

	ÖAMTC Service station	113		ÖAMTC Emergency rescue helicopter base	16
	ÖAMTC Driving centre	8		ÖAMTC Border station	8

**OAMTC**  

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**ANNUAL REPORT 2017**





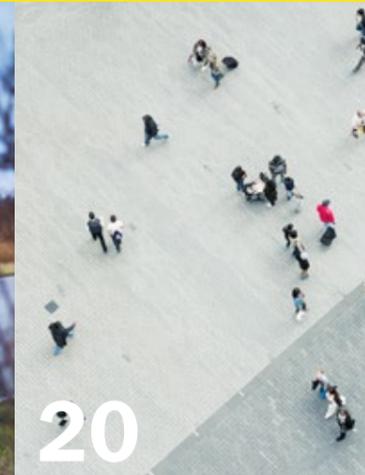
# CONTENTS

Preface	11
Customised vehicles	12
ÖAMTC: digital revolution	20
A breath of fresh air, with start-ups	28
Fly it safe	36
Facts and figures	44

12



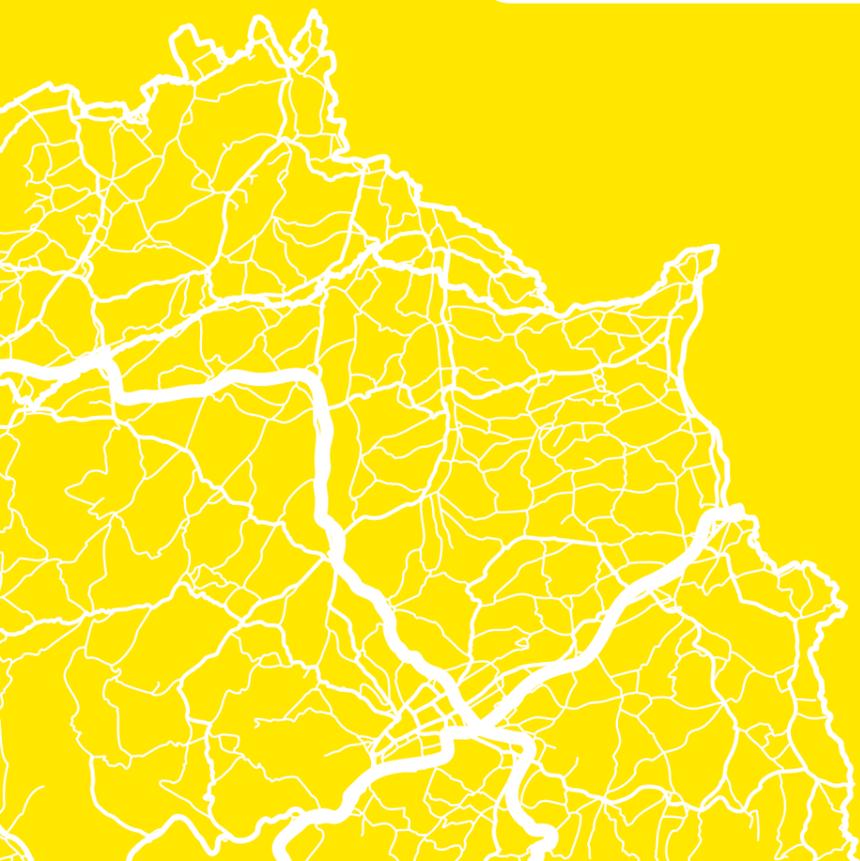
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36



## ▣ PREFACE

Dear Members, Business Partners, and Friends of the ÖAMTC,

For the ÖAMTC, 2017 was all about innovation and further development. Lots of new ideas emerged, a crucial phase on our journey of transformation into a modern mobility club. A club in which our members are not just customers, but an active part of the club itself.

We're delighted the Annual Report gives us an opportunity to show you all the innovations we've been able to implement. Our ideas are not just visions for the future, but real tangible innovations that benefit our members. Starting with technical innovations in our towing service for instance: here our people took the initiative and developed a new type of tow truck, a vehicle designed entirely to their specifications. That's everyday innovation. We've also always got an eye on the latest trends our members find exciting, which is why we've chosen to break new ground when it comes to drones. While more and more people are now interested in drones, the hazards these aircraft pose are often underestimated. Here, too, the ÖAMTC is there to offer help and advice.

Indeed, at the ÖAMTC, being there at all times for our members is our topmost priority. What's entirely new is that our 2.1 million members can now make use of many of our invaluable services online, either with their smartphone app or via our web portal – and that's not all: these services are now individually tailored to each member's needs. Indeed, the ÖAMTC's digital technical service and assistance centre is open around the clock for all the Club's members.

While we ourselves continue to develop all the time, we have also created space at our Mobility Centre for outside start-ups to innovate, thanks to our 2017 Startup Challenge. The three winners of the Startup Challenge now have the opportunity to carry on developing their ideas on our premises for a whole year. And we'll be there to assist them in any way we can.

And of course, alongside the feature articles on all these topics, our Annual Report has all the key data, facts and figures about our Club's activities over the past year.

We wish you pleasant reading.



**DI Oliver Schmerold**  
ÖAMTC CEO

**Dr. Gottfried Wanitschek**  
ÖAMTC President



## CUSTOMISED VEHICLES

The towing and recovery service comes into play when all else has failed. Nationwide the ŌAMTC made a total of 238,668 towing callouts in 2017. And because no two towing assignments are ever the same, the Club's Yellow Fleet is constantly developing based on its operational experiences in order to serve its members best.

From a defective scooter in the city centre to a complete write-off in a ditch along the motorway, each individual callout has its own demands. And in 2017 a new vehicle was added to the ÖAMTC's towing fleet, namely a special HBF lifting cradle vehicle designed to the Club's own specifications. 'There was nothing on the market that suited our needs,' says Andreas Haunold, the head of the towing service. Our staff wanted an alternative to the tow truck and the combined

towing and breakdown vehicle (KAP) on the one hand and the patrol car coupled with a trailer on the other, in other words: a lightweight variant of the KAP that's as sturdy and as powerful as a tow truck, but can still be driven with a Category B driving licence. 'So in the end, we came up with our own customised vehicle design,' explains Andreas Haunold. Two lifting cradle vehicles have been in operation since June 2017.



**TOWING SERVICE IN FIGURES**

- ▣ A total of 238,668 towing callouts were made nationwide in 2017.
- ▣ A tow truck in the Vienna area, Lower Austria, and Burgenland covers 80,000 km a year.
- ▣ A Vienna tow-truck driver deals with seven callouts a day on average.

## ▣ THE PROTOTYPE IS PROVING ITSELF

Towing a large SUV from Vienna's city centre for instance is one such special assignment for the HBF. With this nimble power-pack the tow-truck driver is able to negotiate the narrow streets without any difficulty and get to the towing location. There, thanks to its 2t towing arm, the lifting cradle vehicle is able to hook up and tow away the SUV heavyweight in no time at all. The conventional towing and breakdown vehicle (KAP) from the ÖAMTC's fleet would not have been able to tow this heavy SUV away as its 1.5t lifting cradle is not designed to cope with the weight of an SUV. And for drivers of a 12t tow truck, getting into the city centre is in itself already a nightmare, with every junction requiring precise manoeuvring to get around corners. Both the KAP and the standard tow truck come into their own on different callouts. In this particular instance the new lifting cradle vehicle is the vehicle of choice.

