) and Migration and Home Affairs (31%).

Main audiences of Team Europe members were secondary and higher education level students (49%), general public (48%) and academic and research community (42%)



Political priorities covered by Team Europe



Political priorities most frequently covered in presentations or communication activities were Migration (47%), Jobs, Growth and Investment (41%), and EU as a Global Actor (35%).