



I (T) A S

Irish Tourist Assistance Service
Annual Report 2014

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As Lord Mayor and first citizen of Dublin, I wish to acknowledge and endorse the work of the Irish Tourist Assistance Service.



Dubliners, and the Irish, have a great reputation for their friendliness and the warmth of the welcome they give to visitors.

Unfortunately a small number of people have experienced anti-social behaviour and some have also had their possessions stolen. The assistance from the staff and volunteers of the Irish Tourist Assistance Service is invaluable in these instances.

Experience has shown that the involvement of local communities is vitally important in the prevention of, and reduction of, crime. Dublin City Council and An Garda Síochána are very proactive in these matters.

Despite our best efforts, we still have too many incidents of visitors falling victim to crime and physical attack while visiting our City. For those victims of crime, the Irish Tourist Assistance Service provides invaluable assistance, support and advice at a time when people are away from home and feeling very vulnerable.

Both personally and on behalf of the citizens of Dublin, I pay tribute to the Irish Tourist Assistance Service front-line staff and volunteers who work tirelessly and largely unheralded, not only in Dublin but countrywide, to deliver a quality service to our visitors.

A handwritten signature in blue ink that reads 'Christy Burke'.

Christy Burke
Lord Mayor of Dublin



Message from Mr Paschal Donohoe T.D., Minister for Transport, Tourism and Sport

I am delighted to take this opportunity to express my support and best regards for the Irish Tourist Assistance Service.

Looking back at the year just past, we had another excellent year for the Irish tourism industry and the fourth consecutive year of growth. To increase our overseas numbers by a further 8.9% following the year of the Gathering in 2013 is a great tribute to everybody involved in Irish tourism, including ITAS. In fact, 2014 was the best year on record in terms of the numbers visiting Ireland from North America and Mainland Europe and we expect to see even more visitors in the years ahead.

Irish people are world renowned for our hospitality and welcome. For a very small percentage of tourists who become victims of crime while visiting Ireland, it is reassuring to know that the Irish Tourist Assistance Service is available year-round to offer immediate support and assistance free of charge.

This important service, together with Ireland's excellent, good-value tourism product offering and friendly people, all contribute to our continued attractiveness as a tourist destination.

Once again, I would like to take this opportunity to acknowledge the tremendous work of ITAS staff and volunteers and their contribution to the success of Ireland's tourism industry and I wish you well for the future.

Paschal Donohoe T.D.
Minister for Transport, Tourism and Sport

2014 marked ITAS' 20th year of supporting international visitors to the country who experienced crime while visiting Ireland. In that time 13,000 tourists from nearly 50 different countries received assistance from the service. Minister for Transport, Tourism and Sport, Mr Paschal Donohoe T.D., was the key note speaker at an event at the Guinness Storehouse to mark this achievement. The Minister paid tribute to the staff, volunteers and the tourism and hospitality industry for their support of the service. A further tribute was paid at a function hosted by President Michael D. Higgins at Áras an Uachtaráin for staff, volunteers and long term supporters of ITAS.

The funding of ITAS continued to prove difficult in 2014. It is disappointing that after two decades of supporting visitors to the country who are victims of crime that this unique and important service does not receive greater financial support. We would very much welcome a situation where there is a structured approach to the core funding of the service to allow for proper planning.

The office accommodation continues to be an issue due to its location and also the fact that ITAS operate from different premises at weekends which adds to the difficulty and affects the continuity of the service. Having raised the issue with the Joint Oireachtas Committee on Justice, Defence and Equality we are encouraged by the Minister's response in relation to our accommodation issue and we are hopeful that there will be a resolution to this problem in 2015.

I would like to extend my sincere thanks to all of our sponsors for their continued financial support and commitment to the service. My thanks also to those organisations that provide complimentary support in emergency situations to tourists left stranded in the aftermath of crime. Without this support I am certain that tourists would leave Ireland with a very different feeling about the country. I am delighted to report that 657 tourists (91%) opted to continue their holiday plans in 2014.

Last but not least I would like to thank the staff and volunteers for their hard work and energy in delivering the service and to my fellow board members for giving of their time and their expertise voluntarily.