Thanks to the two trailing rollers it can also be used with all-wheel drive vehicles. With the towing arm resting horizontally on the ground, even vehicles with a lowered chassis can now be towed. And with just minor modifications to the lifting cradle, it can also be used to tow motorcycles without a problem. With the HBF the tow driver is also able to carry out low-level breakdown assistance such as getting vehicles started again or changing wheels. Despite its powerful towing arm and accessories the HBF has an unladen weight of only 2.8 t and is registered as a passenger vehicle. The lightweight variant of the KAP is authorised to operate on motorways without the GO-Box electronic toll payment device (i.e. no truck toll). On average a tow-truck driver covers around 800 km a week at the wheel of the new lifting cradle vehicle. His feedback will go towards further improving the prototype.



## WHAT A GOOD IDEA...

In 2017 the towing service fleet was more diverse than ever before, ranging from ordinary passenger vehicles coupled with a trailer to 12t tow trucks. And the service continues to evolve all the time, tapping into the experience of everyday operations. The ÖAMTC's tow-truck drivers are actively involved in shaping the service they provide to the Club's members, based on their own day-to-day experiences: dauntlessly, they are happy to test out new approaches while keeping an eye on costs. It's what we call innovation in practice! A few examples:

For many years now the classic KAP (combined towing and breakdown vehicle) has proved its worth as an all-rounder within the towing service. Motorways are its specialist field. Whenever a vehicle ends up on the hard shoulder, it can be loaded onto the KAP and towed to safety at the next exit or motorway services before any diagnostics are actually carried out. The KAP is able to accommodate up to five people. Once in the safety of a car park the ÖAMTC patrolman is able to see whether he can get the vehicle up and running again using his breakdown assistance expertise or whether it has to be towed directly to a garage. The KAP too has undergone continual further development at the ÖAMTC over the years, particularly with regard to ergonomics and safety. Spare batteries and car jacks are now stored on sliding trays, relieving the strain on the patrolman's back and spine. Tools often required on motorways (e.g. jacks) are stowed away on the right-hand side, away from the traffic, with any equipment less frequently needed (e.g. batteries) on the left. Since mid-2015 new models are equipped with fold-down warning signs with LED warning triangle and flashlights to increase the safety of personnel as they go about their work.

Tow trucks are an essential part of the towing service whenever complete write-offs have to be removed. The 12t vehicle has the necessary counterweight to salvage a wreck from a roadside ditch. It's a routine callout for the tow truck, which hooks the wrecked vehicle up to the cable and then extricates it. The write-off is then towed either up on the platform or on the 5t lifting cradle. Here, too, the ÖAMTC towing service is busy tweaking various innovations to adapt and develop its towing vehicles. Vehicles nowadays are increasingly wider and lower, which poses all sorts of challenges for tow trucks, particularly in built-up urban areas. The four towing vehicles with a 6 m platform that can be extended by a further one metre using extendable tracks are relatively new and they too are an ÖAMTC in-house development. Thanks to the extendable tracks the incline angle is reduced from thirteen degrees to nine, which means even low-lying vehicles can be loaded up without problem.

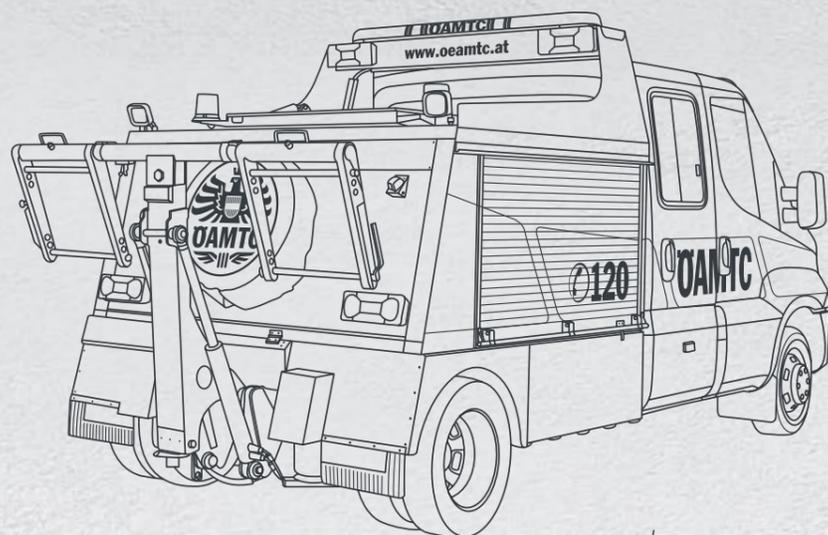
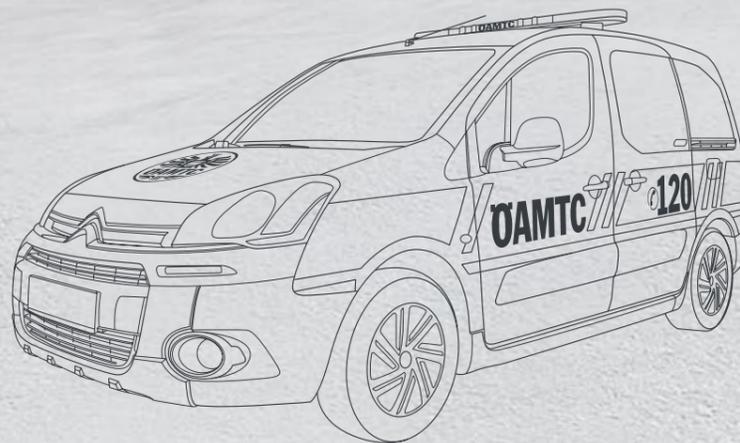
The passenger vehicle with car-transporter trailer and tipping platform also comes into its own in instances where a tow truck or a KAP cannot be assigned because of their sheer size. It can go everywhere and its handling is relatively easy. It's a trump card not just in garages, but also a valuable and cost-effective addition to the fleet as a whole. Towing a vehicle from Vienna to Amstetten by tow truck costs EUR 50.00 in GO-Box tolls. A motorway toll sticker for the passenger vehicle costs EUR 84.00 a year, a huge difference in running costs. Acquisition and maintenance are cheaper than for tow trucks and the vehicle + trailer combination can be driven by any driver with a Category B and E driving licence. Low-level breakdown assistance is feasible with this vehicle too.

And since any new development sometimes begins with simple means, we ought to mention the trial run that is currently underway involving a passenger vehicle combined with a motorcycle trailer. There have been occasions in urban areas where the towing service has dispatched a 12t tow truck to pick up a defective 50 cc scooter. An alternative was needed to tow away motorcycles in urban areas. In June 2017 the towing service took delivery of a second-hand breakdown vehicle and, over the summer months, it borrowed a motorcycle trailer. 'We had discussions with the dispatch centre to clarify what could be put forward,' says Andreas Haunold, explaining the trial operations. Seven to eight two-wheelers were towed in Vienna on a daily basis over the summer months. 'And the entire operation entailed zero costs. We assessed the trial run in the autumn and have decided to continue in the spring.'

