

**Rapport annuel d'activités
2014**

DG COMMUNICATION

Table des matières

0. SYNTHÈSE DE L'EXÉCUTION DU BUDGET	2
1. OBJECTIFS	3
1.1. Objectifs de la direction générale	3
1.2. Évaluation de la faisabilité et des risques associés.....	4
2. ÉVALUATION DES RÉSULTATS DES OPÉRATIONS PAR RAPPORT AUX OBJECTIFS - UTILISATION DES RESSOURCES	6
2.1. Environnement de la direction générale	6
2.2. Ressources humaines de la DG	10
2.3. Exécution du budget en 2014	10
2.3.1. Crédits initiaux et crédits finaux.....	11
2.3.2. Crédits finaux et crédits engagés	12
2.3.3. Crédits engagés et paiements effectués	12
2.3.4. Utilisation des reports automatiques et non automatiques de 2013 à 2014	12
2.3.5. Utilisation des crédits de recettes affectées	12
2.4. Résultats.....	12
3. ÉVALUATION ET EFFICACITÉ DU CONTRÔLE INTERNE, Y COMPRIS UNE ÉVALUATION GLOBALE DU RAPPORT COÛT-EFFICACITÉ DES CONTRÔLES (ARTICLE 66, PARAGRAPHE 9, DU RÈGLEMENT FINANCIER)	15
4. CONCLUSIONS	16
5. DÉCLARATION DE L'ORDONNATRICE DÉLÉGUÉE	17
6. ANNEXES	18
6.1. Relevés détaillés de l'exécution budgétaire pour 2014.....	18
6.2. Rapport sur le respect des délais de paiement	41
6.3. Liste des exceptions et des dérogations à la réglementation	42
6.4. Obligations contractuelles de longue durée.....	44
6.5. Procédures négociées exceptionnelles (articles 53, 134 et 135 des règles d'application).....	44
6.6. Résultat des évaluations ex post	53
6.7. Fonctions sensibles	53
6.8. Évaluation de la mise en œuvre des normes minimales de contrôle interne	56

0. SYNTHÈSE DE L'EXÉCUTION DU BUDGET

Code	Appropriation type	Type de crédits	EUR or %	Formula
	Appropriations of 2014	Crédits 2014		
A	Initial appropriations	Crédits initiaux	102.550.435,00	
B	Final appropriations	Crédits finaux	98.399.435,00	
C	Commitments	Engagements	96.767.259,51	
D	Commitments in % of final appropriations	Engagements en % des crédits finaux	98%	D=C/B
E	Payments	Paiements	57.590.816,96	
F	Payments in % of commitments	Paiements en % des engagements	60%	F=E/C
G	Cancellations of 2014 final appropriations	Annulations de crédits finaux 2014	1.632.175,49	G=B-C-K
H	Cancellations appropriations in % of final appropriations	Annulations en % des crédits finaux	2%	H=G/B
	Appropriations carried over from 2014 to 2015	Crédits reportés de 2014 à 2015		
I	Automatic carryovers from 2014 to 2015	Crédits reportés automatiquement de 2014 à 2015	39.176.442,55	I=C-E
J	Automatic carryovers from 2014 to 2015 in % of commitments	Crédits reportés automatiquement de 2014 à 2015 en % des engagements	40%	J=I/C
K	Non-automatic carryovers from 2014 to 2015	Crédits reportés non-automatiquement de 2014 à 2015	0,00	
L	Non-automatic carryovers from 2014 to 2015 in % of final appropriations	Crédits reportés non-automatiquement de 2014 à 2015 en % des crédits finaux	-	L=K/B
	Appropriations carried over from 2013 to 2014	Crédits reportés de 2013 à 2014		
M	Automatic carryovers from 2013 to 2014	Crédits reportés automatiquement de 2013 à 2014	43.653.033,71	
N	Payments against automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014	41.952.024,91	
O	Payments against automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Paiements sur crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	96%	O=N/M
P	Cancellations of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014	1.701.008,80	P=M-N
Q	Cancellations of automatic carryovers from 2013 to 2014 in % of automatic carryovers from 2013 to 2014	Annulations de crédits reportés automatiquement de 2013 à 2014 en % des crédits reportés automatiquement de 2013 à 2014	4%	Q=P/M
R	Non-automatic carryovers from 2013 to 2014	Crédits reportés non-automatiquement de 2013 à 2014	0,00	
S	Payments of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014	0,00	
T	Payments against non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Paiements sur crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	-	T=S/R
U	Cancellations of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014	-	U= R-S
V	Cancellations of non-automatic carryovers from 2013 to 2014 in % of non-automatic carryovers from 2013 to 2014	Annulations de crédits reportés non-automatiquement de 2013 à 2014 en % des crédits reportés non-automatiquement de 2013 à 2014	-	V=U/R
	Assigned revenue in 2014	Recettes affectées 2014		
W	Appropriations from assigned revenue in 2014 (current)	Crédits de recettes affectées courants 2014	87.376,58	
X	Assigned revenue carried over to 2014	Crédits de recettes affectées reportés à 2014	24.427,39	
Y	Commitments on assigned revenue carried over to 2014	Engagements reportés à 2014 sur crédits de dépenses spécifiques sur recettes affectées	2.077,71	
Z	Payments in 2014 against assigned revenue in % of assigned revenue in 2014 (current and carried-over)	Paiements sur crédits de recettes affectées 2014 en % des crédits de recettes affectées 2014 (courants et reportés)	2.789,27	
AA	Payments in 2014 against assigned revenue in % of assigned revenue in 2014 (current and carried-over)	Paiements sur crédits de recettes affectées 2014 en % des crédits de recettes affectées 2014 (courants et reportés)	2%	AA=Z/(W+X+Y)

1. OBJECTIFS

1.1. Objectifs de la direction générale

L'objectif principal de la direction générale de la communication, à savoir sensibiliser au rôle et à la nature politique du Parlement européen, a forcément revêtu une importance particulière en cette année électorale. L'année 2014 fut en effet l'aboutissement de trois ans de travaux destinés à améliorer et à optimiser les plates-formes et les capacités de communication de la direction générale en préparation des élections européennes, les premières depuis l'entrée en vigueur du traité de Lisbonne, qui a doté le Parlement de compétences nouvelles et plus étendues.

Validé le 23 mars 2011 par le Bureau, le plan d'action 2011-2014, destiné à mettre en œuvre la stratégie de communication actualisée du Parlement adoptée par le Bureau en juillet 2010, a constitué l'épine dorsale du programme de travail de la DG Communication au cours des trois années écoulées. La mise en œuvre progressive de ce plan d'action, qui comporte 21 actions concrètes centrées sur les principales activités de la DG Communication, c'est-à-dire la fourniture d'une information impartiale et exacte sur le rôle et sur les activités du Parlement européen à un large public, à la fois dans des contextes centralisés et décentralisés, traduisant la nature politique de l'institution et ses pouvoirs accrus, l'objectif étant de rapprocher du citoyen les politiques et la vie politique de l'Union européenne, a permis de mettre en place des conditions propices au lancement de la campagne institutionnelle d'information et de communication pour les élections européennes de 2014.

Conformément aux orientations politiques adoptées par le Bureau le 2 juillet 2012, la campagne de communication, qui s'articulait autour de trois thèmes centraux (politique, action et valeurs du Parlement), était neutre du point de vue politique et a posé des jalons en amont des campagnes électorales menées par les partis politiques et les candidats indépendants. L'objectif de la campagne institutionnelle d'information et de communication était de mieux faire connaître les réalisations du Parlement, de le mettre en avant en tant qu'assemblée représentant les citoyens européens et de promouvoir davantage les débats politiques dans le discours public et les médias. Ce concept a été approuvé par le Bureau le 20 mai 2013 et un contrat particulier relatif à l'exécution et à la mise en œuvre de la campagne a été signé le 7 juin 2013.

L'accent de la campagne a été mis sur la nature politique du Parlement européen et sur les nouveaux pouvoirs que lui a attribués le traité de Lisbonne, ce que traduit bien le message «Cette fois, c'est différent». Le concept retenu prévoyait une démarche en quatre phases autour du slogan "AGIR. RÉAGIR. ACCOMPLIR". Ce slogan, qui tend à asseoir l'image de marque du Parlement européen, devrait assurer la pérennité de la campagne bien au-delà de 2014.

Lancée en septembre 2013, de manière à coïncider avec le discours du président Barroso sur l'état de l'Union, cette campagne s'est prolongée jusqu'à la fin 2014. Après les élections, elle a été centrée sur leurs résultats, sur la constitution du nouveau Parlement, sur les auditions des commissaires désignés, sur la mise en place de la nouvelle Commission et sur l'investiture de son président, élu par le Parlement.

À présent, à la suite de la demande de l'autorité budgétaire (résolution du 23 octobre 2013 sur le projet de budget pour 2014), une évaluation de cette campagne a été commandée à un consultant extérieur. Cette évaluation a pour objet d'analyser la méthode suivie tout au long de la campagne ainsi que sa mise en œuvre et devrait dégager des enseignements précieux

sur la pertinence des divers choix opérés durant ce processus. Son résultat alimentera l'indispensable réflexion sur les décisions importantes à prendre quant à la stratégie de communication et à son déploiement dans les années à venir.

Tout au long de 2014, la DG COMM a utilisé deux outils privilégiés pour mesurer l'état d'avancement de la réalisation de son grand objectif: le suivi de l'opinion et la veille médiatique. L'intensification du suivi de l'opinion publique s'est poursuivie en 2014, avant comme après les élections. Il en a été de même de la veille médiatique, qui a été harmonisée entre les États membres et qui a fait l'objet de contrats-cadres que chacun d'eux a signés. De nouveaux outils (comme Teletrax) ont également été élaborés dans le domaine des médias audiovisuels afin de mesurer la visualisation journalière des produits de la campagne.

À côté de la campagne d'information pour les élections européennes, qui a certes mobilisé la majeure partie des énergies de la DG COMM en 2014, celle-ci a aussi relevé le défi passionnant d'organiser la première «Rencontre des jeunes européens», destinée à sensibiliser les jeunes à l'identité européenne. Cette rencontre, placée sous la devise «Des idées pour une Europe meilleure», a eu lieu à Strasbourg en mai 2014 et a réuni près de 5 000 jeunes venus des quatre coins de l'Europe.

La Maison de l'histoire européenne est elle aussi restée une priorité de la DG COMM. Ce projet fait partie intégrante de l'offre que le Parlement européen propose à ses visiteurs et s'inscrit dans la stratégie définie actuellement à leur intention. En plus de l'exposition permanente, la DG COMM mettra en place pour la Maison de l'histoire européenne des expositions temporaires et itinérantes, des manifestations et des conférences ainsi qu'une gamme complète de programmes de formation en ligne destinés à plusieurs catégories d'âge.

À la suite de l'adoption par le Bureau du cadre d'exécution stratégique du Parlement européen et de son portefeuille de projets et dans les limites tracées par ces documents, la DG COMM a élaboré son propre cadre d'exécution et son propre portefeuille de projets.

Avec pour mot d'ordre «Moins produire, mieux communiquer», elle s'est fixé huit priorités stratégiques, à savoir le paysage médiatique, l'image de marque, les visiteurs, la présence du Parlement sur l'internet, les acteurs concernés, la numérisation, la jeunesse et la planification, l'évaluation et l'analyse efficaces des activités de communication.

Parallèlement, la DG COMM renforcera ses capacités d'évaluation afin qu'elle puisse se doter d'outils de mesure stratégiques qui lui serviront à déterminer sa future ligne de conduite en matière de communication.

1.2. Évaluation de la faisabilité et des risques associés

Le principal défi qu'a dû relever la DG COMM durant cette année électorale a été de préserver le haut niveau de qualité de ses services habituels simultanément au déploiement de la campagne institutionnelle d'information et de communication.

C'est ainsi qu'elle a amorcé les préparatifs de cette campagne bien à l'avance, avec les moyens dont elle disposait. Elle a commencé la programmation financière en 2010 en prévoyant le budget nécessaire à l'année électorale 2014 dans le cadre de son budget général sur les trois exercices à venir. Elle a aussi considérablement modifié ses structures organisationnelles afin d'adapter, sur le plan des ressources humaines, son organisation hiérarchique aux réalités de son fonctionnement.

Bien entendu, tout grand projet de communication de l'ampleur de la campagne d'information s'accompagne de certains risques, le premier d'entre eux étant le risque d'image. La DG COMM a donc dû procéder avec tact et doigté pour mener une campagne de communication s'adressant, en vingt-quatre langues, aux habitants de vingt-huit pays. Pour y parvenir, elle a, d'une part, mis tout en œuvre pour réduire les risques au maximum grâce à une planification rigoureuse, et, d'autre part, mis en place une structure de gouvernance transversale et des procédures de validation claires, aux niveaux appropriés, pour tous les produits de la campagne.

Elle a signé un contrat-cadre avec trois grandes agences de communication afin de se doter d'une capacité de réaction suffisante, le contrat principal concernant la mise en œuvre de la campagne ayant, quant à lui, été signé en juin 2013. Cette collaboration avec ces contractants extérieurs a posé un véritable défi à la DG COMM à certains égards, en particulier en raison de la sous-estimation des moyens humains nécessaires ou à leur manque de spécialisation dans certains domaines de la communication. En revanche, les accords conclus dans le cadre de ces contrats lui ont permis de travailler avec beaucoup de souplesse et d'efficacité dans la gestion de son budget.

L'organisation du débat unique entre les candidats à la présidence de la Commission, le 15 mai 2014, et celle de la soirée électorale du 25 mai ont été deux autres défis majeurs pour la DG COMM. Elle s'est attelée très tôt aux préparatifs du débat, afin de nouer des partenariats avec l'Union européenne de radiodiffusion, les partis politiques et les chaînes de télévision. La soirée électorale a été un événement politique et médiatique exceptionnel. Elle fut l'occasion de diffuser les résultats des urnes issus de toute l'Europe, de recueillir un large éventail de réactions, d'effectuer des projections sur la composition du futur Parlement et d'en analyser les conséquences possibles sur les autres institutions.

La DG COMM a investi des moyens techniques, budgétaires et humains considérables dans ces deux événements clés afin qu'ils bénéficient d'une couverture médiatique maximale et qu'ils se déroulent sans accroc.

En outre, au cours de l'année 2014, la DG COMM a déployé plusieurs projets nouveaux à la suite de décisions politiques (EYE 2014, salle de cinéma à 360° et autres activités du Parliamentarium dans les États membres et les bureaux d'information, manifestations ponctuelles, comme Batorama). Ces projets, qui ne figuraient pas dans la programmation annuelle et pour lesquels aucuns moyens budgétaires ou humains n'avaient été prévus, ont inévitablement nécessité de prélever des ressources affectées à d'autres activités, ce qui a mis en péril le respect des délais et l'exécution des activités prioritaires et des missions ordinaires programmées.

D'un point de vue plus général, les ressources humaines à la disposition de la DG sont un élément préoccupant. La réduction de 5 % de l'effectif total du Parlement a touché tous les services, mais tout particulièrement ceux où des collègues expérimentés partis à la retraite n'ont pas été remplacés. Le grand nombre d'agents exerçant leur droit, conféré par le statut, de travailler à temps partiel a également eu des répercussions notables sur la capacité de réaction de certains services, notamment dans les bureaux d'information, qui disposent souvent d'équipes resserrées. Cette compression des ressources humaines oblige les agents à assurer des missions supplémentaires et nouvelles, ce qui risque de compromettre la réalisation des objectifs stratégiques.

Enfin, comme le prévoyait son programme de travail pour 2014, le service d'audit interne (SAI) a analysé une série de risques associés à la gestion financière de la DG COMM:

- a) le suivi des mesures en suspens à la suite d'audits antérieurs, en particulier les évaluations du cadre de contrôle interne, l'audit des groupes de visiteurs, le traitement des demandes de paiement et les procédures de marchés publics. Ces recommandations ont fait l'objet de mesures appropriées, dont certaines n'ont pas encore produit leurs pleins effets. Sur les vingt-cinq mesures initiales, cinq seulement restaient en suspens au 31 décembre 2014: les principales concernaient les groupes de visiteurs, en particulier les dispositions relatives au remboursement de leurs frais, le SAI jugeant déterminant de mettre en concordance les subventions versées et les dépenses réellement engagées par les groupes de visiteurs, et y associant un risque majeur. Les divergences de vues entre le SAI et la DG COMM ont nécessité la consultation du comité de suivi des audits. Cette consultation est toujours en cours;
- b) l'audit spécifique des bureaux d'information et le processus de règlement des régies d'avance, terminé en juillet 2014. Le SAI a formulé huit recommandations à ce sujet. Elles portent essentiellement sur deux éléments: le processus de régularisation des ordres de régularisation dans les délais réglementaires et la méthode de vérification des dépenses. Ces points ont fait l'objet de mesures appropriées, entre autres la révision complète des instructions et des lignes directrices, aujourd'hui déjà en vigueur, concernant la gestion des régies d'avance par les bureaux d'information;
- c) l'audit du programme de subventions, toujours en cours.

2. ÉVALUATION DES RÉSULTATS DES OPÉRATIONS PAR RAPPORT AUX OBJECTIFS - UTILISATION DES RESSOURCES

2.1. Environnement de la direction générale

Tout au long de l'année 2014, l'ensemble des services de la DG COMM se sont voués à la mise en œuvre de la campagne institutionnelle d'information et de communication.

Afin d'équilibrer le recours aux ressources internes et externes et de gérer efficacement ses divers moyens de communication, la DG a mis en place une structure de gouvernance à la suite de la signature du contrat principal relatif au déroulement de cette campagne. Cette structure transversale prévoyait une procédure de validation claire de tous les produits de la campagne. La structure de gouvernance était constituée, d'une part, d'une cellule de coordination, qui se réunissait une fois par mois, qui était présidée par la directrice générale et qui comprenait les quatre directrices et directeurs ainsi que tous les chefs d'unité de la DG COMM, et, d'autre part, d'un comité de pilotage composé de chefs d'unité, de conseillers de direction et de divers autres collègues, qui se réunissait une fois par semaine pour faciliter les décisions transversales entre les différents services. Par ailleurs, 36 chefs d'équipe et de projets ont été désignés, dans l'ensemble des directions de la DG COMM, pour mener à bien les tâches opérationnelles. Cependant, dans le souci de l'efficacité du déroulement de la campagne et d'une gestion optimale du temps, la structure en question a été ramenée à un niveau strictement opérationnel lors des dernières phases de la campagne et les équipes chargées de tâches semblables ont été fusionnées.

Les premiers mois de l'année 2014 ont été consacrés à mener à bien la phase thématique de la campagne, prévue jusqu'en février, et à lancer la phase de l'appel aux urnes. La phase thématique a consisté à préparer le terrain à l'approche des élections en diffusant des informations sur la nature politique du Parlement européen et sur les retombées de son action pour la vie des citoyens de l'Union. Cinq grands thèmes qui intéressent les citoyens ont été privilégiés: l'économie, le budget, l'emploi, l'Union européenne dans le monde et la qualité de la vie. Cette phase a été caractérisée par l'utilisation d'une série d'outils de

communication innovants et par des activités telles que les manifestations autour du thème «AGIR. RÉAGIR. ACCOMPLIR» organisées dans cinq grandes villes des États membres.

Elle a été suivie de la phase de l'appel aux urnes, qui avait pour but de sensibiliser les citoyens au rendez-vous électoral et de souligner l'importance de leur participation tout en continuant de diffuser le principal message du Parlement («Exercez votre pouvoir. Choisissez qui gouvernera l'Europe. Cette fois, c'est différent»).

Au cours de cette phase, qui s'est poursuivie jusqu'aux élections, le Parlement a pu intensifier la diffusion des messages de la campagne lors d'une série de grandes manifestations.

Les journées «portes ouvertes» ont revêtu une importance particulière à cet égard, puisqu'elles lui ont permis d'accueillir des milliers de citoyens quelques semaines avant le scrutin: 18 000 personnes à Strasbourg et plus de 14 000 à Bruxelles. En outre, pour la toute première fois, le bureau d'information de Luxembourg a participé à la journée «portes ouvertes» de la Cour de justice, qui a attiré de 15 000 à 20 000 visiteurs. Dans l'ensemble, ces journées ont connu un succès considérable et ont été marquées par une excellente coopération entre les directions générales du Parlement et les groupes politiques. Elles ont également été fréquentées assidûment par les députés et ont bénéficié d'une large couverture dans la presse.

Les étapes finales de la campagne ont été couronnées de deux points d'orgue: le débat entre les candidats à la présidence de la Commission et la soirée électorale.

Le 15 mai 2014, l'unique débat entre les cinq candidats à la présidence de la Commission a été organisé dans les bâtiments du Parlement à Bruxelles. Il s'agissait d'une collaboration entre l'Union européenne de radiodiffusion (UER), les partis politiques européens et plus de 150 partenaires (chaînes de télévision et de radio et sites internet) qui ont retransmis le débat en direct dans les pays de l'Union.

Quant à la soirée électorale, le 25 mai, elle a consisté à recueillir les résultats électoraux afin de réaliser des projections de la composition politique du nouveau Parlement. Diffusée en direct, elle a attiré plus de 1 200 journalistes accrédités et plus de 150 chaînes de quarante-six pays. Le grand public a lui aussi marqué un intérêt manifeste pour cette soirée, puisqu'il a assisté en nombre aux débats et aux autres rendez-vous organisés au Parliamentarium et aux abords du Parlement.

La dernière phase de la campagne, la phase postélectorale, a été consacrée aux résultats des élections et à la constitution du nouveau Parlement. La DG COMM a communiqué ces informations à tous les États membres et a assuré la couverture médiatique de l'élection du nouveau président de la Commission ainsi que des auditions des commissaires via les médias traditionnels et les nouveaux médias.

Elle a utilisé un large éventail de moyens de communication (en ligne et hors ligne: séquences télé et radio, dossiers de presse, réseaux sociaux, publicités et manifestations extérieures) pour donner un retentissement maximal à sa campagne. Le recours aux réseaux sociaux et aux applications mobiles, ainsi que le site internet réservé aux élections (www.elections2014.eu), ont renforcé considérablement la visibilité du Parlement sur l'internet en stimulant la diffusion «virale» d'informations et en intensifiant les interactions avec les citoyens. La DG COMM a également créé un nouveau «centre de téléchargement», une plate-forme en ligne contenant les versions électroniques du matériel de communication du Parlement et accessible à tous les partenaires de la campagne.

Les médias, groupes cibles prioritaires, ont été associés à celle-ci dès le départ. La DG COMM a organisé plusieurs initiatives à l'intention des journalistes et s'est dotée d'un nouveau système de veille médiatique grâce auquel elle a pu mesurer la couverture de la période préélectorale dans les médias, qui a atteint son niveau record le lendemain du scrutin (une couverture huit fois supérieure à la couverture journalière).

Les trente-quatre bureaux d'information du Parlement dans les États membres ont permis d'ancrer la campagne européenne au niveau national. Ils ont été des acteurs essentiels de l'exécution des diverses phases de la campagne à ce niveau, en déclinant les messages selon les réalités nationales et en les diffusant dans plusieurs langues dans vingt-huit pays.

Ils ont assuré activement la promotion de toutes les étapes de la campagne et ont organisé de nombreuses activités avant les élections afin de relayer les messages de sensibilisation, et aussi après le scrutin, en prodiguant des analyses des résultats. Ils ont également su mobiliser leurs propres réseaux de partenaires locaux pour démultiplier la promotion de l'image de marque du Parlement européen et la diffusion de la campagne.

Enfin, ils ont été des relais précieux dans les négociations avec les chaînes de télévision et de radio afin d'obtenir la gratuité de la diffusion des messages de sensibilisation sur leurs ondes. Et grâce à leur coopération avec diverses institutions nationales, ils ont réussi à obtenir des fonds au titre de programmes interinstitutionnels. Au total, l'engagement des bureaux d'information auprès de leurs partenaires locaux a permis de réaliser 10 700 000 euros d'économies.

Durant toute l'année électorale, la DG COMM a tout particulièrement veillé à toucher la jeunesse, plus spécialement les jeunes pour qui les élections européennes étaient le premier rendez-vous avec les urnes. Elle a organisé de nombreux débats et séminaires à leur intention, associés à des plates-formes de discussion et à des activités sur les réseaux sociaux.

En outre, un tout nouveau format a été mis au point pour l'organisation d'une manifestation axée sur les jeunes, qui ne figurait pas dans la campagne d'information et de communication de 2014. La «Rencontre des jeunes européens» (EYE 2014) a réuni, le 11 mai 2014 à Strasbourg, cinq mille Européens de seize à trente ans qui ont débattu de questions touchant la jeunesse. Ils ont participé à plusieurs tables rondes sur les droits de l'homme, l'emploi des jeunes, la révolution numérique et le développement durable, et ont communiqué leurs idées sur l'avenir de l'Europe à des responsables politiques, des journalistes et des décideurs. Aucun budget supplémentaire n'avait été prévu pour cette manifestation, qui a été financée grâce à la réaffectation de ressources inscrites au budget de 2014.

Au début de la nouvelle législature, l'organigramme de la DG COMM a été quelque peu modifié. L'unité «Politique» ayant été supprimée, seule subsiste l'unité «Suivi de l'opinion publique», qui est rattachée directement au directeur général. Désormais, l'unité «Programme de visites de l'Union européenne» et l'unité «Programmation et gestion stratégique» relèvent respectivement du directeur des relations avec les citoyens et du directeur des ressources. Deux autres unités ont été créées: l'unité «Suivi et analyse stratégique des médias» au sein de la direction des médias et l'unité «Coordination des services aux visiteurs» au sein de la direction des relations avec les citoyens. Les affectations d'agents dans ces deux nouvelles unités découlent exclusivement de mesures de redéploiement.

Les activités opérationnelles de la DG COMM ont été réalisées grâce à de nombreuses et diverses transactions financières. En 2014, 354 nouvelles procédures d'attribution de marché ont été lancées. Un grand nombre d'entre elles (80 %) portaient sur de faibles montants pour les bureaux d'information. Assez fréquemment, les activités de la DG COMM ont traité de domaines dans lesquels on ne pouvait raisonnablement trouver de concurrents. Dans ce type de situation, le règlement financier autorise le recours à des procédures négociées exceptionnelles (3 % du total des procédures en 2014). Concernant les bureaux d'information du Parlement européen, un grand nombre de paiements ont été honorés par l'intermédiaire de régies d'avance, même si les montants étaient généralement faibles.

Afin de rendre plus efficace le traitement de ses très nombreuses transactions financières (4 011 factures reçues, 988 engagements, 3 328 paiements, 79 ordres de recouvrement), la DG COMM a continué de rationaliser sa planification et sa gestion financières ainsi que ses procédures de déclaration. Du point de vue de la gestion, les retards de paiement ont été considérablement écourtés grâce à un meilleur suivi et à la mise en place de la signature électronique.

En 2014, l'une des premières priorités a de nouveau été d'étendre l'utilisation de Webcontracts, outil d'information essentiel pour les engagements juridiques. À cette fin, des séances de formation ont été organisées dans les bureaux d'information afin que les collègues concernés acquièrent des notions de gestion financière et s'approprient les consignes d'utilisation de l'outil.

Parmi les mesures qu'elle a prises pour accroître la notoriété du Parlement européen à l'approche des élections de 2014, la DG COMM a conclu la dernière étape de son programme de subventions lancé en 2012, lequel visait à sensibiliser les citoyens européens au rôle et aux activités du Parlement européen, à mettre en exergue la nature politique du Parlement et à susciter dans l'opinion publique un large intérêt pour le processus de décision européen.

Des subventions ont été accordées à des projets télévisuels, radiodiffusés, internet ou des manifestations ponctuelles qui étaient avant tout destinés à :

- sensibiliser au rôle et à la nature politique du Parlement européen,
- diffuser des informations sur le Parlement européen et ses activités,
- mieux faire connaître et mieux faire comprendre les trois piliers autour desquels s'articule le Parlement européen: la politique, l'action et les valeurs,
- mobiliser les jeunes.

Dans la troisième étape du programme de subventions (2012-2014), la DG COMM a reçu plus de 300 demandes et avait, fin 2013, d'ores et déjà octroyé des subventions à 56 projets. En 2014, les projets sélectionnés, qui avaient pour objectif de renforcer les activités de communication sur les élections européennes de 2014, ont bénéficié d'un total de 2 975 523 euros. Le sondage postélectoral réalisé par le Parlement européen ayant montré qu'il était nécessaire de communiquer davantage avec les jeunes européens, il a été décidé de prolonger ce programme d'un an et de rouvrir en 2015 un cycle d'appels à propositions ciblés. Un appel à propositions a été lancé fin 2014 en vue du cofinancement de projets télévisuels, radiodiffusés et internet et de manifestations pour un montant total maximal de 2 400 000 euros.

2.2. Ressources humaines de la DG

Le tableau ci-dessous montre les effectifs de la DG COMM au 31 décembre 2014.

	Situation au 1.1.2013	Situation au 1.1.2014	Effectifs au 31.12.2014
	Postes inscrits au tableau des effectifs		
AD			
Permanents	259	263	223
Temporaires	10	11	35
AST			
Permanents	357	356	337
Temporaires	13	12	22
Total 1	639	642	617
	Autres agents (nombre estimé en ETP)		
Agents contractuels	99	89	103
Experts nationaux détachés	0	2	2
Intérimaires	0	2	0
Interprètes (ACI)*	0	0	0
Assistants parlementaires accrédités	0	0	0
Assistants parlementaires locaux	0	0	0
Agents externes**	84	85	98
Total 2	183	178	203
Total PE (1+2)	822	820	820

* Nombre de jours convertis en ETP sur la base d'une moyenne de 220 jours par an.

** Personnes mises à la disposition du PE (travaillant dans les trois sites) en vertu de contrats de prestation de services.

2.3. Exécution du budget en 2014

Le budget pour l'exercice de 2014 s'élevait initialement à 102 550 435 euros. Fin 2013, la DG COMM avait établi une programmation budgétaire détaillée, qui a fait l'objet d'un suivi rigoureux s'appuyant notamment sur des rapports mensuels. D'autres examens approfondis ont été menés à plusieurs reprises durant l'exercice.

- Début juin, l'exécution du budget de 2014 a été soumise à un **examen à mi-parcours**.
- En septembre et en octobre, la DG FINS a réalisé **deux opérations de ramassage**.

Les excédents et les déficits recensés durant ces opérations ont été, dans la mesure du possible, répartis entre les activités des différentes directions.

En 2014, les **transferts** suivants ont été effectués entre les secteurs (*S-transfers*):

Réf. FINS	Type de transfert	Montant	Donateur	Destinataire	Description du transfert
S63	<i>S-transfers</i>	25 592,64	02140-09	02140-11	Financement audiovisuel – achat de matériel (salle de presse à Strasbourg)
S55	<i>S-transfers</i>	135 000	03248-02	03248-01	Couverture audiovisuelle
S32	<i>S-transfers</i>	1 135 000	02140-11	02140-09	Amélioration des équipements audiovisuels
S33	<i>S-transfers</i>	80 000	03244-01	03244-02	Renforcement du programme Euroscola
Total		1 375 592,64			

En février 2014, un montant de 70 000 euros a été sous-délégué par la DG ITEC à la DG COMM afin que celle-ci puisse couvrir ses dépenses en matière de systèmes informatiques et d'investissements décentralisés.

Lors des opérations de ramassage, 4 221 000 euros (soit 4 % du budget initial) ont été restitués. Ces excédents sont principalement dus:

- à la baisse temporaire du nombre de visiteurs dans les mois immédiatement postérieurs aux élections; la situation étant revenue à la normale après cette période et l'élection des nouveaux députés;
- à l'annulation de la cérémonie d'investiture de la Commission;
- à l'impossibilité de respecter le calendrier de la DG ITEC pour la signature de contrats-cadres relatifs à des activités en ligne.

A. Budget initial		102 550 435
B. Sous-délégation de la DG ITEC – systèmes informatiques et investissements décentralisés		70 000
C.1. Ramassage 1		(-)3 371 000
02300-05	Consommables audiovisuels	44 000
03200-08	Acquisition d'expertise: Maison de l'histoire européenne	84 000
03220-09	Documentation et bibliothèque: abonnements et suivi des médias	365 000
03242-02	Dépenses de publication, d'information et de participation aux manifestations publiques: internet	300 000
03244-01	Organisation et accueil des groupes de visiteurs,... frais de réception et subsides pour les groupes de visiteurs	2 471 000
03244-03	Organisation et accueil des groupes de visiteurs,... Financement de subventions et de stages destinés aux multiplicateurs d'opinion de pays tiers	107 000
C.1. Ramassage 2		(-) 850 000
03242-01	Information, publications, manifestations	600 000
03245-01	Séminaires/journalistes	250 000
D. Budget final: A + B – C.1 – C.2		98 399 435

2.3.1. Crédits initiaux et crédits finaux

Les crédits autorisés du budget initial de la DG COMM pour l'exercice 2014 se montaient à un total de 102 550 435 euros, tandis que les crédits finaux au 31 décembre 2014 s'élevaient au total à 98 399 435 euros.

2.3.2. *Crédits finaux et crédits engagés*

Au 31 décembre 2014, le total des crédits finaux s'élevait à 98 399 435 euros, tandis que le total des engagements atteignait 96 767 259,51 euros, soit 98 % des crédits finaux.

2.3.3. *Crédits engagés et paiements effectués*

Les engagements au 31 décembre 2014 atteignaient un total de 96 767 259,51 euros; le total des paiements s'élevait à 57 590 816,96 euros, soit 60 % de tous les engagements pris.

2.3.4. *Utilisation des reports automatiques et non automatiques de 2013 à 2014*

Le total des crédits reportés automatiquement à l'exercice de 2014 s'élevait à 43 653 034 euros. Au 31 décembre 2014, les paiements effectués se montaient à 41 952 025 euros, soit 96 % des crédits reportés de 2013 à 2014 pour tous les postes de la direction générale.

2.3.5. *Utilisation des crédits de recettes affectées*

2.3.5.1 *Crédits de dépenses spécifiques et recettes affectées*

Les recettes affectées disponibles au 31 décembre 2014 se montaient à 87 376,58 euros. Ces engagements, qui s'élevaient à 5 652,40 euros, soit 6 % du total, n'ont pas du tout été payés.

2.3.5.2 *Reports de crédits de dépenses spécifiques et de recettes affectées*

Les recettes affectées reportées des exercices précédents se montaient à 24 427,39 euros.

2.4. **Résultats**

L'objectif principal de la direction générale de la communication, à savoir sensibiliser à la nature politique, au rôle et aux compétences du Parlement européen, a revêtu une importance particulière en cette année électorale.

