



ARC Europe Automobile Clubs

Natural part
of the public Safety & rescue chain

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Background information

founded in 1991 by 8 major automobile clubs in Europe:

AA, ACI, ADAC, ANWB,
ÖAMTC, RACE, TCB, TCS

ARC Transistance HQ
Brussels, Belgium

Network of European automobile clubs and motoring organisations covering 43 European territories and offering to their 40,000,000 members:

- emergency assistance
- touring and motoring-related services
- membership benefits

Our Mission:

provide assistance, touring- and motoring-related services with the philosophy of increasing the overall safety & mobility

Products & Services

1. Roadside assistance
2. Medical assistance
3. Insurance products (warranty, travel, ...)
4. Traffic Information
5. Advanced Driver Education
6. Membership benefits



“Vision Zero”

- **ARC Clubs and Service Providers put safety as a priority**
 - Euro NCAP / Crash test (supported by the ADAC)
Euro NCAP provides motoring consumers with a realistic and independent assessment of the safety performance of some of the most popular cars sold in Europe. It is a catalyst for encouraging significant safety improvements to new car design.
 - Education programmes related to Safety
ADE
Communication campaigns
- **ARC clubs contribute to the eSafety initiative**
 - Committed to the EC objective of reduction of roads deaths by 50% by 2010. ARC clubs are even calling further for a “Zero fatalities” vision
 - Contribution to the eSafety work packages:
e-Call - RTTI - Accident causation data - HMI - Roadmap - User outreach.



Experience with emergency services

- The ARC Europe clubs cover more than 40 millions members and customers across Europe and handle more than **12 millions emergency calls** every year from people in emergency roadside situations.
- The ARC Europe clubs staff are **specifically trained** to face emergency situations.
- The ARC Europe clubs handle hundreds of thousands **medical assistance** cases every year.
- As **part of the public emergency rescue chain**, the ARC Europe clubs operate **emergency rescue helicopters and air ambulance planes**.



Experience with emergency services

- ADAC (D)
- ÖAMTC (A)
- AA (UK)
Integrated its eCall service with BT 999 public emergency mobile number to comply with legal requirements
Operated the Ford telematics programme including eCall
- ANWB (NL)
Recognized official status to directly interface with the 112 authorities
Receives more than 5.000 emergency calls every year from car drivers
- ACI (I)
Has developed contacts with 112 emergency services based on telematic security services
More than 170.000 vehicles are under cover in Italy with telematics security services connected.
- Etc...



Extended successful cooperation in the public emergency rescue chain

- Public authorities/ARC Clubs partnerships of different forms eg: **Helicopter rescue**
- ARC Europe has become the **best in class network of emergency assistance services** for motorists driving European roads
- ARC Europe has developed expertise in offering solutions for **seamless assistance across European territories** (5% of requests are cross border)
 - Handling the European languages
 - Cross border deployment



Thank you!

For further information
Please contact

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