There are already ideas in place for innovations in 2018; after all, the range of services on offer is to be expanded further. A lowerable motorcycle trailer with electric cable winch would be practical, and a solution for small vehicles (e.g. quad bikes, moped autos and small street food vans) is also being elaborated. Innovations from everyday life for everyday life.

### The practical car

This passenger car attends to standard towing callouts, with patrol cars assigned alongside specialist car+trailer combinations. Such a car coupled to a motorcycle trailer may be out and about in the Vienna area and on classic motorcycle routes. It's a combination that's compatible with underground car parks, practical in city centres, and more cost-effective on motorways than a tow truck. In multi-storey car parks and garages inaccessible to tow trucks and KAPs because of their size, a trailer with a tipping platform is the vehicle of choice; plus its handling is relatively simple.

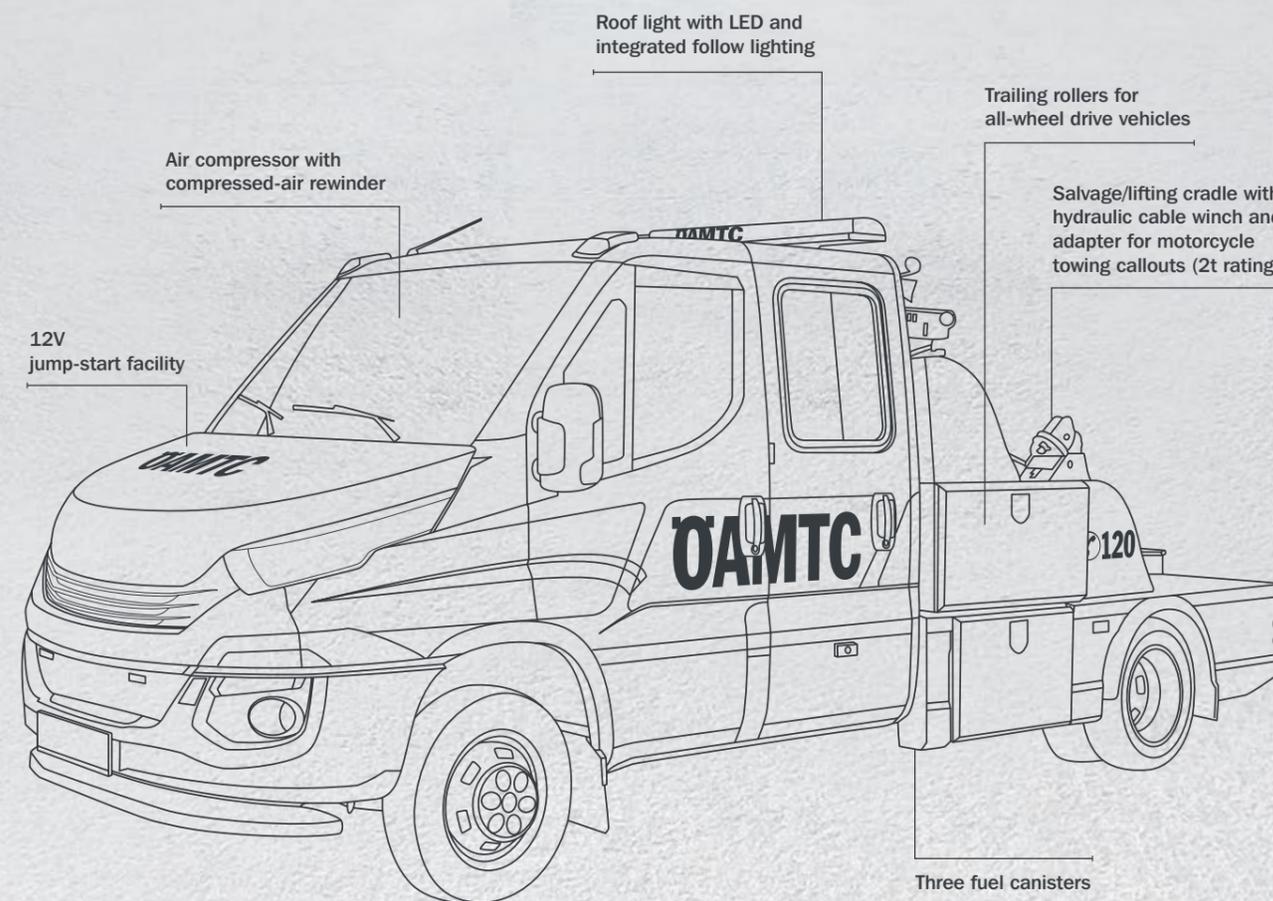


### The classic all-rounder

The combined towing and breakdown vehicle (KAP) with its 1.5t lifting cradle has been tried and tested as an all-round towing talent for many years; it's used first and foremost on motorways. Also, its ergonomics and safety are continually being developed by our colleagues on the ground. Spare batteries and car jacks are stored on sliding trays, easing the physical strain on a patrolman's back and spine. Tools that are often required are stowed away down the right-hand side, away from the traffic. New models are now equipped with fold-down road signs with an LED warning triangle and flashlights to increase the safety of our personnel as they go about their work.

### The Big Yellow One

Here the ÖAMTC has a commercial towing licence ensuring that these vehicles are driven only by professional drivers. The fleet consists of vehicle models with different types of platforms and a 5t lifting cradle. Here, too, the ÖAMTC has just implemented its own in-house development. On four of its trucks the 6 m sliding platform can be extended by a further one metre using extendable tracks. With the incline angle reduced from thirteen degrees to nine, even low-lying vehicles can now be loaded up without problem.



### The nimble power-pack

The HBF lifting cradle vehicle is the latest addition to the fleet, with two such vehicles in operation since June 2017. The HBF with its 2t lifting cradle is as sturdy and powerful as a tow truck, but in urban traffic it's as nimble as an ordinary passenger car. With its special modifications it specialises in towing motorcycles and heavy all-wheel vehicles in urban areas. Low-level breakdown assistance is also possible with this vehicle. Despite its powerful towing arm and accessories the HBF has an unladen weight of only 2.8t and is registered as a passenger vehicle.



# ÖAMTC: DIGITAL REVOLUTION

You have to admit that's pretty smart. The new ÖAMTC app and website now provide all the main services in a way that's personal, practical, and customised. What's more, the Club is now able to detect a breakdown before it happens.

By now most people in Austria are aware that, as Austria's largest mobility club by far, the ÖAMTC is always there for its members and offers 100% mobility. What's entirely new is that the 2.1 million members can now make use of many of these invaluable services on their smartphone app or the Club's website – and that's not all: these services are now individually tailored to each member's needs and wishes.

This major drive in innovation was launched in 2017 and is to be finalised in 2018. It's nothing short of a digital revolution in mobility; indeed, a new age has now dawned.

As a young entrepreneur, Club member Mario R. is on the road a great deal

and he's one of the early adopters using these new smart services. Every week he has to drive from Vienna to Salzburg and back on business, so he makes frequent use of these new digital services. Mario is able to plan new routes on his smartphone while on the move, give annoying traffic jams a wide berth by receiving push messages on the traffic situation, and has all the information he needs about the latest parking options available at his destination. And of course he also saves money with his Club Card whenever he stops off at a restaurant along the way. Mario also knows he can use his app to call for emergency assistance in the event of a breakdown, but also to process the accident report, arrange for a damage assessment, and notify his insurance company, all online.