Avec le lancement de la campagne d'information et de communication sur les élections de 2014, la direction générale de la communication s'est donné pour principaux objectifs d'asseoir l'image de marque du Parlement européen et de promouvoir davantage le débat politique dans le discours public et les médias. Afin de renforcer la notoriété du Parlement, de veiller à ce que l'institution soit mieux comprise par le grand public et de donner à la campagne d'information un retentissement maximal, la direction générale a multiplié les activités de communication. À cet effet, elle s'est tournée vers les médias, traditionnels et nouveaux, a diversifié ses outils de communication et a organisé un nombre considérable de manifestations centralisées ou décentralisées.

Un nouveau site web consacré aux élections, disponible dans les 24 langues de l'Union, a reçu 7 690 036 visites entre le 1^{er} décembre 2013 et le 3 juillet 2014. Durant la même période, le nombre de pages consultées s'est élevé à 15 440 506. Lors de la seule soirée électorale, le nombre de pages consultées a culminé à 2 705 301 et le site a enregistré 1 615 374 visites.

Un total de 4 202 149 personnes et de 5 040 parties prenantes ont participé à une centaine de manifestations organisées dans les États membres. La mise en place, dans cinq grandes villes de l'Union européenne, de plusieurs activités autour du thème «AGIR. RÉAGIR. ACCOMPLIR», et l'organisation, partout dans l'Union, de manifestations en rapport avec

ces activités ont également été largement suivies. Plus de 3 600 personnes ont pris part aux manifestations sur le thème de l'argent et des investissements en Europe; 25 400 (2 millions via leurs comptes Twitter) ont participé aux activités consacrées à la place de l'Union dans le monde; 12 200 (7,5 millions via leurs comptes Twitter) ont assisté aux manifestations sur le thème de l'économie; 10 498 se sont rendues aux manifestations sur l'emploi, qui ont touché une audience estimée à plus de 11 673 000 personnes dans les États membres, et 23 585 personnes ont participé aux manifestations sur la qualité de vie, auxquelles 11 746 501 autres personnes ont également pu avoir accès via leurs comptes Facebook.

Plusieurs initiatives ont été mises en place à l'intention des journalistes afin de stimuler le débat public; plus de 1 000 journalistes ont assisté aux séminaires organisés à Bruxelles et à Strasbourg et plus de 2 400 ont, dans les États membres, participé à d'autres séminaires qui ont été très appréciés.

Les réseaux sociaux, dont l'utilisation a considérablement augmenté, ont joué un rôle essentiel pendant la campagne. Par exemple, Humanifesto, film diffusé à l'ouverture de la campagne pour donner le ton et la trame des manifestations, a été visionné 8 267 358 fois sur les comptes des réseaux sociaux du Parlement. Les services centraux n'ont pas été les seuls à recourir à ces réseaux. Les bureaux d'information s'en sont également largement servis, donnant ainsi un retentissement maximal aux manifestations qu'ils ont organisées. Durant toute la campagne électorale de 2014, les contenus médiatiques de comptes appartenant aux bureaux d'information du Parlement ont été diffusés plus de 59 millions de fois sur Facebook, dont 36 millions de fois durant la phase d'appel aux urnes. En ce qui concerne Twitter, l'audience potentielle des informations diffusées par les bureaux d'information a été estimée à plus de 66 millions de personnes dont la moitié, plus de 34 millions, pendant la soirée électorale.

Les bureaux d'information non seulement ont été très actifs sur les réseaux sociaux mais ont grandement participé aux campagnes nationales et régionales de sensibilisation aux élections. Ils ont en effet négocié avec les chaînes de télévision et les stations de radio la diffusion gratuite des clips électoraux, touchant ainsi une très large audience. Le clip invitant les électeurs à aller voter a par exemple été vu 996 638 500 fois aux heures de grande audience dans 26 pays (informations fournies par Teletrax).

La campagne médiatique hors ligne a également produit de très bons résultats grâce aux affiches qui ont orné les transports publics et, quelques semaines avant les élections, les rues de 80 grandes villes dans les 28 États membres.

Deux grands événements ont permis de diffuser très largement les principaux messages de la campagne et de mieux faire connaître le Parlement européen: le débat présidentiel du 15 mai et la soirée électorale du 25 mai. Lors du débat présidentiel, organisé en collaboration avec l'Union européenne de radiotélévision (UER) et les partis politiques européens, plus de 150 partenaires (télévisions, radios et sites web) ont diffusé en direct dans tous les pays de l'Union la seule confrontation entre les cinq candidats à la présidence de la Commission européenne. Cet événement, auquel ont assisté 250 journalistes de la presse écrite, a suscité un large intérêt médiatique. La soirée électorale a également attiré un grand nombre de journalistes et a capté l'intérêt du grand public et des médias, traditionnels et nouveaux. Par exemple, le tableau de bord de Twitter qui comptabilisait tous les tweets envoyés le soir de l'élection a recensé plus d'un million de messages portant la mention #EP2014. Aucune campagne électorale européenne n'avait encore jamais touché autant de personnes.

La sensibilisation des jeunes est restée un objectif prioritaire en 2014

À la suite de décisions politiques, la direction générale de la communication a été chargée d'organiser, sans rallonge budgétaire, la «Rencontre des jeunes européens 2014» (European Youth Event – EYE), première du genre. Malgré la gageure que représentait l'organisation de cette autre campagne, la «Rencontre des jeunes européens» a réuni, le 11 mai 2014 à Strasbourg, cinq mille Européens de seize à trente ans qui ont débattu de questions touchant à la jeunesse. Environ 500 orateurs, animateurs et médiateurs ont pris part à plus de 200 manifestations organisées sous différentes formes. Les participants ont été très nombreux (96 %) à se déclarer satisfaits de la rencontre, qu'ils seraient prêts à recommander à un ami. Cet événement a également eu un fort retentissement sur les réseaux sociaux, où plus de 14 000 messages portant la mention #EYE2014 ont été échangés sur Twitter en trois jours.

En outre, 10 322 jeunes ont participé à Strasbourg au programme annuel Euroscola, au titre duquel les bureaux d'informations du Parlement dans les États membres ont par ailleurs mis en place 299 activités à l'intention des jeunes. L'utilisation des réseaux sociaux s'est révélée particulièrement fructueuse auprès des jeunes, notamment pour faire la publicité des élections européennes. Parmi les initiatives les plus réussies, signalons le projet Storychangers. Cette vidéo d'animation sur les élections dont la fin pouvait être modifiée par les téléspectateurs a été visionnée 2 496 099 fois. Citons également un projet ciblant les primo-électeurs par la diffusion d'un film plus particulièrement axé sur les jeunes, qui a été vu 2 506 974 fois sur YouTube et Facebook.

La direction générale de la communication a mesuré les progrès qu'elle accomplissait dans la réalisation de ses grands objectifs en **analysant les tendances de l'opinion publique et des médias** avant et après les élections. Entre le 7 juin 2013 et le 24 mai 2014, 137 projections en sièges du nouveau Parlement européen ont notamment été diffusées. Selon les sondages réalisés au lendemain des élections, 65 % des citoyens européens ont retenu que la campagne avait été utile pour encourager les électeurs à aller voter et 57 % ont déclaré avoir obtenu toutes les informations nécessaires pour être à même de choisir leurs candidats. Le service de suivi des médias a dénombré 10 700 articles sur les élections européennes entre septembre 2013 et février 2014 et 21 300 entre mars et mai 2014.

La direction générale de la communication a par ailleurs rempli son objectif de fournir et de diffuser les résultats des élections européennes en créant un site internet qui a servi à recueillir ces résultats et à les communiquer au public et aux médias. Ce site a été consulté 9 780 000 fois entre le 1^{er} avril et le 31 mai 2014, dont 4 700 000 la seule journée du 26 mai. Le soir des élections, un tableau de bord Twitter créé pour rendre compte de tous les tweets sur les élections a été particulièrement prisé. Avec plus de 15 000 visites le 25 mai et plus d'un million de tweets portant la mention #EP2014, ce tableau de bord a été partagé plus de 2 500 fois sur Twitter et plus de 500 fois sur Facebook.

La direction générale de la communication avait également pour objectif difficile à atteindre de maintenir, durant cette année électorale, la qualité de ses services habituels. Elle a su relever le défi alors que, dans le même temps, elle préparait et engageait avec efficacité les premières phases de la campagne d'information et de communication tournée vers 2014. Elle a notamment accueilli 82 227 groupes de visiteurs dans les locaux du Parlement à Strasbourg (en dehors des périodes de session) et environ 340 500 visiteurs au Parlamentarium. Elle a en outre organisé 258 expositions et manifestations culturelles dans les locaux du Parlement à Bruxelles avec le soutien de députés et s'est chargée de l'organisation des journées «Portes ouvertes» à Bruxelles et à Strasbourg, auxquelles ont participé 32 000 visiteurs, dont près de 90 % se sont déclarés satisfaits.

Les services audiovisuels ont réalisé un travail de très grande qualité en assurant la diffusion de 802 heures et 30 minutes de séquences audiovisuelles (Teletrax) et en se chargeant d'environ 5 080 opérations télévisées et de 16 708 opérations de photographie. De plus, la chaîne EuroparlTV a été visionnée 880 939 fois par mois et, en moyenne mensuelle, 56 000 visiteurs se sont connectés au site de retransmission en direct du Parlement européen.

Durant l'année électorale, les services habituels ont également été améliorés grâce à la mise en place d'outils de communication innovants, tels qu'une version du site Europarl adaptée aux téléphones mobiles, qui fait désormais partie intégrante de l'éventail des sites internet Europarl.

Voir tableau des indicateurs de performances joint en annexe.

3. ÉVALUATION ET EFFICACITÉ DU CONTRÔLE INTERNE, Y COMPRIS UNE ÉVALUATION GLOBALE DU RAPPORT COÛT-EFFICACITÉ DES CONTRÔLES (ARTICLE 66, PARAGRAPHE 9, DU RÈGLEMENT FINANCIER)

Les normes de contrôle interne mises en place par la DG COMM sont évaluées durant chaque exercice budgétaire dans les domaines suivants:

- environnement de contrôle,
- performance et gestion des risques,
- information et communication,
- activités de contrôle,
- audit et évaluation.

Il est veillé au bon déroulement des actions grâce à plusieurs niveaux de vérification et de contrôle aux différentes étapes des dépenses supportées par la DG COMM. La stratégie de contrôle interne a pour éléments essentiels une planification détaillée et l'approbation préalable de toutes les dépenses ainsi que la vérification ex ante de la légalité et de la régularité des opérations. Depuis 2012, la gestion contractuelle et la vérification ex ante sont regroupées au sein de l'unité «Finances». Les actions mises en place par la DG COMM sont d'abord analysées par les initiateurs opérationnels et financiers puis soumises pour validation ex ante. En 2014, l'unité «Finances» a examiné:

- 8 406 transactions financières (engagements, factures, paiements et ordres de recouvrement),
- 3 163 contrats et subventions (procédures de passation de marché, contrats, bons de commande et autres accords).

Toutes les transactions étaient conformes au règlement financier et à la réglementation interne. La vérification ex ante a donné lieu à des observations dans dix-neuf cas: trois présentaient des erreurs (voir annexe 6.3) et seize ont fait l'objet d'une demande de justifications supplémentaires.

La vérification ex ante a pour objectif non seulement de garantir la conformité avec le règlement financier et la réglementation interne mais aussi d'améliorer l'efficacité grâce à l'analyse constante et systématique de la validité des systèmes de contrôle interne mis en place par l'ordonnateur. Les résultats de cette vérification fournissent des informations utiles en vue de la révision et de la mise à jour périodiques des procédures ainsi que de l'élaboration de lignes directrices sur la gestion financière.

L'article 66, paragraphe 9, du règlement financier exige de l'ordonnateur qu'il veille non seulement à l'efficacité mais aussi à l'efficience du contrôle interne et qu'il analyse le coût des contrôles. Le coût global de ces contrôles est estimé à 1 % du budget de 2014¹.

4. CONCLUSIONS

En 2014, la DG COMM a eu pour priorité de mener à bien la campagne institutionnelle et informationnelle en vue des élections européennes.

Les premiers mois de l'année, ses services se sont employés à préparer le terrain à l'approche des élections de 2014 en diffusant des informations sur la nature politique du Parlement européen et sur les retombées pour la vie des citoyens de l'Union; cinq grands thèmes qui intéressent les citoyens ont été privilégiés. La troisième étape de la campagne, l'appel aux urnes, avait pour but de sensibiliser les citoyens au rendez-vous électoral, de souligner l'importance de la participation tout en continuant de diffuser le principal message du Parlement («Exercez votre pouvoir. Choisissez qui gouvernera l'Europe. Cette fois, c'est différent»).

La DG COMM a vécu un mois de mai très intense, qui a vu s'enchaîner un nombre considérable d'activités de communication et de manifestations. Les journées «portes ouvertes» ont attiré dans les locaux du Parlement européen à Strasbourg et à Bruxelles un très grand nombre de visiteurs, appelés à se mobiliser en vue des élections. Le week-end précédant les élections, la DG COMM a également participé (avec un groupe de coureurs et au moyen d'un stand promotionnel) au 20 kilomètres de Bruxelles afin de donner, à l'échelon local, un dernier coup de projecteur sur sa campagne d'information.

La dernière étape de la campagne, l'étape postélectorale, a essentiellement porté sur le résultat des élections, la constitution du nouveau Parlement et toutes les activités de communication liées à l'investiture de la nouvelle Commission, grâce à la couverture médiatique de la nomination de son nouveau président et à la diffusion via des médias classiques et modernes des auditions des commissaires.

La campagne a été de grande ampleur et poursuivait plusieurs objectifs; il s'est agi d'un exercice ciblé et fractionné engagé au début de 2013 afin de garantir l'utilisation la plus rationnelle des ressources disponibles pour la campagne. Parmi les éléments essentiels figuraient

- des séquences publicitaires diffusées gratuitement plus de 7 400 fois sur 173 canaux de télévision et de radio,
- des activités en ligne, en particulier sur les réseaux sociaux, des produits éditoriaux sous la forme d'infographies ou de dossiers de presse, un site internet spécialement consacré aux élections européennes et un autre sur les résultats électoraux,
- une campagne médiatique dans les réseaux de transports publics de 147 villes de l'Union européenne,
- des manifestations décentralisées réunissant des acteurs locaux, les médias et les citoyens,
- des événements médiatiques qui ont rassemblé plus de 1 200 journalistes,
- le débat entre les candidats à la présidence de la Commission, retransmis en direct par 154 diffuseurs dans 46 pays,

¹ Le coût global se compose des coûts directs (personnel directement affecté aux tâches de contrôle), des coûts de l'externalisation (par exemple, les audits) et des coûts généraux (audits internes, gestion...). Le coût estimé à 1 % ne comprend que les coûts directs. La DG COMM n'externalise pas les vérifications. Les coûts généraux sont indiqués pour mémoire puisqu'aucune information n'a été communiquée à leur sujet par les services centraux.

- les taux d'audience, qui, la nuit des élections, ont été exceptionnels dans les médias et le regain d'intérêt du grand public.

Outre ses activités de campagne, la DG COMM s'est attaquée à un nouveau défi: l'organisation de la première «Rencontre des jeunes européens». Lors de cette manifestation, cinq mille jeunes Européens se sont réunis à Strasbourg pour débattre de thèmes liés à la jeunesse qui seront présentés au nouveau Parlement.

Tournée vers l'avenir, la DG COMM a, au titre du cadre d'exécution stratégique, fixé ses nouvelles priorités, à savoir l'image de marque, la jeunesse, le paysage médiatique, les visiteurs, la présence du Parlement sur l'internet, les parties prenantes et une planification efficace, l'évaluation et l'analyse des activités de communication qui seront menées ces cinq prochaines années. Ces priorités constitueront le socle des prochains travaux de la DG COMM.

5. DÉCLARATION DE L'ORDONNATRICE DÉLÉGUÉE

Je, soussignée,

directrice générale de la communication

en ma qualité d'ordonnatrice déléguée déclare par la présente que j'ai l'assurance raisonnable que:

- a) les informations contenues dans le rapport donnent une image fidèle de la situation;
- b) les ressources allouées aux activités décrites dans le rapport ont été utilisées aux fins prévues et conformément au principe de bonne gestion financière;
- c) les procédures de contrôle mises en place offrent les garanties nécessaires quant à la légalité et à la régularité des opérations sous-jacentes.

Cette assurance raisonnable se fonde sur mon propre jugement et sur les éléments d'information à ma disposition, comme, par exemple, les résultats de l'auto-évaluation, des contrôles ex post et des observations du service d'audit interne ainsi que les enseignements retirés des rapports de la Cour des comptes relatifs aux exercices antérieurs à celui de cette déclaration.

Je confirme en outre n'avoir connaissance d'aucun fait non signalé pouvant nuire aux intérêts de l'institution.

Fait à ...,

le...

Signature

Juana LAHOUSSE-JUÁREZ

6. ANNEXES

6.1. Budget outturn reports for 2014 Relevés détaillés de l'exécution budgétaire pour 2014

- 6.1.a. Status of current appropriations (End of December – Exercise 2014)
- 6.1.b Status of automatic carryovers (End of December – Exercise 2014)
- 6.1.c Status of non-automatic carryovers (End of December – Exercise 2014)
- 6.1.d Status of appropriations from specific expenditures / RA (recettes affectées) (End of December – Exercise 2014)
- 6.1.e Status of carried over appropriations from specific expenditures / RA (End of December – Exercise 2014)
- 6.1.f Status of revenues (End of December – Exercise 2014)
- 6.1.g Status of assigned revenue carried over to 2014

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
02...									
021..									
0210.									
02105									
02105-15	INFORMATIQUE ET TELECOMMUNICATIONS - INVESTISSEMENTS EN PROJETS -COMM-PROJETS IT DECENTRALISES	0,00	70.000,00	70.000,00	69.798,00	99,71	49.045,66	20.752,34	202,00
0212.									
02120									
02120-03	OEUVRES D'ART	80.000,00	0,00	80.000,00	73.990,94	92,49	42.615,94	31.375,00	6.009,06
0214.									
02140									
02140-09	MATERIEL ET INSTALLATIONS TECHNIQUES : AUDIOVISUEL - ACHAT, RENOUVELLEMENT, MAINTENANCE								
02140-09-01	CENTRE (UNITÉ AV)	5.000.000,00	2.170.751,76-	2.829.248,24	2.816.985,65	99,57	1.172.018,86	1.644.966,79	12.262,59
02140-09-02	BUREAUX D'INFORMATION	35.000,00	0,00	35.000,00	30.871,95	88,21	21.848,48	9.023,47	4.128,05
02140-09-14	MATERIEL ET INSTALLATIONS TECHNIQUES : RESERVE ELECTIONS EUROPEENNES 2014	0,00	3.280.159,12	3.280.159,12	3.280.159,12	100,00	3.081.150,03	199.009,09	0,00
	Total Sous-poste 02140-09	5.035.000,00	1.109.407,36	6.144.407,36	6.128.016,72	99,73	4.275.017,37	1.852.999,35	16.390,64
02140-11	MATERIEL ET INSTALLATIONS TECHNIQUES:					0,00			
02140-11-01	MATERIEL ET INSTALLATIONS TECHNIQUES: AUDIOVISUEL - MATERIEL ET INSTALLATIONS TECHNIQUES AUDIOVISUELS ET DE TELECOMMUNICATION DES SALLES ET LOCAUX DE PRESSE A BRUXELLES ET STRASBOURG (ENTRETIEN ET ASSISTANCE)	940.000,00	114.655,68-	825.344,32	825.344,32	100,00	529.168,52	296.175,80	0,00
02140-11-13	MATERIEL ET INSTALLATIONS TECHNIQUES: EUROPEAN YOUTH EVENT	0,00	5.248,32	5.248,32	5.248,32	100,00	5.248,32	0,00	0,00
02140-11-14	SALLE PRESSE MAT ET INST TECHNIQUES: RESERVE ELECTIONS EUROPEENNES 2014	1.000.000,00	1.000.000,00-	0,00	0,00	0,00	0,00	0,00	0,00
	Total Sous-poste 02140-11	1.940.000,00	1.109.407,36-	830.592,64	830.592,64	100,00	534.416,84	296.175,80	0,00
	Total Poste 02140	6.975.000,00	0,00	6.975.000,00	6.958.609,36	99,77	4.809.434,21	2.149.175,15	16.390,64
	Total Chapitre 021..	7.055.000,00	70.000,00	7.125.000,00	7.102.398,30	99,68	4.901.095,81	2.201.302,49	22.601,70
023..									
0230.									
02300	PAPETERIE, FOURNITURES DE BUREAU ET CONSOMMABLES DIVERS								
02300-05	CONSOMMABLES AUDIOVISUELS								
02300-05-01	CONSOMMABLES AV : CENTRE	60.000,00	44.000,00-	16.000,00	9.617,25	60,11	9.617,25	0,00	6.382,75
	Total Titre 02...	7.115.000,00	26.000,00	7.141.000,00	7.112.015,55	99,59	4.910.713,06	2.201.302,49	28.984,45

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03...									
032..									
0320.									
03200									
03200-08	MAISON DE L'HISTOIRE EUROPEENNE	200.000,00	84.000,00-	116.000,00	89.426,61	77,09	55.990,55	33.436,06	26.573,39
0322.									
03220	DEPENSES DE DOCUMENTATION ET DE BIBLIOTHEQUE								
03220-09	ABONNEMENTS, MEDIA MONITORING								
03220-09-01	ABONNEMENTS, MEDIA MONITORING : CENTRE	485.000,00	64.382,90	549.382,90	547.882,01	99,73	233.118,74	314.763,27	1.500,89
03220-09-02	ABONN., MEDIA MONITOR : ABONN. JOURNAUX BI	115.000,00	1.700,00	116.700,00	111.511,32	95,55	87.087,48	24.423,84	5.188,68
03220-09-03	ABONN., MEDIA MONITOR : BUREAUX D'INFORMATION	2.000.000,00	464.829,96-	1.535.170,04	1.535.170,04	100,00	1.031.666,36	503.503,68	0,00
03220-09-04	ABONN, MEDIA MONITOR : PARLEMENTARIUM	55.000,00	18.854,34-	36.145,66	36.145,66	100,00	36.145,66	0,00	0,00
03220-09-64	ABONNEMENTS, MEDIA MONITORING : ROME	0,00	47.880,00	47.880,00	47.880,00	100,00	7.980,00	39.900,00	0,00
03220-09-77	ABONNEMENTS, MEDIA MONITORING : BRATISLAVA	0,00	4.200,00	4.200,00	4.200,00	100,00	1.050,00	3.150,00	0,00
03220-09-82	ABONNEMENTS, MEDIA MONITORING : TALLIN	0,00	521,40	521,40	521,40	100,00	521,40	0,00	0,00
	Total Sous-poste 03220-09	2.655.000,00	365.000,00-	2.290.000,00	2.283.310,43	99,71	1.397.569,64	885.740,79	6.689,57
0324.									
03242	DEPENSES DE PUBLICATION, D'INFORMATION ET DE PARTICIPATION AUX MANIFESTATIONS PUBLIQUES								
03242-01	FRAIS DE PRODUCTION ET DE DIFFUSION DE PUBLICATIONS (PAPIER ET FORMES ELECTRONIQUES)								
03242-01-02	PUBL, INFORM, MANI F. PUBL. : DIRECTIO A	50.000,00	145.000,00	195.000,00	194.005,70	99,49	44.369,53	149.636,17	994,30
03242-01-03	PUBL, INFORM, MANI F. PUBL. : UNITE EVENEMENTS	2.680.000,00	189.958,16-	2.490.041,84	2.339.334,60	93,95	1.276.447,76	1.062.886,84	150.707,24
03242-01-04	PUBL, INFORM, MANI F. PUBL. : S.O.P.	680.000,00	361.333,40	1.041.333,40	1.041.333,40	100,00	411.995,80	629.337,60	0,00
03242-01-07	PUBL, INFORM, MANI F. PUBL. : SUBVENTIONS	0,00	42.596,50	42.596,50	42.596,50	100,00	0,00	42.596,50	0,00
03242-01-08	PUBL, INFORM, MANI F. PUBL. : PROV. BI /CENTRE	1.621.698,00	731.629,31-	890.068,69	859.823,00	96,60	492.882,89	366.940,11	30.245,69
03242-01-13	PUBL, INFORM, MANI F. PUBL. : EUROPEAN YOUTH EVENT	0,00	35.000,00	35.000,00	29.273,22	83,64	29.273,22	0,00	5.726,78
03242-01-14	PUBL, INFORM, MANI F. PUBL. : RESERVE ELECTIONS EUROPEENNES 2014	3.248.505,00	1.495.471,74-	1.753.033,26	1.753.033,26	100,00	1.528.856,46	224.176,80	0,00
03242-01-51	PUBL, INFORM, MANI F. PUBL. : ATHENES	40.085,40	32.723,60	72.809,00	72.720,00	99,88	42.160,00	30.560,00	89,00
03242-01-53	PUBL, INFORM, MANI F. PUBL. : BERLIN	198.002,40	114.311,03	312.313,43	312.132,13	99,94	238.381,01	73.751,12	181,30
03242-01-54	PUBL, INFORM, MANI F. PUBL. : BRUXELLES	66.840,00	55.936,44	122.776,44	103.731,86	84,49	88.935,58	14.796,28	19.044,58
03242-01-55	PUBL, INFORM, MANI F. PUBL. : COPENHAGUE	49.200,00	27.253,98	76.453,98	76.350,98	99,87	63.507,45	12.843,53	103,00
03242-01-56	PUBL, INFORM, MANI F. PUBL. : DUBLIN	47.700,00	26.800,00	74.500,00	74.217,04	99,62	59.097,93	15.119,11	282,96
03242-01-57	PUBL, INFORM, MANI F. PUBL. : HELSINKI	78.900,00	90.122,64	169.022,64	167.916,50	99,35	165.725,34	2.191,16	1.106,14
03242-01-58	PUBL, INFORM, MANI F. PUBL. : LA HAYE	70.200,00	22.429,19	92.629,19	92.549,65	99,91	72.621,00	19.928,65	79,54
03242-01-59	PUBL, INFORM, MANI F. PUBL. : LISBONNE	32.400,00	21.613,18	54.013,18	53.224,99	98,54	37.763,18	15.461,81	788,19
03242-01-60	PUBL, INFORM, MANI F. PUBL. : LONDRES	45.450,00	22.226,98	67.676,98	67.277,86	99,41	54.454,94	12.822,92	399,12
03242-01-61	PUBL, INFORM, MANI F. PUBL. : LUXEMBOURG	46.920,00	29.305,39	76.225,39	76.123,59	99,87	53.099,98	23.023,61	101,80
03242-01-62	PUBL, INFORM, MANI F. PUBL. : MADRID	73.800,00	47.400,86	121.200,86	118.358,30	97,65	109.755,33	8.602,97	2.842,56
03242-01-63	PUBL, INFORM, MANI F. PUBL. : PARIS	75.600,00	54.791,55	130.391,55	129.645,57	99,43	114.395,57	15.250,00	745,98
03242-01-64	PUBL, INFORM, MANI F. PUBL. : ROME	85.800,00	57.191,50	142.991,50	142.846,50	99,90	118.756,00	24.090,50	145,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03242-01-65	PUBL., INFORM, MANI F. PUBL. : STOCKHOLM	81.600,00	49.654,16	131.254,16	130.763,54	99,63	95.258,77	35.504,77	490,62
03242-01-66	PUBL., INFORM, MANI F. PUBL. : STRASBOURG	19.140,00	9.070,00	28.210,00	27.965,65	99,13	19.505,00	8.460,65	244,35
03242-01-67	PUBL., INFORM, MANI F. PUBL. : VIENNE	61.320,00	76.480,00	137.800,00	132.559,53	96,20	101.678,71	30.880,82	5.240,47
03242-01-70	PUBL., INFORM, MANI F. PUBL. : BARCELONE	28.020,00	17.840,00	45.860,00	41.812,50	91,17	35.325,88	6.486,62	4.047,50
03242-01-71	PUBL., INFORM, MANI F. PUBL. : EDIMBOURG	31.500,00	24.358,39	55.858,39	55.858,39	100,00	55.858,39	0,00	0,00
03242-01-72	PUBL., INFORM, MANI F. PUBL. : MARSEILLE	30.600,00	20.400,00	51.000,00	51.000,00	100,00	44.993,99	6.006,01	0,00
03242-01-73	PUBL., INFORM, MANI F. PUBL. : MILAN	48.000,00	6.652,78	54.652,78	54.652,78	100,00	54.302,78	350,00	0,00
03242-01-74	PUBL., INFORM, MANI F. PUBL. : MUNICH	35.820,00	6.381,49	42.201,49	42.201,49	100,00	27.261,49	14.940,00	0,00
03242-01-75	PUBL., INFORM, MANI F. PUBL. : VARSOVIE	67.800,00	32.572,84	100.372,84	88.846,64	88,52	88.359,74	486,90	11.526,20
03242-01-76	PUBL., INFORM, MANI F. PUBL. : BUDAPEST	72.420,00	48.280,00	120.700,00	114.416,95	94,79	67.222,56	47.194,39	6.283,05
03242-01-77	PUBL., INFORM, MANI F. PUBL. : BRATISLAVA	64.500,00	40.796,38	105.296,38	105.283,18	99,99	98.584,88	6.698,30	13,20
03242-01-78	PUBL., INFORM, MANI F. PUBL. : PRAGUE	72.600,00	59.971,71	132.571,71	132.476,03	99,93	113.820,11	18.655,92	95,68
03242-01-79	PUBL., INFORM, MANI F. PUBL. : NICOSIE	33.600,00	25.400,00	59.000,00	58.974,02	99,96	51.324,02	7.650,00	25,98
03242-01-80	PUBL., INFORM, MANI F. PUBL. : LJUBLJANA	46.200,00	18.240,14	64.440,14	64.440,14	100,00	43.150,68	21.289,46	0,00
03242-01-81	PUBL., INFORM, MANI F. PUBL. : LA VALETTE	36.580,20	32.919,80	69.500,00	69.498,00	100,00	57.986,33	11.511,67	2,00
03242-01-82	PUBL., INFORM, MANI F. PUBL. : TALLIN	27.129,00	19.724,86	46.853,86	46.852,54	100,00	38.703,72	8.148,82	1,32
03242-01-83	PUBL., INFORM, MANI F. PUBL. : VIENNE	45.600,00	45.303,26	90.903,26	90.700,26	99,78	75.722,87	14.977,39	203,00
03242-01-84	PUBL., INFORM, MANI F. PUBL. : RIGA	16.680,00	14.666,82	31.346,82	31.271,72	99,76	22.346,82	8.924,90	75,10
03242-01-85	PUBL., INFORM, MANI F. PUBL. : BUCAREST	20.160,00	13.395,00	33.555,00	33.060,44	98,53	28.939,56	4.120,88	494,56
03242-01-86	PUBL., INFORM, MANI F. PUBL. : SOFIA	32.580,00	25.961,11	58.541,11	58.541,11	100,00	50.041,11	8.500,00	0,00
03242-01-87	PUBL., INFORM, MANI F. PUBL. : WROCLAW	15.750,00	12.021,79	27.771,79	27.108,68	97,61	24.461,36	2.647,32	663,11
03242-01-88	PUBL., INFORM, MANI F. PUBL. : WASHINGTON	6.000,00	1.532,48	7.532,48	7.532,48	100,00	7.532,48	0,00	0,00
03242-01-89	PUBL., INFORM, MANI F. PUBL. : ZAGREB	42.300,00	29.399,96	71.699,96	71.426,49	99,62	67.404,24	4.022,25	273,47
	Total Sous-poste 03242-01	10.127.000,00	600.000,00-	9.527.000,00	9.283.737,21	97,45	6.272.264,46	3.011.472,75	243.262,79
03242-02	ACTIVITES D'INFORM. ET COMMUNIC. (INTERNET)								
03242-02-02	INTERNET : EUROPARL	7.173.400,00	298.300,00-	6.875.100,00	6.867.393,29	99,89	2.449.327,65	4.418.065,64	7.706,71
03242-02-04	INTERNET : SUBVENTIONS	750.000,00	0,00	750.000,00	707.549,26	94,34	424.409,71	283.139,55	42.450,74
03242-02-06	INTERNET : PROVISIONNELS BI/CENTRE	28.688,68	535,77-	28.152,91	5.000,00	17,76	5.000,00	0,00	23.152,91
03242-02-07	INTERNET : ADAGGIO	335.000,00	5.722,96	340.722,96	340.722,96	100,00	216.306,62	124.416,34	0,00
03242-02-08	INTERNET : UNION INFORMATIQUE	125.000,00	233.754,00	358.754,00	358.450,75	99,92	40.031,80	318.418,95	303,25
03242-02-13	INTERNET : EUROPEAN YOUTH EVENT	0,00	6.000,00	6.000,00	6.000,00	100,00	6.000,00	0,00	0,00
03242-02-14	INTERNET : RESERVE ELECTIONS EUROPEENNES 2014	1.898.366,00	448.426,96-	1.449.939,04	1.335.763,00	92,13	1.000.000,00	335.763,00	114.176,04
03242-02-51	INTERNET : ATHENES	2.160,00	1.438,00	3.598,00	3.598,00	100,00	3.138,00	460,00	0,00
03242-02-53	INTERNET : BERLIN	12.000,00	8.000,00	20.000,00	18.906,05	94,53	15.000,00	3.906,05	1.093,95
03242-02-54	INTERNET : BRUXELLES	3.000,00	2.000,00	5.000,00	5.000,00	100,00	0,00	5.000,00	0,00
03242-02-55	INTERNET : COPENHAGUE	15.000,00	0,00	15.000,00	10.000,00	66,67	6.180,45	3.819,55	5.000,00
03242-02-56	INTERNET : DUBLIN	1.800,00	600,00	2.400,00	2.357,38	98,22	688,63	1.668,75	42,62
03242-02-57	INTERNET : HELSINKI	3.000,00	7.000,00	10.000,00	10.000,00	100,00	10.000,00	0,00	0,00
03242-02-58	INTERNET : LA HAYE	10.500,00	6.982,47	17.482,47	17.482,47	100,00	10.182,47	7.300,00	0,00
03242-02-59	INTERNET : LISBONNE	5.400,00	5.400,00-	0,00	0,00	0,00	0,00	0,00	0,00
03242-02-60	INTERNET : LONDRES	27.510,00	16.378,03	43.888,03	43.885,79	99,99	34.083,44	9.802,35	2,24
03242-02-61	INTERNET : LUXEMBOURG	2.520,00	1.962,89	4.482,89	4.083,09	91,08	1.482,89	2.600,20	399,80
03242-02-62	INTERNET : MADRID	55.020,00	33.962,00	88.982,00	88.906,57	99,92	42.439,01	46.467,56	75,43