Clients' Comments 2014

Just a quick email to thank all of you so much for your help during my time in Dublin. After losing my passport, I thought the holiday was ruined, but with all of your help and support, it made the process much less stressful and meant I could enjoy the holiday as well! I managed to get the emergency passport and fly home on Tuesday which was fantastic. Thank you again. **UK**

By way of an update I confirm that my Uncle and Aunt arrived safely and without complications in Lima yesterday. Just wanted to express our gratitude for your assistance during those very stressful days for them. Thank you for your understanding, patience and the care you showed to my Uncle and Aunt. Thank you and all your colleagues at ITAS. **Peru**

We would like to thank you both very much for the wonderful help you gave us. It was a pleasure to meet you and you really did provide us with valuable assistance in resolving our problems regarding stolen money and credit cards. Our misfortune did not deter us from having a good time in your city and the surrounds. Best Wishes and thanks again. **UK**

We would like to say thanks to you and all your group for all you did for us. You are like angels that God sends to help us on the most difficult day we had. Your job is amazing and you should be proud. Please say thanks to all your team and also to the people in the B&B. Thanks and God Bless you all! **Brazil**

I just wanted to say thank you for the great support last weekend. You were a great help for me. My flight back home went smoothly and the airline had already prepared my ticket when I arrived at the airport thanks to you. Thank you very much!!! **Germany**

I was recently assisted in your Dublin location inside Store Street Garda Station. I had (at that point) lost my passport on the Friday night and was facing the prospect of securing a replacement with the British embassy on the next weekday, when my scheduled return flight was Sunday. You were able to undertake contacting the airline on my behalf and were able to confirm my authorization to travel using my UK driving licence. In the event I was able to recover my passport and travel as scheduled without concern. However, I was extremely grateful and impressed by the assistance offered in this case. I look forward to visiting Ireland again in the future. Thank you. **UK**

I wanted to thank your staff who supported me yesterday. My case was that I have lost my National ID card and I am a German citizen but had a flight to Paris for business early on Monday. He really tried every option and possibility coming to our mind and was very helpful coming up with alternative solutions and suggestions. Additionally he was very patient and persistent to find a solution for my case. It was really great to see such dedication and drive to help me.

Best Regards & Many Thanks. Greeting from Paris – yes I made it! **Germany**

We were at your office on March 11th. You gave us a good help. We went back to France without any problem. We appreciate Ireland. We appreciate a lot Irish. We thank you for this invaluable help. **France**

We can't thank you enough for your generous willingness to help us out last week.

While the driver's license folks said "no", we managed to continue our holiday, renting a car with my wife's license. License or no, we appreciate the invaluable moral support you provided. **USA**

I just want to extend my praise and thanks for your amazing service. It was a really stressful and trying weekend and I would have been lost without your assistance. Keep up the amazing work!!

UK

Hello to the ITAS team,

Yesterday you helped us after we were robbed on O'Connell Street. Now everything had been come to a good end for us. We got a call from a family in Dublin whose son found the wallet in a bin on Moore Street. The wallet contained the bank & credit cards, the National ID card and some business cards from which they got our phone number. This family lived only 10 minutes by car from our campsite so he brought us the wallet that same evening. We were very very happy and now we think it is useful also for you to know that the thieves probably have been interested in cash.

We thank you very much for your great help and your friendly and calm way to find adequate solutions for our problems. Please also give our thanks to the Garda in the O'Connell Street office, who was also very friendly to us. Never before we had been robbed, but we already heard something from friends and tourists in other countries. We think that your Irish Tourist Assistance Service to help tourist victims of crime is an exemplary helpful institution. We will never forget this.

Thank you so much again. **Germany**

I wish to thank your staff who received me after I lost my ID card. They were really nice and helped me a lot – I wasn't expecting such great help. I have found my ID card, after all the steps – embassy etc, at the lost property office in the airport before my plane! It was really a relief. Thank them again for their help; I hope all the tourists in trouble in Dublin could have a chance to deal with people like them. **France**

Thank you for your gentle and courteous assistance. **Italy**

Thanks so much for your help and comfort when it was needed. **Canada**

Fantastic service. Nothing was too much trouble. All the staff were brilliant. **Australia**

2014 Key Activities

ITAS Marks its 20 Year Anniversary

Guinness Storehouse

Minister for Transport, Tourism and Sport, Paschal Donohoe T.D. was the keynote speaker at an event hosted by the Guinness Storehouse to mark the 20 year anniversary of the Irish Tourist Assistance Service (ITAS). Derek Nally, co-founder of the service also spoke at the occasion. Representatives from the tourism and hospitality industry, embassies and An Garda Síochána attended the special event.

The Minister praised the professional support and assistance provided by ITAS to tourist victims of crime. He also took the opportunity to thank all those involved with the unique service – staff, volunteers and members of the tourism and hospitality industry for their continued support and goodwill towards ITAS.



L - R: Lisa Kennedy ITAS CEO, Minister Donohoe and Martin Holohan ITAS Chairman

Áras an Uachtaráin

In appreciation to staff, volunteers and long term supporters of ITAS over 20 years, President Michael D. Higgins hosted an event at Áras an Uachtaráin. The President acknowledged the dedication of staff and volunteers to the 13,000 tourists that had received assistance from ITAS. He also paid tribute to the Gardaí and the industry for their continued support of the service.



Among the ITAS delegation seated L - R: Martin Holohan, Lisa Kennedy, President Higgins; Ann Meade MBE and Derek Nally both co-founders of the original service.