**MARIO R.,  
CLUB MEMBER**

'As someone who's on the road a great deal I'm able to use the ÖAMTC's Smart Services to bypass traffic jams, obtain information about parking options at my destination, and save money with Club benefits when eating out.'



## NO TRAWLING, NO FUSS – IT'S ALL THERE, READY TO USE

Now Mario no longer has to trawl the web on his smartphone or laptop: with the personalised ÖAMTC website or ÖAMTC app he has all the services he needs, with his own individual data available right there, in a single location. In digital-speak it's known as a 'dashboard', but for Mario it's simply 'My ÖAMTC'. Along with so many other Club members, all he had to do was register with his email and password.

The Club's member structure does not differ significantly from the profile of Austria's adult population as a whole. So the new smart services fulfil a wide range of services, tailor-made to suit individual requirements.

Take for instance Susanne K., who is planning to set off from Graz with her family on a tour of Italy. With the digital Route Planner that's available to her on the app and on the website, not only can she plan her entire round trip complete with tolls and environmental zones, she can also draw up a digital travel check-list with reminder feature and retrieve

country info and special tips for Rome as part of the City Guide. 'Find my car' is also a particularly useful feature that allows Susanne to locate her car at any time, even when in foreign towns and cities abroad. The app also has a digital dictionary and gives Susanne the option of keeping a travel journal.

If Susanne and her family were to be unlucky during their trip, for instance by having a breakdown or requiring medical assistance, they can use the digital services to get in touch directly with the Club's emergency assistance in Vienna.

Susanne also knows that, if she prefers, she can also avail herself of these services – and all the other main services provided by the Club – by phone. That's true particularly of emergency assistance. After all, in the event of an accident abroad, many people prefer to speak in person to a 'Yellow Angel' back in Austria, someone who can empathise with their plight.



## IT'S ALL INTERCONNECTED

What is new is that everything can now be interconnected, at the member's request. The Club has cleared away all the obstacles, offering its digital services and products tailor-made to the needs of each individual member – so that even in this new age it's still a good feeling to be with the Club.

Young people in particular benefit hugely; after all, they have grown up as 'digital natives' and all things digital are now part and parcel of their social lives. One of them is Thomas L. from Innsbruck. Thomas is a novice motorist and is in the throes of preparing for his multi-phase driver training. He knows he can use the ÖAMTC driving licence app for that purpose, book driving skills courses, be reminded of appointments and training courses, manage his membership online, and have his driving licence translated free of charge for use abroad.

Many members who, in the past, were accustomed to reading newspapers and magazines in print form are now increasingly keen to switch to digital offers; and they too feel very much at home with the ÖAMTC. Gerhard F. from the Lavant valley in the Province of Carinthia likes to know what's going on in the world and get all the information he can, absorbing it all so he can make his own judgements. Gerhard not only gets his information from his own personalised Club website, he is also a regular consumer of features and reports in the special online edition of the auto touring Club magazine. Alongside the print version it also provides video and photo features on everything that's new in the automobile market. It also keeps Gerhard up to date with the latest developments in the environmental debate on diesel engines, showcasing the pros and cons of alternative means of propulsion such as hydrogen and electric.

## ➤ THERE TO ASSIST – EVEN BEFORE A BREAKDOWN

The ÖAMTC's digitisation drive does not stop at the personalised services on offer with the app or on the website. A second key element is modernising breakdown assistance in line with the state-of-the-art. The ambitious objective of Smart Connect is to prevent potential breakdowns even before they happen. So, together with other mobility clubs, the ÖAMTC has founded a joint venture known as Intelematics Europe. A large-scale trial was conducted in spring 2017 to test the idea of providing assistance before a breakdown occurs.

For a 'networked car' to function, a data connector inside the car needs to transmit the necessary information to the ÖAMTC emergency assistance centre via the internet. The data is then processed and sent via an app to the member's car or smartphone.

For the trial run in 2017, 135 members drove their car for six months while connected with the ÖAMTC via one of these data connectors.

Results showed that, based on the data transmitted, the Club technicians are indeed able to predict whether or not a car is likely to break down any time soon. Users for their part trust the ÖAMTC and want the Club to use digital connections to look after their cars – with personal assistance at the Club's technical service centres. A total of 82 weak batteries and 119 error codes were reported over the trial period. Overall, the testers drove a total of 327,762 km as part of 67,750 journeys by car.

The ÖAMTC project differs from the vehicle networking system the car industry is currently aiming to implement by virtue of its voluntary nature and its transparency. 'We will make it quite clear what data members will be providing voluntarily from their vehicles and what services or benefits they can expect to get in return. Plus: motorists will have the option of cancelling any of the agreements without having to state their reasons,' says project manager Marcus Braun.

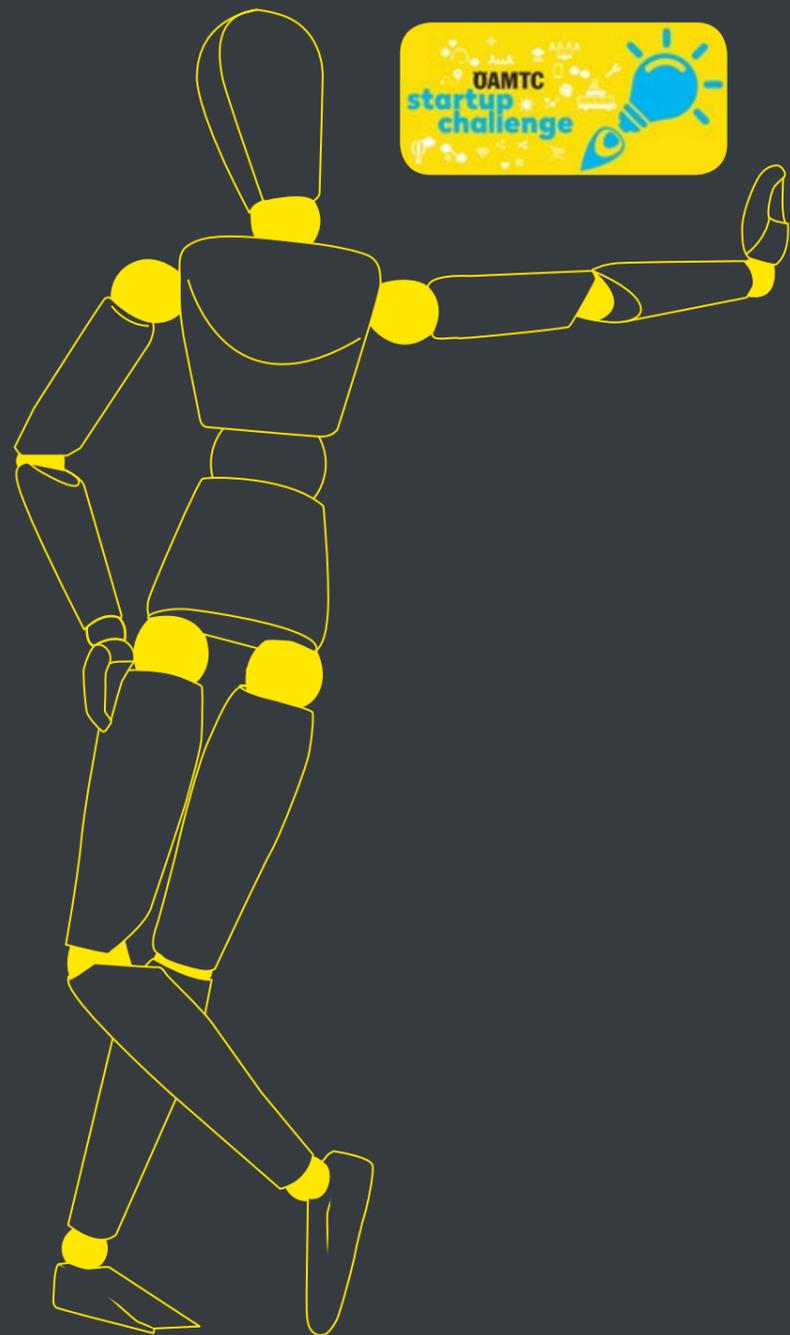


## A BREATH OF FRESH AIR, WITH START-UPS

The ÖAMTC Start-up Challenge was launched in 2017. Its bid was to find young entrepreneurs who are working on solutions to do with mobility, emergency breakdown assistance, road safety, and everyday assistance.