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03242-02-63	INTERNET : PARIS	3.000,00	11.999,00	14.999,00	14.999,00	100,00	5.000,00	9.999,00	0,00
03242-02-64	INTERNET : ROME	6.000,00	3.640,00	9.640,00	9.640,00	100,00	2.000,00	7.640,00	0,00
03242-02-65	INTERNET : STOCKHOLM	6.900,00	51,00-	6.849,00	6.849,00	100,00	0,00	6.849,00	0,00
03242-02-66	INTERNET : STRASBOURG	0,00	850,00	850,00	641,01	75,41	314,19	326,82	208,99
03242-02-67	INTERNET : VIENNE	6.000,00	4.643,68	10.643,68	9.480,75	89,07	8.281,68	1.199,07	1.162,93
03242-02-70	INTERNET : BARCELONE	4.320,00	4.000,00	8.320,00	7.714,74	92,73	4.390,97	3.323,77	605,26
03242-02-71	INTERNET : EDIMBOURG	9.000,00	857,99	9.857,99	9.857,99	100,00	9.857,99	0,00	0,00
03242-02-72	INTERNET : MARSEILLE	1.800,00	1.200,00	3.000,00	3.000,00	100,00	3.000,00	0,00	0,00
03242-02-75	INTERNET : VARSOVIE	28.651,30	19.006,08	47.657,38	47.657,38	100,00	12.168,39	35.488,99	0,00
03242-02-76	INTERNET : BUDAPEST	4.878,00	8.452,00	13.330,00	13.328,14	99,99	10.852,60	2.475,54	1,86
03242-02-77	INTERNET : BRATISLAVA	6.000,00	6.000,00	12.000,00	12.000,00	100,00	12.000,00	0,00	0,00
03242-02-78	INTERNET : PRAGUE	7.200,00	9.798,48	16.998,48	16.975,36	99,86	15.997,42	977,94	23,12
03242-02-79	INTERNET : NICOSIE	6.000,00	11.897,77	17.897,77	17.897,77	100,00	14.848,77	3.049,00	0,00
03242-02-80	INTERNET : LJUBLJANA	4.800,00	3.650,18	8.450,18	8.450,18	100,00	2.450,28	5.999,90	0,00
03242-02-81	INTERNET : LA VALETTE	3.000,00	4.000,00	7.000,00	7.000,00	100,00	5.000,00	2.000,00	0,00
03242-02-82	INTERNET : TALLINN	4.500,00	4.339,76	8.839,76	8.839,76	100,00	7.829,76	1.010,00	0,00
03242-02-83	INTERNET : VILNIUS	6.600,00	8.403,58	15.003,58	14.943,90	99,60	14.932,97	10,93	59,68
03242-02-84	INTERNET : RIGA	5.400,00	4.120,83	9.520,83	9.393,11	98,66	6.642,93	2.750,18	127,72
03242-02-85	INTERNET : BUCAREST	4.500,00	5.000,00	9.500,00	9.432,45	99,29	8.062,27	1.370,18	67,55
03242-02-86	INTERNET : SOFIA	4.200,00	6.230,53	10.430,53	10.430,53	100,00	6.953,70	3.476,83	0,00
03242-02-87	INTERNET : WROCLAW	5.798,02	4.853,57	10.651,59	10.651,59	100,00	1.988,23	8.663,36	0,00
03242-02-88	INTERNET : WASHINGTON	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
03242-02-89	INTERNET : ZAGREB	3.000,00	5.969,93	8.969,93	8.965,31	99,95	8.965,31	0,00	4,62
	Total Sous-poste 03242-02	10.579.912,00	300.000,00-	10.279.912,00	10.083.246,58	98,09	4.425.808,13	5.657.438,45	196.665,42
	Total Poste 03242	20.706.912,00	900.000,00-	19.806.912,00	19.366.983,79	97,78	10.698.072,59	8.668.911,20	439.928,21
03243	PARLEMENTARIUM - CENTRE DES VISITEURS DU PE								
03243-00	PARLEMENTARIUM - CENTRE DES VISITEURS DU PE								
03243-00-12	PARLEMENTARIUM : VISITORS' STRATEGY	0,00	51.728,00	51.728,00	51.728,00	100,00	0,00	51.728,00	0,00
	Total Sous-poste 03243-00	4.978.023,00	0,00	4.978.023,00	4.748.380,08	95,39	2.708.061,91	2.040.318,17	229.642,92
03244	ORGANISATION ET ACCUEIL DE GROUPES DE VISITEURS, PROGRAMME EUROSOLA ET INVIATION DE MULTIPLICATEURS D'OPINION DE PAYS TIERS								
03244-01	FRAIS D'ACCUEIL ET SUBVENTIONS AUX GROUPES DE VISITEURS								
03244-01-01	VISITEURS : GROUPES PARRAINES	23.660.000,00	1.920.000,00-	21.740.000,00	21.630.000,00	99,49	14.422.016,70	7.207.983,30	110.000,00
03244-01-02	VISITEURS : GROUPES NON PARRAINES	535.000,00	424.500,00-	110.500,00	107.465,18	97,25	72.621,78	34.843,40	3.034,82
03244-01-03	VISITEURS : CONTRATS, INFRASTR., DIVERS	870.000,00	734.000,00-	136.000,00	117.109,25	86,11	78.835,51	38.273,74	18.890,75
03244-01-06	VISITEURS : SUBVENTIONS	1.000.000,00	0,00	1.000.000,00	1.000.000,00	100,00	0,00	1.000.000,00	0,00
03244-01-12	VISITEURS : VISITORS' STRATEGY	0,00	329.500,00	329.500,00	291.200,00	88,38	0,00	291.200,00	38.300,00
03244-01-13	PUBL, INFORM, MANIF. PUBL. : EUROPEAN YOUTH EVENT	140.000,00	198.000,00	338.000,00	327.628,77	96,93	284.446,81	43.181,96	10.371,23
	Total Sous-poste 03244-01	26.205.000,00	2.551.000,00-	23.654.000,00	23.473.403,20	99,24	14.857.920,80	8.615.482,40	180.596,80

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03244-02	FRAIS DE FONCTIONNEMENT DU PROGRAMME EUROSOLA								
03244-02-13	FRAIS DE FONCTIONNEMENT DU PROGRAMME EUROSOLA / EURO YOUTH EVENT	200.000,00	50.369,97	250.369,97	244.648,05	97,71	244.648,05	0,00	5.721,92
	Total Sous-poste 03244-02	3.515.500,00	80.000,00	3.595.500,00	3.564.846,57	99,15	2.589.290,50	975.556,07	30.653,43
03244-03	FINANCEMENT DES BOURSES D'ETUDES, DE STAGES POUR LES MULTIPLIFICATEURS D'OPINION DE PAYS TIERS (EUVF)	400.000,00	107.000,00-	293.000,00	210.808,78	71,95	122.368,78	88.440,00	82.191,22
	Total Poste 03244	30.120.500,00	2.578.000,00-	27.542.500,00	27.249.058,55	98,93	17.569.580,08	9.679.478,47	293.441,45
03245									
03245-01	SUBSIDES POUR ORGANISATION DE COLLOQUES, DE SEMINAIRES NATIONAUX ET MULTINATIONAUX DES MULTIPLIFICATEURS D'OPINION DES ETATS MEMBRES; FRAIS D'ORGANISATION DES COLLOQUES ET SYMPOSIUMS PARLEMENTAIRES								
03245-01-02	COLLOQUES, SEMINAIRES : OPERATIONS HEMICYCLE	150.000,00	150.000,00-	0,00	0,00	0,00	0,00	0,00	0,00
03245-01-03	COLLOQUES, SEMINAIRES : DIRECTION A	850.000,00	294.822,76	1.144.822,76	1.112.547,88	97,18	1.022.446,86	90.101,02	32.274,88
03245-01-04	COLLOQUES, SEMINAIRES : PROV. BI/CENTRE	776.430,00	753.752,28-	22.677,72	19.999,59	88,19	4.683,33	15.316,26	2.678,13
03245-01-07	EVENEMENTS : SUBVENTIONS	750.000,00	70.897,76-	679.102,24	654.429,29	96,37	460.517,40	193.911,89	24.672,95
03245-01-08	INVITATION JOURNALISTES	750.000,00	300.000,00	1.050.000,00	1.045.831,00	99,60	887.145,44	158.685,56	4.169,00
03245-01-13	COLLOQUES, SEMINAIRES : EUROPEAN YOUTH EVENT	0,00	27.000,00	27.000,00	27.000,00	100,00	22.463,33	4.536,67	0,00
03245-01-14	COLLOQUES, SEMINAIRES : RESERVE RELECTIONS EUROPEENNES 2014	538.925,00	538.925,00-	0,00	0,00	0,00	0,00	0,00	0,00
03245-01-51	COLLOQUES, SEMINAIRES : ATHENES	31.800,00	21.166,00	52.966,00	52.623,48	99,35	32.166,00	20.457,48	342,52
03245-01-53	COLLOQUES, SEMINAIRES : BERLIN	70.200,00	29.751,31	99.951,31	97.656,32	97,70	71.492,15	26.164,17	2.294,99
03245-01-54	COLLOQUES, SEMINAIRES : BRUXELLES	14.700,00	15.502,05	30.202,05	23.312,10	77,19	17.078,30	6.233,80	6.889,95
03245-01-55	COLLOQUES, SEMINAIRES : COPENHAGUE	61.500,00	2.200,00	63.700,00	63.700,00	100,00	58.235,84	5.464,16	0,00
03245-01-56	COLLOQUES, SEMINAIRES : DUBLIN	14.700,00	3.361,87	18.061,87	17.771,57	98,39	15.371,57	2.400,00	290,30
03245-01-57	COLLOQUES, SEMINAIRES : HELSINKI	10.800,00	12.717,00	23.517,00	20.178,97	85,81	12.935,49	7.243,48	3.338,03
03245-01-58	COLLOQUES, SEMINAIRES : LA HAYE	41.220,00	57.285,83	98.505,83	89.411,43	90,77	59.754,26	29.657,17	9.094,40
03245-01-59	COLLOQUES, SEMINAIRES : LISBONNE	41.100,00	25.757,00	66.857,00	62.584,25	93,61	40.627,45	21.956,80	4.272,75
03245-01-60	COLLOQUES, SEMINAIRES : LONDRES	63.075,00	43.204,04	106.279,04	102.476,23	96,42	44.747,10	57.729,13	3.802,81
03245-01-61	COLLOQUES, SEMINAIRES : LUXEMBOURG	19.500,00	10.625,27	30.125,27	28.946,60	96,09	15.002,08	13.944,52	1.178,67
03245-01-62	COLLOQUES, SEMINAIRES : MADRID	28.200,00	28.325,72	56.525,72	54.503,08	96,42	21.662,73	32.840,35	2.022,64
03245-01-63	COLLOQUES, SEMINAIRES : PARIS	59.400,00	36.219,03	95.619,03	92.875,31	97,13	42.499,72	50.375,59	2.743,72
03245-01-64	COLLOQUES, SEMINAIRES : ROME	83.400,00	5.063,88	88.463,88	86.928,11	98,26	63.832,68	23.095,43	1.535,77
03245-01-65	COLLOQUES, SEMINAIRES : STOCKHOLM	26.100,00	24.454,92	50.554,92	49.541,13	97,99	37.179,26	12.361,87	1.013,79
03245-01-66	COLLOQUES, SEMINAIRES : STRASBOURG	1.200,00	14.487,60	15.687,60	14.962,60	95,38	11.037,60	3.925,00	725,00
03245-01-67	COLLOQUES, SEMINAIRES : VIENNE	41.400,00	33.400,00	74.800,00	74.800,00	100,00	62.657,48	12.142,52	0,00
03245-01-70	COLLOQUES, SEMINAIRES : BARCELONE	20.100,00	24.097,49	44.197,49	43.411,14	98,22	34.158,92	9.252,22	786,35
03245-01-71	COLLOQUES, SEMINAIRES : EDIMBOURG	8.400,00	5.229,77	13.629,77	12.900,06	94,65	4.029,77	8.870,29	729,71
03245-01-72	COLLOQUES, SEMINAIRES : MARSEILLE	11.400,00	18.600,00	30.000,00	29.872,80	99,58	12.523,92	17.348,88	127,20
03245-01-73	COLLOQUES, SEMINAIRES : MILAN	31.200,00	75,84-	31.124,16	30.779,56	98,89	14.344,56	16.435,00	344,60
03245-01-74	COLLOQUES, SEMINAIRES : MUNICH	16.860,00	2.561,40	19.421,40	18.613,53	95,84	1.421,40	17.192,13	807,87
03245-01-75	COLLOQUES, SEMINAIRES : VARSOVIE	51.600,00	18.416,41	70.016,41	69.680,49	99,52	35.261,32	34.419,17	335,92
03245-01-76	COLLOQUES, SEMINAIRES : BUDAPEST	31.200,00	14.175,85	45.375,85	44.938,76	99,04	31.558,09	13.380,67	437,09

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03245-01-77	COLLOQUES, SEMI NAI RES : BRATI SLAVA	21.780,00	16.834,01	38.614,01	38.613,23	100,00	31.527,29	7.085,94	0,78
03245-01-78	COLLOQUES, SEMI NAI RES : PRAGUE	57.600,00	29.204,44	86.804,44	85.981,49	99,05	46.279,36	39.702,13	822,95
03245-01-79	COLLOQUES, SEMI NAI RES : NI COSI E	34.200,00	18.242,04	52.442,04	52.442,04	100,00	35.152,09	17.289,95	0,00
03245-01-80	COLLOQUES, SEMI NAI RES : LJUBLJANA	34.800,00	22.500,00	57.300,00	57.217,63	99,86	44.398,00	12.819,63	82,37
03245-01-81	COLLOQUES, SEMI NAI RES : LA VALETTE	9.000,00	9.921,00	18.921,00	16.395,25	86,65	5.390,50	11.004,75	2.525,75
03245-01-82	COLLOQUES, SEMI NAI RES : TALLIN	28.590,00	6.309,46	22.280,54	22.247,97	99,85	20.924,92	1.323,05	32,57
03245-01-83	COLLOQUES, SEMI NAI RES : VI LNI US	38.400,00	34.801,11	73.201,11	73.078,83	99,83	33.918,59	39.160,24	122,28
03245-01-84	COLLOQUES, SEMI NAI RES : RI GA	17.580,00	21.420,00	39.000,00	36.172,17	92,75	24.975,82	11.196,35	2.827,83
03245-01-85	COLLOQUES, SEMI NAI RES : BUCAREST	25.020,00	16.774,93	41.794,93	41.660,44	99,68	24.458,76	17.201,68	134,49
03245-01-86	COLLOQUES, SEMI NAI RES : SOFI A	36.900,00	26.062,73	62.962,73	62.421,62	99,14	56.274,81	6.146,81	541,11
03245-01-87	COLLOQUES, SEMI NAI RES : WROCLAW	9.420,00	745,84	10.165,84	9.467,44	93,13	9.165,84	301,60	698,40
03245-01-88	COLLOQUES, SEMI NAI RES : WASHI NGTON	18.000,00	4.186,96	13.813,04	13.813,04	100,00	13.813,04	0,00	0,00
03245-01-89	COLLOQUES, SEMI NAI RES : ZAGREB	24.300,00	9.216,00	33.516,00	33.083,68	98,71	14.628,95	18.454,73	432,32
	Total Sous-poste 03245-01	4.950.000,00	250.000,00	4.700.000,00	4.584.870,11	97,55	3.497.742,02	1.087.128,09	115.129,89
03245-03	PRIX POUR LE CINEMA	455.000,00	0,00	455.000,00	391.506,30	86,05	181.226,62	210.279,68	63.493,70
	Total Poste 03245	5.405.000,00	250.000,00	5.155.000,00	4.976.376,41	96,53	3.678.968,64	1.297.407,77	178.623,59
03246	CHAI NE TELEVI SUELLE PARLEMENTAI RE (WEB TV)								
03246-00	CHAI NE TELEVI SUELLE PARLEMENTAI RE (WEB TV)	5.000.000,00	0,00	5.000.000,00	4.994.665,86	99,89	4.034.983,61	959.682,25	5.334,14
03247									
03247-01	MAI SON DE L' HI STOI RE EUROPEENNE : DEPENSES DE LA DG COMM	9.650.000,00	0,00	9.650.000,00	9.481.619,22	98,26	152.296,22	9.329.323,00	168.380,78
03248	DEPENSES D' I NFORMATION AUDI OVI SUELLE								
03248-01	COPRODUCTION ET DI FFUSI ON DE PROGRAMMES AUDI OVI SUELS					0,00			
03248-01-02	PRODUCTI ONS AUDI OVI SUELLES : DI RECTI ON A	9.885.000,00	773.256,45	10.658.256,45	10.579.800,37	99,26	7.717.623,24	2.862.177,13	78.456,08
03248-01-03	PRODUCTI ONS AUDI OVI SUELLES : SUBVENTI ONS	1.500.000,00	8.827,06	1.491.172,94	1.456.211,69	97,66	861.949,57	594.262,12	34.961,25
03248-01-05	PROD. AUDI OVI SUELLES : PROV. BI /CENTRE	328.800,00	325.190,39	3.609,61	3.609,61	100,00	3.609,61	0,00	0,00
03248-01-13	PRODUCTI ONS AUDI OVI SUELLES : EUROPEAN YOUTH EVENT	0,00	36.000,00	36.000,00	35.408,37	98,36	35.408,37	0,00	591,63
03248-01-14	COPRODUCTION ET DI FFUSI ON DE PROGRAMMES AUDI OVI SUELS	2.725.000,00	686.219,30	2.038.780,70	2.029.250,32	99,53	2.029.250,32	0,00	9.530,38
	RESERVE ALECTI ONS EUROPEENNES 2014								
03248-01-51	PRODUCTI ONS AUDI OVI SUELLES : ATHENES	15.000,00	10.000,00	25.000,00	25.000,00	100,00	20.000,00	5.000,00	0,00
03248-01-53	PRODUCTI ONS AUDI OVI SUELLES : BERLI N	54.000,00	35.702,36	89.702,36	88.200,34	98,33	88.200,34	0,00	1.502,02
03248-01-54	PRODUCTI ONS AUDI OVI SUELLES : BRUXELLES	16.200,00	11.600,00	27.800,00	27.790,00	99,96	800,00	26.990,00	10,00
03248-01-55	PRODUCTI ONS AUDI OVI SUELLES : COPENHAGUE	12.000,00	7.866,82	19.866,82	19.866,82	100,00	7.903,97	11.962,85	0,00
03248-01-56	PRODUCTI ONS AUDI OVI SUELLES : DUBLI N	45.000,00	2.605,00	42.395,00	42.395,00	100,00	9.975,00	32.420,00	0,00
03248-01-57	PRODUCTI ONS AUDI OVI SUELLES : HELSI NKI	27.000,00	9.405,00	17.595,00	17.595,00	100,00	3.000,00	14.595,00	0,00
03248-01-58	PRODUCTI ONS AUDI OVI SUELLES : LA HAYE	9.000,00	27.872,10	36.872,10	36.872,10	100,00	10.872,10	26.000,00	0,00
03248-01-59	PRODUCTI ONS AUDI OVI SUELLES : LI SBONNE	27.000,00	17.904,01	44.904,01	44.904,01	100,00	32.033,05	12.870,96	0,00
03248-01-60	PRODUCTI ONS AUDI OVI SUELLES : LONDRES	225.000,00	131.500,00	356.500,00	356.500,00	100,00	356.500,00	0,00	0,00
03248-01-61	PRODUCTI ONS AUDI OVI SUELLES : LUXEMBOURG	11.100,00	1.900,00	13.000,00	13.000,00	100,00	0,00	13.000,00	0,00
03248-01-62	PRODUCTI ONS AUDI OVI SUELLES : MADRI D	21.000,00	14.550,00	35.550,00	34.667,95	97,52	23.134,75	11.533,20	882,05
03248-01-64	PRODUCTI ONS AUDI OVI SUELLES : ROME	3.000,00	500,00	2.500,00	650,80	26,03	650,80	0,00	1.849,20
03248-01-65	PRODUCTI ONS AUDI OVI SUELLES : STOCKHOLM	0,00	15.000,00	15.000,00	15.000,00	100,00	15.000,00	0,00	0,00

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03248-01-67	PRODUCTIONS AUDI OVI SUELLES : VIENNE	18.000,00	18.000,00-	0,00	0,00	0,00	0,00	0,00	0,00
03248-01-70	PRODUCTIONS AUDI OVI SUELLES : BARCELONE	2.400,00	2.240,00	4.640,00	4.640,00	100,00	4.640,00	0,00	0,00
03248-01-71	PRODUCTIONS AUDI OVI SUELLES : EDIMBOURG	5.400,00	3.164,78	8.564,78	8.564,78	100,00	8.564,78	0,00	0,00
03248-01-75	PRODUCTIONS AUDI OVI SUELLES : VARSOVIE	36.000,00	23.989,78	59.989,78	59.989,78	100,00	44.992,34	14.997,44	0,00
03248-01-77	PRODUCTIONS AUDI OVI SUELLES : BRATISLAVA	12.600,00	8.302,64	20.902,64	20.902,64	100,00	2.683,00	18.219,64	0,00
03248-01-78	PRODUCTIONS AUDI OVI SUELLES : PRAGUE	9.000,00	5.929,69	14.929,69	14.870,54	99,60	9.929,69	4.940,85	59,15
03248-01-79	PRODUCTIONS AUDI OVI SUELLES : NICOSIE	24.000,00	17.590,00	41.590,00	41.590,00	100,00	41.590,00	0,00	0,00
03248-01-80	PRODUCTIONS AUDI OVI SUELLES : LJUBLJANA	9.000,00	5.016,70	14.016,70	14.016,70	100,00	0,00	14.016,70	0,00
03248-01-81	PRODUCTIONS AUDI OVI SUELLES : LA VALETTE	13.200,00	7.800,00	21.000,00	21.000,00	100,00	0,00	21.000,00	0,00
03248-01-82	PRODUCTIONS AUDI OVI SUELLES : TALLIN	27.000,00	0,00	27.000,00	27.000,00	100,00	15.000,00	12.000,00	0,00
03248-01-83	PRODUCTIONS AUDI OVI SUELLES : VIENNE	12.000,00	18.368,75	30.368,75	30.368,43	100,00	28.598,43	1.770,00	0,32
03248-01-84	PRODUCTIONS AUDI OVI SUELLES : RIGA	14.100,00	6.398,60	20.498,60	20.453,77	99,78	16.498,60	3.955,17	44,83
03248-01-86	PRODUCTIONS AUDI OVI SUELLES : SOFIA	4.200,00	2.205,93-	1.994,07	1.994,07	100,00	1.994,07	0,00	0,00
03248-01-87	PRODUCTIONS AUDI OVI SUELLES : WROCLAW	9.000,00	6.000,00	15.000,00	15.000,00	100,00	0,00	15.000,00	0,00
03248-01-88	PRODUCTIONS AUDI OVI SUELLES : WASHINGTON	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	Total Sous-poste 03248-01	15.100.000,00	135.000,00	15.235.000,00	15.107.113,09	99,16	11.390.402,03	3.716.711,06	127.886,91
03248-02	RETRANSMISSION DES SEANCES PLENIERES ET REUNIONS SUR INTERNET	520.000,00	135.000,00-	385.000,00	377.739,02	98,11	190.451,38	187.287,64	7.260,98
	Total Poste 03248	15.620.000,00	0,00	15.620.000,00	15.484.852,11	99,13	11.580.853,41	3.903.998,70	135.147,89
	Total Article 0324.	91.480.435,00	3.728.000,00-	87.752.435,00	86.301.936,02	98,35	50.422.816,46	35.879.119,56	1.450.498,98
0325.									
03250	DEPENSES AFFERENTES AUX BUREAUX D'INFORMATION								
03250-00	DEPENSES AFFERENTES AUX BUREAUX D'INFORMATION								
03250-00-04	AFFRANCHISSEMENT, FRAIS DE PORT	0,00	958,00	958,00	958,00	100,00	958,00	0,00	0,00
03250-00-06	MENUES DEPENSES	359.200,00	153.068,50-	206.131,50	161.956,93	78,57	156.177,81	5.779,12	44.174,57
03250-00-51	DEPENSES AFFERENTES AUX BI : ATHENES	47.100,00	100,00	47.200,00	47.200,00	100,00	34.040,96	13.159,04	0,00
03250-00-53	DEPENSES AFFERENTES AUX BI : BERLIN	147.100,00	6.860,00-	140.240,00	129.167,78	92,10	110.931,62	18.236,16	11.072,22
03250-00-54	DEPENSES AFFERENTES AUX BI : BRUXELLES	2.700,00	3.895,00	6.595,00	5.997,54	90,94	4.951,99	1.045,55	597,46
03250-00-55	DEPENSES AFFERENTES AUX BI : COPENHAGUE	14.400,00	15.910,58	30.310,58	23.187,19	76,50	16.330,22	6.856,97	7.123,39
03250-00-56	DEPENSES AFFERENTES AUX BI : DUBLIN	21.900,00	5.500,00	27.400,00	26.206,95	95,65	21.148,86	5.058,09	1.193,05
03250-00-57	DEPENSES AFFERENTES AUX BI : HELSINKI	11.600,00	2.900,00	14.500,00	14.493,42	99,95	11.425,65	3.067,77	6,58
03250-00-58	DEPENSES AFFERENTES AUX BI : LAHAYE	34.600,00	10.500,00	45.100,00	41.710,84	92,49	29.084,99	12.625,85	3.389,16
03250-00-59	DEPENSES AFFERENTES AUX BI : LISBONNE	17.600,00	24.100,00	41.700,00	23.826,59	57,14	19.705,80	4.120,79	17.873,41
03250-00-60	DEPENSES AFFERENTES AUX BI : LONDRES	45.200,00	18.195,31	63.395,31	61.989,44	97,78	40.702,61	21.286,83	1.405,87
03250-00-61	DEPENSES AFFERENTES AUX BI : LUXEMBOURG	2.900,00	4.500,00	7.400,00	7.400,00	100,00	6.441,83	958,17	0,00
03250-00-62	DEPENSES AFFERENTES AUX BI : MADRID	53.200,00	3.800,16	57.000,16	57.000,16	100,00	43.437,62	13.562,54	0,00
03250-00-63	DEPENSES AFFERENTES AUX BI : PARIS	61.800,00	3.317,00	65.117,00	56.051,22	86,08	46.503,18	9.548,04	9.065,78
03250-00-64	DEPENSES AFFERENTES AUX BI : ROME	62.900,00	37.003,84	99.903,84	94.272,06	94,36	77.910,48	16.361,58	5.631,78
03250-00-65	DEPENSES AFFERENTES AUX BI : STOCKHOLM	20.700,00	9.179,97	29.879,97	27.864,84	93,26	23.978,16	3.886,68	2.015,13
03250-00-67	DEPENSES AFFERENTES AUX BI : VIENNE	19.000,00	0,00	19.000,00	18.746,55	98,67	16.158,57	2.587,98	253,45
03250-00-75	DEPENSES AFFERENTES AUX BI : VARSOVIE	11.400,00	100,00-	11.300,00	9.649,12	85,39	8.457,17	1.191,95	1.650,88
03250-00-76	DEPENSES AFFERENTES AUX BI : BUDAPEST	10.100,00	0,00	10.100,00	7.871,20	77,93	6.992,10	879,10	2.228,80

Poste	Intitulé	Crédits Initiaux	Virements + Budg. Suppl.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03250-00-77	DEPENSES AFFERENTES AUX BI : BRATISLAVA	10.600,00	1.500,00	12.100,00	12.015,59	99,30	10.651,59	1.364,00	84,41
03250-00-78	DEPENSES AFFERENTES AUX BI : PRAGUE	22.200,00	4.484,92-	17.715,08	17.334,08	97,85	10.828,11	6.505,97	381,00
03250-00-79	DEPENSES AFFERENTES AUX BI : NICOSIE	12.500,00	0,00	12.500,00	12.288,99	98,31	9.186,36	3.102,63	211,01
03250-00-80	DEPENSES AFFERENTES AUX BI : LJUBLJANA	5.100,00	2.500,00	7.600,00	7.544,51	99,27	5.601,97	1.942,54	55,49
03250-00-81	DEPENSES AFFERENTES AUX BI : LA VALETTE	18.800,00	1.700,00	20.500,00	20.479,23	99,90	19.461,73	1.017,50	20,77
03250-00-82	DEPENSES AFFERENTES AUX BI : TALLIN	6.400,00	6.212,00	12.612,00	12.610,17	99,99	9.983,11	2.627,06	1,83
03250-00-83	DEPENSES AFFERENTES AUX BI : VILNIUS	12.000,00	0,00	12.000,00	11.003,21	91,69	10.174,58	828,63	996,79
03250-00-84	DEPENSES AFFERENTES AUX BI : RIGA	11.400,00	1.988,96	13.388,96	13.241,56	98,90	9.330,09	3.911,47	147,40
03250-00-85	DEPENSES AFFERENTES AUX BI : BUCAREST	15.000,00	0,00	15.000,00	14.540,18	96,93	13.505,40	1.034,78	459,82
03250-00-86	DEPENSES AFFERENTES AUX BI : SOFIA	8.300,00	10.752,60	19.052,60	18.586,34	97,55	9.912,57	8.673,77	466,26
03250-00-88	DEPENSES AFFERENTES AUX BI : WASHINGTON	20.000,00	0,00	20.000,00	16.332,05	81,66	13.883,80	2.448,25	3.667,95
03250-00-89	DEPENSES AFFERENTES AUX BI : ZAGREB	14.300,00	0,00	14.300,00	9.045,16	63,25	5.870,32	3.174,84	5.254,84
	Total Sous-poste 03250-00	1.100.000,00	0,00	1.100.000,00	980.570,90	89,14	803.727,25	176.843,65	119.429,10
	Total Chapitre 032...	95.435.435,00	4.177.000,00-	91.258.435,00	89.655.243,96	98,24	52.680.103,90	36.975.140,06	1.603.191,04
	Total Titre 03...	95.435.435,00	4.177.000,00-	91.258.435,00	89.655.243,96	98,24	52.680.103,90	36.975.140,06	1.603.191,04
	Total Général	102.550.435,00	4.151.000,00-	98.399.435,00	96.767.259,51	98,34	57.590.816,96	39.176.442,55	1.632.175,49

Poste	Intitul�	Cr�di ts Report�s	Cr�di ts Actuels	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel i quat de Conversi on
02...								
021..								
0212.								
02120								
02120-03	OEUVRES D'ART	58.890,43	58.890,43	58.890,43	58.382,79	99,14	507,64	0,00
0214.								
02140								
02140-09	MATERIEL ET INSTALLATIONS TECHNIQUES : AUDIOVISUEL - ACHAT, RENOUELEMENT, MAINTENANCE							
02140-09-01	CENTRE (UNIT� AV)	3.956.021,99	3.956.021,99	3.956.021,99	3.842.002,78	97,12	114.019,21	0,00
02140-09-02	BUREAUX D'INFORMATION	24.473,50	24.473,50	24.473,50	20.228,10	82,65	4.245,40	0,00
	Total Sous-poste 02140-09	3.980.495,49	3.980.495,49	3.980.495,49	3.862.230,88	97,03	118.264,61	0,00
02140-11	AUDIOVISUEL - MATERIEL ET INSTALLATIONS TECHNIQUES AUDIOVISUELS ET DE TELECOMMUNICATION DES SALLES ET LOCAUX DE PRESSE A BRUXELLES ET STRASBOURG (ENTRETIEN ET ASSISTANCE)	316.379,64	316.379,64	316.379,64	316.379,64	*****	0,00	0,00
	Total Poste 02140	4.296.875,13	4.296.875,13	4.296.875,13	4.178.610,52	97,25	118.264,61	0,00
	Total Chapitre 021..	4.355.765,56	4.355.765,56	4.355.765,56	4.236.993,31	97,27	118.772,25	0,00
023..								
0230.								
02300	PAPETERIE, FOURNITURES DE BUREAU ET CONSOMMABLES DIVERS							
02300-05	CONSOMMABLES AUDIOVISUELS							
02300-05-01	CONSOMMABLES AV : CENTRE	1.625,37	1.625,37	1.625,37	1.575,90	96,96	49,47	0,00
	Total Titre 02...	4.357.390,93	4.357.390,93	4.357.390,93	4.238.569,21	97,27	118.821,72	0,00