338 start-ups were analysed by experts and invited to compete on an online platform (startupchallenge.oeamtc.at). In the next phase an interdisciplinary team of ÖAMTC experts evaluated the bids and drew up a shortlist of six finalists. In the final, ÖAMTC employees and a jury of experts cast their votes for their favourite young entrepreneurs.

The three winning start-ups with the highest scores presented very different ideas relating to topics such as emergency assistance, aviation, mobility for the disabled; all are now involved in joint ventures with the Club. They are to be assisted by the ÖAMTC with expert knowledge, networking and individual coaching. The businesses will also have access to a co-working space at the ÖAMTC Mobility Centre. For the ÖAMTC, co-operating with the start-ups is an opportunity to create new services for its members and gain an insight into the way these businesses work.



## 🚩 BikerSOS – A MODERN LIFE-SAVER

BikerSOS is a mobile app capable of detecting accidents involving motorcyclists and automatically dialling a private or agency emergency contact number to report the accident and get help.

So how does it work? Before setting off, the motorcyclist starts the app and puts their smartphone inside their jacket pocket. In the event of an accident, the app recognises the incident, sounds the alarm, and triggers an individually adjustable countdown clock. If the biker is unharmed in the accident, he or she can then deactivate the alarm before the countdown expires. If they do not respond, an emergency call is automatically sent to selected private contacts as well as the emergency call centre, along with the precise co-ordinates of the accident scene. If assistance is required, the emergency services are alarmed and dispatched to the scene.

The innovative idea behind the start-up is that it deals with the problem where a motorcyclist has gone out riding on their own, has an accident, and more often than not, ends up off the road after an accident. It can take a long time before they are discovered, with vital time ticking by in an emergency situation where every second counts.

Also, when bikers go out for a ride on their own, their family members are often left behind worrying, and here too BikerSOS can help. The biker can set up the app so that selected contacts can track their movement in real time and know where they are at any given time, helping to relieve their fears. Tours can also be recorded and shared with the biking community. BikerSOS combines emergency assistance with individual mobility, in other words it shares two of the ÖAMTC's core values.



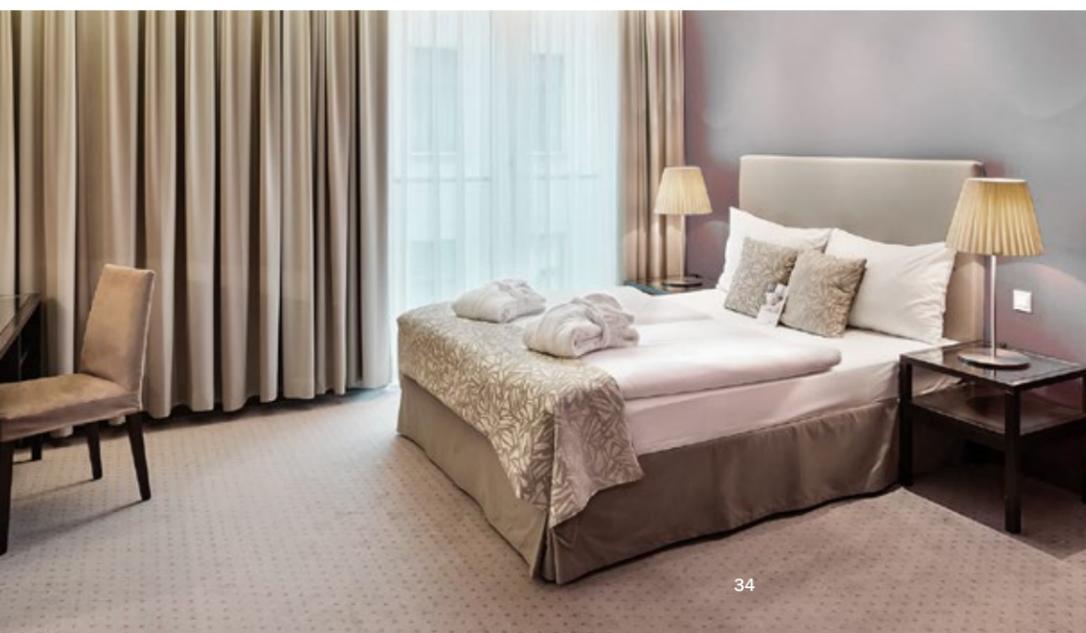


## ROOMCHOOSE – I'D LIKE A ROOM PLEASE

Roomchooser is a booking portal offering obstacle and barrier-free hotel rooms. This particular start-up offers a solution to the often tedious and complicated process of finding suitable hotel rooms. It also solves the problem of often incorrect or incomplete information communicated by hotels. People with impaired mobility have very specific requirements when it comes to hotel rooms; indeed, there's 'barrier-free', and then there's 'barrier-free'. Many disabled persons can only get into bed from one particular side; carpets not are well suited for wheelchairs; and the precise location of specific fixtures and fittings in bathrooms is significant.

Which is why simply booking a room category is not enough, as is currently the case with various online platform providers. To make sure a room is suitable, people with impaired mobility must have the opportunity to book a particular room. Which is where Roomchooser comes into play. With this new booking platform, users will find highly detailed information and photographs to help them find a hotel room. Once they've found a suitable room, they can then book the room directly on the platform itself.

What's more, hotels all over the world are to be made more aware of access-free tourism in order to create more travel opportunities for people with impaired mobility. And it's not exclusively about people in wheelchairs: it's also about older people or people who are restricted in their mobility either temporarily or in other ways. The ÖAMTC has always been about added mobility and is fully committed to assisting members with an impairment or disability. The Club also has a highly diversified travel offer. These two aspects together represent the ideal combination for making it easier for people with restricted mobility to travel – together with Roomchooser.



## VOLARE PROJECT

This start-up is developing a highly automated aircraft for passenger transport. With its compact design and vertical take-off and landing capability, it is designed to be ideally suited for operations in populated areas. Over the next four years the company will focus its efforts on successfully developing a fully functional prototype. Given the novel aircraft concept, extensive research and development work needs to be carried out.

With its decades of experience operating a fleet of rescue helicopters the ÖAMTC can offer invaluable insights to further the development of this innovative project. Indeed, when it comes to flying over densely populated areas the Club has a wealth of experience on which the team around Andreas Furlinger can rely.





## FLY IT SAFE

Drones have now become increasingly popular, so much so that anyone – literally – is allowed to fly such a device. But what does it actually entail? Getting hold of detailed information you can trust is quite tricky, which is why the ÖAMTC is there to offer help and advice.

## 150 m

### Drone (Class 1)

Subject to approval. The pilot has to maintain a direct line of sight with the drone at all times and at no point during the flight is the drone to exceed a maximum height (above ground) of 150 m. The maximum distance from the pilot, measured as a radius, must not exceed 500 m. Insurance is mandatory. An operating licence is granted subject to a technical and operational inspection by Austro Control. Class 1 drones are authorised to transport recording cameras, capture images in-flight, and may be used for commercial purposes.

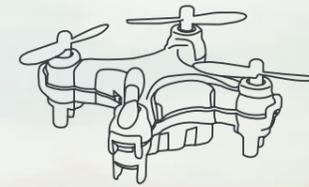
### Model aircraft

No approval required. Compared with toy drones the situation with model aircraft is slightly more complex. First of all, this type of drone must not exceed a maximum weight of 25 kg and should only be operated for private purposes. If it weighs more, approval has to be obtained from the Austrian Aero Club. What's more, anyone operating this type of model aircraft is not permitted to use the aircraft to carry recording or streaming cameras and capture images. Approval is not required if the drone is not flown any higher than 150 m above ground level; approval is required above that. A mandatory insurance requirement is stipulated.

## 30 m

### Toy

No approval required. Drones up to a maximum kinetic energy of 79 joules are not subject to approval (even when equipped with cameras). So, as a rule of thumb, this category comprises devices weighing up to 250 g (i.e. roughly palm-sized). Toy drones must not be flown any higher than 30 m under any circumstances. There is no mandatory insurance requirement.



### This is a no-fly area

Drone operation is prohibited or restricted in and above the following sensitive areas: federal and provincial authorities, the vicinity of airports, industrial plants, residential premises, gatherings of people, sites at which police and/or emergency services are deployed.

All drones above the specified categories are Class 2 unmanned airborne vehicles. Any person operating such vehicles must also hold a pilot's licence.



## WHY DRONES?

The fact that the ÖAMTC is even addressing the topic of drones is down to the Austrian-wide open innovation process, the "ÖAMTC FUTURE CHALLENGE". In 2016 one particular idea came third in that competition, laying the foundations as it were for the Club's involvement with drones: i.e. the idea of an extensive inspection under Section §57a (MOT sticker), i.e. an MOT check for drones. The core idea was that it might be a good thing if, in future, the ÖAMTC were to inspect drones as regularly as it does cars and motorcycles in order to guarantee the safety of these increasingly popular flying objects.

What has happened since is astonishing. To cut a long story short, a totally fascinating highly modern construct has emerged around the cornerstone concept of an 'MOT sticker 2.0'.

It transpired relatively quickly that more and more questions and issues were popping up in the course of the research work for the project, and they all had to be answered and taken into account. The very first question, and arguably the most fundamental of all these questions, seems banal, but only at first glance: 'What actually is a drone?' Well, one correct answer is: it's a toy. But it's also correct to say it's a flying object that's subject to approval. It's easy to see that the differences are significant.

And there are grey areas, too. Where am I allowed to fly a drone? Do I need to insure my drone? And, from a purely legal standpoint, what about the film and video recordings made from the air? Are there flying lessons?

### FLO H. CLUB MEMBER

'The most exciting challenge is getting to steer my drone to within centimetres of its destination.'



## DRONE MEETS HELICOPTER

As mentioned earlier, these are all questions about questions which the project group had to deal with one by one. One specialist department after the other was consulted, including of course the ÖAMTC's very own Air Rescue Service. After all, they're the ones most likely to come face to face with a drone. And while that might sound amusing, in fact any such airspace encounter is anything but harmless. Why? Well, consider the following scenario. An injured patient is being flown to hospital by helicopter by the ÖAMTC Air Rescue Service. Time may be a matter of life and death. Then, suddenly, a drone operated by an inexperienced amateur pilot crosses the helicopter's path.

The rescue flight may well be truly over, right there and then. Along with the patient's life. Purely and simply because the helicopter pilot flying at 270 km/h was unable to spot the little drone in time. Because the drone was flying at an unauthorised altitude. Perhaps because the hobby pilot was unaware that he should not have been flying the drone in this particular airspace in the first place. That's a lot of issues to contend with – and they apply to lots of drones buzzing around our domestic airspace. It's now estimated that there may be as many as 100,000 drones in operation.



## THE ÖAMTC'S DRONE INFO OFFER

More and more studies suggest that most drone users have only an approximate idea of what the legal situation is. It's precisely this combination of a knowledge vacuum and a profusion of available information that the ÖAMTC now wants to counter. Swiftly, comprehensively, and clearly. It intends to do so in several ways: firstly, the section of the ÖAMTC website that lists all the essential information – FAQs, videos, offers, the legislation, and an impressive bundle of links with more data. The URL: [www.oeamtc.at/drohnen](http://www.oeamtc.at/drohnen)

Secondly, there's the ÖAMTC Drone Info app – and it's a great tool. Why? Because it's quite unique. With live location information: what's the

authorised altitude here? What restrictions are in place in the surrounding area? etc. What's more, nearly all the information to be found on the website can also be retrieved via the app.

All of which is designed to help integrate drones into the airspace safely and efficiently. So, for the ÖAMTC, it's not about occupying the airspace for air rescue, but ensuring that everyone gets to fly through that airspace together in a considerate way.

As CEO Oliver Schmerold once explained, 'drones are an issue at the very heart of our mobility agenda, which is why the ÖAMTC has chosen to become involved'.

### THE ÖAMTC DRONE INFO APP

One absolutely unique feature is the interactive map: simply place the marker in the intended flying area and you instantly obtain the operating conditions (altitude, etc.) in that particular area using a graphical representation. It couldn't be simpler or better. No-one can know everything, but at the very least you should know where to look something up if you need to – and that's precisely where the ÖAMTC's freely available Drone Info app developed with its project partner Newway Data AG comes into play (search for keywords 'drone info' in the relevant app store). The app also provides important information on the legislation, the do's and don'ts, and it has the option of activating the appropriate insurance online.



### THE ÖAMTC DRONE FLYING SKILLS TRAINING COURSE

The full-day training course consists of eight modules of 50 minutes each: six on the theory, two on the practical handling. As part of the theory, the participants are given all the key information on topics such as air traffic legislation, meteorology, aerodynamics, aviation system, and flight operation and maintenance. In the practical module they get to practise the basics of safe drone flights under the supervision of an instructor. They also find out what drones are able to do and the limits and constraints to be observed. Training courses begin in spring 2018 and participants can register via the ÖAMTC Driving Skills website.