Poste	Intitul�	Cr�di ts Report�s	Cr�di ts Actuels	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel iquat de Conversion
03...								
032..								
0320.								
03200								
03200-08	MAI SON DE L' HI STOI RE EUROPEENNE	10.268,44	10.268,44	10.268,44	5.700,82	55,52	4.567,62	0,00
0322.								
03220	DEPENSES DE DOCUMENTATI ON ET DE BIBLIOTHEQUE							
03220-09	ABONNEMENTS, MEDI A MONI TORI NG							
03220-09-01	ABONNEMENTS, MEDI A MONI TORI NG : CENTRE	185.070,36	185.070,36	185.070,36	180.694,74	97,64	4.375,62	0,00
03220-09-02	ABONN. , MEDI A MONI TOR : BUREAUX D' I NFORMATI ON	19.496,60	19.496,60	19.496,60	19.496,60	*****	0,00	0,00
03220-09-04	ABONN, MEDI A MONI TOR : PARLAMENTARI UM	277,33	277,33	277,33	241,21	86,98	36,12	0,00
03220-09-51	ABONNEMENTS, MEDI A MONI TORI NG : ATHENES	4.950,00	4.950,00	4.950,00	4.950,00	*****	0,00	0,00
03220-09-53	ABONNEMENTS, MEDI A MONI TORI NG : BERLI N	7.435,10	7.435,10	7.435,10	7.435,10	*****	0,00	0,00
03220-09-55	ABONNEMENTS, MEDI A MONI TORI NG : COPENHAGEN	4.617,07	4.617,07	4.617,07	4.612,22	99,89	4,85	0,00
03220-09-56	ABONNEMENTS, MEDI A MONI TORI NG : DUBLI N	4.800,00	4.800,00	4.800,00	4.800,00	*****	0,00	0,00
03220-09-58	ABONNEMENTS, MEDI A MONI TORI NG : LA HAYE	3.495,60	3.495,60	3.495,60	3.495,60	*****	0,00	0,00
03220-09-59	ABONNEMENTS, MEDI A MONI TORI NG : LI SBONNE	14.855,00	14.855,00	14.855,00	14.855,00	*****	0,00	0,00
03220-09-62	ABONNEMENTS, MEDI A MONI TORI NG : MADRI D	9.337,50	9.337,50	9.337,50	9.337,50	*****	0,00	0,00
03220-09-63	ABONNEMENTS, MEDI A MONI TORI NG : PARI S	2.897,00	2.897,00	2.897,00	2.897,00	*****	0,00	0,00
03220-09-64	ABONNEMENTS, MEDI A MONI TORI NG : ROME	51.015,00	51.015,00	51.015,00	51.015,00	*****	0,00	0,00
03220-09-67	ABONNEMENTS, MEDI A MONI TORI NG : VI ENNE	29.021,65	29.021,65	29.021,65	29.021,58	*****	0,07	0,00
03220-09-75	ABONNEMENTS, MEDI A MONI TORI NG : VARSOVI E	6.482,51	6.482,51	6.482,51	6.482,51	*****	0,00	0,00
03220-09-76	ABONNEMENTS, MEDI A MONI TORI NG : BUDAPEST	4.630,00	4.630,00	4.630,00	4.630,00	*****	0,00	0,00
03220-09-77	ABONNEMENTS, MEDI A MONI TORI NG : BRATI SLAVA	4.930,00	4.930,00	4.930,00	4.930,00	*****	0,00	0,00
03220-09-78	ABONNEMENTS, MEDI A MONI TORI NG : PRAGUE	7.775,67	7.775,67	7.775,67	7.656,09	98,46	119,58	0,00
03220-09-79	ABONNEMENTS, MEDI A MONI TORI NG : NI COSI E	5.333,32	5.333,32	5.333,32	5.333,32	*****	0,00	0,00
03220-09-80	ABONNEMENTS, MEDI A MONI TORI NG : LJUBLJANA	1.225,00	1.225,00	1.225,00	1.225,00	*****	0,00	0,00
03220-09-82	ABONNEMENTS, MEDI A MONI TORI NG : TALLI N	2.322,60	2.322,60	2.322,60	2.322,60	*****	0,00	0,00
03220-09-83	ABONNEMENTS, MEDI A MONI TORI NG : VI LNI US	5.065,54	5.065,54	5.065,54	5.065,54	*****	0,00	0,00
03220-09-84	ABONNEMENTS, MEDI A MONI TORI NG : RIG A	6.300,49	6.300,49	6.300,49	6.300,49	*****	0,00	0,00
03220-09-85	ABONNEMENTS, MEDI A MONI TORI NG : BUCAREST	1.680,00	1.680,00	1.680,00	1.679,96	*****	0,04	0,00
03220-09-86	ABONNEMENTS, MEDI A MONI TORI NG : SOFI A	4.037,20	4.037,20	4.037,20	3.922,60	97,16	114,60	0,00
	Total Sous-poste 03220-09	387.050,54	387.050,54	387.050,54	382.399,66	98,80	4.650,88	0,00
0324.								
03242	D�PENSES DE PUBLI CATION, D' I NFORMATI ON ET DE PARTI CI PATI ON AUX MANI FESTATI ONS PUBLI QUES							
03242-01	FRAI S DE PRODUCTI ON ET DE DI FFUSI ON DE PUBLI CATI ONS (PAPI ER ET FORMES ELECTRONI QUES)							
03242-01-01	PUBL, I NFORM, MANI F. PUBL. : SECR. CENTRAL	2.129,00	2.129,00	2.129,00	2.129,00	*****	0,00	0,00
03242-01-02	PUBL, I NFORM, MANI F. PUBL. : DI RECTI ON A	38.192,82	38.192,82	38.192,82	36.568,06	95,75	1.624,76	0,00
03242-01-03	PUBL, I NFORM, MANI F. PUBL. : UNI TE EVENEMENTS	479.861,67	479.861,67	479.861,67	443.430,22	92,41	36.431,45	0,00
03242-01-04	PUBL, I NFORM, MANI F. PUBL. : S. O. P.	14.280,00	14.280,00	14.280,00	14.280,00	*****	0,00	0,00
03242-01-08	PUBL, I NFORM, MANI F. PUBL. : PROV. BI /CENTRE	152.354,22	152.354,22	152.354,22	152.354,21	*****	0,01	0,00

Poste	Inti tul �	Cr�di ts Report�s	Cr�di ts Actuel s	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel iquat de Conversi on
03242-01-13	PUBL, INFORM, MANI F. PUBL. : EUROPEAN YOUTH EVENT	767.799,56	767.799,56	767.799,56	764.341,89	99,55	3.457,67	0,00
03242-01-14	PUBL, INFORM, MANI F. PUBL. : RESERVE �LECTIONS EUROP�ENNES 2014	8.410.169,41	8.410.169,41	8.410.169,41	8.338.694,82	99,15	71.474,59	0,00
03242-01-51	PUBL, INFORM, MANI F. PUBL. : ATHENES	12.437,10	12.437,10	12.437,10	11.630,90	93,52	806,20	0,00
03242-01-53	PUBL, INFORM, MANI F. PUBL. : BERLI N	142.233,05	142.233,05	142.233,05	140.530,84	98,80	1.702,21	0,00
03242-01-54	PUBL, INFORM, MANI F. PUBL. : BRUXELLES	49.509,45	49.509,45	49.509,45	43.539,66	87,94	5.969,79	0,00
03242-01-55	PUBL, INFORM, MANI F. PUBL. : COPENHAGUE	36.960,29	36.960,29	36.960,29	33.963,46	91,89	2.996,83	0,00
03242-01-56	PUBL, INFORM, MANI F. PUBL. : DUBLI N	36.336,16	36.336,16	36.336,16	35.795,08	98,51	541,08	0,00
03242-01-57	PUBL, INFORM, MANI F. PUBL. : HELSI NKI	32.400,91	32.400,91	32.400,91	29.534,01	91,15	2.866,90	0,00
03242-01-58	PUBL, INFORM, MANI F. PUBL. : LA HAYE	82.090,91	82.090,91	82.090,91	78.884,18	96,09	3.206,73	0,00
03242-01-59	PUBL, INFORM, MANI F. PUBL. : LI SBONNE	39.882,08	39.882,08	39.882,08	39.882,05	*****	0,03	0,00
03242-01-60	PUBL, INFORM, MANI F. PUBL. : LONDRES	12.752,85	12.752,85	12.752,85	12.752,85	*****	0,00	0,00
03242-01-61	PUBL, INFORM, MANI F. PUBL. : LUXEMBOURG	33.127,65	33.127,65	33.127,65	25.937,80	78,30	7.189,85	0,00
03242-01-62	PUBL, INFORM, MANI F. PUBL. : MADRI D	52.978,28	52.978,28	52.978,28	50.522,16	95,36	2.456,12	0,00
03242-01-63	PUBL, INFORM, MANI F. PUBL. : PARI S	45.650,35	45.650,35	45.650,35	38.255,70	83,80	7.394,65	0,00
03242-01-64	PUBL, INFORM, MANI F. PUBL. : ROME	46.171,59	46.171,59	46.171,59	41.778,41	90,49	4.393,18	0,00
03242-01-65	PUBL, INFORM, MANI F. PUBL. : STOCKHOLM	56.109,67	56.109,67	56.109,67	50.504,66	90,01	5.605,01	0,00
03242-01-66	PUBL, INFORM, MANI F. PUBL. : STRASBOURG	3.429,41	3.429,41	3.429,41	3.119,93	90,98	309,48	0,00
03242-01-67	PUBL, INFORM, MANI F. PUBL. : VI ENNE	54.451,76	54.451,76	54.451,76	54.281,64	99,69	170,12	0,00
03242-01-70	PUBL, INFORM, MANI F. PUBL. : BARCELONE	10.246,27	10.246,27	10.246,27	10.246,27	*****	0,00	0,00
03242-01-71	PUBL, INFORM, MANI F. PUBL. : EDI MBOURG	6.281,04	6.281,04	6.281,04	5.645,34	89,88	635,70	0,00
03242-01-72	PUBL, INFORM, MANI F. PUBL. : MARSEI LLE	9.029,05	9.029,05	9.029,05	9.029,05	*****	0,00	0,00
03242-01-73	PUBL, INFORM, MANI F. PUBL. : MI LAN	29.133,17	29.133,17	29.133,17	27.933,12	95,88	1.200,05	0,00
03242-01-74	PUBL, INFORM, MANI F. PUBL. : MUNI CH	38.718,17	38.718,17	38.718,17	38.718,17	*****	0,00	0,00
03242-01-75	PUBL, INFORM, MANI F. PUBL. : VARSOVI E	83.842,21	83.842,21	83.842,21	80.169,05	95,62	3.673,16	0,00
03242-01-76	PUBL, INFORM, MANI F. PUBL. : BUDAPEST	59.503,36	59.503,36	59.503,36	59.503,36	*****	0,00	0,00
03242-01-77	PUBL, INFORM, MANI F. PUBL. : BRATI SLAVA	12.638,14	12.638,14	12.638,14	12.638,14	*****	0,00	0,00
03242-01-78	PUBL, INFORM, MANI F. PUBL. : PRAGUE	30.545,75	30.545,75	30.545,75	30.545,74	*****	0,01	0,00
03242-01-79	PUBL, INFORM, MANI F. PUBL. : NI COSI E	28.975,78	28.975,78	28.975,78	28.975,78	*****	0,00	0,00
03242-01-80	PUBL, INFORM, MANI F. PUBL. : LJUBLJANA	36.932,90	36.932,90	36.932,90	33.953,58	91,93	2.979,32	0,00
03242-01-81	PUBL, INFORM, MANI F. PUBL. : LA VALETTE	44.980,92	44.980,92	44.980,92	43.960,83	97,73	1.020,09	0,00
03242-01-82	PUBL, INFORM, MANI F. PUBL. : TALLI N	27.002,81	27.002,81	27.002,81	27.002,81	*****	0,00	0,00
03242-01-83	PUBL, INFORM, MANI F. PUBL. : VI LNI US	20.235,09	20.235,09	20.235,09	20.174,26	99,70	60,83	0,00
03242-01-84	PUBL, INFORM, MANI F. PUBL. : RI GA	9.036,69	9.036,69	9.036,69	8.781,49	97,18	255,20	0,00
03242-01-85	PUBL, INFORM, MANI F. PUBL. : BUCAREST	30.984,64	30.984,64	30.984,64	30.070,74	97,05	913,90	0,00
03242-01-86	PUBL, INFORM, MANI F. PUBL. : SOFI A	21.048,97	21.048,97	21.048,97	19.926,91	94,67	1.122,06	0,00
03242-01-87	PUBL, INFORM, MANI F. PUBL. : WROCLAW	13.695,32	13.695,32	13.695,32	12.469,16	91,05	1.226,16	0,00
03242-01-88	PUBL, INFORM, MANI F. PUBL. : WASHI NGTON	9.659,57	9.659,57	9.659,57	9.659,57	*****	0,00	0,00
03242-01-89	PUBL, INFORM, MANI F. PUBL. : ZAGREB	12.935,47	12.935,47	12.935,47	12.560,04	97,10	375,43	0,00
	Total Sous-poste 03242-01	11.136.733,51	11.136.733,51	11.136.733,51	10.964.674,94	98,46	172.058,57	0,00
03242-02	ACTI VI TES D'INFORM. ET COMMUNI C. (INTERNET)							
03242-02-02	INTERNET : EUROPARL	2.368.298,68	2.368.298,68	2.368.298,68	2.338.782,80	98,75	29.515,88	0,00
03242-02-06	INTERNET : PROVI SIONNEL S BI /CENTRE	837,46	837,46	837,46	837,46	*****	0,00	0,00
03242-02-07	INTERNET : ADAGGI O	50.778,96	50.778,96	50.778,96	50.778,95	*****	0,01	0,00
03242-02-08	INTERNET : UNI TE I NFORMATI QUE	48.999,98	48.999,98	48.999,98	44.201,32	90,21	4.798,66	0,00

Poste	Intitul�	Cr�di ts Report�s	Cr�di ts Actuel s	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel iquat de Conversi on
03242-02-14	INTERNET : RESERVE �LECTIONS EUROP�ENNES 2014	983.689,17	983.689,17	983.689,17	983.632,31	99,99	56,86	0,00
03242-02-51	INTERNET : ATHENES	3.600,00	3.600,00	3.600,00	3.600,00	*****	0,00	0,00
03242-02-53	INTERNET : BERLIN	6.000,00	6.000,00	6.000,00	6.000,00	*****	0,00	0,00
03242-02-55	INTERNET : COPENHAGUE	8.984,49	8.984,49	8.984,49	8.984,49	*****	0,00	0,00
03242-02-57	INTERNET : HELSINKI	9.500,00	9.500,00	9.500,00	9.495,01	99,95	4,99	0,00
03242-02-58	INTERNET : LA HAYE	51.848,00	51.848,00	51.848,00	50.123,00	96,67	1.725,00	0,00
03242-02-59	INTERNET : LISBONNE	9.000,00	9.000,00	9.000,00	9.000,00	*****	0,00	0,00
03242-02-60	INTERNET : LONDRES	8.892,20	8.892,20	8.892,20	8.892,20	*****	0,00	0,00
03242-02-61	INTERNET : LUXEMBOURG	1.166,65	1.166,65	1.166,65	1.000,39	85,75	166,26	0,00
03242-02-62	INTERNET : MADRID	33.000,00	33.000,00	33.000,00	33.000,00	*****	0,00	0,00
03242-02-63	INTERNET : PARIS	360,00	360,00	360,00	360,00	*****	0,00	0,00
03242-02-64	INTERNET : ROME	7.200,00	7.200,00	7.200,00	7.200,00	*****	0,00	0,00
03242-02-65	INTERNET : STOCKHOLM	11.849,00	11.849,00	11.849,00	11.849,00	*****	0,00	0,00
03242-02-67	INTERNET : VIENNE	2.400,00	2.400,00	2.400,00	2.047,62	85,32	352,38	0,00
03242-02-70	INTERNET : BARCELONE	3.600,00	3.600,00	3.600,00	3.600,00	*****	0,00	0,00
03242-02-71	INTERNET : EDIMBOURG	7.263,50	7.263,50	7.263,50	7.263,50	*****	0,00	0,00
03242-02-72	INTERNET : MARSEILLE	1.000,00	1.000,00	1.000,00	1.000,00	*****	0,00	0,00
03242-02-75	INTERNET : VARSOVIE	38.187,25	38.187,25	38.187,25	36.351,23	95,19	1.836,02	0,00
03242-02-76	INTERNET : BUDAPEST	2.400,00	2.400,00	2.400,00	2.400,00	*****	0,00	0,00
03242-02-77	INTERNET : BRATISLAVA	2.000,00	2.000,00	2.000,00	2.000,00	*****	0,00	0,00
03242-02-78	INTERNET : PRAGUE	4.998,05	4.998,05	4.998,05	4.694,70	93,93	303,35	0,00
03242-02-79	INTERNET : NICOSIE	3.000,00	3.000,00	3.000,00	248,58	8,29	2.751,42	0,00
03242-02-80	INTERNET : LJUBLJANA	1.800,00	1.800,00	1.800,00	1.800,00	*****	0,00	0,00
03242-02-81	INTERNET : LA VALETTE	7.017,58	7.017,58	7.017,58	6.513,98	92,82	503,60	0,00
03242-02-82	INTERNET : TALLINN	6.000,00	6.000,00	6.000,00	6.000,00	*****	0,00	0,00
03242-02-83	INTERNET : VIENNIUS	22.043,54	22.043,54	22.043,54	22.043,54	*****	0,00	0,00
03242-02-84	INTERNET : RIGA	3.471,68	3.471,68	3.471,68	3.450,90	99,40	20,78	0,00
03242-02-85	INTERNET : BUCAREST	7.363,02	7.363,02	7.363,02	7.254,35	98,52	108,67	0,00
03242-02-87	INTERNET : WROCLAW	6.497,52	6.497,52	6.497,52	6.497,52	*****	0,00	0,00
03242-02-89	INTERNET : ZAGREB	1.681,00	1.681,00	1.681,00	1.678,14	99,83	2,86	0,00
	Total Sous-poste 03242-02	3.724.727,73	3.724.727,73	3.724.727,73	3.682.580,99	98,87	42.146,74	0,00
	Total Poste 03242	14.861.461,24	14.861.461,24	14.861.461,24	14.647.255,93	98,56	214.205,31	0,00
03243	PARLEMENTARIUM - CENTRE DES VISITEURS DU PE							
03243-00	PARLEMENTARIUM - CENTRE DES VISITEURS DU PE							
03243-00-14	PARLEMENTARIUM - CENTRE DE VISITEURS DU PARLEMENT EUROPEEN : RESERVE �LECTIONS EUROP�ENNES 2014	689.458,09	689.458,09	689.458,09	689.458,09	*****	0,00	0,00
	Total Sous-poste 03243-00	1.970.835,45	1.970.835,45	1.970.835,45	1.858.420,38	94,30	112.415,07	0,00
03244	ORGANISATION ET ACCUEIL DE GROUPES DE VISITEURS, PROGRAMME EUROSOLA ET INVITATION DE MULTIPLIFICATEURS D'OPINION DE PAYS TIERS							
03244-01	FRAIS D'ACCUEIL ET SUBVENTIONS AUX GROUPES DE VISITEURS							
03244-01-01	VISITEURS : GROUPES PARRAINES	3.911.054,53	3.911.054,53	3.911.054,53	3.902.766,51	99,79	8.288,02	0,00

Poste	Intitul�	Cr�di ts Report�s	Cr�di ts Actuels	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel iquat de Conversion
03244-01-02	VISI TEURS : GROUPES NON PARRAINES	12.300,92	12.300,92	12.300,92	10.657,31	86,64	1.643,61	0,00
03244-01-03	VISI TEURS : CONTRATS, INFRASTR. , DIVERS	42.358,90	42.358,90	42.358,90	36.693,72	86,63	5.665,18	0,00
03244-01-06	VISI TEURS : SUBVENTIONS	1.000.000,00	1.000.000,00	1.000.000,00	1.000.000,00	*****	0,00	0,00
03244-01-13	PUBL, INFORM, MANIF. PUBL. : EUROPEAN YOUTH EVENT	2.000.000,00	2.000.000,00	2.000.000,00	1.539.986,70	77,00	460.013,30	0,00
	Total Sous-poste 03244-01	6.965.714,35	6.965.714,35	6.965.714,35	6.490.104,24	93,17	475.610,11	0,00
03244-02	FRAIS DE FONCTIONNEMENT DU PROGRAMME EUROSCOLA	344.723,29	344.723,29	344.723,29	344.723,29	*****	0,00	0,00
03244-03	FINANCEMENT DES BOURSES D'ETUDES, DE STAGES POUR LES MULTI PLI CATEURS D'OPINION DE PAYS TIERS (EUVF)	135.410,00	135.410,00	135.410,00	92.702,19	68,46	42.707,81	0,00
	Total Poste 03244	7.445.847,64	7.445.847,64	7.445.847,64	6.927.529,72	93,04	518.317,92	0,00
03245								
03245-01	SUBSIDES POUR ORGANISATION DE COLLOQUES, DE SEMINAI RES NATIONAUX ET MULTINATIONAUX DES MULTI PLI CATEURS D'OPINION DES ETATS MEMBRES: FRAIS D'ORGANISATION DES COLLOQUES ET SYMPOSIUMS PARLEMENTAI RES							
03245-01-02	COLLOQUES, SEMINAI RES : OPERATIONS HEMICYCLE	3.490,51	3.490,51	3.490,51	3.006,42	86,13	484,09	0,00
03245-01-03	COLLOQUES, SEMINAI RES : DIRECTIO N A	77.825,35	77.825,35	77.825,35	75.923,53	97,56	1.901,82	0,00
03245-01-04	COLLOQUES, SEMINAI RES : PROV. BI /CENTRE	731,18	731,18	731,18	731,18	*****	0,00	0,00
03245-01-07	EVENEMENTS : SUBVENTIONS	853.662,77	853.662,77	853.662,77	691.786,80	81,04	161.875,97	0,00
03245-01-08	INVI TATIO N JOURNALI STES	33.840,88	33.840,88	33.840,88	33.840,88	*****	0,00	0,00
03245-01-13	PUBL, INFORM, MANIF. PUBL. : EUROPEAN YOUTH EVENT	171.410,00	171.410,00	171.410,00	171.410,00	*****	0,00	0,00
03245-01-14	COLLOQUES, SEMINAI RES : R�SERVE � LECTIO NS EUROPEENNES 2014	531.498,14	531.498,14	531.498,14	529.889,07	99,70	1.609,07	0,00
03245-01-51	COLLOQUES, SEMINAI RES : ATHENES	16.157,25	16.157,25	16.157,25	15.670,25	96,99	487,00	0,00
03245-01-53	COLLOQUES, SEMINAI RES : BERLI N	4.976,56	4.976,56	4.976,56	4.976,56	*****	0,00	0,00
03245-01-54	COLLOQUES, SEMINAI RES : BRUXELLES	2.400,00	2.400,00	2.400,00	2.316,00	96,50	84,00	0,00
03245-01-55	COLLOQUES, SEMINAI RES : COPENHAGUE	9.677,20	9.677,20	9.677,20	6.844,13	70,72	2.833,07	0,00
03245-01-56	COLLOQUES, SEMINAI RES : DUBLI N	18.519,71	18.519,71	18.519,71	17.915,05	96,74	604,66	0,00
03245-01-57	COLLOQUES, SEMINAI RES : HELSI NKI	14.957,91	14.957,91	14.957,91	12.838,98	85,83	2.118,93	0,00
03245-01-58	COLLOQUES, SEMINAI RES : LA HAYE	6.247,24	6.247,24	6.247,24	6.247,24	*****	0,00	0,00
03245-01-59	COLLOQUES, SEMINAI RES : LI SBONNE	9.900,00	9.900,00	9.900,00	0,00	0,00	9.900,00	0,00
03245-01-60	COLLOQUES, SEMINAI RES : LONDRES	52.020,93	52.020,93	52.020,93	50.657,22	97,38	1.363,71	0,00
03245-01-61	COLLOQUES, SEMINAI RES : LUXEMBOURG	3.003,00	3.003,00	3.003,00	3.000,00	99,90	3,00	0,00
03245-01-62	COLLOQUES, SEMINAI RES : MADRI D	2.960,00	2.960,00	2.960,00	2.960,00	*****	0,00	0,00
03245-01-63	COLLOQUES, SEMINAI RES : PARI S	9.021,06	9.021,06	9.021,06	7.923,26	87,83	1.097,80	0,00
03245-01-64	COLLOQUES, SEMINAI RES : ROME	19.495,42	19.495,42	19.495,42	15.837,43	81,24	3.657,99	0,00
03245-01-65	COLLOQUES, SEMINAI RES : STOCKHOLM	3.330,52	3.330,52	3.330,52	3.175,02	95,33	155,50	0,00
03245-01-67	COLLOQUES, SEMINAI RES : VI ENNE	2.143,50	2.143,50	2.143,50	2.143,50	*****	0,00	0,00
03245-01-70	COLLOQUES, SEMINAI RES : BARCELONE	6.196,27	6.196,27	6.196,27	6.196,27	*****	0,00	0,00
03245-01-72	COLLOQUES, SEMINAI RES : MARSEI LLE	5.657,01	5.657,01	5.657,01	5.657,01	*****	0,00	0,00
03245-01-73	COLLOQUES, SEMINAI RES : MI LAN	3.500,00	3.500,00	3.500,00	3.500,00	*****	0,00	0,00
03245-01-76	COLLOQUES, SEMINAI RES : BUDAPEST	262,70	262,70	262,70	262,70	*****	0,00	0,00
03245-01-77	COLLOQUES, SEMINAI RES : BRATI SLAVA	256,17	256,17	256,17	256,17	*****	0,00	0,00
03245-01-78	COLLOQUES, SEMINAI RES : PRAGUE	12.545,36	12.545,36	12.545,36	12.155,36	96,89	390,00	0,00

Poste	Intitul�	Cr�di ts Report�s	Cr�di ts Actuels	Engagements Contract�s	Pai ements Effectu�s	% Util .	Reste � payer	Rel iquat de Conversion
03245-01-79	COLLOQUES, SEMI NAI RES : NI COSI E	11.238,58	11.238,58	11.238,58	11.238,58	*****	0,00	0,00
03245-01-80	COLLOQUES, SEMI NAI RES : LJUBLJANA	9.042,73	9.042,73	9.042,73	8.962,77	99,12	79,96	0,00
03245-01-81	COLLOQUES, SEMI NAI RES : LA VALETTE	5.660,59	5.660,59	5.660,59	5.525,00	97,60	135,59	0,00
03245-01-82	COLLOQUES, SEMI NAI RES : TALLI N	3.059,95	3.059,95	3.059,95	3.059,95	*****	0,00	0,00
03245-01-83	COLLOQUES, SEMI NAI RES : VI LNI US	7.585,94	7.585,94	7.585,94	7.585,94	*****	0,00	0,00
03245-01-84	COLLOQUES, SEMI NAI RES : RI GA	8.929,86	8.929,86	8.929,86	8.052,39	90,17	877,47	0,00
03245-01-85	COLLOQUES, SEMI NAI RES : BUCAREST	910,00	910,00	910,00	708,83	77,89	201,17	0,00
03245-01-88	COLLOQUES, SEMI NAI RES : WASHI NGTON	6.900,00	6.900,00	6.900,00	4.776,00	69,22	2.124,00	0,00
	Total Sous-poste 03245-01	1.929.014,29	1.929.014,29	1.929.014,29	1.737.029,49	90,05	191.984,80	0,00
03245-03	PRI X POUR LE CI NEMA							
03245-03-04	PRI X DU PARLEMENT EUROPEEN POUR LE CI NEMA BUREAUX D' I NFORMATION	69.625,27	69.625,27	69.625,27	68.443,09	98,30	1.182,18	0,00
	Total Sous-poste 03245-03	389.715,47	389.715,47	389.715,47	377.905,89	96,97	11.809,58	0,00
	Total Poste 03245	2.318.729,76	2.318.729,76	2.318.729,76	2.114.935,38	91,21	203.794,38	0,00
03246	CHAI NE TELEVI SUELLE PARLEMENTAI RE (WEB TV)							
03246-00	CHAI NE TELEVI SUELLE PARLEMENTAI RE (WEB TV)							
03246-00-14	CHAI NE TELEVI SUELLE PARLEMENTAI RE (WEB TV) RESERVE ELECTI ONS 2014	525.000,00	525.000,00	525.000,00	525.000,00	*****	0,00	0,00
	Total Sous-poste 03246-00	2.228.296,90	2.228.296,90	2.228.296,90	2.196.813,83	98,59	31.483,07	0,00
03247	MAI SON DE L' HI STOI RE EUROPEENNE							
03247-00	MAI SON DE L' HI STOI RE EUROPEENNE	968.436,80	968.436,80	968.436,80	964.576,80	99,60	3.860,00	0,00
03248	DE PENSES D' I NFORMATION AUDI OVI SUELLE							
03248-01	COPRODUCTION ET DI FFUSI ON DE PROGRAMMES AUDI OVI SUELS							
03248-01-02	PRODUCTI ONS AUDI OVI SUELLES : DI RECTI ON A	2.293.495,29	2.293.495,29	2.293.495,29	2.115.664,28	92,25	177.831,01	0,00
03248-01-03	PRODUCTI ONS AUDI OVI SUELLES : SUBVENTI ONS	2.591.840,44	2.591.840,44	2.591.840,44	2.328.694,77	89,85	263.145,67	0,00
03248-01-14	COPRODUCTION ET DI FFUSI ON DE PROGRAMMES AUDI OVI SUELS - R�SERVE ELECTI ONS EUROPEENNES	3.124.995,60	3.124.995,60	3.124.995,60	3.124.995,60	*****	0,00	0,00
03248-01-51	PRODUCTI ONS AUDI OVI SUELLES : ATHENES	7.000,00	7.000,00	7.000,00	7.000,00	*****	0,00	0,00
03248-01-53	PRODUCTI ONS AUDI OVI SUELLES : BERLI N	14.594,71	14.594,71	14.594,71	14.594,71	*****	0,00	0,00
03248-01-56	PRODUCTI ONS AUDI OVI SUELLES : DUBLI N	36.206,92	36.206,92	36.206,92	24.137,91	66,67	12.069,01	0,00
03248-01-58	PRODUCTI ONS AUDI OVI SUELLES : LA HAYE	19.769,00	19.769,00	19.769,00	19.769,00	*****	0,00	0,00
03248-01-59	PRODUCTI ONS AUDI OVI SUELLES : LI SBONNE	79.845,04	79.845,04	79.845,04	79.845,04	*****	0,00	0,00
03248-01-60	PRODUCTI ONS AUDI OVI SUELLES : LONDRES	94.169,49	94.169,49	94.169,49	77.878,79	82,70	16.290,70	0,00
03248-01-61	PRODUCTI ONS AUDI OVI SUELLES : LUXEMBOURG	2.500,00	2.500,00	2.500,00	2.500,00	*****	0,00	0,00
03248-01-62	PRODUCTI ONS AUDI OVI SUELLES : MADRI D	34.842,00	34.842,00	34.842,00	34.842,00	*****	0,00	0,00
03248-01-65	PRODUCTI ONS AUDI OVI SUELLES : STOCKHOLM	15.000,00	15.000,00	15.000,00	15.000,00	*****	0,00	0,00
03248-01-67	PRODUCTI ONS AUDI OVI SUELLES : VI ENNE	5.200,00	5.200,00	5.200,00	4.700,00	90,38	500,00	0,00
03248-01-70	PRODUCTI ONS AUDI OVI SUELLES : BARCELONE	286,90	286,90	286,90	286,90	*****	0,00	0,00
03248-01-75	PRODUCTI ONS AUDI OVI SUELLES : VARSOVI E	32.496,75	32.496,75	32.496,75	32.496,74	*****	0,01	0,00
03248-01-77	PRODUCTI ONS AUDI OVI SUELLES : BRATI SLAVA	14.830,00	14.830,00	14.830,00	14.830,00	*****	0,00	0,00
03248-01-78	PRODUCTI ONS AUDI OVI SUELLES : PRAGUE	7.000,00	7.000,00	7.000,00	7.000,00	*****	0,00	0,00
03248-01-79	PRODUCTI ONS AUDI OVI SUELLES : NI COSI E	20.000,00	20.000,00	20.000,00	19.960,00	99,80	40,00	0,00
03248-01-80	PRODUCTI ONS AUDI OVI SUELLES : LJUBLJANA	5.950,00	5.950,00	5.950,00	5.950,00	*****	0,00	0,00
03248-01-81	PRODUCTI ONS AUDI OVI SUELLES : LA VALETTE	45.100,00	45.100,00	45.100,00	45.100,00	*****	0,00	0,00

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer	Reliquat de Conversion
03248-01-82	PRODUCTIONS AUDIOVISUELLES : TALLIN	24.750,00	24.750,00	24.750,00	24.750,00	*****	0,00	0,00
03248-01-83	PRODUCTIONS AUDIOVISUELLES : VIENNE	11.985,00	11.985,00	11.985,00	11.985,00	*****	0,00	0,00
03248-01-84	PRODUCTIONS AUDIOVISUELLES : RIGA	20.799,99	20.799,99	20.799,99	20.799,99	*****	0,00	0,00
03248-01-85	PRODUCTIONS AUDIOVISUELLES : BUCAREST	1.612,69	1.612,69	1.612,69	1.500,00	93,01	112,69	0,00
03248-01-86	PRODUCTIONS AUDIOVISUELLES : SOFIA	1.700,00	1.700,00	1.700,00	1.699,56	99,97	0,44	0,00
03248-01-87	PRODUCTIONS AUDIOVISUELLES : WROCLAW	15.000,00	15.000,00	15.000,00	15.000,00	*****	0,00	0,00
03248-01-89	PRODUCTIONS AUDIOVISUELLES : ZAGREB	3.000,00	3.000,00	3.000,00	2.980,35	99,35	19,65	0,00
	Total Sous-poste 03248-01	8.523.969,82	8.523.969,82	8.523.969,82	8.053.960,64	94,49	470.009,18	0,00
03248-02	RETRANSMISSION DES SEANCES PLENIERES ET REUNIONS SUR INTERNET	238.478,33	238.478,33	238.478,33	220.520,11	92,47	17.958,22	0,00
	Total Poste 03248	8.762.448,15	8.762.448,15	8.762.448,15	8.274.480,75	94,43	487.967,40	0,00
	Total Article 0324.	38.556.055,94	38.556.055,94	38.556.055,94	36.984.012,79	95,92	1.572.043,15	0,00
0325.								
03250	DEPENSES AFFERENTES AUX BUREAUX D'INFORMATION							
03250-00	DEPENSES AFFERENTES AUX BUREAUX D'INFORMATION							
03250-00-01	LOCATION MATÉRIEL DE TRANSPORT	9.335,49	9.335,49	9.335,49	9.173,61	98,27	161,88	0,00
03250-00-02	PAPETERIE, FOURNITURES DE BUREAU	10.442,93	10.442,93	10.442,93	10.442,93	*****	0,00	0,00
03250-00-03	FRAIS DE TELECOMMUNICATION	44.478,82	44.478,82	44.478,82	44.478,82	*****	0,00	0,00
03250-00-04	AFFRANCHISSEMENT, FRAIS DE PORT	32.203,90	32.203,90	32.203,90	32.203,90	*****	0,00	0,00
03250-00-05	MANUTENTION, DEMENAGEMENT	1.346,18	1.346,18	1.346,18	1.346,18	*****	0,00	0,00
03250-00-06	MENUES DEPENSES	244.460,54	244.460,54	244.460,54	243.696,99	99,69	763,55	0,00
	Total Sous-poste 03250-00	342.267,86	342.267,86	342.267,86	341.342,43	99,73	925,43	0,00
	Total Chapitre 032.	39.295.642,78	39.295.642,78	39.295.642,78	37.713.455,70	95,97	1.582.187,08	0,00
	Total Titre 03.	39.295.642,78	39.295.642,78	39.295.642,78	37.713.455,70	95,97	1.582.187,08	0,00
	Total Chapitre	43.653.033,71	43.653.033,71	43.653.033,71	41.952.024,91	96,10	1.701.008,80	0,00

Poste	Intitulé	Crédits an. prévus	Crédits an. cumulés	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
02...									
021..									
0214.									
02140									
02140-09		0,00	1.200,00	1.200,00	1.200,00	100,00	0,00	1.200,00	0,00
	Total Titre	0,00	1.200,00	1.200,00	1.200,00	100,00	0,00	1.200,00	0,00

Poste	Intitulé	Crédits an. précéd.	Crédits an. cumulés.	Crédits Actuels	Engagements Contractés	% Util.	Paiements Effectués	Sol des des Engag. E. C.	Crédits Disponibles
03...									
032..									
0324.									
03242									
03242-01		0,00	81.042,10	81.042,10	4.452,40	5,49	0,00	4.452,40	76.589,70
03243	PARLEMENTARIUM - (RECETTES AFFECTEES)								
03243-00	PARLEMENTARIUM - (RECETTES AFFECTEES)	0,00	4.637,42	4.637,42	0,00	0,00	0,00	0,00	4.637,42
03245									
03245-01	COLLOQUES, SEMINAIRES	0,00	497,06	497,06	0,00	0,00	0,00	0,00	497,06
	Total Article 0324.	0,00	86.176,58	86.176,58	4.452,40	5,17	0,00	4.452,40	81.724,18
	Total Titre 03...	0,00	86.176,58	86.176,58	4.452,40	5,17	0,00	4.452,40	81.724,18
	Total Général	0,00	87.376,58	87.376,58	5.652,40	6,47	0,00	5.652,40	81.724,18

Poste	Intitulé	Crédits Reportés	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Reste à payer
03...							
032..							
0324.							
03242-01		2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71
	Total Poste 03242	2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71
	Total Article 0324.	2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71
	Total Chapitre 032..	2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71
	Total Titre 03...	2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71
	Total Général	2.077,71	2.077,71	2.077,71	0,00	0,00	2.077,71

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Sol des des Engagements	Crédits disponibles
02...	IMMEUBLES, MATERIEL ET DEPENSES DIVERSES INTERSTITIENNELS							
021..								
0212.								
02120								
02120-03	OEUVRES D'ART (RECETTES AFFECTEES)	12,64	12,64	0,00	0,00	0,00	0,00	12,64
0214.								
02140								
02140-09	MATERIEL ET INSTALLATIONS TECHNIQUES : AUDIOVISUEL - ACHAT, RENOUVELLEMENT, MAINTENANCE	149,41	149,41	149,41	0,00	0,00	149,41	0,00
	Total Chapitre 021..	162,05	162,05	149,41	0,00	0,00	149,41	12,64
023..								
0235.								
02350								
02350-05		12.362,13	12.362,13	0,00	0,00	0,00	0,00	12.362,13
	Total Titre 02...	12.524,18	12.524,18	149,41	0,00	0,00	149,41	12.374,77

Poste	Intitulé	Crédits Initiaux	Crédits Actuels	Engagements Contractés	Paiements Effectués	% Util.	Sol des des Engagements	Crédits disponibles
03...								
032..								
0324.								
03242	DÉPENSES DE PUBLICATION, D'INFORMATION ET DE PARTICIPATION AUX MANIFESTATIONS PUBLIQUES							
03242-01	FRAIS DE PRODUCTION ET DE DIFFUSION DE PUBLICATIONS (PAPIER ET FORMES ELECTRONIQUES)	11.436,54	11.436,54	9.222,60	2.322,60	25,18	6.900,00	2.213,94
03248	DÉPENSES D'INFORMATION AUDIOVISUELLE							
03248-01	COPRODUCTION ET DIFFUSION DE PROGRAMMES AUDIOVISUELS	466,67	466,67	466,67	466,67	*****	0,00	0,00
	Total Article 0324.	11.903,21	11.903,21	9.689,27	2.789,27	28,79	6.900,00	2.213,94
	Total Titre 03...	11.903,21	11.903,21	9.689,27	2.789,27	28,79	6.900,00	2.213,94
	Total Général	24.427,39	24.427,39	9.838,68	2.789,27	28,35	7.049,41	14.588,71

6.2. Report on compliance with payment time limits Rapport sur le respect des délais de paiement

In 2014, 73% of the total number of invoices were paid in due time (in monetary terms 89% of the total amount of invoices was paid on time).