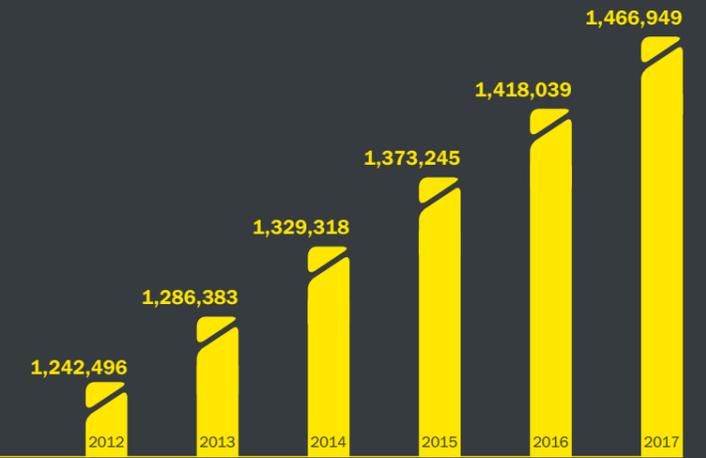
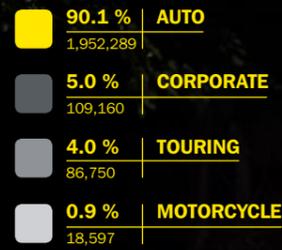
### THE ÖAMTC DRONE INSURANCE

According to the Aviation Act, third-party liability insurance is mandatory for Class 1 and Class 2 drones, i.e. drones that are not toys. Insurance cover can be applied for directly and exclusively online, for example through the specialist aviation sport insurers AIR&MORE.



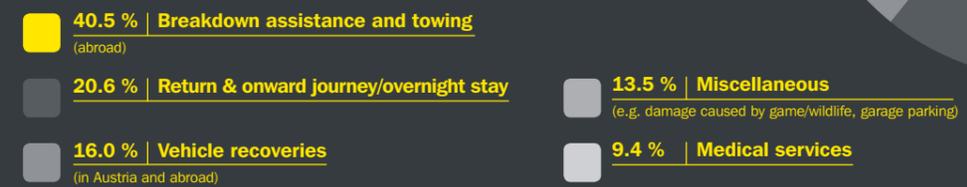
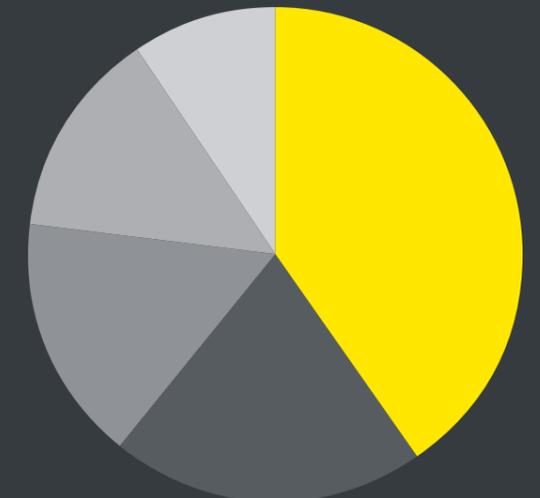


**FACTS  
AND  
FIGURES**



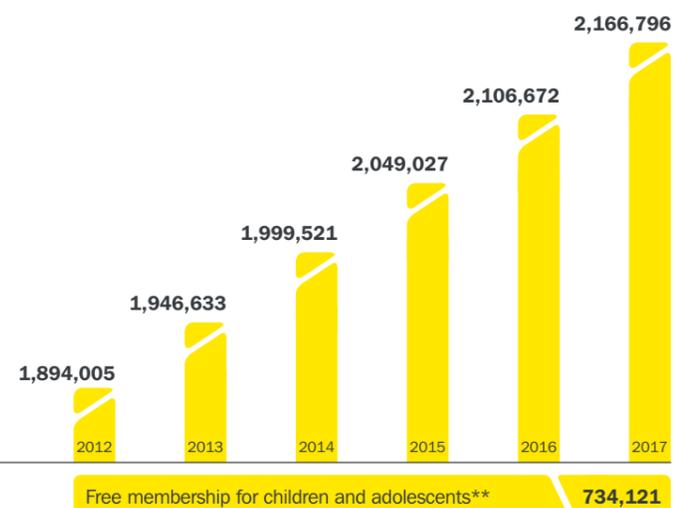
**ASSISTANCE BOOKLET TREND**

The services provided by the ÖAMTC Assistance Booklet include patient repatriation (also by ambulance jet), vehicle recovery, damage caused by game/wildlife, return and onward journeys, and much more besides.



**MEMBERSHIP BY CATEGORY**

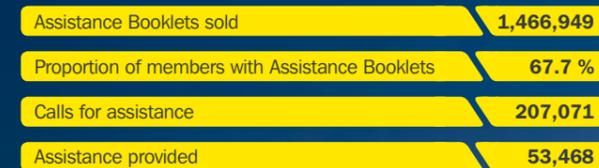
The ÖAMTC membership offers its members 100% mobility, around the clock. And, at the ÖAMTC, it's always the individual who comes first, regardless of the type of membership involved. The Club's comprehensive range of services goes well beyond offering prompt breakdown assistance. The spectrum includes competent legal advice, objective inspection services, customised insurance packages, and a perfect travel & holiday service. It's always a good feeling to be with the Club.



**MEMBERSHIP TREND\***

\* without free membership for children and adolescents  
\*\* not included in member pool

**ASSISTANCE BOOKLET**





### ➤ BREAKDOWN ASSISTANCE

Mobile breakdown assistance	705,123
Stationary breakdown assistance	710,545
Towing assignments	238,668
120 emergency calls	1,205,415
Breakdown assistance via the emergency assistance app	5,680
Clubmobil allocations	26,770
Clubmobil vehicles	358
Dispatch centre staff	404
Technicians, patrolmen and towing staff	1,330
Total, emergency vehicles	524

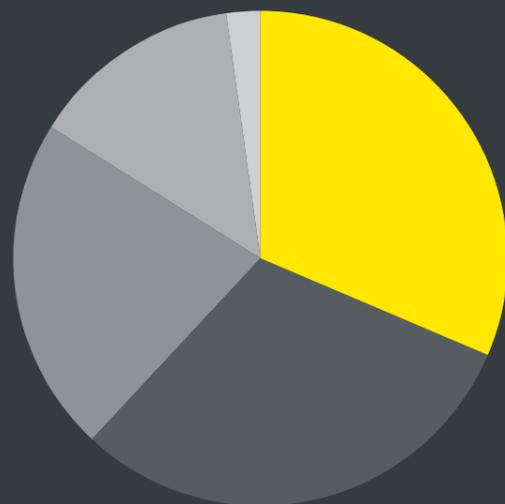
### ➤ TECHNICAL INSPECTIONS

Section 57a inspections (MOT sticker)	696,663
Other checks	272,682

### ➤ INSURANCE AND FINANCIAL SERVICES

relative shares of overall business

Number of existing insurance policies	289,159
Policies concluded in 2017	56,834
Total premium volume	€ 49.7 m



- 31.46 % | Car business
- 30.73 % | Legal expenses
- 21.82 % | Travel insurance
- 13.98 % | Personal insurance
- 2.01 % | Property business

Club Cards with credit card facility	128,435
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### ➤ ÖAMTC AIR RESCUE

Pilots	58
Doctors	315
Air rescue paramedics and personnel	145
Engineers and technical personnel	48
Administration, accounting and ground operations personnel	46
Locations	16
Helicopters	21