The table below provides a breakdown of the amount of invoices paid within the regulatory time limit (€57 million) and the amount of invoices paid outside the time limit (€7.3 million). For invoices paid outside the time period, a late payment interest has to be paid by default if the interest amount is higher than €200 or, upon request, if the interest amount is lower than €200.

		Automatic interest amount (>200€)	Non automatic interest amount (<=200€)	No interest amount	Total
ON TIME	Number of invoices			2.586	2.586
	Total invoice amount (€)			57.055.800	57.055.800
	Total interest amount (€)				
LATE PAYMENT	Number of invoices	11	967		978
	Total invoice amount (€)	1.682.089	5.641.982		7.324.071
	Total interest amount (€)	6.641	13.272		19.913
Number of invoices		11	967	2.586	3.564
Total invoice amount (€)		1.682.089	5.641.982	57.055.800	64.379.870
Total interest amount (€)		6.641	13.272		19.913

The total amount of late interest paid by default in 2014 was €6,640.85. No claims were made by suppliers in 2014 to request the payment of the non automatic interest.

The default time limit for payments is 30 days for contracts signed after 1 January 2013 including amendments to existing contracts. In case of prior approval of a report, the time limit is 60 days.

The average delay for paying invoices by DG COMM over the year 2014 was 29 days compared to 25 days in 2013. The slight deterioration of the situation is due to the many events in May (open doors, European Youth Event, elections, etc) whereby the treatment of the many contracts and order forms to get the events organised in due time took priority over the payment of invoices.

The two remaining roots for invoices being paid outside the regulatory delays are:

- a) the absence of a modernised financial system which would allow the electronic handling of documents and electronic visa by the actors involved (of utmost importance for DG COMM, where part of the payment process takes place in the Information Offices in the Member States). In order to overcome this weakness, DG COMM is engaged in a project to digitalise its financial processes in 2015.
- b) the year end closing procedure.

6.3. List of exceptions - derogations from the rules

Liste des exceptions et des dérogations à la réglementation

List of waivers/cancellations of receivables (*Arts. 91 and 92 RAP*)

Liste des renoncements et annulations de créance (articles 91 et 92 des règles d'application)

Exceptions to procedures - Dérogations aux procédures

Decisions to make an exception to the applicable procedures and rules							
Document ref.	Auth. officer responsible	Subject matter	Amount	Verifiers' opinion		Decision	
				favourable with statement/ unfavourable	Reasons	Authorising officer responsible	Reasons
25866	I. DARMIS	Bureau d'information de Bratislava – Service d'agence de presse	4.200 €	Conforme avec observation	Non respect du principe de préalabilité Art. 86.1 du R.F.	VALIDE	Renouvellement du contrat. L'engagement a été émis après la date de renouvellement du contrat
25861	K. LOEFFLER	European Youth Event – Study visit and missions	2.606.72 €	Conforme avec observation	Non respect du principe de préalabilité Art. 86.1 du R.F.	VALIDE	Couverture initiale des dépenses insuffisante suite notamment au coût plus élevé qu'initialement prévu des missions
25836	F. CARBAJO	Audiovisuel – Transmission signaux PE 2014	2.410 €	Conforme avec observation	Non respect du principe de préalabilité Art. 86.1 du R.F.	VALIDE	Dépense imprévue lors de l'événement. Autorisée sur place par l'ordonnateur. Couverture par un ED individuel

Waivers/cancellations of receivables - Renonciation et annulations de créance

Receivable waiver/cancellation procedures				
Document ref.	Authorising officer responsible	Subject matter	Amount	Authorising officer's reasons for waiver/cancellation
OR 824-12	J. Lahouse-Juárez	Parlamentarium shop	4.649,60 €	The initial recovery order of €9.287,02 was reduced to 4.637,42 since sales revenue was lower than forecasted.

**6.4. Long-term contractual obligations
Obligations contractuelles de longue durée**

DG COMM has no long-term contractual obligations at 31 December 2014.

**6.5. Exceptional negotiated procedures - Articles 53, 134 and 135 RAP
Procédures négociées exceptionnelles (articles 53, 134 et 135 des règles d'application)**

In 2014, DG COMM launched 25 exceptional negotiated procedures without prior publication of a contract notice for a total amount of €1,334,631 for cases listed in Article 134 of the Implementing rules.

Quantitative analysis

In 2014, DG COMM awarded 17 exceptional negotiated procedures between € 15,000 and €60,000; 4 procedures exceeded the €60,000 threshold and have been subject to a request for an opinion of the Public Procurement Forum.

Exceptional negotiated procedures in 2014 - Breakdown by amount		
Ceiling	Number	Amount
Below 15,000	4	38.381
Between € 15,000 and € 60,000	17	730.684
More than € 60,000	4	565.566
Total	25	1.334.631

Qualitative analysis

The nature of the activity managed by the Directorate General for Communication enters into some domains in which competition cannot be reasonably sought. The 25 procedures corresponding to 2014 can be broken down into the following categories:

Exceptional negotiated procedures in 2014 - Breakdown by type of event		
Type of event	Number	Amount
Visitors' Centre	8	674.625
Copyrights	6	286.459
European Elections	5	213.298
House of European History	2	70.149
Publications/Press	2	60.600
Varia	2	29.500
Total	25	1.334.631

The details of these activities are as follow:

1. Visitors' Centre

The Visitors' centre's marketing has contributed to a steady increase in the number of visitors from 220.000 visitors in 2012 to 350.000 visitors in 2014. For reasons of cost-efficiency, the marketing of the Visitors' Centre focuses on tourists who are already in Brussels or who are on their way to Brussels. Given the specific geographic focus of these promotion activities, DG COMM is limited in the choice of service providers. DG COMM has chosen direct negotiated procedures with the end suppliers such as the public Brussels tourist board and selected carriers (inflight magazines) instead of the more costly alternative of hiring an intermediary agency. Other activities directly linked to the content of the exhibition have been managed:

- Fashion Art, fusion between fashion design and plastic arts. This travelling exhibition reflecting well the diversity and cultural heritage of Europe is hosted at the Parlamentarium from November 2014 till May 2015.
- Exhibition on broken relationships from individuals all over Europe. The concept, the know-how and the set-up are owned by the Museum of Broken Relationships of Zagreb. The items of art are partially originating from the collections of the Museum and partially collected in Brussels.
- The portable media guide system which is in use at the Parlamentarium is based on proprietary software as open source alternatives were not available and the development of a completely new software solution would have been both costly and risky. In 2014, DG COMM decided to prolong the maintenance contract with the original supplier after careful consideration of the alternative of replacing the entire system by a new one.
- Permanent multimodal role-play game offered to groups of 16-32 players to experience the work of MEPs by simulating two legislative procedures on fiction proposals for directives. The exceptional negotiated procedures referred to the production of an additional Croatian version and the maintenance of the game.

2. Copyrights

Six exceptional negotiated procedures have been launched to acquire copyrights. This covers i.e. the use of the EP logo, the free streaming service of Lux Price laureate 2010 on ARTE.tv, or copyrights for internet and educational usage of pictures of the permanent exhibition at the Parlamentarium.

Another area covered by these procedures is the media monitoring: the EP is seeking for a licence for clearing the copyrights on clippings of printed media items in Belgium.

3. European elections

Five procedures have been initiated in the run-up of the European Elections. They relate i.e. to local media briefings in United Kingdom; promotion campaigns on ATM machines in Portugal; production and hanging of city-light-posters in high-speed train stations throughout Germany; banners on public transport in Finland and "Go to vote" radio campaign in Finland.

4. House of European History

The two exceptional negotiated procedures launched consist in additional tasks for the design of the permanent exhibition for the House of European History: production of a mock-up of the multimedia visitor guide for testing with the public; and in order to reach a better quality of the exhibition: the revision of the sub-topic design devoted to the personalities who were at the origin of the European integration process, called the "Founding Father" and production of eleven short infographic movies to be developed as an additional didactic tool.

5. Publications in specialised press / other media

The same layout has been used for the four editions of the brochure "Europa 2011-2014" informing German speaking stakeholders and citizens as well as secondary schools about the EU institutions in general and the functioning of the EP and its activities in the different EU policy areas. Taking into account that a broader focus should be laid on for the more educational brochure 2016-2019, informing the youth and to be used for school ambassadors programme, the format and layout of the brochure should change in 2015. In the meantime the edition "Europa 2015" should be printed at the beginning of 2015 without any change in the design. Subsequently the ending contract had to be extended by six months in order to ensure continuity.

6. Varia

Varia relates to 2 procedures: one in the framework of the Parliament's Art Collection, to update the 2012 inventory-catalogue, taking into account the new acquisitions and donations, to update the bibliography and contact details on artists and to assist in obtaining the rights of use of their work. The other procedure concerns postal services to be used to send invitations to citizens to the European Day (Luxembourg).

Below are the details of the exceptional negotiated procedures.

Annexe 6.5 - EXCEPTIONAL NEGOTIATED PROCEDURES (Art. 134 RF)

Awardee(s) name(s)	Subject	type of event	Amount	Justification	Candidates		Acceptability criteria	Awarded contract reference	PPF opinion date	Award date
					Invited	Acceptable				
NOUS WISSENSMANAGEMENT	Maintenance and adaptation framework contract for the Personal Multimedia Guide system of the parliamentarium and Visitor	Visitors' Centre	€250.000,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2013 /437	23/12/2013	28/05/2014
NLA MEDIA ACCESS	Purchase of a copyright licence in relation to the 2013 Media Monitoring Harmonisation project.	Copyrights	€119.560,02	NP article 134.1 b)	1	1	The award of the contract will be based on the condition that all the requirements laid down in this invitation to tender are fully met and that the price is acceptable to the European Parliament with respect to the principle of sound financial management.	COMM/DG/AWD/2014 /178	03/09/2014	29/09/2014

MEDIA FARM	Croatian version of the role-play game in the Parliamentarium	Visitors' Centre	€106.006,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2013 /270	13/11/2013	31/03/2014
MEDIA FARM	Maintenance of the role-play game in the Parliamentarium - the European Parliament's Visitors' Centre in Brussels	Visitors' Centre	€90.000,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2013 /373	26/11/2013	07/07/2014
ACCIONA PRODUCCIONES Y DISENO	Additional tasks for the design of the permanent exhibition of the House of European History in Brussels, Belgium - Production of a mock-up of the multimedia visitor guide for testing with the public	House of European History	€59.768,00	NP article 134.1 f)	1	1	All the requirements laid down in the invitation to tender are fully met and the price is acceptable for the EP	COMM/DG/AWD/2014 /352		13/11/2014
STROER DEUTSCHE STADTE MEDIEN	Poster campaign in high-speed train station throughout Germany	European Elections	€59.500,00	NP article 134.1 b)	1	1	offer is guaranteeing an acceptable price with respect of the sound management	COMM/DG/AWD/2014 /130		27/03/2014
VISIT BRUSSELS	Promoting the Parliamentarium	Visitors' Centre	€57.015,00	NP article 134.1 b)	1	1	offer is guaranteeing a reasonable quality for an adequate price.	COMM/DG/AWD/2014 /466		11/12/2014
MANU F PRODUCTION	Fashion Art Temporary Exhibition at the Parliamentarium	Visitors' Centre	€55.704,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2014 /160		26/06/2014

CHILI CON CARNE	Assign Property rights to the EP	Copyrights	€55.000,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2014 /66	11/02/2014
LS TRAVEL RETAIL BENELUX	Abonnements pour le Service du porte-parole du Cabinet du Président	Publications/Press	€50.000,00	NP article 134.1 b)	1	1	offer is guaranteeing an acceptable price with respect of the sound management	COMM/DG/AWD/2014 /294	24/07/2014
E-SUBSTANCE LTD T/A INK	Parlamentarium_Advertisement space in the Brussels Airlines Magazine for April, June and November, in the Easy jet magazine in May and October and in the Ryanair magazine in the July and August issue	Visitors' Centre	€46.250,00	NP article 134.1 b)	1	1	offer is guaranteeing a reasonable quality for an adequate price.	COMM/DG/AWD/2014 /82	30/04/2014
GETTY IMAGES INTERNATIONAL	Acquiring extended copyrights for internet and educational usage of pictures of the permanent exhibition	Copyrights	€45.499,00	NP article 134.1 b)	1	1	offer is guaranteeing a reasonable quality for an adequate price.	COMM/DG/AWD/2014 /438	10/12/2014
LABIRINT	Broken Relationships temporary exhibition	Visitors' Centre	€44.000,00	NP article 134.1 b)	1	1	Best value: understanding of the objective, quality of exhibition and relevance of the project management	COMM/DG/AWD/2013 /528	21/02/2014

RADIOMEDIA	Helsinki_EE2014 Go to vote radio campaign in Finland	European Elections	€42.000,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2014 /90	10/04/2014
JCDECAUX	Helsinki_'Go to vote': Advertising at local transport and outdoor	European Elections	€41.757,64	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2014 /094	28/04/2014
HANSARD SOCIETY	London_Local media briefings in the run up to the 2014 European Elections and beyond	European Elections	€40.040,65	NP article 134.1 b)	1	1	the tender fulfils all the requirements laid down in this invitation to tender and that the price is acceptable to the European Parliament with respect to the principle of sound financial management.	COMM/DG/AWD/2014 /63	03/04/2014
SPECTACOLOR PORTUGAL	Campagne promotion EE14 machines ATM Portugal	European Elections	€30.000,00	NP article 134.1 b)	1	1	Best value: understanding of the objective and tasks, calendar submitted and price	COMM/DG/AWD/2014 /215	07/05/2014

COPIEPRESSE	Bruxelles_Copyright licence for sending press clippings to restricted number of recipients.	Copyrights	€30.000,00	NP article 134.1 b)	1	1	offer is guaranteeing an acceptable price with respect of the sound management	COMM/DG/AWD/2014 /351	29/10/2014
PUBLIFER	Advertisement Big Lightbox at Gare du Luxembourg Train station in Brussels for 6 months including design and production of the visual for the advertisement	Visitors' Centre	€25.650,00	NP article 134.1 b)	1	1	offer is guaranteeing a reasonable quality for an adequate price.	COMM/DG/AWD/2014 /348	10/11/2014
GLOBAL SCREEN	Free streaming on Arte of Die Fremde-EP Lux Prize winner 2010	Copyrights	€25.000,00	NP article 134.1 b)	1	1	Automatic award	COMM/DG/AWD/2014 /59	25/02/2014
OMNIARTE	Update of the 2012's inventory/catalogue	Varia	€23.500,00	NP article 134.1 f)	1	1	price acceptable with respect of the sound management	COMM/DG/AWD/2014 /367	12/12/2014
MAGNUM PHOTOS	Acquiring extended copyrights for internet and educational usage of pictures of the permanent exhibition	Copyrights	€11.400,00	NP article 134.1 b)	1	1	the offer is guaranteeing a reasonable quality for an adequate price.	COMM/DG/AWD/2014 /485	10/12/2014
SETZ IT RICHERT	Berlin - Layout/design of the brochure "Europa 2011-2014"	Publications/Press	€10.600,00	NP article 134.1 f)	1	1	principle of sound financial management	COMM/DG/AWD/2014 /339	14/10/2014

ACCIONA PRODUCCIONES Y DISENO	Additional tasks for the design of the permanent exhibition of the House of European History in Brussels, Belgium	House of European History	€10.380,50	NP article 134.1 f)	1	1	Automatic award	COMM/DG/AWD/2014 /199	25/07/2014
POST COURRIER RECETTES POSTAL	Distribution de flyers par la poste - Direct mail	Varia	€6.000,00	NP article 134.1 b)	1	1	Link between price and quantity distributed	COMM/DG/AWD/2014 /173	28/04/2014
TOTAL			€1.334.630,81						

6.6. Results of ex-post controls

Résultat des évaluations ex post

Since 2012 the verification of procurement procedures activities and financial transactions in DG COMM is centralised in the Finance Unit. Ex-ante controls are carried out on all transactions from central services and information offices in the Member States.

Ex-post desk reviews are carried out on a sample basis on the expenditure paid through the imprest accounts by the Information Offices and on the final payments for grants. These reviews have not revealed any substantial control weaknesses. Based on an overall risk assessment, these desk reviews may be complemented in the future by on the spot ex-post controls.

For imprest accounts, ex-post controls are performed by DG FINS. These controls (11 cases in 2014) did not reveal any major error or control weaknesses.

In 2014 DG COMM carried out an ex post evaluation of its multi-annual grants program over the years 2012-2014. The report underlined that the response to the call for proposals was massive as 818 grant applications were received during the three first years of implementation of the programme. The report also confirmed that grants had proven to be an effective communication tool for raising the awareness about the role of the EP, disseminating information on EP and its activities and increasing knowledge and understanding of the three pillars around which the EP operates, namely politics, policies, values. In particular, the notion of partnership has proven to be useful to establish an EP network all over Europe. The network of partners has substantially reinforced the visibility of the EP actions thanks to the multiplying effect. In addition, grants provide a high return on investment since projects are co-financed for an average rate of 57.3% whereas the project is being realised to 100% by the beneficiaries. The focus of the programme has been progressively shifted from the European Elections to European youth citizens, which are a key segment of the public as the attachment to Europe remains very strong in this category whereas young people were the greatest abstainers in the European Elections 2014. The emphasis on youth has contributed to reinforce the impact of the actions supported by the programme.

6.7. Sensitive posts

Fonctions sensibles

In the summer of 2012, an in-depth assessment was carried out on the identification of sensitive posts within DG COMM. This assessment has led to corrective measures been taken in 2012 and further implemented in 2013 and 2014.

Administrators and assistants who draft tender specifications and participate in evaluation committees are considered occupying sensitive functions in the sense that they can influence decisions, require contacts with third parties as well as specialised knowledge.

The responsibilities of the Heads of Information Offices may be considered highly sensitive, as they represent the Parliament in a Member State. The posts of administrators and assistants in the offices are considered sensitive because their role is not only limited to communication activities but also financial responsibilities.

The "imprest account administrator" posts in DG COMM are also considered to be sensitive positions.

Human Resources assistants highly involved in the selection of candidates from CAST lists and reserve lists to be proposed for a contract or appointment are as well considered to have sensitive functions.

The following actions and measures have been implemented and are envisaged to further improve the control environment:

1. Comprehensive manuals, checklists and routing slips have been further elaborated and updated by the Finance Unit. These documents and updates are available on DG COMM's intranet.
2. An entirely revised and updated set of instructions and guidelines on the management of imprest accounts has been established in 2014.
3. The use of WebContracts for the registration of all contracts and order forms has been made mandatory as of 01/01/2013. This ensures a coherent treatment and verification by the Finance Unit of all procurement procedures/contracts/order forms in Headquarters and in Information Offices and allows enhanced monitoring through the use of the reporting modules.
4. Job descriptions for all AST posts in the Information Offices have been adapted and redrafted to include professional requirements linked to the financial management of communication activities.
5. Financial training sessions adapted to the DG's working environment are undertaken on a regular basis. During 2014, 8 tailor-made financial training missions to the Information Offices (1 ½ day per office) have been undertaken. These training missions paid special attention to each Information Office's specificities. Both trainers and trainees were highly satisfied with the interaction and collaboration of the participants. Since such training sessions proved to be very useful, it is planned to continue such tailor-made sessions until each Information Office has been visited at least once over the next 3 years.

For almost all posts in DG COMM, the risks resulting from the sensitive character of the posts are sufficiently compensated by the existing control environment. Residual risk for management posts and AD posts is compensated by the mobility rules of the European Parliament. Concerning AST posts, especially those holding an "imprest account administrator's" function, a rotation of staff members has taken place. However, an adequate mobility scheme for officials holding the imprest account administrator's function for more than 7 years in the same Information Office needs to be established.

<i>Post identified as sensitive</i>	<i>Actions taken</i>
Imprest account administrator	Rotation of staff members.
Administrator/assistant in an Information Office	Job descriptions for all AST posts in Information Offices have been redrafted to include professional requirements linked to the financial management of communication activities.
Administrator/assistant who draft tender specifications and participate in evaluation committees	Comprehensive manuals have been elaborated, updated and published on DG COMM's intranet.
Human Resources assistants	Rotation of responsibilities between staff members in the Personnel Unit.

6.8. Assessment of the implementation of minimum internal control standards
Évaluation de la mise en œuvre des normes minimales de contrôle interne

Result of the annual self-evaluation of NMCI

	Completed	Nearly completed	Partly	Started	To be started / NA
Section 1: Mission and values					
1. Mission	x				
2. Ethical and organisational values	x				
Section 2: Human resources					
3. Staff allocation and mobility	x				
4. Staff evaluation and development	x				
Section 3: Planning and risk management processes					
5. Objectives and performance indicators		x			
6. Risk management process	x				
Section 4: Operations and control activities					
7. Operational structure	x				
8. Processes and procedures	x				
9. Management supervision	x				
10. Continuity of operations	x				
11. Document management	x				
Section 5: Information and financial reporting					
12. Information and communication	x				
13. Accounting and financial reporting	x				
Section 6: Evaluation and audit					
14. Evaluation of activities		x			
15. Assessment of internal control systems		x			
16. Internal Audit Capacity	x				

Comments on the results of the annual self-evaluation

1. Standards assessed as 'achieved' – good practices

N°	Title	Comments on execution
1.	Mission	All staff is informed of the mission statement of the DG. The mission statement of each unit and directorate of the DG have been updated as part of the risk management exercise. The job description and objectives of each member of staff are stated in his/her annual staff report.
2.	Ethic and organisational values	All staff has access by means of intranet, notes from the DG Personnel and from the Director General to information on all matters relating to staff conduct, prevention and reporting of fraud and irregularities, the Staff Regulation, the Rules of Procedure of the EP, the Financial regulation and its implementation rules, the internal rules, the charters, vademeca, etc

N°	Title	Comments on execution
3.	Staff allocation and mobility	<p>Staff allocation is fully integrated in the budgetary procedure to ensure that the allocation of resources is aligned with political priorities and the pre-defined objectives. It follows a bottom up process whereby all units are invited to express their needs in function of the objectives of their activities. The allocations are, when required, re-assessed during the year to meet the changing needs linked with the activities of the DG.</p> <p>In respect of mobility, DG COMM pursues an active mobility policy implementing the guidelines defined by the central services. End 2012, DG COMM performed an extensive assessment of all sensitive functions, both at its central services in Brussels and in the EPIOs, following the methodology proposed by DG FINS which takes into account both the functions carried out by the job holder and the assessment of the control environment. A similar exercise will be conducted in 2015 (see annex 6.7)</p>
4.	Staff evaluation and development	<p>All staff members are recruited on the basis of their knowledge and experience. The performance of all staff members is assessed during the annual staff report procedure. Specific problems arising during the year are dealt with separately and measures to correct them are taken if necessary.</p> <p>The need to establish objectives to ensure a clear vision of the contribution expected from each staff and DG priorities is systematically reminded to both managers and jobholders at the time of appraisal procedure. Objectives are systematically discussed with each staff member during appraisal dialogue.</p> <p>The training service ensures the application in the DG of the European Parliament's new professional training policy and it is their responsibility to ensure the development of specialized continuous training particularly for newly recruited staff. Specific training of new officials is discussed with the official upon the taking up of his/her post and training needs are met as soon as possible.</p> <p>Every year all staff members working in the DG have their specific training needs discussed during their staff appraisal, where their needs are identified and detailed in their staff report.</p> <p>Given the decentralised structure of DG COMM, with staff in central services and in the 34 information offices, a special effort is made to ensure that all staff are properly trained and aware of the various procedures and financial rules: this has, inter alia, been ensured through tailor-made training on financial procedures in the information offices (8 in 2014).</p>
6.	Risk analysis and management	<p>Further to the review of the risk register in January 2014 and June 2014, DG COMM major risks were all accepted. Moreover during the bi-annual risk management meeting between DG COMM and Risk Management Service it came into light that residual risks listed in DG COMM's register would be considered as persisting problems rather than uncertain risks. DG COMM is committed to launch a new risk management exercise in the framework of the development of a reporting matrix integrating all operations within strategic platforms as a basis to report on performance management, cost accounting and risk management. This will represent DG COMM's primary reporting tool and will ensure an ongoing assessment of the communication strategy implementation at the centralized and de-centralized level. The reporting matrix will of course be consistent with the new Strategic Execution Framework submitted to the Secretary General on December 2014.</p>
7.	Operational structure	<p>DG COMM applies a partly decentralised financial circuit. Operational units are empowered, within certain limits, to authorise transactions which fall under their competence. An independent verification on legality and regularity is operated by the Finance Unit. These rules have been communicated to all staff and are available on Intranet. All financial delegations have been given in conformity with the applicable rules. All delegated and sub-delegated authorising officers have acknowledged receipt of the corresponding charter. Subdelegations have been updated in order to accommodate the modifications set out by the reorganisation of services.</p>

N°	Title	Comments on execution
8.	Processes and procedures	<p>All relevant processes and procedures are documented either on paper or on the intranet. They are updated where appropriate in order to maintain compliance with rules i.e. regarding modification to the Financial Regulation and its Implementing Rules, internal rules of the Parliament. Financial circuits, checklists are constantly updated and/or improved. User manuals were developed on procurement procedures adapted to DG COMM's working environment and are regularly updated. All this material including internal instructions are also available on the Finance Unit's Intranet website. The Finance Unit sends on a regular basis to all financial actors concerned 'tips of the week' which provides the latest information on new/revised rules and new templates/manuals that have been made available. The documentation on procurement and contract procedures is now considered as completed. Guidelines on imprest account has been revised and updated in 2014. All financial transactions are registered in FINORD. Derogations from the standard policies, regulations or procedures are requested and if appropriate granted in a written form. A record is kept of all exceptions which are presented in the monthly financial management reports where considered appropriate, the relevant Periodic Activity Report and in the Annual Activity Report. 'Notes to file' are also established and kept in the relevant file by the central financial archive.</p>
9.	Management supervision	<p>Management ensures that there is an appropriate reporting which permits adequate supervision of the state of internal control. Supervision of transactions is carried out through a combination of ex-ante controls and regular financial reporting on key indicators such as budget implementation, payment delays, transactions proceeded and controlled. Supervision of the financial management of the Information Offices has been further reinforced i.e. through the revision of the methodology for the programming (Geda(2013)39764), linking activities to pre-defined objectives. Supervision of the planning of procedures is done through the launching of an annual exercise on procurement procedures to launch, which is presented to the Director General and reviewed at least twice during the year (mid-term review and 3rd quarter). The identification of major risks and the actions planned to mitigate the risks are subject to a bi-annual review. All services using external staff are instructed to pay attention that in their daily dealings with external staff (as defined in "guidelines on relations with external staff") they do not treat the latter as part of the organisation and hierarchical structure of the service as though they were covered by the Staff Regulation.</p>
10.	Continuity of operations	<p>Various measures have been taken to ensure the continuity of services and to avoid that unnecessary delays are incurred during holidays of the year-end closure due to the absence of a financial actor (Geda(2011)49188). The systems of deputising and permanence has been closely monitored and enhanced in 2013 (Geda(2013)33569).</p>
11.	Document management	<p>A document management officer and a local security officer have been appointed. All incoming and outgoing mail is systematically registered in GEDA. All original financial files are archived in DG COMM's central financial archives in Brussels. An internal system of digital archiving of these files will be maintained until WebContracts, the new financial information system and the document management system to be implemented by GIDOC allow for a full electronic archiving of all procurement and financial documents. The document management team was set up in October 2012 and reinforced in May 2013 and June 2014, in order to comply with the regulatory framework (Bureau Decision PE 422.661/BUR and the implementing measures adopted by the Secretary-General D(2013)44804). The implementation of the policy is ensured by participation in the works of the interdepartmental group of document management officers and its various subgroups. DG COMM has adopted its Document Filing Plan and Retention List for documents in agreement with the end users. A network of responsible persons in the field has been set up for the implementation of the policy and the dissemination of the relevant information. DG COMM is collaborating to the creation of the European Parliament's Filing plan, as well as in the definition of an IT business case for the development of the aforementioned IT programme that will be the reference of the Institution in this area.</p>

N°	Title	Comments on execution
12.	Information and communication	<p>Senior and Middle Management are briefed on all key policy or administrative issues at least bi-monthly in meeting of the EMC (enlarged management committee) in Brussels and with the EPIOs in Strasbourg. Information is shared with the rest of the staff through meetings at different levels, intranet, notes and “tips of the day” sent by email.</p> <p>The external communication strategy is outlined in the mission statement and work programme of the DG and put in place through DG COMM website, Information Offices’ work in their respective countries, visitors’ strategy, etc. Necessary measures have been taken to ensure procedures for reporting improprieties are established and staff is informed. Should such a case arise, it is dealt with in a fair and equal manner.</p>
13.	Accounting and financial reporting	<p>In respect of the budgetary planning and financial management, a monthly financial management report is drafted and distributed by the Finance Unit to the senior management and is discussed at the management meetings. Throughout the year, regular meetings have been organised with the financial agents to inform and discuss changes in procedures and/or recurring problems in applying the rules.</p> <p>It is made available on intranet. The Finance Unit maintains regular contacts with AOs to ensure the adequate financial implementation and that is consistent with the budget and the planning approved. Adjustments are done according to needs. More in-depth analyses are carried out during the mid-term review exercise and at the occasion of the mopping up exercises launched by DG FINS. Surplus and deficits identified during these exercises are when possible rebalanced between activities of the different directorates.</p>
16.	Audit reports	<p>The Finance Unit is the unique contact point with the Internal Audit Service and the Court of Auditors. It provides the audit services with information / documentation requested and is responsible for the written response to queries raised. Where audit findings require corrective measures to be taken, the Finance Unit works in collaboration with the operational units concerned to ensure that there is an appropriate response to the controlling bodies and that an action plan is established to implement the accepted recommendations.</p>

2. Standards assessed as 'almost achieved' – further work required

N°	Title	Comments on execution
5.	Objectives and performance indicators	<p>The overall objectives of the DG and the expected results are outlined in detail in the beginning of each year and presented in the 1st activity report of the DG. Specific objectives for individual members of staff are defined during the appraisal exercise and included in the staff report.</p> <p>Throughout 2014, DG COMM has carried out extensive work to develop an integrated reporting matrix linking key activities and related centralized and decentralized operations to different communication platforms and in turn to the main strategic objective of awareness raising. The matrix is now providing the framework for our performance management, risk management and cost accounting. An extensive catalogue of indicators and measurements was developed however work need to be completed in order to comply with new instructions of the Secretary General on establishing metrics for performance measurement in the context of individual DGs’ Strategic Execution Framework.</p>
14.	Evaluation of activities	<p>Evaluations are performed in accordance with the evaluation standards. They are planned and carried out in a transparent and consistent way so that results are available in due time for operational and strategic decision-making and reporting needs. For example, DG COMM carried out an evaluation exercise of the European Youth Event bringing together 5.000 Europeans aged 16-30 to exchange ideas on youth-related issues in Strasbourg in May 2014. The evaluation exercise was carried out by means of onsite participants’ satisfaction surveys and online questionnaires with a very positive outcome. Moreover DG COMM carried out an ex post evaluation of its multi-annual grants program over the years 2012-2014. The report confirmed that grants had proven to be an effective communication tool for raising the awareness about the role of the EP, disseminating information on EP and its activities and increasing knowledge and understanding of the three pillars around which the EP operates, namely politics, policies, values. The network of partners has substantially reinforced the visibility of the EP actions thanks to the multiplying effect. In addition, grants provide a high return on investment since projects are co-financed for an average rate of 57.3% whereas the</p>

N°	Title	Comments on execution
		project is being realised to 100% by the beneficiaries. At the end of 2014, DG COMM launched a call for tender for an ex-post evaluation of the EE2014 information and communication campaign. Work with the external contractor will start soon and a final report will be available mid 2014.
15.	Assessment of internal control systems	In order to verify that processes are working as designed, DG COMM takes into account several sources of information, which are mainly gathered through (a) the discussions during the weekly management meetings, (b) the information included in the reports issued by controlling bodies, (c) the results of the ex-ante verifications carried out on all financial transactions which may give rise to remarks or observations and (d) the regular financial reporting. Where potential control weaknesses are identified, appropriate actions are taking to revise or update procedures and guidelines.

3. Standards assessed as '**partly achieved**' or '**started**' – weaknesses and practices

N°	Title	Comments on execution
	N.A.	

4. Standards assessed as '**to be started**' or '**non-applicable**'

N°	Title	Comments on execution
	N.A.	



ЕВРОПЕЙСКИ ПАРЛАМЕНТ PARLAMENTO EUROPEO EVROPSKÝ PARLAMENT EUROPA-PARLAMENTET
EUROPÄISCHES PARLAMENT EUROOPA PARLAMENT ΕΥΡΩΠΑΪΚΟ ΚΟΙΝΟΒΟΥΛΙΟ EUROPEAN PARLIAMENT
PARLEMENT EUROPÉEN PARLAIMINT NA HEORPA PARLAMENTO EUROPEO EIROPAS PARLAMENTS
EUROPOS PARLAMENTAS EURÓPAI PARLAMENT IL-PARLAMENT EWROPEW EUROPEES PARLEMENT
PARLAMENT EUROPEJSKI PARLAMENTO EUROPEU PARLAMENTUL EUROPEAN
EURÓPSKY PARLAMENT EVROPSKI PARLAMENT EUROOPAN PARLAMENTTI EUROPAPARLAMENTET

Directorate-General for Communication
Planning and Strategic Management Unit

ANNUAL ACTIVITY REPORT 2014

Performance indicators

Planning and Strategic Management Unit
Version 3.0 of 05/02/2015

Communication platform

[Audiovisual media](#)

[Written media](#)

[Web](#)

[Information campaigns](#)

[Events & exhibitions](#)

[Visitors services](#)

[Targeted dialogue in the MS](#)

[Resource management](#)

[Monitoring activities](#)

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Audiovisual media	Production	EbS news items that have been broadcasted by National TV channels	Annually	Directorate A - Media	2014	85.181		AV SERVICES FOR THE MEDIA AND OTHER CLIENTS
Audiovisual media	Production	EbS. Production of infoclips	Annually	Directorate A - Media	2014	68		Audiovisual unit services
Audiovisual media	Production	EbS. Production of news items	Annually	Directorate A - Media	2014	874		Audiovisual unit services
Audiovisual media	Production	Live broadcasting EbS	Annually	Directorate A - Media	2014	585 lives		Audiovisual unit services
Audiovisual media	Production	Live broadcasting in the Eurovision network	Annually	Directorate A - Media	2014	18		Audiovisual unit services
Audiovisual media	Production	News items broadcasted in the Eurovision network	Annually	Directorate A - Media	2014	357 in 79 countries		Audiovisual unit services
Audiovisual media	Production	Number of audiovisual and Multimedia VoxBox, radio and photo productions or operations	Annually	Directorate A - Media	2014	5.080 TV operations –Vox Box/Radio/Multimedia operations – 16.708 Photo operations/3.764 pictures		Audiovisual unit services
Audiovisual media	Production	Number of journalists involved in different audiovisual activities	Annually	Directorate A - Media	2014	675		Audiovisual unit services
Audiovisual media	Production	Number of MEPs involved in audiovisual broadcasting activities other than EuroParlTV	Annually	Directorate A - Media	2014	749 (both former and new Parliament), 3.049 participations		Audiovisual unit services
Audiovisual media	Production	Number of participations of MEPs to VoxBox activities	Annually	Directorate A - Media	2014	4.453 (743 MEPs unique participation, both former and new Parliament)		Audiovisual unit services
Audiovisual media	Production	Total of Teletrax monitored Channels that broadcasted EbS news	Annually	Directorate A - Media	2014	207		Audiovisual unit services / AV SERVICES FOR THE MEDIA AND OTHER CLIENTS
Audiovisual media	Production	Total duration audiovisual Teletrax	Annually	Directorate A - Media	2014	802h 30min		Audiovisual unit services
Audiovisual media	Production	TV channels monitored	Annually	Directorate A - Media	2014	220		Audiovisual unit services
Audiovisual media	Production	Number of single visitors watching live streaming	Annually	Directorate A - Media	2014	56.000 monthly (average)		
Audiovisual	Production	number of webstreaming	Annually	Directorate A	2014	1.080 (Election year, fewer		Audiovisual unit

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
media		events		- Media		events)		services
Audiovisual media	Production	Webstreaming - committee meeting sessions	Annually	Directorate A - Media	2014	573 (including 30 Commissioners' hearings)		Audiovisual unit services
Audiovisual media	Production	Webstreaming - plenary meeting days	Annually	Directorate A - Media	2014	38 (Election year)		Audiovisual unit services
Audiovisual media	Production	Webstreaming - press conferences, briefings and others	Annually	Directorate A - Media	2014	112		Audiovisual unit services
Audiovisual media	Production	EuroparlTV partnerships with TV channels, websites, agencies and academia	Annually	Directorate A - Media	2014	220		EuroparlTV
Audiovisual media	Production	MEPs who appeared on EuroparlTV	Annually	Directorate A - Media	2014	325		EuroparlTV
Audiovisual media	Production	Monthly EuroparlTV's videos viewed	Annually	Directorate A - Media	2014	880.939		EuroparlTV
Audiovisual media	Production	Monthly visits to EuroparlTV website	Annually	Directorate A - Media	2014	64.839		EuroparlTV
Audiovisual media	Production	number of partners who participated in EuroparlTV seminars	Annually	Directorate A - Media	2014	350		EuroparlTV
Audiovisual media	Production	Number of EbS topics uptake	Annually	Directorate A - Media	2014	2.962		Audiovisual unit services
Audiovisual media	Production	Number of DVDs related to "How it works EE14" distributed to the secondary schools	EE2014	Directorate A - Media	n/a	21.000 were shipped as of June 2014	"How it works EE14"	Production of elections specific programmes on the basis of the needs of the pre-electoral period (e.g. explaining the European Elections practicalities)
Audiovisual media	Production	Publications Office of the European Union statistics of the available material for "How it works EE14"	EE2014	Directorate A - Media	n/a	21.000 copies shipped through OPOCE ; 6.000 ordered by end-users	"How it works EE14"	
Audiovisual media	Production	Number of times this Q/A was organized	EE2014	Directorate A - Media	n/a	12	5 years in 60 seconds	Snappy and fast format : one minute long, five questions, short

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								answers, on key events or actions which took place in the past five years, using a facecam and with the vice-presidents.
Audiovisual media	Production	Number of vice-presidents participating this Q/A	EE2014	Directorate A - Media	n/a	All of them participated except Mr. Alvaro & Papastamkos	5 years in 60 seconds	
Audiovisual media	Production	Number of YouTube views this Q/A	EE2014	Directorate A - Media	n/a	237.000	5 years in 60 seconds	
Audiovisual media	Production	YouTube Analytics report on the Ad used for the Appeal to subscribe to EP's YouTube page	EE2014	Directorate A - Media	n/a	- Impressions: 6.238.895 - Views: 1.091.164 - CPV: 0,05€ - View Rate: 17,49% - Website clicks: 66.263 - CTR: 1,06%	Appeal to subscribe to EP's YouTube page	Raise the subscription count on EP's YouTube page
Audiovisual media	Production	Trend of subscriptions following the Appeal to subscribe to EP's YouTube page	EE2014	Directorate A - Media	n/a	Subscriptions jumped from 6.000 to close to 10.000 in the context of the elections	Appeal to subscribe to EP's YouTube page	
Audiovisual media	Production	Teletrax data for Audio-visual production for EE2014 Press Kit (How does EP work)	EE2014	Directorate A - Media	n/a	- 1.414 detections - 48 channels - 25 countries/regions - 5h15 duration	Audio-visual production for EE2014 Press Kit (How does EP work)	Fullfill the needs of audio-visual journalists to illustrate the institutional procedures of the EP
Audiovisual media	Production	Number of infoclips (illustration video footage) produced from 01/05/2012 in line with the editorial priorities of the DG COMM	EE2014	Directorate A - Media	n/a	168	Audio-visual production in view of the EE2014	Fullfill the needs of audio-visual journalists to illustrate the key topics of the EP political agenda
Audiovisual media	Production	Teletrax data (from 01/01/2014) for the Audio-visual production in view of the EE2014	EE2014	Directorate A - Media	n/a	- 7.914 detections - 102 channels - 37 countries/regions - almost 18 hours duration	Audio-visual production in view of the EE2014	
Audiovisual media	Production	Teletrax + EBU World Feed Metrics	EE2014	Directorate A - Media	n/a	4.647 Detections - 296 Channels - 25h38 - 61 Region/Country	Audiovisual unit - Election night / Space for AV media	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Audiovisual media	Production	Number of Members that participated	EE2014	Directorate A - Media	n/a	Eight MEPs appeared in our live coverage	EuroparlTV's « Election night » Organise a large web LIVE event with the use of the « Google Hangout » technology going live on the Parliaments YouTube channel, europarl.eu and EbS+	See: http://ow.ly/yrhr7
Audiovisual media	Production	Number of views on YouTube	EE2014	Directorate A - Media	n/a	Live views: 30.212 - VOD views: 20.497	EuroparlTV's « Election night » Organise a large web LIVE event with the use of the « Google Hangout » technology going live on the Parliaments YouTube channel, europarl.eu and EbS+	
Audiovisual media	Production	Number of different programs broadcast	EE2014	Directorate A - Media	n/a	6	FORUM debates	Special series of TV debates in co-production with TV Partners
Audiovisual media	Production	Average number of members per debate	EE2014	Directorate A - Media	n/a	3	FORUM debates	
Audiovisual media	Production	Number of TV stations involved	EE2014	Directorate A - Media	n/a	78 coming from 24 different countries	Free of charge election ads on TV / Radio - distribution of the TV and Radio clips	
Audiovisual media	Production	Telextrax general metrics following the "Free of charge election ads on TV / Radio"	EE2014	Directorate A - Media	n/a	<ul style="list-style-type: none"> • 1.816 Detections • 63 Channels • 26 Regions/Countries • 402.719.100 Rating 	Free of charge election ads on TV / Radio - distribution of the TV and Radio	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						viewers • 996.638.500 Rating viewers in prime time • In total (Teletrax + non-Teletrax monitored channels) the number of TV stations has evolved to 170 • The number of airings around is 7.300 • The number of downloads from the AV website: - TV spot: 316 assets, - Radio spot: 121 assets	clips	
Audiovisual media	Production	Number of views on YouTube (TV spot)	EE2014	Directorate A - Media	n/a	9.983.417	Free of charge election ads on TV / Radio - distribution of the TV and Radio clips	
Audiovisual media	Production	Number of cartoons created for "Get the Picture – EE14"	EE2014	Directorate A - Media	n/a	9	Get the Picture – EE14	Cartoon-style technique used to explain Election specific topics addressing especially the Facebook and other social media audiences
Audiovisual media	Production	Social media statistics (views, likes, retweets, shares...) on the "Get the Picture – EE14"	EE2014	Directorate A - Media	n/a	- More than 300.000 views on YouTube - 50.000 views on Facebook	Get the Picture – EE14	
Audiovisual media	Production	Number of Hangout debates organised	EE2014	Directorate A - Media	n/a	8 + 1 at the EYE event	Google Hangout debates: "National hangouts"	series of interactive programmes using the Google Hang Out technology (free video chat service from Google) broadcasted live on YouTube.
Audiovisual media	Production	Number of MEPs participating on Hangout debates organised	EE2014	Directorate A - Media	n/a	17 MEPs including VPs Karas & Podimata	Google Hangout debates: "National hangouts"	
Audiovisual	Production	Number of views on	EE2014	Directorate A	n/a	400.000	Google Hangout	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
media		YouTube of the Hangout debates organised		- Media			debates: "National hangouts"	
Audiovisual media	Production	Teletrax + EBU World Feed general metrics	EE2014	Directorate A - Media	n/a	<ul style="list-style-type: none"> • 1.232 Detections • 152 Channels • 67h49 • 46 Regions/Countries 	Presidential debates (starting 15th May)	
Audiovisual media	Production	Number of TV stations contacted by the EPIOs	EE2014	Directorate B - Information Offices	n/a	≥ 356	Establish contacts with local TV stations for discussion platforms with candidates	
Audiovisual media	Production	Number of TV stations broadcasting TV debates with candidates	EE2014	Directorate B - Information Offices	n/a	≥ 132	Establish contacts with local TV stations for discussion platforms with candidates	
Audiovisual media	Production	Number of TV stations organising discussion platforms with candidates	EE2014	Directorate B - Information Offices	n/a	≥ 71	Establish contacts with local TV stations for discussion platforms with candidates	
Audiovisual media	Production	Number of estimated TV potential viewers	EE2014	Directorate B - Information Offices	n/a	≥ 128.550.000	Establish contacts with local TV stations for discussion platforms with candidates	
Audiovisual media	Production	Number of radio stations contacted by the EPIOs	EE2014	Directorate B - Information Offices	n/a	1.068	Negotiate free space for radio spot with local radio stations when possible	
Audiovisual media	Production	Number of radio stations distributing radio jingle for free	EE2014	Directorate B - Information Offices	n/a	153	Negotiate free space for radio spot with local radio stations when	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							possible	
Audiovisual media	Production	Value of the radio free space negotiated (amount in €) by the EPIOs	EE2014	Directorate B - Information Offices	n/a	807.490,38	Negotiate free space for radio spot with local radio stations when possible	
Audiovisual media	Production	Number of radio potential listeners	EE2014	Directorate B - Information Offices	n/a	≥ 53.650.000 according to EPIOs	Negotiate free space for radio spot with local radio stations when possible	
Audiovisual media	Production	Number of times radio stations have presented radio jungle for free	EE2014	Directorate B - Information Offices	n/a	12.640	Negotiate free space for radio spot with local radio stations when possible	
Audiovisual media	Production	Number of TV stations contacted by the EPIOs	EE2014	Directorate B - Information Offices	n/a	900	Negotiate free space for TV spot with local TV stations when possible	
Audiovisual media	Production	Number of TV stations broadcasting TV spot for free	EE2014	Directorate B - Information Offices	n/a	332	Negotiate free space for TV spot with local TV stations when possible	
Audiovisual media	Production	Value of the free TV space negotiated (amount in €)	EE2014	Directorate B - Information Offices	n/a	+ - 5.292.000	Negotiate free space for TV spot with local TV stations when possible	
Audiovisual media	Production	Number of TV estimated potential viewers	EE2014	Directorate B - Information Offices	n/a	≥ 106.350.000 according to EPIOs	Negotiate free space for TV spot with local TV stations when possible	
Audiovisual media	Production	Number of times TV stations broadcasted TV spot for free	EE2014	Directorate B - Information Offices	n/a	33.376	Negotiate free space for TV spot with local TV	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							stations when possible	
Audiovisual media	Production	Reach of the digital campaign in 7 languages	All phases EE2014	Consortium	n/a	Overall digital performances: 37.068.343 impressions - 1.408.215 clicks recorded	Eurosport campaign	
Audiovisual media	Production	Reach of the TV campaign in 8 languages	All phases EE2014	Consortium	n/a	219.000.000 impacts vs. 185.000.000 expected - 35.000.000 different Europeans have been reached in total with an average frequency of 6,25 times	Eurosport campaign	
Audiovisual media	Production	Number of available language versions	Go-to-vote EE2014	Consortium	n/a	25" Radio spot production x 35 language versions, 20" for the UK only	6.5 Radio spot final	
Audiovisual media	Production	total reach	Go-to-vote EE2014	Consortium	n/a	33.159.661	6.5 Radio spot final	
Audiovisual media	Production	Number of available language versions	Go-to-vote EE2014	Consortium	n/a	Film production in 30" x 36 languages	6.6 Go-to-vote TV spot	
Audiovisual media	Production	Number of channels (number of individual channels on which data were detected – 218 monitored)	Go-to-vote EE2014	Consortium	n/a	63	6.6 Go-to-vote TV spot	
Audiovisual media	Production	Number of detections (number of time assets identified from the EP were detected)	Go-to-vote EE2014	Consortium	n/a	1.816	6.6 Go-to-vote TV spot	
Audiovisual media	Production	Number of Rating viewers (summation of the daily rating of viewers for referenced channels - source : European Audiovisual Observatory 2012)	Go-to-vote EE2014	Consortium	n/a	402.719.100 Rating viewers - 996.638.500 Rating viewers in prime time	6.6 Go-to-vote TV spot	
Audiovisual media	Production	Number of regions/Countries (number of different areas	Go-to-vote EE2014	Consortium	n/a	26	6.6 Go-to-vote TV spot	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		in which data were detected)						
Audiovisual media	Support	Number of assistances to TV journalists	Annually	Directorate A - Media	2014	2.658		Audiovisual unit services
Audiovisual media	Support	Number of audios downloaded from the audiovisual website	Annually	Directorate A - Media	2014	489		
Audiovisual media	Support	Number of Audiovisual accreditations	Annually	Directorate A - Media	2014	5.283 (including the AV accreditations of the Election night)		Audiovisual unit services
Audiovisual media	Support	Number of channels which used EP's facilities	Annually	Directorate A - Media	2014	281		Audiovisual unit services
Audiovisual media	Support	Number of MEDIA that used the EP VoxBox facilities (STR-BXL)	Annually	Directorate A - Media	2014	591 (3.311 participations)		Audiovisual unit services
Audiovisual media	Support	number of photos that were downloaded from the EP's audiovisual website	Annually	Directorate A - Media	2014	82.927		Audiovisual unit services
Audiovisual media	Support	Number of registered media professionals on the AV website	Annually	Directorate A - Media	2014	4.100		Audiovisual unit services
Audiovisual media	Support	Number of TV studios hosted by the EP	Annually	Directorate A - Media	2014	869		Audiovisual unit services
Audiovisual media	Support	Number of videos downloaded from the audiovisual website	Annually	Directorate A - Media	2014	16.164		Audiovisual unit services
Audiovisual media	Support	Number of stored products in the Media library	Annually	Directorate A - Media	2014	2.141		Audiovisual unit services
Audiovisual media	Support	Number of photographic stories realised	Annually	Directorate A - Media	2014	39.514		Audiovisual unit services
Audiovisual media	Support	Media Presence at the EP during the Election night	EE2014	Directorate A - Media	n/a	653 accredited people - 131 Televisions - 27 Radios - 25 TV Agencies - 42 Countries	Audiovisual unit - Election night / Space for AV media	
Audiovisual media	Support	Number of language versions	All phases EE2014	Consortium	n/a	24 languages available	6.28 Campaign User guide	
Audiovisual	Support	Number of photo	All phases	Consortium	n/a	ca 224 images	6.29 Image bank	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
media		shootings available	EE2014					
Audiovisual media	Support	Number of posters & leaflets distributed centrally (Brussels and Strasbourg) during the Go-to-vote	All phases EE2014	Consortium	n/a	Posters (EN/FR/DE/NL): 10.380 - Leaflets (EN/FR/DE/NL): 14.400	6.32 Print	
Audiovisual media	Support	Number of posters, leaflets & postcards distributed centrally (Brussels and Strasbourg) during the Themes phase	All phases EE2014	Consortium	n/a	Posters (EN/FR/DE/NL) : 2.410 - Leaflets (EN/FR/DE/NL) : 18.250 - Postcards (EN/FR/DE/NL) : 17.150	6.32 Print	
Written media	Press Relations	Average number of articles per plenary	Annually	Directorate A - Media	2014	742		PRESS
Written media	Press Relations	Background notes	Annually	Directorate A - Media	2014	18 (not including EE2014)		PRESS
Written media	Press Relations	Committee press releases published on the website	Annually	Directorate A - Media	2014	472 (includes alerts)		PRESS
Written media	Press Relations	Increase in the average number of articles per plenary compared to previous year	Annually	Directorate A - Media	2014	70%		PRESS
Written media	Press Relations	Number of newsletters for journalists produced in 23 languages	Annually	Directorate A - Media	2014	299		PRESS
Written media	Press Relations	number of press kits distributed in the capitals	Annually	Directorate A - Media	2014	34.025		
Written media	Press Relations	number of press kits distributed in the center	Annually	Directorate A - Media	2014	20.545		
Written media	Press Relations	Plenary press releases published on the website	Annually	Directorate A - Media	2014	2.459		PRESS
Written media	Press Relations	Press briefings	Annually	Directorate A - Media	2014	54		PRESS
Written media	Press Relations	Press Conferences in BXL	Annually	Directorate A - Media	2014	98		PRESS
Written media	Press Relations	Press Conferences in STR	Annually	Directorate A - Media	2014	197		PRESS
Written media	Press Relations	Total number of Press releases including all	Annually	Directorate A - Media	2014	2.931		PRESS

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		language versions						
Written media	Press Relations	Total press conferences (including Mondays and Fridays press briefings)	Annually	Directorate A - Media	2014	349		PRESS
Written media	Press Relations	Number of treated questions / comments	Annually	Directorate A - Media	2014	30.000		
Written media	Press Relations	Number of responses available (database)	Annually	Directorate A - Media	2014	48 public LTTs; around 50 restricted LTTs		
Written media	Press Relations	Total Twitter followers @EuroParlPress	Annually	Directorate A - Media	2014	37.700		
Written media	Press Relations	Number of tweets @EuroParlPress	Annually	Directorate A - Media	2014	1.300		
Written media	Press Relations	Number of retweets/favourites @EuroParlPress	Annually	Directorate A - Media	2014	367		
Written media	Press Relations	Number of 100 Days press kits delivered to journalists, media outlets and stakeholders	EE2014	Directorate A - Media	n/a	Approx 1.000 in Brussels only	100 Days - fact sheets press kit (with Dir A)	
Written media	Press Relations	Number of Adapted press kits provided to journalists	EE2014	Directorate A - Media	n/a	Around 1.000 copies in 4 languages	Adapted press kits	Providing journalists with all possible information they might need to cover the elections campaign, the previous legislative period, the upcoming issues, national electoral laws, etc., in a comprehensive yet easily digestible format. Promoting interest in the elections.
Written media	Press Relations	Number of products developed (including videos, infographics, press releases, leaflets)	EE2014	Directorate A - Media	n/a	1 teaser, 3 educational videos, 1 leaflet, 1 web story	LEGISLATOR CAMPAIGN	
Written media	Press Relations	Number of seminars/press events organised	EE2014	Directorate A - Media	n/a	- press release in all MSS, - 3 seminars in BXL	LEGISLATOR CAMPAIGN	
Written	Press Relations	Number of MEPs	EE2014	Directorate A	n/a	52	LEGISLATOR	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
media		participating in events		- Media			CAMPAIGN	
Written media	Press Relations	number of journalists attending events	EE2014	Directorate A - Media	n/a	- 90 in BXL - more than 7.000 participants (not only journalists)	LEGISLATOR CAMPAIGN	
Written media	Press Relations	Number of clicks/downloads on web-related products (including AV)	EE2014	Directorate A - Media	n/a	- Videos: 470.000 clicks - Plenary vote press release: 9.400 clicks - Web TV animation: 68.000 - Teletrax: 1.000 times with about 4 hours of emission - Social media - potential reach: - Twitter : 1,3 mio - Facebook : 8,7 mio	LEGISLATOR CAMPAIGN	
Written media	Press Relations	Coverage of plenary vote	EE2014	Directorate A - Media	n/a	120 sources (25 MSS), potential audience 14,4 mio.	LEGISLATOR CAMPAIGN	
Written media	Press Relations	Number of questions answered and advises given to press officers in Brussels and the Member States	EE2014	Directorate A - Media	n/a	Thousands	LTTs, facts and figures - Spokesperson support	Thousands of questions answered and advises given to press officers in Brussels and the Member States to answer questions themselves
Written media	Press Relations	Number of languages in which press kit was published	EE2014	Directorate A - Media	n/a	24	MULTIMEDIA PRESS KIT	Most of the work was done in-house: - Concept and content: MSMU + Press Unit - Infographics: Webmaster - A/V material: Audiovisual Unit The Consortium was responsible only for the downstream production of the brochure.
Written media	Press Relations	Number of multimedia press kit brochures	EE2014	Directorate A - Media	n/a	57.715	MULTIMEDIA PRESS KIT	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		delivered to journalists, media outlets and stakeholders						
Written media	Press Relations	Number of "sessions/users/page views/pages visited per session" on the Press kit section of the election website.	EE2014	Directorate A - Media	n/a	69.526 sessions 218.491 users 414.638 page views 5,96 pages visited per session	MULTIMEDIA PRESS KIT	
Written media	Press Relations	Feedback from journalists and EPIOs on the multimedia press kit	EE2014	Directorate A - Media	n/a	Highly positive	MULTIMEDIA PRESS KIT	Regarding content, presentation and delivery dates
Written media	Press Relations	Number of interinstitutional meetings on the campaign	EE2014	Directorate A - Media	n/a	-One meeting with the Council, - One with the entire Spokesperson service of the Commission (150 pers +-) - Answering questions from the other institutions on the campaign (approx. 120 calls)	PARTNERSHIPS with the European Commission and other EU institutions, especially when it comes to the media work on the ground	
Written media	Press Relations	Attendees to the interinstitutional meetings on the campaign	EE2014	Directorate A - Media	n/a	- 4 MEPs - 2 guest speakers - Secretary General - 105 journalists	PARTNERSHIPS with the European Commission and other EU institutions, especially when it comes to the media work on the ground	Joint EP-EC election press seminar 5-6 May 2014
Written media	Press Relations	Number of appetizers produced and shared during the "Taste of Europe application"	EE2014	Directorate A - Media	n/a	2.400 appetizers produced and shared with more than 1.000 citizens	PR media relations	PR support to a Taste of Europe application in Parliamentarium
Written media	Press Relations	Number of journalists present at the Pre-election night briefings (14 and 22 May)	EE2014	Directorate A - Media	n/a	Over 200 journalists present in both cases, even more on 22 May	Pre-election night briefings (14 and 22 May)	
Written media	Press Relations	Number of kits and national country files	EE2014	Directorate A - Media	n/a	All press kits and national country files taken	Pre-election night briefings (14 and 22	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		distributed during the Pre-election night briefings (14 and 22 May)					May)	
Written media	Press Relations	Number of narratives proposed by the Press Unit/Number of them taken up by the SecGen	EE2014	Directorate A - Media	n/a	15 narratives proposed by the Press Unit / 10 taken up by the SecGen	Preparation of narratives	
Written media	Press Relations	Number of journalists present at the Presidential debate	EE2014	Directorate A - Media	n/a	More than 250 (written press only)	Presidential debate	
Written media	Press Relations	Number of press kits distributed during the Presidential debate	EE2014	Directorate A - Media	n/a	Around 750	Presidential debate	
Written media	Press Relations	Number of press releases issued	EE2014	Directorate A - Media	n/a	Around 12 communications translated in all languages	Press support and communication on <ul style="list-style-type: none"> • Agora • Sakharov events • Lux Prize • Women day • Citizens prize • Charlemagne Youth prize 	To promote media coverage of the campaigns and events
Written media	Press Relations	Presence of press officers during the election night	EE2014	Directorate A - Media	n/a	Over the entire weekend	Press support during the election night	Informing all journalists present on all possible aspects in all 28 countries in 23 languages, by press officers present.
Written media	Press Relations	Feedback from journalists about the Press support during the election night	EE2014	Directorate A - Media	n/a	Feedback from journalists was highly positive: "I had absolutely everything I needed".	Press support during the election night	Informing all journalists present on all possible aspects in all 28 countries in 23 languages, by press officers present.
Written media	Press Relations	Number of printed copies of the national info sheets distributed	EE2014	Directorate A - Media	n/a	750	Redaction of national info sheets	Overwhelming interest by media in printed copies distributed
Written media	Press Relations	Number of attendance to the social media	EE2014	Directorate A - Media	n/a	More than 250 participants and 7 keynote speakers	Social media conference	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		conference					(with WebComm)	
Written media	Press Relations	Number of tweets on 2nd April with #EP2014SMC	EE2014	Directorate A - Media	n/a	3.173 tweets	Social media conference (with WebComm)	Social media stats : Questions from Twitter were interspersed throughout the event. On the 2nd April there were 3.173 tweets with #EP2014SMC.
Written media	Press Relations	Number of New followers/Tweets/Retweets/Favorites on 25th of May 00:00-23:59	EE2014	Directorate A - Media	n/a	New followers : 450 Tweets : 65 Retweets : 651 Favorites : 71	Twitter feed @EuroParlPress	
Written media	Press Relations	Number of New followers/Tweets/Retweets/Favorites from 21 to 26 May 00:00-23:59	EE2014	Directorate A - Media	n/a	New followers : 783 Tweets : 95 Retweets : 1.073 Favorites : 163	Twitter feed @EuroParlPress	
Written media	Press Relations	feedback from colleagues on the Wiki specialised data base	EE2014	Directorate A - Media	n/a	Very positive	Wiki specialised data base on EE 2014	Very positive feedback from colleagues, both on the content and the extensive use made of this database.
Written media	Press Relations	Number of editors contacted by the EPIOs	EE2014	Directorate B - Information Offices	n/a	≥ 1.553	Establish contacts with editors on national level (awareness raising campaign)	
Written media	Press Relations	Number of news items related to the campaign in the media represented by the editor	EE2014	Directorate B - Information Offices	n/a	≥ 7.779	Establish contacts with editors on national level (awareness raising campaign)	
Written media	Press Relations	Estimated potential outreach (views/readership) of the media	EE2014	Directorate B - Information Offices	n/a	≥ 155.396.546	Establish contacts with editors on national level (awareness raising campaign)	
Written media	Press Relations	Number of kick-off press kits delivered to journalists, media outlets	Kick-off EE2014	Directorate A - Media	n/a	Around 2.000 copies distributed	Kick-off - press Kit	Diffusion via EPIOs press officers

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		and stakeholders						
Written media	Press Seminars	Number of journalists participating in seminars organised	Annually	Directorate A - Media	2014	7.736journalists 1.433 in central seminars 6.303 in seminars organised by EPIOs		MEDIA
Written media	Press Seminars	Number of MEPs participating in seminars	Annually	Directorate A - Media	2014	1.047 MEPs 56 in central seminars 991 in EPIOs seminars		MEDIA
Written media	Press Seminars	Number of seminars organised	Annually	Directorate A - Media	2014	390 - 13 central seminars; 17 3rd country seminars and 370 organised by EPIOs		MEDIA
Written media	Press Seminars	Journalists' feedback	Annually	Directorate A - Media	2014	In general comments of journalists were positive as regards the content and the organisation of the seminars		
Written media	Press Seminars	Number of journalist attending to the meetings "Promote further interest in the elections"	EE2014	Directorate A - Media	n/a	657	100 Days - national correspondents 28X	From 10 to 14 February, EP press officers approached and briefed in person 657 journalists. • an exclusive briefing by the Spokesman to 13 key journalists (opinion influencers amongst Brussels-based media) on 7 February, • 190 journalists briefed in person by the press officers in Brussels (140 journalists participating in press briefings, 60 journalists briefed one-to-one), • about 434 journalists briefed in person by the press officers and/or Heads of offices in the Member States, and

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								• Around 20 US journalists were briefed by the Spokesman during his mission to Washington.
Written media	Press Seminars	Number of articles identified as a result of the briefings "Promote further interest in the elections" organised in Brussels and the MS	EE2014	Directorate A - Media	n/a	more than 350	101 Days - national correspondents 28X	
Written media	Press Seminars	Number of central election seminars organised	EE2014	Directorate A - Media	n/a	12	SEMINARS	6 EE2014 seminars + kick-off (see nr 7) + Women's Day (see nr 16) + 1 with EC (see nr 4) + 3 legislative seminars
Written media	Press Seminars	Number of MEPs participating in the common parts of the centrally organised election seminars	EE2014	Directorate A - Media	n/a	37	SEMINARS	Eight seminars, most of which consisted of two parts: a national part (half day) and mixed common part (half day)
Written media	Press Seminars	Number of MEPs participating in the national parts of the centrally organised election seminars	EE2014	Directorate A - Media	n/a	209	SEMINARS	Eight seminars, most of which consisted of two parts: a national part (half day) and mixed common part (half day)
Written media	Press Seminars	Number of expert/guest speakers participating in the central election seminars organised	EE2014	Directorate A - Media	n/a	26	SEMINARS	
Written media	Press Seminars	Number of journalists attending to the central election seminars organised	EE2014	Directorate A - Media	n/a	1.036	SEMINARS	
Written media	Press Seminars	Feedback from journalists and EPIOs on the central election seminars organised	EE2014	Directorate A - Media	n/a	Highly positive	SEMINARS	Seminars seen by many EPIOs as among "the most effective actions" of the campaign.