### ➤ ASSIGNMENT STATISTICS

Christophorus 1 (Innsbruck, Tyrol)	785
Christophorus 2 (Krems, Lower Austria)	1,321
Christophorus 3 (Wiener Neustadt, Lower Austria)	1,327
Christophorus 4 (Reith/Kitzbühel, Tyrol)	972
Christophorus 5 (Zams, Tyrol)	835
Christophorus 6 (City of Salzburg, Salzburg)	1,449
Christophorus 7 (Lienz, East Tyrol)	672
Christophorus 8 (Nenzing, Vbg.)	829
Christophorus 9 (Vienna)	1,675
Christophorus 10 (Linz, Upper Austria)	1,202
Christophorus 11 (Klagenfurt, Carinthia)	1,268
Christophorus 12 (Graz, Styria)	1,445
Christophorus 14 (Niederöblam, Styria)	889
Christophorus 15 (Ybbsitz, Lower Austria)	869
Christophorus 16 (Oberwart, Bgld.)	1,033
Europa 3 (Suben, Upper Austria)	1,675
<b>Assignments</b>	<b>18,246</b>

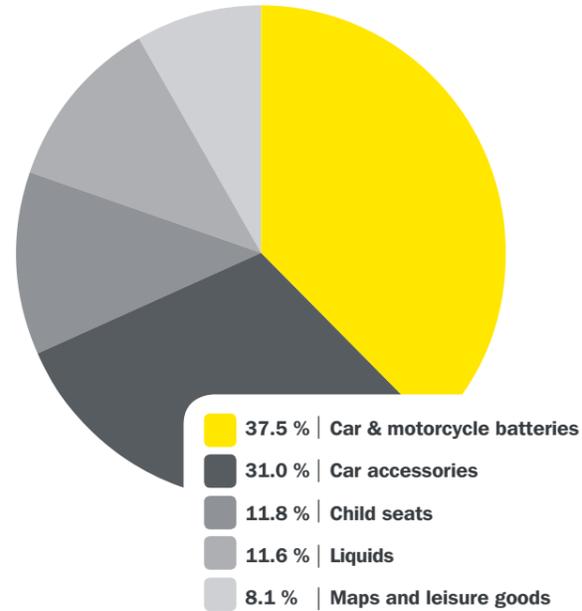


### SERVICE STATIONS

Service stations	113
Mobile inspection stations	5
Border stations	8

### SHOP

Branches	113
Turnover	€ 21.89 m



### EMPLOYEES

Total	3,834
of whom: Technical services* and Club services	3,573
Subsidiaries*	261
Apprentices	51

\* incl. auxiliary staff

### ÖAMTC ONLINE

#### Coverage

Unique clients, monthly	891,470
Monthly visits	1,763,241
Monthly page impressions	11,114,635

#### ÖAMTC App

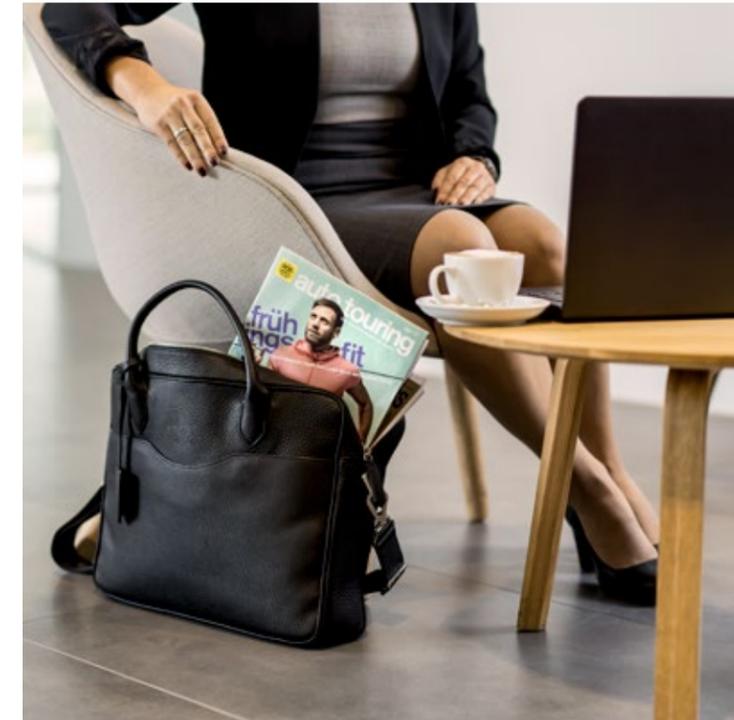
Unique clients, monthly	68,746
Monthly visits	203,700
Monthly page impressions	2,138,137

#### ÖAMTC Driving Licence App

Unique clients, monthly	12,716
Monthly visits	70,691
Monthly page impressions	5,378,569

### COMMUNICATIONS

Press releases	1,481
Press conferences / conferences / symposia	25
Campaigns / surveys / test series / joint ventures	28
ÖAMTC TV and radio reports	2,255
ÖAMTC reports in print and online media	22,049
Traffic reports handled	170,000



### AUTO TOURING

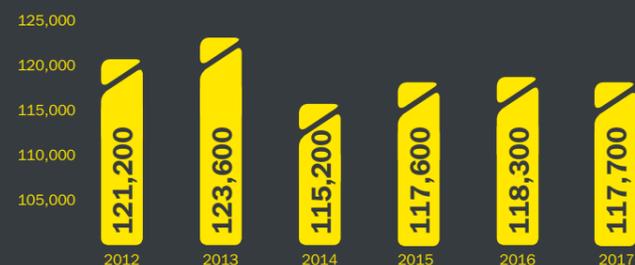
Circulation, ÖAK 2017 average for the year	1,765,266
Readership according to 2016/2017 media analysis	2,028,000
Published	11x/year
auto touring digital, Unique clients, monthly 2017	24,573



### DRIVING SKILLS

Driving Skills Centre	8
Offroad Centre	1
Winter Centre	4
Employees approx.	300

### Trend in participants



### ROAD USER EDUCATION

Children's/youth campaigns, total	160,925
of which Driving Skills Road User Education	62,732
of which "Das kleine Straßen 1x1"	12,198
of which "Blick und Klick"	15,714
of which "Hallo Auto"	25,598
of which "Top Rider"	8,532
of which "Club PS"	690
Various other campaigns	81,862
<b>Safety campaigns, total</b>	<b>242,787</b>



### TRAVEL

Total bookings	23,218
Employees	83
Turnover	€ 39.28 m
Travel agency branches	20

### TRAVEL INFORMATION SERVICE

Touring sets issued	138,636
Routes calculated with the Route Planner	3,949,601
User Route Planner	1,447,156
User City Guide, web and app	162,901
User Country Info	930,407
User Travel Checklist	41,496
User mobito, web and app	48,966

### LEGAL AID

Legal advice (in person, by phone, in writing) approx.	195,000
Club's legal experts	38
Counsels of choice approx.	100

### ADVOCACY & LOBBYING

Assessments	65
Statements	19
Documented media contacts	798
AM.PULS surveys	9
AM.PULS participants	18,739

### PREFERRED PARTNERS

Partners in Austria (incl. all outlets)	2,000
Partners worldwide (incl. all outlets)	160,000
Card transactions by ÖAMTC members	780,000

### TOP 3 PREFERRED PARTNERS

user figures	
Nordsee	155,851
Westbahn	110,245
Rosenberger Restaurants	51,000

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Typesetting and printing errors excepted.