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Written media	Press Seminars	Number of EPIO election seminars organised in Brussels and Strasbourg	EE2014	Directorate A - Media	n/a	70	SEMINARS	
Written media	Press Seminars	Number of MEPs participating in the national parts of the EPIO election seminars organised in Brussels and Strasbourg	EE2014	Directorate A - Media	n/a	337	SEMINARS	
Written media	Press Seminars	Number of expert/guest speakers participating in the EPIO election seminars organised in Brussels and Strasbourg	EE2014	Directorate A - Media	n/a	248	SEMINARS	
Written media	Press Seminars	Number of journalists attending the election seminars organised in Brussels and Strasbourg	EE2014	Directorate A - Media	n/a	1.014	SEMINARS	
Written media	Press Seminars	Number of EPIO election seminars organised in MSS	EE2014	Directorate A - Media	n/a	182	SEMINARS	
Written media	Press Seminars	Number of MEPs participating in the national parts of EPIO election seminars organised in MSS	EE2014	Directorate A - Media	n/a	131	SEMINARS	
Written media	Press Seminars	Number of expert/guest speakers participating in the EPIO election seminars organised in MSS	EE2014	Directorate A - Media	n/a	237	SEMINARS	
Written media	Press Seminars	Number of journalists attending the EPIO election seminars organised in MSS	EE2014	Directorate A - Media	n/a	2.414	SEMINARS	
Written media	Press Seminars	Number of journalists/correspondents attending the Press Unit seminar for new correspondents	EE2014	Directorate A - Media	n/a	30	SEMINARS	30 newly arrived journalists/correspondents in Brussels have received a training on the EP, the offer of the Directorate and the Act

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								React Impact campaign.
Written media	Press Seminars	Number of journalists participating and reached for the Press conference for launching the campaign	Kick-off EE2014	Directorate A - Media	n/a	132	Campaign launch (kick off - Sep 2013) - Press conference (with Dir A)	Minimum 132 (more journalists present in the press room have attended the press conference)
Written media	Press Seminars	Feedback from the journalists for the Press conference for launching the campaign	Kick-off EE2014	Directorate A - Media	n/a	Very favourable response	Campaign launch (kick off - Sep 2013) - Press conference (with Dir A)	
Written media	Press Seminars	Number of press kits delivered in Brussels and distributed to journalists in Brussels and Strasbourg	Themes EE2014	Consortium	n/a	11.045	6.31 Multimedia press kit	
Written media	Press Seminars	Number of press kits distributed in total by press officers in the Member States	Themes EE2014	Consortium	n/a	34.025	6.31 Multimedia press kit	
Written media	Journalist invitations	Number of journalists attending	Annually	Directorate A - Media	2014	Journalists invited to plenaries and mini sponsored by the EP in 2014 = 1.201		
Written media	Journalist invitations	Number of journalists invited	Annually	Directorate A - Media	2014	1.258		
Written media	Journalist invitations	Number of journalists accredited for election night	EE2014	Directorate A - Media	n/a	1.371	Press accreditation	Around 500 from written press, coming from 230 media from 35 countries
Written media	Journalist invitations	Number of articles identified following the the Press conference for launching the campaign	Kick-off EE2014	Directorate A - Media	n/a	110	Campaign launch (kick off - Sep 2013) - Press conference (with Dir A)	
Web	Europarl website	Availability of EP website (Portal, News) excluding planned maintenance (uptime in hours)	Annually	Directorate A - Media	2014	100%		Directorate A – Media / DG ITEC
Web	Europarl	Availability of EP website	Annually	Directorate A	2014	99,92%		Directorate A – Media /

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	website	(Portal, News) including planned maintenance (uptime in hours)		- Media				DG ITEC
Web	Europarl website	Average monthly number of unique page views on News section of EP website	Annually	Directorate A - Media	2014	440.914		
Web	Europarl website	Average monthly number of visitors News section of EP website	Annually	Directorate A - Media	2014	190.690		
Web	Europarl website	Average monthly of percentage page views external visits on News section of EP website	Annually	Directorate A - Media	2014	90%		
Web	Europarl website	Development - Average days between new deployment in production	Annually	Directorate A - Media	2014	14,54		
Web	Europarl website	Development - number candidate releases verified in DV	Annually	Directorate A - Media	2014	47		
Web	Europarl website	Development - Number of activities completed	Annually	Directorate A - Media	2014	4.054		
Web	Europarl website	Development - Number of corrections	Annually	Directorate A - Media	2014	2.026		
Web	Europarl website	Development - Number of releases ENG/Scribo (CMS) deployed in production	Annually	Directorate A - Media	2014	23		
Web	Europarl website	number of unique page views About Parliament section EP website	Annually	Directorate A - Media	2014	5.188.436		
Web	Europarl website	number of unique page views on EP website Portal	Annually	Directorate A - Media	2014	3.350.463		
Web	Europarl website	number of visitors About Parliament section EP website	Annually	Directorate A - Media	2014	2.740.253		
Web	Europarl website	number of visitors EP website Portal	Annually	Directorate A - Media	2014	1.551.924		
Web	Europarl website	Percentage page views external visits About	Annually	Directorate A - Media	2014	91%		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		Parliament section EP website						
Web	Europarl website	Percentage page views external visits on EP website Portal	Annually	Directorate A - Media	2014	76%		
Web	Europarl website	Published products through Scribo (CMS)	Annually	Directorate A - Media	2014	2.677 (19.133 linguistic versions)languages)		
Web	Europarl website	Service desk - External incidences	Annually	Directorate A - Media	2014	2.473		
Web	Europarl website	Service desk - External incidences - Evolution compared to previous year	Annually	Directorate A - Media	2014	+ 2% compared to 2013		
Web	Europarl website	Service desk - External incidences - Percentage completed requests	Annually	Directorate A - Media	2014	100%		
Web	Europarl website	Service desk - Internal incidences	Annually	Directorate A - Media	2014	455		
Web	Europarl website	Service desk - Internal incidences - Evolution compared to previous year	Annually	Directorate A - Media	2014	+ 32% compared to 2012		
Web	Europarl website	Service desk - Internal incidences - Percentage completed requests	Annually	Directorate A - Media	2014	99,80%		
Web	Europarl website	Studio Web - Brochures	Annually	Directorate A - Media	2014	15		
Web	Europarl website	Studio Web - Mockups	Annually	Directorate A - Media	2014	145		
Web	Europarl website	Studio Web - number of editorial Infographics, versions	Annually	Directorate A - Media	2014	50		All infographics in 24 EU official languages, but "EP timeline"
Web	Europarl website	Studio Web - Other visuals	Annually	Directorate A - Media	2014	115		
Web	Europarl website	Number of "Electoral laws" page views	EE2014	Directorate A - Media	n/a	831.879 (5,39% of total page views) from 01/12/2013 to 03/07/2014 / 436.491 page views from 21 to 26/05/2014 / 122.332 page views on 25/05/2014	Electoral laws	Collection of all national electoral laws from the Member States and publish on the Elections website

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Web	Europarl website	Number of page views on the dedicated sections to the European political parties on the European elections website and europarl	EE2014	Directorate A - Media	n/a	- 769.879 (4,89% of total page views) from 01/12/2013 to 03/07/2014 - 387.788 page views from 21 to 26/05/2014 - 126.567 page views on 25/05/2014	European political parties	- To collect all info available about European political parties - To publish the info on the dedicated sections of the European elections website and europarl
Web	Europarl website	Number of visits of the Election Website	EE2014	Directorate A - Media	n/a	1.271.031	Publication Top story Elections	
Web	Europarl website	Number of page views of the Election Website	EE2014	Directorate A - Media	n/a	1.534.073	Publication Top story Elections	
Web	Europarl website	Number of pages views of Top-Stories in the EE2014 website from 01/12/2013 to 03/07/2014	EE2014	Directorate A - Media	n/a	740.614	Publication Top story Elections	
Web	Europarl website	Website availability	EE2014	Directorate A - Media	n/a	100%	Results website	
Web	Europarl website	Number of visits on Results website	EE2014	Directorate A - Media	n/a	9,78 millions of visits from 01/04 to 31/05/2014	Results website	
Web	Europarl website	Number of different media partners using the platform (e.g. webservice access statistics)	EE2014	Directorate A - Media	n/a	190 media partners contacted webmaster unit to participate in the dress-rehearsal exercise	Results website	
Web	Europarl website	Number of visits for the Infographic products on EE2014 website	EE2014	Directorate A - Media	n/a	243.969	Visuals support for the elections campaign	Provision of visual support on the elections campaign
Web	Europarl website	Number of page views infographics section in the EE2014 website	EE2014	Directorate A - Media	n/a	257.302 (1,67% of total page views) from 01/12/2013 to 03/07/2014	Visuals support for the elections campaign	
Web	Europarl website	Number of page views country datasheets in the EE2014 website	EE2014	Directorate A - Media	n/a	- 2.401.603 (15.56% of total page views) from 01/12/2013 to 03/07/2014 - 334.276 on 25/05/2014	Visuals support for the elections campaign	
Web	Europarl website	Number of posts/visits/visitors/viewed pages on Electionsnight2014.eu	EE2014	Directorate A - Media	n/a	340 posts published / Number of visits: 244.995 / Number of visitors 211.130 / Number of viewed pages:	WebComm - Election night editorial coverage	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						1.048.134		
Web	Europarl website	Number of editorial products published on Website EE2014	EE2014	Directorate A - Media	n/a	3.144	Website EE2014	
Web	Europarl website	Number of visits on Website EE2015	EE2014	Directorate A - Media	n/a	12.207.372	Website EE2014	
Web	Europarl website	Number of page views on Website EE2014 from 01/12/2013 to 03/07/2014	EE2014	Directorate A - Media	n/a	15.440.506	Website EE2014	
Web	Europarl website	Number of country sheets produced	All phases EE2014	Consortium	n/a	29 country data sheets in 24 languages	6.20 Technical and graphical integration about voting in Member States	
Web	Europarl website	Number of infographics and language versions	Themes EE2014	Consortium	n/a	4 infographics - every time in 25 languages	6.3 Specific infographics related to themes	
Web	Europarl website	Number of unique pageviews	Themes EE2014	Consortium	n/a	- Jobs: 3.157 unique pageviews - Economy: 15.107 unique pageviews - Quality of Life: 4.736 unique pageviews - Money: 4.315 unique pageviews	6.3 Specific infographics related to themes	
Web	Europarl website	Arrivals on website	Go-to-vote EE2014	Consortium	n/a	74.545 unique visitors	6.7 Alternative marketing	
Web	Europarl website	Total people looking to Livestream	Go-to-vote EE2014	Consortium	n/a	32.314 viewers (average duration of approx 8 minutes for user)	6.7 Alternative marketing	
Web	Europarl website	Website availability	Post-electoral EE2014	Directorate A - Media	n/a	1	Hearings website	Development of a new version of the web content management system to support phase 4 of the EE2014 campaign
Web	Europarl website	Number of page views of "New Parliament" / "New Commission" from 26/05 to 03/07/2014	Post-electoral EE2014	Directorate A - Media	n/a	"New Parliament" : 185.598 page views "New Commission" : 42.776 page views	Hearings website	
Web	Newshub	Newshub's average	Annually	Directorate A	2014	3 minutes 53 sec.		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		duration of a visit		- Media				
Web	Newshub	Newshub's number of visitors since it was launched in July 2012	Annually	Directorate A - Media	2014	101.393		
Web	Newshub	Newshub's number of visits	Annually	Directorate A - Media	2014	59.779		
Web	Newshub	Newshub's page views	Annually	Directorate A - Media	2014	228.603		
Web	Newshub	Number of registered MEPs	Annually	Directorate A - Media	2014	500		
Web	Newshub	Number of unique visitors	Annually	Directorate A - Media	2014	43.643		
Web	Newshub	Number of MEPs using the tool	EE2014	Directorate A - Media	n/a	MEPs on Twitter: 287 / MEPs on Facebook: 418	EP Newshub mobile version	Provision of on the spot consultation, during various Elections events, including the Election Night, to MEPs online content (Newshub)
Web	Newshub	Number of MEPs registered in the EP newshub version 2	EE2014	Directorate A - Media	n/a	- MEPs on Twitter: 287 - MEPs on Facebook: 418	EP newshub version 2	
Web	Social media platforms	Facebook : Fans	Annually	Directorate A - Media	2014	1.621.455 fans on the 28 January 2015		PRESENCE OF THE INSTITUTION ON THE SOCIAL NETWORKS
Web	Social media platforms	Number of engagements with the users. Google+	Annually	Directorate A - Media	2014	4.560		
Web	Social media platforms	Number of favourite tweets	Annually	Directorate A - Media	2014	52.300		
Web	Social media platforms	Number of new fans Google+	Annually	Directorate A - Media	2014	74.260		
Web	Social media platforms	Number of participants in the seminars for webpartners	Annually	Directorate A - Media	2014	180		
Web	Social media platforms	Number of posts on Facebook	Annually	Directorate A - Media	2014	1.126		Webcomm
Web	Social media platforms	Number of posts on Google+	Annually	Directorate A - Media	2014	542		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Web	Social media platforms	Number of proofreadings and translations	Annually	Directorate A - Media	2014	100		
Web	Social media platforms	Number of retweets	Annually	Directorate A - Media	2014	371.619		
Web	Social media platforms	Number of seminars for webpartners	Annually	Directorate A - Media	2014	1		
Web	Social media platforms	Number of single FB users' views	Annually	Directorate A - Media	2014	892.824.323		Webcomm
Web	Social media platforms	Number of times that the Facebook page has been seen	Annually	Directorate A - Media	2014	4.182.823.193		Webcomm
Web	Social media platforms	Number of tweets	Annually	Directorate A - Media	2014	56.580		
Web	Social media platforms	Number of updates on LinkedIn	Annually	Directorate A - Media	2014	549		
Web	Social media platforms	Photos published on Facebook	Annually	Directorate A - Media	2014	900		
Web	Social media platforms	Photos published on Flickr	Annually	Directorate A - Media	2014	1.203		
Web	Social media platforms	Photos published on Google+	Annually	Directorate A - Media	2014	500		
Web	Social media platforms	Photos published on Instagram	Annually	Directorate A - Media	2014	414		
Web	Social media platforms	Twitter (followers) : 22 language accounts (europarl_xx)	Annually	Directorate A - Media	2014	370.000 followers		PRESENCE OF THE INSTITUTION ON THE SOCIAL NETWORKS
Web	Social media platforms	Webpartner organisations	Annually	Directorate A - Media	2014	150		
Web	Social media platforms	Growth of the number of fans on Information Offices' Facebook accounts	Annually	Directorate B - Information Offices	2014	More than 75% (from 160.259 on 1.1.2014 to 281.838 on 1.1.2015)		Social media presence in the Member States
Web	Social media platforms	Growth of the number of followers of Information Offices' Twitter accounts	Annually	Directorate B - Information Offices	2014	More than 154% (from 38.322 on 1.1.2014 to 97.627 on 1.1.2015)		Social media presence in the Member States
Web	Social media platforms	Ad metrics	EE2014	Directorate A - Media	n/a	Data are currently only available for the Go To Vote phase - 621 promoted	Complementary Social Media ads	Promote the election campaign and election products through

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						publications in all EU languages + some extra languages (e.g. Catalan); 86 % of all ads performed better than the benchmark (usual performance rate).		teasing Ads
Web	Social media platforms	Number of members of the LinkedIn subgroup participating in the conversation	EE2014	Directorate A - Media	n/a	265	Linked-in legislative dialogue - Co-drafting a report with linked-in	To engage the linked-in community about the social consequences of the Troika (specific professional community as opposed to the other platforms)
Web	Social media platforms	Number of daily / weekly / monthly reports produced on social media conversations	EE2014	Directorate A - Media	n/a	- Daily : 196 reports - Weekly : 39 reports - Monthly : 9 reports	Monitoring social media conversations	To assess the impact of the content on the social media
Web	Social media platforms	Number of topics monitored for the social media conversations	EE2014	Directorate A - Media	n/a	EP, European elections, EC candidates, #EP2014, all EP social media profiles	Monitoring social media conversations	
Web	Social media platforms	Social media stats: - Number of times #EP2014 was used between the 11.03.2014 and the 31 May. - Number of Twitter mentions for EE / EC Candidates	EE2014	Directorate A - Media	n/a	- #EP2014 was used over 1,4 million times between the 11.03.2014 and the 31 May. - Twitter mentions: EE: 4.260.400 mentions EC Candidates: 1.438.500 mentions	Monitoring social media conversations	
Web	Social media platforms	Number of subscribers to our weekly newsletter	EE2014	Directorate A - Media	n/a	139	Online partnerships	Animate digital partners to raise their engagement and awareness towards all our editorial products
Web	Social media platforms	Number of newsletters	EE2014	Directorate A - Media	n/a	39	Online partnerships	
Web	Social media platforms	Number of posts for the editorial production	EE2014	Directorate A - Media	n/a	more than 24.000 only in the last 100 days for Facebook and Twitter	Social media - editorial production	- Specific production of editorial content on all our social media platforms

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								- To raise awareness on the elections for the social media audience - Promotion of our products
Web	Social media platforms	Average posts per day for the editorial production	EE2014	Directorate A - Media	n/a	- 3 posts per day on Facebook - About 10 * 24 tweets per day on Twitter	Social media - editorial production	
Web	Social media platforms	Social media platforms involved	EE2014	Directorate A - Media	n/a	Facebook, Twitter, Google+, LinkedIn, Instagram, Pinterest, Vine Foursquare, Spotify	Social media - editorial production	
Web	Social media platforms	Social media stats: - Number of comments/likes/shares of most successful EE related post on Facebook - EP's Facebook page fans growth between August 2013 and May 2014 - Number re-tweets of most re-tweeted Tweet - Number of tweets sent by Webcomm with #EP2014 in all EU languages / Number of RTs / Number of favourites / Number of clicks	EE2014	Directorate A - Media	n/a	- Most successful EE related post on Facebook: 1.680 comments/42.389 likes/1.008 shares - EP's Facebook page grew by 616.912 fans between August 2013 and May 2014 - Most re-tweeted Tweet : 630 - Webcomm sent 5.114 tweets with #EP2014 in all EU languages resulting in : 33.188 RTs, 10.884 favourites, more than 150.402 clicks	Social media - editorial production	
Web	Social media platforms	Number of page views	EE2014	Directorate A - Media	n/a	over 15.000 visits on 25 May	Twitter dashboard for election night / Provide a social media platform monitoring all election related tweets during election night	Conceptualisation by WebComm / Graphic design by Webmaster unit
Web	Social media platforms	Increase of followers for Webcomm Twitter	EE2014	Directorate A - Media	n/a	+48.444 new followers during the Go To Vote phase	Twitter dashboard for election night /	Conceptualisation by WebComm / Graphic

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		accounts				for Webcomm Twitter accounts	Provide a social media platform monitoring all election related tweets during election night	design by Webmaster unit
Web	Social media platforms	Number of times that the Twitter dashboard was shared on Twitter and Facebook	EE2014	Directorate A - Media	n/a	Twitter dashboard was shared more than 2.500 times on Twitter and more than 500 times on Facebook	Twitter dashboard for election night / Provide a social media platform monitoring all election related tweets during election night	Conceptualisation by WebComm / Graphic design by Webmaster unit
Web	Social media platforms	Number of tweets with #EP2014	EE2014	Directorate A - Media	n/a	more than 1 million tweets with #EP2014, monitoring started on 19 March	Twitter dashboard for election night / Provide a social media platform monitoring all election related tweets during election night	Conceptualisation by WebComm / Graphic design by Webmaster unit
Web	Social media platforms	Number of tweets/retweets/clicks/favourites on Webcomm's Twitter accounts between 22 and 26 May	EE2014	Directorate A - Media	n/a	2.155 tweets / 19.155 retweets / 52.612 clicks / 4.490 favourites	WebComm - Election night editorial coverage	
Web	Social media platforms	Number of posts/likes/comments/shares on Facebook from the 22 to the 25 May, promoted posts excluded, targeted posts included	EE2014	Directorate A - Media	n/a	39 posts / 35.896 likes / 3.464 comments / 16.124 shares	WebComm - Election night editorial coverage	
Web	Social media platforms	Number of pictures uploaded on Instagram with #YABs2014 / on Facebook	EE2014	Directorate A - Media	n/a	- 159 pictures on Instagram - 71 pictures on Facebook	YABS reborn	- To take a picture, small video and so on with the YABS doll to echo on our social platforms in the light of the upcoming elections

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								- Create the buzz with something playful
Web	Social media platforms	Number of tweets with #YABs2014 / clicks / re-tweets on Twitter	EE2014	Directorate A - Media	n/a	- 83 tweets with #YABs2014 - 3.707 clicks - 90 re-tweets	YABs reborn	
Web	Social media platforms	Number of seminars organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	17	Organisation of bloggers seminars in the Member States	
Web	Social media platforms	Number of bloggers participating	EE2014	Directorate B - Information Offices	n/a	370	Organisation of bloggers seminars in the Member States	
Web	Social media platforms	Estimated potential outreach of the blogs (readers)	EE2014	Directorate B - Information Offices	n/a	1.404.514	Organisation of bloggers seminars in the Member States	
Web	Social media platforms	Facebook impressions	EE2014	Directorate B - Information Offices	n/a	59.795.570	Promotion of campaign activities through EPIOs own social media - Kick off, 5 themes, EYE, Go to vote, Elections night	
Web	Social media platforms	Facebook clicks on posts	EE2014	Directorate B - Information Offices	n/a	710.869	Promotion of campaign activities through EPIOs own social media - Kick off, 5 themes, EYE, Go to vote, Elections night	
Web	Social media platforms	Twitter outreach	EE2014	Directorate B - Information Offices	n/a	66.452.701	Promotion of campaign activities through EPIOs own social media - Kick off, 5 themes, EYE, Go to vote, Elections night	
Web	Social media	Twitter click through rate	EE2014	Directorate B	n/a	0,07 (7%)	Promotion of	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	platforms			- Information Offices			campaign activities through EPIOs own social media - Kick off, 5 themes, EYE, Go to vote, Elections night	
Web	Social media platforms	Articles Frontiers of the EU unique pageviews	All phases EE2014	Consortium	n/a	- Main introductory article: 6.308 unique pageviews - Sum of all other articles (14): 27.347 unique pageviews	6.10 / 6.11 Online content generation for all phases	
Web	Social media platforms	Top story articles (about EP-themes + TEdX event Paris) unique pageviews	All phases EE2014	Consortium	n/a	10.897	6.10 / 6.11 Online content generation for all phases	
Web	Social media platforms	Total number of views on YouTube	All phases EE2014	Consortium	n/a	Phase 1: (Humanifesto film) Views: 6,5 million - Phase 2: (Themes films) Views: 12,7 million - Phase 3: (Go To Vote spot) Views: 2,1 million	6.22 Media buying	
Web	Social media platforms	Total reach on YouTube	All phases EE2014	Consortium	n/a	Phase 1: (Humanifesto film) Reach: 26 million - Phase 2: (Themes films) Reach: 42 million - Phase 3: (Go To Vote spot) Reach: 10 million	6.22 Media buying	
Web	Social media platforms	Facebook views of the Humanifesto film	Kick-off EE2014	Consortium	n/a	1.258.978	6.1 Mood film	
Web	Social media platforms	Number of available language versions	Kick-off EE2014	Consortium	n/a	28 languages	6.1 Mood film	
Web	Social media platforms	YouTube views of the Humanifesto film	Kick-off EE2014	Consortium	n/a	7.008.380	6.1 Mood film	
Web	Social media platforms	Click-through-rate	Kick-off EE2014	Consortium	n/a	1.268 out of 1.401 ads (or 91 %)	6.15 Social media ads campaign - kick off	also performed equal or better than the benchmarks (given by Facebook, YouTube and Twitter)
Web	Social media platforms	Number of different ads for YouTube, Facebook and Twitter	Kick-off EE2014	Consortium	n/a	1.401	6.15 Social media ads campaign - kick off	ads in 24 different languages
Web	Social media platforms	reach	Kick-off EE2014	Consortium	n/a	264 million people reached	6.15 Social media ads campaign - kick	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							off	
Web	Social media platforms	Number of available language versions	Kick-off EE2014	Consortium	n/a	28 languages	d. Trailer press launch	
Web	Social media platforms	Number of views on YouTube	Kick-off EE2014	Consortium	n/a	22.951	d. Trailer press launch	
Web	Social media platforms	Click-through-rate	Themes EE2014	Consortium	n/a	1.505 out of 1.758 ads (or 86 %)	6.17 Social media ads campaign - themes	also performed equal or better than the benchmarks (given by Facebook, YouTube, LinkedIn, Google and Twitter)
Web	Social media platforms	Number of different ads for YouTube, Facebook, Twitter and Google+	Themes EE2014	Consortium	n/a	62	6.17 Social media ads campaign - themes	ads in 24 different languages
Web	Social media platforms	reach	Themes EE2014	Consortium	n/a	541 million people reached	6.17 Social media ads campaign - themes	
Web	Social media platforms	Number of films and language versions	Themes EE2014	Consortium	n/a	5 educational films - every film in 25 languages	6.2 Generic video clips on all five themes	
Web	Social media platforms	Total number of views on Facebook	Themes EE2014	Consortium	n/a	1.115.009	6.2 Generic video clips on all five themes	
Web	Social media platforms	Impressions	Themes EE2014	Consortium	n/a	54.629.559	g. Youtube pre-rolls	
Web	Social media platforms	Reach	Themes EE2014	Consortium	n/a	42.288.984	g. Youtube pre-rolls	
Web	Social media platforms	Redirection to Europarl	Themes EE2014	Consortium	n/a	539.269	g. Youtube pre-rolls	
Web	Social media platforms	total views	Themes EE2014	Consortium	n/a	12.712.040	g. Youtube pre-rolls	
Web	Social media platforms	% of increase of the total number of fans of the EPIO Facebook page	Themes EE2014	Consortium	n/a	went from 3.712 to 4.079 : which is an increase of 10% in 9 days		ReACT Paris
Web	Social media platforms	average Click-Through-Rate (CTR) of the promoted posts about the react event	Themes EE2014	Consortium	n/a	15,70%		ReACT Paris - promoted post about the Guerilla event - benchmark for this kind of promoted post in France is below

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								1%, so this is an incredible result
Web	Social media platforms	potential reach ("potential views") of standard ad posted through Facebook about the react event	Themes EE2014	Consortium	n/a	8.227.736 individual people in France		ReACT Paris - ad announcing the conference
Web	Social media platforms	potential reach ("potential views") of the promoted posts about the ReACT Paris event	Themes EE2014	Consortium	n/a	1.099.771 individual people in France		ReACT Paris - promoted post about the Guerilla event
Web	Social media platforms	Click-through-rate	Go-to-vote EE2014	Consortium	n/a	508 out of 593 ads (or 86 %)	6.16 Social media ads campaign - go to vote	also performed equal or better than the benchmarks (given by Facebook, YouTube and Twitter)
Web	Social media platforms	Number of different ads for YouTube, Facebook, Twitter and Google+	Go-to-vote EE2014	Consortium	n/a	39	6.16 Social media ads campaign - go to vote	ads in 24 different languages
Web	Social media platforms	reach	Go-to-vote EE2014	Consortium	n/a	674 million people reached	6.16 Social media ads campaign - go to vote	
Web	Social media platforms	Total number of clicks	Go-to-vote EE2014	Consortium	n/a	676.000	6.18 Social media animation tools	
Web	Social media platforms	Total reach	Go-to-vote EE2014	Consortium	n/a	278 million	6.18 Social media animation tools	
Web	Social media platforms	Downloads	Go-to-vote EE2014	Consortium	n/a	iOS: 3.440 - Android: 1.470	6.19 Tablet app	
Web	Social media platforms	Total reach	Go-to-vote EE2014	Consortium	n/a	6.976.000	6.19 Tablet app	
Web	Social media platforms	Media clippings and their reach	Go-to-vote EE2014	Consortium	n/a	Earned media: 197 clippings (reach: 39.897.220 people)	6.7 Alternative marketing	
Web	Social media platforms	Number of films with new endings produced during the event	Go-to-vote EE2014	Consortium	n/a	80	6.7 Alternative marketing	
Web	Social media platforms	Reach ads	Go-to-vote EE2014	Consortium	n/a	95 million	6.7 Alternative marketing	
Web	Social media platforms	Total number of views on Facebook	Go-to-vote EE2014	Consortium	n/a	1.363.574 views	6.7 Alternative marketing	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Web	Social media platforms	Total number of views on YouTube	Go-to-vote EE2014	Consortium	n/a	1.132.525 views	6.7 Alternative marketing	
Web	Social media platforms	Number of media clippings	Go-to-vote EE2014	Consortium	n/a	172 clippings	f. Go to Vote video - youth	
Web	Social media platforms	Total number of views on Facebook	Go-to-vote EE2014	Consortium	n/a	213.206	f. Go to Vote video - youth	
Web	Social media platforms	Total number of views on YouTube	Go-to-vote EE2014	Consortium	n/a	2.343.680	f. Go to Vote video - youth	
Information campaigns	Cultural diversity campaign	Media coverage: print & audiovisual & digital, interactions on social media (Facebook & twitter)	Annually	Directorate C - Relations with Citizens	October-December	775 articles FB page likes: 16.102 (Oct.)-18.054 (Dec.) FB reach: 222.296 (Oct.), 350.305 (Nov), – 5.903.701(Dec.) LUX Award Ceremony posts: Twitter 1.052.868 impressions, ER 0.76%; FB 1.065.672 reached, CTR 2.009%		
Information campaigns	Cultural diversity campaign	MEPs voting	Annually	Directorate C - Relations with Citizens	Dec.	Turnout : 211, 49,3% EPP, 28,7% S&D, 8,6% ALDE, 5,7% VERTS/ALE, 3,8% ECR, 2,8% GUE/NGL		
Information campaigns	Cultural diversity campaign	Interaction with parliamentary issues	Annually	Directorate C - Relations with Citizens	2014	Bureau decision on LUX coordinator, FEMM – 8 March, CULT, CONT committees, 7 committees covered by LUX 2014 films; Cultural diversity on EYE; screenings in constituencies		Quotes by MEPs available
Information campaigns	Cultural diversity campaign	Setup of a European public sphere	Annually	Directorate C - Relations with Citizens	2014	210 screenings, 293 stakeholders, 115.320 audience		Incl. the streaming of LUX Prize winner 2009 across Europe, LUX Film Days http://luxprize.eu/agenda-2014
Information campaigns	Cultural diversity campaign	European film industry support – internal market (geographic pertinence,	Annually	Directorate C - Relations with Citizens	2014	Geographically 15 countries covered by Official Selection and Competition;		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
		beneficiaries, major awards)				35 European distributors benefitted; 8 new distributors; support (subtitling and digital copies, screening fees) to industry corresponding to 275.000,- Other European or international major awards: 21		
Information campaigns	Human rights campaign	Scope of the material available	Annually	Directorate C - Relations with Citizens	Oct-Dec 2014	Material in 24 languages distributed in 28 MS, online and print (website, book of laureates, poster, video, online story, e-banners e-signature, vignette, building decoration, notepad, press folder, pen)		
Information campaigns	Human rights campaign	Effectiveness of paid media actions on EP social media platforms	Annually	Directorate C - Relations with Citizens	Nov-Dec 2014	Nov 2014 : Sakharov Prize Award Ceremony: FB: reach: 1.879.415 people, CTR: 0,377% Twitter: impressions: 443.184, ER: 1,74% Dec 2014 : #FreeRazan action: FB: reach: 915.492 people, CTR: 1,667% Twitter: impressions: 522.501, ER: 1,14%		
Information campaigns	Human rights campaign	number of material disseminated	Annually	Directorate C - Relations with Citizens	Oct-Dec 2014	38.418 Books of laureates 1.000 press folders 500 notepads 240 posters 1.000 pens 8 roll-ups Building decoration: press room decoration, hemicycle Strasbourg, ASP entrance and skywalk in Brussels		
Information	Human rights	Relevance of EP Sakharov	Annually	Directorate C	Oct-Dec	Oct 2014 : Sessions: 2.615		The Sakharov website

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
campaigns	campaign	Prize website as source of information		- Relations with Citizens	2014	Users 2.317 Nov 2014 : Sessions: 2.925 Users 3.057 Dec 2014 : Sessions 1.774 Users 1.693		was launched in October 2014.
Information campaigns	Gender equality campaign	Breadth and vastness of the material available	Annually	Directorate C - Relations with Citizens	End February/ beginning of March	In 24 languages: Posters in 3 formats, e-banners, e-signatures; in EN: FB-banners;bi-/trilingual building decoration (kakemonos, ASP entrance, media backdrop, banner for speakers' table, roll-ups, visual displays		
Information campaigns	Gender equality campaign	Interactions on social media platforms	Annually	Directorate C - Relations with Citizens	Week of IWD	Video in 14 languages, FB ad		
Information campaigns	Gender equality campaign	Number of views	Annually	Directorate C - Relations with Citizens	2014	FB ad 13,6 million people - average CTR 5,111%; video: 1.035.529 views; 5.186 people Fan of EP FB page		
Information campaigns	Indicator at the level of the platform	Number of events related to values campaigns in the Member States	Annually	Directorate B - Information Offices	2014	380 from which 188 events related to values campaigns linked with EE2014 activities		Values campaigns in the Member States
Information campaigns	Indicator at the level of the platform	Number of participants in the values campaigns in the Member States	Annually	Directorate B - Information Offices	2014	258.400		Values campaigns in the Member States including direct and indirect participants (people attending fairs and exhibitions, EPIOs information stands, festivals and Open Days)
Information campaigns	Indicator at the level of the platform	Number of stakeholders participating in the values campaigns in the Member States	Annually	Directorate B - Information Offices	2014	7.505		Values campaigns in the Member States
Information	Indicator at the	Number of publications	Annually	Directorate C	2014	5 publications: Basic		INFORMATION

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
campaigns	level of the platform	produced		- Relations with Citizens		brochure: 199.137 copies - Sakharov's book of laureates: 38.418 copies - Lux Film Prize brochure: 39.400 copies - Lux Film Prize pedagogical kits: 64.585 copies - Lux Film Prize catalogue: 810 copies.)		CAMPAIGNS
Information campaigns	Indicator at the level of the platform	Number of building decorations	EE2014	Directorate B - Information Offices	n/a	30	Building decoration	
Information campaigns	Indicator at the level of the platform	Number of cities covered from EPIO budget	EE2014	Directorate B - Information Offices	n/a	8 capitals	Recommendations for local advertisement in public transport / Establish planning for some local advertisement in public transport including budgetary provisions / Local advertisement in airports, stations and local transport	
Information campaigns	Indicator at the level of the platform	Number of countries for local advertisement in airports and stations covered from EPIO budget	EE2014	Directorate B - Information Offices	n/a	11	Recommendations for local advertisement in public transport / Establish planning for some local advertisement in public transport including budgetary provisions / Local advertisement in airports, stations and local transport	
Information campaigns	Indicator at the level of the	Number of airports and stations booked with IOs	EE2014	Directorate B - Information	n/a	a) 18 airports - b) 93 train stations	Recommendations for local	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	platform	budget		Offices			advertisement in public transport / Establish planning for some local advertisement in public transport including budgetary provisions / Local advertisement in airports, stations and local transport	
Information campaigns	Indicator at the level of the platform	Number of airports and stations in total campaign in 28 Member States	EE2014	Directorate B - Information Offices	n/a	a) 42 airports - b) 287 train stations	Recommendations for local advertisement in public transport / Establish planning for some local advertisement in public transport including budgetary provisions / Local advertisement in airports, stations and local transport	
Information campaigns	Indicator at the level of the platform	Number of cities covered by local transport advertisements	EE2014	Directorate B - Information Offices	n/a	80	Recommendations for local advertisement in public transport / Establish planning for some local advertisement in public transport including budgetary provisions / Local advertisement in airports, stations and local transport stations	
Information	Indicator at the	amount of viewers that	All phases	Consortium	n/a	Brussels : 375.000 -	6.26 Buildings	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
campaigns	level of the platform	saw the decoration	EE2014			Strasbourg : 75.000 - In addition to that, an amount of 40.000 attended the Open Doors Days both in Brussels and Strasbourg.		
Information campaigns	Indicator at the level of the platform	Number of cities involved	Go-to-vote EE2014	Consortium	n/a	Media buying in the capitals, second and third biggest cities in 18 countries	1.1 Public transport Go-to-vote phase	
Information campaigns	Indicator at the level of the platform	total reach of the media buying	Go-to-vote EE2014	Consortium	n/a	121.158.533	1.1 Public transport Go-to-vote phase	
Information campaigns	Indicator at the level of the platform	Total reach at airports & railway stations	Go-to-vote EE2014	Consortium	n/a	121.158.533	6.25 Airport and stations advertising	
Events & exhibitions	Open Doors Days	Number of DGs participating	Annually	Directorate C - Relations with Citizens	2014	- BRU: 11 (EMAS, DG IPOL, DG PRES, DG COMM, DG INLO, DG INTE, DG TRAD, DG EXPO, DG ITEC, DG SAFE, DG PERS) - STR: 10 (no DG SAFE)		
Events & exhibitions	Open Doors Days	Number of debates with MEPs	Annually	Directorate C - Relations with Citizens	2014	1 central debate + political groups + 8 MEPs in BRU, 3 MEP in STR		
Events & exhibitions	Open Doors Days	Media coverage : press cuttings, TV and radio programmes, social medias	Annually	Directorate C - Relations with Citizens	2014	- Press coverage: 118 articles, of which 75 before the event - Radio Coverage - Teletrax reported information on the event (track A/V material): • 34 Hits (on the 218 monitored channels by the Teletrax system) • 4 channels o LTV1 (Latvia) o ONE TV (Malta) o RAI3 (Italy) o RAI News 24 (Italy) • 41'25" (summation of the		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						detection duration) - EbS stats: 2 EbS produced • EbS96504 - Open Days at the European Parliament in Brussels: general atmosphere in the various stands and attractions • EbS96469 - Open Days at the European Parliament in Strasbourg: general atmosphere		
Events & exhibitions	Open Doors Days	Number of ads in the written press	Annually	Directorate C - Relations with Citizens	2014	3 (inserts in Het Laatste Nieuws, De Morgen and Le Soir)		Brussels
Events & exhibitions	Open Doors Days	Number of media partners invited to broadcast the events	Annually	Directorate C - Relations with Citizens	2014	10 invited, 1 accepted (BXFM) 110 journalists		Brussels
Events & exhibitions	Open Doors Days	Number of participants to the quiz	Annually	Directorate C - Relations with Citizens	2014	External: 86 SMS Internal: BRU +/- 6.300, STR +/- 7.000		
Events & exhibitions	Open Doors Days	Number of promotional items produced and distributed	Annually	Directorate C - Relations with Citizens	2014	Quiz promotional objects STR: 4.400 Quiz promotional objects BXL: 5.500 Promotional objects at 11 DGs: 50.000 Voter pins STR: 1.000 Voter pins BXL: 1.000		
Events & exhibitions	Open Doors Days	Number of visitors to the events, as compared to previous years	Annually	Directorate C - Relations with Citizens	2014	18.000 STR / 24.000 in 2013 14.000 BRU in 2014 (1st time really counted) / 18.000 BRU in 2013		
Events & exhibitions	Open Doors Days	Other institutions participating	Annually	Directorate C - Relations with Citizens	2014	In the EP premises: European Court of Auditors, European Ombudsman and European Data protection supervisor (and European		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						Court of Justice LUX), (and Eurocorps in STR)		
Events & exhibitions	Open Doors Days	Political groups participating: stands, conferences, MEPs	Annually	Directorate C - Relations with Citizens	2014	- Political groups participating: 6 (EPP, S&D, ALDE, Greens, ECR, GUE/NGL + non-attached members) - STR: MEPs Trautmann, Belier, Wieland - BRU: MEPs Winkler, Grosch, Pack, Tarabella, Watson, Durant, Mulder, Kleva Kekuš, Claeys, Michel, Demesmaeker, Lamberts, Belet, De Backer, Ries, El Khadraoui		
Events & exhibitions	Open Doors Days	Results of survey amongst the exhibitors on the organisational issues	Annually	Directorate C - Relations with Citizens	2014	The overall satisfaction of DGs/political groups is 4.1 out of 5 for Brussels and 3.9/5 for Strasbourg the overall satisfaction of visitors is 4.2/5 for both Brussels and Strasbourg.		
Events & exhibitions	Open Doors Days	Satisfaction of visitors: surveys	Annually	Directorate C - Relations with Citizens	2014	- 89% of visitors reported they agreed or fully agreed that the visit met their expectations (8% partially agreed) - 96% would recommend it to a friend		
Events & exhibitions	Open Doors Days	DGs participating	EE2014	Directorate C - Relations with Citizens	n/a	11 (SAFE, ITEC, INLO, EMAS, IPOL, EXPO, PERS, INTE, EPRS, TRAD, COMM)	"Open Doors Days" project : Contributions by the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups,	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							other DGs, other institutions as well as local authorities.	
Events & exhibitions	Open Doors Days	Political groups participating	EE2014	Directorate C - Relations with Citizens	n/a	6 (EPP, S&D, ALDE, Greens, ECR, GUE/NGL + non-attached members)	“Open Doors Days” project : Contributions by the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups, other DGs, other institutions as well as local authorities.	
Events & exhibitions	Open Doors Days	European institutions participating	EE2014	Directorate C - Relations with Citizens	n/a	3 (European Ombudsman, the European Data Protection Supervisor, the Court of Auditors)	“Open Doors Days” project : Contributions by the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups, other DGs, other institutions as well as local authorities.	
Events & exhibitions	Open Doors Days	Number of visitors to the event in 2014 (as compared to the number of visitors in 2013 and 2012)	EE2014	Directorate C - Relations with Citizens	n/a	Brussels: 14.000 in 2014, 18.000 in 2013 and 18.000 in 2012 - Strasbourg: 18.000 in 2014, 24.000 in 2013, 18.700 in 2012	“Open Doors Days” project : Contributions by the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups, other DGs, other institutions as well as local authorities.	
Events & exhibitions	Open Doors Days	Results of the on-the-spot survey among participants	EE2014	Directorate C - Relations with Citizens	n/a	89% of visitors reported they agreed or fully agreed that the visit met their	“Open Doors Days” project : Contributions by	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						expectations (8% partially agreed) - 96% would recommend it to a friend	the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups, other DGs, other institutions as well as local authorities.	
Events & exhibitions	Open Doors Days	Press coverage	EE2014	Directorate C - Relations with Citizens	n/a	118 articles, of which 75 before the event	"Open Doors Days" project : Contributions by the EPIOs (mainly Brussels, Strasbourg and Luxembourg), the political groups, other DGs, other institutions as well as local authorities.	
Events & exhibitions	Citizens' Prize	Communication tools produced : medals, diplomas, exhibition, brochure, website	Annually	Directorate C - Relations with Citizens	2014	60 medals, 50 diplomas, 1 exhibition, 1 brochure, no website		
Events & exhibitions	Citizens' Prize	Number of European winners	Annually	Directorate C - Relations with Citizens	2014	47		
Events & exhibitions	Citizens' Prize	Number of nominations by MEPs received	Annually	Directorate C - Relations with Citizens	2014	92		
Events & exhibitions	Citizens' Prize	Participation to further events like the EYE	Annually	Directorate C - Relations with Citizens	2014	3-4		
Events & exhibitions	Citizens' AGORA	Number of Member States involved	EE2014	Directorate C - Relations with Citizens	n/a	27	Citizens' Agora on Youth Unemployment (6-8 November 2013) (Unemployment part of the themes phase)	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Events & exhibitions	Citizens' AGORA	Press coverage	EE2014	Directorate C - Relations with Citizens	n/a	8 National Press articles - 28 Online Articles - 2 Online Recordings - 3 Press Releases - 3 Television interviews - 10 journalists present at the Agora, others came specially to interview young people during the breaks	Citizens' Agora on Youth Unemployment (6-8 November 2013) (Unemployment part of the themes phase)	
Events & exhibitions	Citizens' AGORA	Number of visitors EP-Live section EP website (webstreaming & VOD)	EE2014	Directorate C - Relations with Citizens	n/a	910 users were watching the Agora's events (Live) - Average visit duration for Agora events (Live) is 6 min. 20 s. (average for this type of event is 5 min. 36 s.)	Citizens' Agora on Youth Unemployment (6-8 November 2013) (Unemployment part of the themes phase)	
Events & exhibitions	Citizens' AGORA	Satisfaction survey among the participants	EE2014	Directorate C - Relations with Citizens	n/a	94% very satisfied or satisfied with event - 94% satisfied with the interest of the content throughout the programme	Citizens' Agora on Youth Unemployment (6-8 November 2013) (Unemployment part of the themes phase)	
Events & exhibitions	Charlemagne Youth Prize	Communication tools produced: website, leaflet, exhibition	Annually	Directorate C - Relations with Citizens	2014	Website Leaflets outsourced +/- 500 (produced by ECYP Foundation) Logo		
Events & exhibitions	Charlemagne Youth Prize	Media coverage: print & audiovisual, social media (Facebook & twitter)	Annually	Directorate C - Relations with Citizens	2014	- 6 newswires - covered in 13 member states and 3 non-EU -34 articles - Facebook: 493 members - Twitter: 1.455 followers		
Events & exhibitions	Charlemagne Youth Prize	Number and geographical spread of projects submitted	Annually	Directorate C - Relations with Citizens	2014	28 member states 370 projects submitted		
Events & exhibitions	Charlemagne Youth Prize	Participation to further events like the EYE	Annually	Directorate C - Relations	2014	- 30 participants to the EYE - Winners visit to BRU		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
				with Citizens		- 3 EU winners organised 3 workshops		
Events & exhibitions	Opportunity-driven events	Total number of stakeholders	EE2014	Directorate B - Information Offices	n/a	25.458	Organisation of events in the Member States in the framework of the EE14	
Events & exhibitions	Opportunity-driven events	Total number of participants	EE2014	Directorate B - Information Offices	n/a	768.652	Organisation of events in the Member States in the framework of the EE14	
Events & exhibitions	Opportunity-driven events	Total number of MEPs presence	EE2014	Directorate B - Information Offices	n/a	1.044	Organisation of events in the Member States in the framework of the EE14 (Sept. 2013-May 2014)	
Events & exhibitions	Opportunity-driven events	Number of events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	689	Organisation of events in the Member States for general public during the Go To Vote phase (in particular 9 May celebrations).	
Events & exhibitions	Opportunity-driven events	Number of participants in the events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	517.140	Organisation of events in the Member States for general public during the Go To Vote phase (in particular 9 May celebrations).	including direct and indirect participants (people attending fairs and exhibitions, EPIOs information stands, festivals and Open Days)
Events & exhibitions	Opportunity-driven events	Number of news items on the events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	4.634	Organisation of events in the Member States for general public during the Go To	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							Vote phase (in particular 9 May celebrations).	
Events & exhibitions	Opportunity-driven events	Total number of events	EE2014	Directorate B - Information Offices	n/a	1.125	Organisation of events in the Member States for general public in the framework of the EE14	
Events & exhibitions	Opportunity-driven events	Number of citizens that participated in the food tasting at Parlamentarium	All phases EE2014	Consortium	n/a	700	6.23 PR activity (simulation)	
Events & exhibitions	Euroscola	Number of Euroscola groups	Annually	Directorate B - Information Offices	2014	402		Youth strategy in the Member States
Events & exhibitions	Euroscola	Number of participants in Euroscola	Annually	Directorate B - Information Offices	2014	10.322		Youth strategy in the Member States
Events & exhibitions	Euroscola	Number of Euroscola days	EE2014	Directorate B - Information Offices	n/a	20	Mobilisation of the Youth network of EPIOs for EE14, including Euroscola	This part related to youth and Euroscola should come after the 5 themes.
Events & exhibitions	Euroscola	Number of participants in Euroscola	EE2014	Directorate B - Information Offices	n/a	a) 9.227 students - b) 1.019 teachers - c) 57 journalists	Mobilisation of the Youth network of EPIOs for EE14, including Euroscola	
Events & exhibitions	Works of art	Number of donation files and ceremonies	Annually	Directorate C - Relations with Citizens	2014	7		
Events & exhibitions	Works of art	Number of borrow files	Annually	Directorate C - Relations with Citizens	2014	2		
Events & exhibitions	Works of art	Number of temporary exhibitions	Annually	Directorate C - Relations with Citizens	2014	3		
Events & exhibitions	Works of art	Expert's evaluation report and follow-up of recommendation	Annually	Directorate C - Relations with Citizens	2014	1 (copyrights)		
Events &	Works of art	Media coverage:	Annually	Directorate C	2014	2 TVs		

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
exhibitions		interviews, press cuttings, TV and radio programmes, social medias		- Relations with Citizens				
Events & exhibitions	Works of art	Number of visitors attending the opening ceremonies	Annually	Directorate C - Relations with Citizens	2014	Around 300 visitors		
Events & exhibitions	Works of art	Number of visitors to the online gallery	Annually	Directorate C - Relations with Citizens	2014	4.400 page viewers of the online gallery		
Events & exhibitions	Works of art	Number of sculptures restored	Annually	Directorate C - Relations with Citizens	2014	6		
Events & exhibitions	Works of art	Number of paintings framed	Annually	Directorate C - Relations with Citizens	2014	Around 15		
Events & exhibitions	Exhibitions for Members	Number of MEPs' exhibitions	Annually	Directorate C - Relations with Citizens	2014	2013: 300 2014: 258		EVENTS AND EXHIBITIONS
Events & exhibitions	Exhibitions for Members	Media coverage	Annually	Directorate C - Relations with Citizens	2014	Linked with nationality of MEPs		
Events & exhibitions	Exhibitions for Members	Number of exhibitions and cultural events supported by MEPs within EP premises in Brussels and Strasbourg	Annually	Directorate C - Relations with Citizens	2014	- BRU: 199 - STR: 59 - Total: 258		
Events & exhibitions	Indicator at the level of the platform	Number of events (e.g. Open Days, Agora, Charlemagne, others)	Annually	Directorate C - Relations with Citizens	2014	2013: 22 2014: 25		EVENTS AND EXHIBITIONS
Events & exhibitions	Indicator at the level of the platform	Number of participants/visitors events	Annually	Directorate C - Relations with Citizens	2014	2013: 65.000 (approx.) 2014: 70.000 (approx.)		EVENTS AND EXHIBITIONS
Events & exhibitions	Indicator at the level of the platform	Number of participants/visitors exhibitions	Annually	Directorate C - Relations with Citizens	2014	20.000 (approx.)		EVENTS AND EXHIBITIONS
Events & exhibitions	Indicator at the level of the platform	Number of publications produced	Annually	Directorate C - Relations with Citizens	2014	6		EVENTS AND EXHIBITIONS

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Visitors services	Parlamentarium Brussels	Number of exhibitions	Annually	Directorate C - Relations with Citizens	2014	4 + 1(EE14) ZOOM IN (until 16 Feb 2014) EE14 Museum of Broken Relationship (June until mid-Oct) Ancient Maps of Europe (23 Oct- 14 Nov) FashionArtEU (20 Nov - 17 May 2015)		VISITORS' CENTER "PARLAMENTARIUM"
Visitors services	Parlamentarium Brussels	Number of visitors	Annually	Directorate C - Relations with Citizens	2014	340.500		VISITORS' CENTER "PARLAMENTARIUM"
Visitors services	Parlamentarium Brussels	Internal investigations/Visitor Surveys	Annually	Directorate C - Relations with Citizens	2014	3 - one survey for educational strategy - counting carpet for 'Museum of Broken Relationship' - visitors satisfaction survey June / July 2014		
Visitors services	Parlamentarium Brussels	Evaluation via Trip Advisor	Annually	Directorate C - Relations with Citizens	2014	Overall ranking 4,3 of all reviews (more than 1.000 reviews since opening)		
Visitors services	Parlamentarium Brussels	N° of people who come	EE2014	Directorate C - Relations with Citizens	n/a	Approx. 2000 could be admitted in, we had sometimes a queue of more than 300m outside the Parlamentarium of people who wanted to attend. More than 2400 people had registered online.	Parlamentarium - Elections Night public event	This was the busiest event ever at the Parlamentarium and we could attract a lot of people who had come for the first time. The interest in the 2 panel discussions was very intense: we had approx. 350 people in the 'United in diversity' area and on the 'balcony' in the history area that followed the discussions. The

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								cooperation with the AV services and the EPIO for Belgium was very successfully and has to be highlighted.
Visitors services	Parlamentarium Brussels	Scope of the Temporary exhibition	EE2014	Directorate C - Relations with Citizens	n/a	Exhibition space of 150 square meters	Temporary exhibition on the European elections since 1979	
Visitors services	Parlamentarium Brussels	Man-days necessary for the Temporary exhibition	EE2014	Directorate C - Relations with Citizens	n/a	100-120 man days	Temporary exhibition on the European elections since 1979	
Visitors services	Parlamentarium Brussels	Preparation duration for the Temporary exhibition	EE2014	Directorate C - Relations with Citizens	n/a	6 months preparation	Temporary exhibition on the European elections since 1979	
Visitors services	Parlamentarium Brussels	Number of visitors of the Temporary exhibition	EE2014	Directorate C - Relations with Citizens	n/a	14500	Temporary exhibition on the European elections since 1979	
Visitors services	Parlamentarium Brussels	Websites coverages of the Temporary exhibition	EE2014	Directorate C - Relations with Citizens	n/a	VisitBrussels, Agenda.be, BLBE office, the Greek EU presidency, an online article at 'La Vanguardia'	Temporary exhibition on the European elections since 1979	
Visitors services	Visitors groups	Number of visitors in Strasbourg (outside sessions)	Annually	Directorate B - Information Offices	2014	82.227		Youth strategy in the Member States
Visitors services	Visitors groups	Number of publications produced	Annually	Directorate C - Relations with Citizens	2014	127.000 total (77.000 old visitors' kit + 45.000 new kit + 5.000 Sakharov prize brochures)		VISITS & SEMINARS
Visitors services	Visitors groups	Number of subscribers to the Fivisit programme	Annually	Directorate C - Relations with Citizens	2014	8.565		VISITS & SEMINARS
Visitors services	Visitors groups	Number of visitors	Annually	Directorate C - Relations with Citizens	2014	216.000 group visitors (157.000 Bxl + 59.000 Str) plus 32.000 individual visitors		VISITS & SEMINARS

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Visitors services	Visitors groups	Number of groups	Annually	Directorate C - Relations with Citizens	2014	6.688		VISITS & SEMINARS
Visitors services	Visitors groups	Application "FIVISIT" follow-up of opinions on the visit "in general"	Annually	Directorate C - Relations with Citizens	2014	7.473 FIVISIT feedback responses		
Visitors services	Visitors groups	Number of annual requests for visits	Annually	Directorate C - Relations with Citizens	2014	Approx. 8.000 (estimated)		
Targeted dialogue in the MS	With stakeholders	Number of Regional and Cross-border Fora	Annually	Directorate B - Information Offices	2014	19		Stakeholder strategy in the Member States
Targeted dialogue in the MS	With stakeholders	Number of events related to Legislative Campaigns/activities	Annually	Directorate B - Information Offices	2014	111		Stakeholder strategy in the Member States - This figure covers the activities related to the 2 EE14 themes of 2014 as in 2014 there was no legislative campaign of DG COMM
Targeted dialogue in the MS	With stakeholders	Number of participants in the Legislative Campaigns/activities	Annually	Directorate B - Information Offices	2014	4.202.149		Stakeholder strategy in the Member States - This figure covers the activities related to the 2 EE14 themes of 2014 as in 2014 there was no legislative campaign of DG COMM
Targeted dialogue in the MS	With stakeholders	Number of stakeholders participating in the Legislative Campaigns/activities	Annually	Directorate B - Information Offices	2014	5.040		Stakeholder strategy in the Member States - This figure covers the activities related to the 2 EE14 themes of 2014 as in 2014 there was no legislative campaign of DG COMM
Targeted dialogue in the MS	With stakeholders	Number of events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	298	Organisation of one or two big stakeholders	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Number of participants in the stakeholder events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	246.728	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Number of stakeholders in the events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	10.868	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Number of items in the media about the event organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	3.355	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Estimated potential outreach of stakeholders	EE2014	Directorate B - Information Offices	n/a	39.063.613	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Estimated potential outreach of the media	EE2014	Directorate B - Information Offices	n/a	138.187.660	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Potential social media outreach	EE2014	Directorate B - Information Offices	n/a	38.550.252	Organisation of one or two big stakeholders event(s) in each capital on the 5 themes with a view to attract maximum TV and media coverage (including organisation of events to cover remaining themes e.g. thematic RDF, Fora tailor made to the EE14)	
Targeted dialogue in the MS	With stakeholders	Number of events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	39	Organise kick-off event to communicate the campaign to institutional stakeholders in the Member States	Information related to the Kick off events should come before the 5 themes.
Targeted dialogue in the MS	With stakeholders	Number of stakeholders organisations participating in the events organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	1.440	Organise kick-off event to communicate the campaign to institutional stakeholders in the Member States	
Targeted	With	Estimated number of	EE2014	Directorate B	n/a	19.415.512	Organise kick-off	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
dialogue in the MS	stakeholders	members belonging to stakeholder organisations		- Information Offices			event to communicate the campaign to institutional stakeholders in the Member States	
Targeted dialogue in the MS	With stakeholders	Number of events organised	Themes EE2014	Consortium	n/a	5 events: in Paris, Warsaw, Frankfurt, Rome and Madrid complete with promotional plans (guerrilla, PR), live interaction (Twitter, voting, debates and networking session) and follow-up video content subtitled in English	6.24 TEDx style events	
Targeted dialogue in the MS	With young people	Number of activities organized for young people	Annually	Directorate B - Information Offices	2014	299		Youth strategy in the Member States
Targeted dialogue in the MS	With young people	Number of activities for youth organised by the EPIOs	EE2014	Directorate B - Information Offices	n/a	157	Mobilisation of the Youth network of EPIOs for EE14, including Euroscola	Information related to youth should come after the 5 themes and followed by Euroscola
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of activities organised within the 18 European Public Spaces	Annually	Directorate B - Information Offices	2014	963		Interinstitutional cooperation at decentralised level/European Public Space
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Total number of activities organised within the framework of the interinstitutional cooperation at decentralised level	Annually	Directorate B - Information Offices	2014	3.318		Interinstitutional cooperation at decentralised level/EPS/Europe Direct/National Parliaments/Management Partnerships/Commission Representations
Targeted dialogue in the MS	With EU institutions, national, regional and	Total number of participants in the activities organised within the framework of the	Annually	Directorate B - Information Offices	2014	More than 523.000 + number of participants in the EPS activities (data still to be provided by the EC)		Interinstitutional cooperation at decentralised level/EPS (still to be

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	local authorities	interinstitutional cooperation at decentralised level						provided)/Europe Direct/National Parliaments/Management Partnerships/Commission Representations
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of activities done	EE2014	Directorate B - Information Offices	n/a	1.400	Interinstitutional collaboration: EDICS (Europe Direct information centres) to ensure EDICS contribution and coordination in the framework of the EE14	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of people participating	EE2014	Directorate B - Information Offices	n/a	+/- 440.000	Interinstitutional collaboration: EDICS (Europe Direct information centres) to ensure EDICS contribution and coordination in the framework of the EE14	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of material of the EP printed and distributed by EDICs	EE2014	Directorate B - Information Offices	n/a	≥ 2.000.000	Interinstitutional collaboration: EDICS (Europe Direct information centres) to ensure EDICS contribution and coordination in the framework of the EE14	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Value (euros) of the EP material printed and distributed by EDICs (savings for the EP budget)	EE2014	Directorate B - Information Offices	n/a	870.000	Interinstitutional collaboration: EDICS (Europe Direct information centres) to ensure EDICS contribution	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
							and coordination in the framework of the EE14	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of activities organised by EPS	EE2014	Directorate B - Information Offices	n/a	704	Interinstitutional collaboration: European Public Space / EPS activity plan for the first half of 2014 should focus on the elections taking into account main target groups of the EP campaign	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Number of participants	EE2014	Directorate B - Information Offices	n/a	≥ 83.180	Interinstitutional collaboration: European Public Space / EPS activity plan for the first half of 2014 should focus on the elections taking into account main target groups of the EP campaign	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Estimated potential outreach	EE2014	Directorate B - Information Offices	n/a	24.399.235	Interinstitutional collaboration: European Public Space / EPS activity plan for the first half of 2014 should focus on the elections taking into account main target groups of the EP campaign	
Targeted dialogue in the MS	With EU institutions, national,	Number of activities organised via this cooperation	EE2014	Directorate B - Information Offices	n/a	≥ 251	Interinstitutional collaboration: National	

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	regional and local authorities						Parliaments / Governments (management partnerships etc.) / European Commission Representations / other	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Estimated potential outreach	EE2014	Directorate B - Information Offices	n/a	≥ 176.144.916	Interinstitutional collaboration: National Parliaments / Governments (management partnerships etc.) / European Commission Representations / other	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Total number of activities	EE2014	Directorate B - Information Offices	n/a	2.355	Interinstitutional cooperation at decentralised level	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Total number of participants	EE2014	Directorate B - Information Offices	n/a	523.000	Interinstitutional cooperation at decentralised level	
Targeted dialogue in the MS	With EU institutions, national, regional and local authorities	Total value (euros) of the activities organised within the framework of the interinstitutional cooperation (savings for the EP budget)	EE2014	Directorate B - Information Offices	n/a	3.870.000	Interinstitutional cooperation at decentralised level	
Targeted dialogue in the MS	Patronage	Number of files treated by the Patronage Service	Annually	Directorate B - Information Offices	2014	358, representing an increase of 5% on 2013		Patronage
Targeted	Indicator at the	Number of participations	Annually	Directorate B	2014	958		EP Communication

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
dialogue in the MS	level of the platform	of MEPs in all events organized by the Information Offices		- Information Offices				strategy in the Member States (Jan.-Dec. 2014)
Targeted dialogue in the MS	Indicator at the level of the platform	Number of participants in all events organized by the Information Offices	Annually	Directorate B - Information Offices	2014	794.011 (+523.000 from interinstitutional cooperation + figures from EPS (data still to be provided by the EC))		EP Communication strategy in the Member States INFORMATION OFFICES including direct and indirect participants (people attending fairs and exhibitions, EPIOs information stands, festivals and Open Days) - This figures does not include the participants at the youth events as they are not available
Targeted dialogue in the MS	Indicator at the level of the platform	Number of stakeholders (multipliers/civil society organisations) participating in all events organized by the Information Offices	Annually	Directorate B - Information Offices	2014	21.798		INFORMATION OFFICES
Targeted dialogue in the MS	Indicator at the level of the platform	Total number of activities organised by the EPIOs	Annually	Directorate B - Information Offices	2014	1.085		
Targeted dialogue in the MS	Indicator at the level of the platform	Total value of the arrangements taken by the EPIOs saved for the EP budget	EE2014	Directorate B - Information Offices	n/a	10.700.000	Negotiation of free space with TV and radio stations + Interinstitutional cooperation at decentralised level	
Resource management	Human resource management	Number of recruitment procedures per category (HoU, AD, AST / SC & Officials, AT, AC, interim)	Annually	Directorate D - Resources	2014	Recruitment: HoU : 4 AD : 16 AST and AST/SC : 25 AT : 9 (COPAR procedure) AC : 41 (33 COSCON)		Recruitment : To compare workload of staff managers

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
						Interim : 5 Renewal : AT : 16 AC : 60		
Resource management	Human resource management	Number of candidates handled	Annually	Directorate D - Resources	2014	332		Recruitment : To compare workload of staff managers
Resource management	Human resource management	Number of interviews	Annually	Directorate D - Resources	2014	144		Recruitment : To compare workload of staff managers
Resource management	Human resource management	Reintegration following CCP, detachment, etc.	Annually	Directorate D - Resources	2014	9		Reintegration : Ensuring the legal obligation of the PE to reintegrate colleagues in the services / Ensuring the best allocation of human resources
Resource management	Human resource management	Number of handled mission requests from all 36 work places	Annually	Directorate D - Resources	2014	5482		Missions : Ensuring best allocation of budgetary resources
Resource management	Human resource management	Number of handled mission requests for external training purpose	Annually	Directorate D - Resources	2014	29		Missions : Ensuring best allocation of budgetary resources
Resource management	Human resource management	Number of handled mission requests for internal training purpose	Annually	Directorate D - Resources	2014	115		Missions : Ensuring best allocation of budgetary resources
Resource management	Human resource management	Number of files with derogations requests circulating	Annually	Directorate D - Resources	2014	247		Missions : Optimising mission workflows
Resource management	Human resource management	Number of files with missions modifications requests circulating	Annually	Directorate D - Resources	2014	158		Missions : Optimising mission workflows
Resource management	Human resource management	Number of files with missions cancelations requests	Annually	Directorate D - Resources	2014	266		Missions : Optimising mission workflows
Resource management	Human resource management	Average length of validation circuit of a mission organigramme	Annually	Directorate D - Resources	2014	5 working days		Missions : Optimising mission workflows
Resource	Human	Number of total trainees	Annually	Directorate D	2014	14430		Trainees : Ensuring the

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
management	resource management	applications for DG COMM		- Resources				best allocation of human resources
Resource management	Human resource management	Number of handled requests for trainees from Directorate A, B, C, D for each type of traineeship	Annually	Directorate D - Resources	2014	Dir. Paid Unpaid A 62 10 B 197 77 C 34 4 D 4 0 Hor 12 1 Total : 401		Trainees : Ensuring the best allocation of human resources
Resource management	Human resource management	Number of colleagues to be followed for mobility	Annually	Directorate D - Resources	2014	43		Mobility : Ensuring the best allocation of human resources
Resource management	Human resource management	Number of requested trainings courses per category (general, communication, financial, etc.)	Annually	Directorate D - Resources	2014	General : 1.555 Financial : 182 Informatics : 271		Training : To compare the number of provided trainings per staff manager
Resource management	Human resource management	Number of internal group trainings organised	Annually	Directorate D - Resources	2014	9		Training : To compare the number of provided trainings per staff manager
Resource management	Human resource management	Number of requested language trainings	Annually	Directorate D - Resources	2014	258		Training : To compare the number of provided trainings per staff manager
Resource management	Human resource management	Number of performed actual career guidance	Annually	Directorate D - Resources	2014	30		Career guidance : Ensuring the best allocation of human resources
Resource management	Human resource management	Number of performed interviews for mobility	Annually	Directorate D - Resources	2014	49		Career guidance: Ensuring the best allocation of human resources
Resource management	Human resource management	Budget execution rate for contract agents	Quarterly	Directorate D - Resources	2014	0,994		Contract agents : To oversee budget execution rate
Resource management	Human resource	Budget execution rate for missions	Quarterly	Directorate D - Resources	2014	0,8868		Missions : To oversee budget execution rate

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
	management							
Resource management	Human resource management	Budget execution rate for external trainings	Quarterly	Directorate D - Resources	2014	0,757		External trainings : To oversee budget execution rate
Resource management	Financial management	Difference between budget forecasts and actual execution	Annually	Directorate D - Resources	2014	98% of the budget was committed in 2014 A mid-term review was conducted and two mopping-up exercises. Surpluses or deficits which are identified during these exercises are, where possible, re-balanced between activities of the various Directorates The mopping-up exercises allowed to return 3.5% of the budget to DG FINS		Budgetary planning and monitoring : Establish reliable planning, monitoring and reporting systems on the use of the financial resources
Resource management	Financial management	Financial reports available within 15 days after month end and budget reports in delays by DG FINS	Annually	Directorate D - Resources	2014	Financial report is sent to DG and uploaded on Finance Unit webpage between day 15 and 20 of the next month.		Budget reporting : Provide adequate and reliable information to DG COMM stakeholders on the use of financial resources
Resource management	Financial management	Number of procurement procedures	Annually	Directorate D - Resources	2014	354 procedures launched in 2014 out of which 25 exceptional negotiated procedures. A planning is prepared at the end of Y-1 and updated at several occasions (2-3 times/year)		Provide adequate support on procurement procedures : To ensure that all planned procurement procedures are implemented within the deadlines and in conformity with the rules
Resource management	Financial management	Publication of call for proposals / Number of applications assessed	Annually	Directorate D - Resources	2014	56 grants awarded in 2014. Management of the 2013 grants and launching of the 2015 programme.		Management of a DG COMM grants program : To ensure the efficient and effective

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								implementation of a grants program
Resource management	Financial management	Number of recommendations	Annually	Directorate D - Resources	2014	Follow-up of open actions from previous audits. Out of the initial 25 actions, only 5 remain still open at 31.12.2014		Follow up of audit recommendations by IAS and ECA : Maintain effective and reliable ICS and ensure that audit recommendations are swiftly followed up
Resource management	Financial management	Number/type remarks	Half-yearly	Directorate D - Resources	2014	19 observations: 3 errors for non-respect with the principle of preability (Art. 86.1 F.R.) and 16 requests for supplementary justification.		Ex ante verification : To give assurance on the conformity of the rules. Detect weaknesses, exceptions. Quality of the ICS
Resource management	Financial management	Payment files executed within regulatory time limits	Monthly	Directorate D - Resources	2014	Payments are done within a delay of 29 days and 73% of invoices are paid in due time. From October, the evolution of payments delays radically improved (from 37 to 21 days – from 64% to 90% of invoices paid within the delays). This was due to close monitoring and the introduction of the electronic signature of payments.		Registration of invoices and monitoring of the payment cycle process : Respect of payment delays provided for in the FR
Resource management	Financial management	Budgetary execution	EE2014	Directorate B - Information Offices	n/a	99,73%	Project management cycle in EPIOs	
Resource management	IT management	Number of users	Annually	Directorate D - Resources	2014	1077		Provision of desktop, laptops and printers : Assuring the correct allocation of staff resources
Resource management	IT management	Number of servers, physical and virtual	Annually	Directorate D - Resources	2014	59		Corrective and evolutive maintenance

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
								of servers, physical and virtual : Assuring the correct allocation of staff resources
Resource management	IT management	Number of activities, projects and BAU	Annually	Directorate D - Resources	2014	6		Corrective and evolutive maintenance decentralised applications with a minimum of four users : Assuring the correct allocation of staff resources
Resource management	IT management	Number of communications	Annually	Directorate D - Resources	2014	345		Creation of publications in the form of newsletter, posters, graphics, communications for an audience external to the unit : Assuring the correct allocation of staff resources
Resource management	IT management	Number of office moves	Annually	Directorate D - Resources	2014	596		Provision of offices for staff members and newcomers : Assuring the correct allocation of staff resources
Monitoring activities	Public opinion monitoring	Number of publications (Desk-research)	Annually	Directorate-General	2014	2		A)Special Edition Review "Outgoing Parliament" B) Special Edition Review "Incoming Parliament"
Monitoring activities	Public opinion monitoring	From 25 May on: Number of publications (Quantitative Survey –Post Election Survey)	Annually	Directorate-General	2014	1		Face-to- face Survey on the 2014 Post European Elections
Monitoring activities	Public opinion monitoring	Number of publications (Quantitative Survey – EB Flash)	Annually	Directorate-General	2014	1		Survey for the EYE 2014, targeting EU young people

Platform	Key activity	Indicator	Frequency	Provider	Period	Measurement	Project	Comments
Monitoring activities	Public opinion monitoring	PPT presentations	Monthly	Directorate-General	2014	20		Presentations on the EU public opinion to different audiences (political groups, colleagues, journalists)
Monitoring activities	Public opinion monitoring	Before 25 May : number of publications of EP projection ahead of elections based on pre-electoral polls authorized in Member States	EE2014	Directorate-General	n/a	137 projections between 07/06/2013 and 24/05/2014 : based on polls only until 22/10/2013; with seats calculation from 28/10/2013 on	Public opinion monitoring Unit / Webmaster Unit - Projection of the European Parliament's composition on election night of 2014, pre- and post-electoral surveys and establishment and operation of a multilingual website for the election results	
Monitoring activities	Media monitoring	Average coverage of a plenary week by sources monitored (300 in 28 Member States)	Annually	Directorate A - Media	2014	742 media reports		
Monitoring activities	Media monitoring	Average weekly coverage around EE2014 (1800 written, internet + a/v sources)	EE2014	Directorate A - Media	n/a	2.500 reports in May; 1.500 in April		