ITAS received extensive coverage in the media in relation to its support to tourist victims of crime over two decades - Today FM, Radio 1 – News at 1, Ryan Tubridy Show 2FM, Newstalk, 98 FM, FM 104, Clare FM, Kildare FM, Kerry FM, Daily Mirror, The Herald and The Examiner.

Reception hosted by Queen Elizabeth at Buckingham Palace

As part of the state visit to Britain by President Michael D. Higgins, a reception was hosted by Queen Elizabeth and the Duke of Edinburgh at Buckingham Palace. Over 300 representatives of the Irish community attended the event to mark the contribution made by Irish people to Britain. Lisa Kennedy, CEO attended the event with Mr. Greg Heylin, Director of the Victims of Crime Office, Department of Justice and Equality. The CEO met the Queen and Prince Philip and spoke with the Princess Royal, who was very interested in the work of the ITAS having visited the service in 1996.

Victims' Rights Alliance (VRA)

On 15 November 2015, the EU Directive *establishing minimum standards on the rights, support and protection of victims of crime* must be transposed into Irish law. The Victims' Rights Alliance, of which ITAS is a member, is a group of victim support and human rights organisations working together to ensure that the EU Victims' Rights Directive is implemented within the proposed time frame.

Many activities were undertaken by the VRA in 2014 culminating in the hosting of a Conference on November 14, 2014 with *JUSTICIA*, the Irish Council for Civil Liberties (ICCL) led European Rights Network.

The conference brought together academics, victim support service providers, Gardaí, legislators and other key interest groups domestically and internationally to discuss victims' rights policy in Ireland and at EU level and the difficulties surrounding the implementation of the Directive. Minister for Justice and Equality, Frances Fitzgerald TD opened the conference and launched the report *'Implementing and Enforcing the Victims Rights Directive in the Ireland'*. Garda Commissioner Nóirín O'Sullivan also spoke at the event. International speakers included Mr. Susheel Gupta, Vice-Chair of Canadian Human Rights Tribunal & spokesperson for Air India Victims' Families Association and Sue O'Sullivan, Federal Ombudsman for Victims of Crime, Canada.

'Safety Tips for Tourists' Guide

Our sincere thanks to Fáilte Ireland for producing the very popular 'Safety Tips for Tourists' guides in 2014. The guide was widely distributed throughout the country to airports, ferry ports, tourist offices, tourist attractions, language schools, embassies and Garda stations. The credit card sized guide includes crime prevention advice listed in English, French, Italian and Spanish. Information includes car safety, care of belongings and personal safety. It also includes information on reporting a crime and details of ITAS.

The objective of the guide is to provide tourists with safety recommendations and advice to reduce the number of preventable incidents of tourist crime and to ensure visitors to Ireland have a safe and enjoyable holiday.

International

ITAS was invited by Victim Support Europe to make a presentation on the issues surrounding cross border victimisation at their conference “Developing Victim Support across Europe – Quality, Standards and Capacity-Building” which took place in Warsaw, Poland. As ITAS continues to be the only dedicated service in Europe offering specialist assistance to tourist victims of crime, the workshop was well attended and generated much interest and interaction. The conference continues to be a great networking opportunity which allows organisations the opportunity to stay informed of victims’ issues across Europe.

ITAS also attended the Victim Support Europe conference “Victims of Crime beyond 2015”, which was held at the European Parliament in Brussels on the 18th November. The event included presentations from representatives from the European Commission, the European Parliament and the Presidency of the Council of the European Union. It focused on strengthening victims’ rights in Europe beyond 2015 and ensuring the timely and full implementation of the Directive on victims’ rights.

Joint Oireachtas Committee on Justice, Defence and Equality

ITAS were invited to make a presentation to the Joint Oireachtas Committee on Justice, Defence and Equality on the work of the service. A number of issues and concerns were highlighted including the funding of the service and the office accommodation.

The lack of financial resources continues to be a major issue for the service. Over the past number of years the company’s income has been reduced significantly and in that time we have assisted a greater number of tourists with fewer resources at our disposal. With the introduction of the EU Directive in November 2015 the likelihood is that demand for the service will increase. In order to meet this expected demand ITAS requires further funding to upgrade equipment and systems.

The current location of the office is in an area which is difficult to find. The service is located in a different office at weekends and public holidays which is confusing and affects the continuity of the service.

The Committee understood the difficulties of working in less than favourable conditions with limited resources and agreed to raise these issues with the Minister for Justice.

Partnerships and Awareness Raising

An Garda Síochána

ITAS values its partnership with An Garda Síochána as in most cases it is through them that tourists learn of the services provided by ITAS. As the Gardaí are one of the first points of contact for victims after a crime has occurred, it is essential that they are aware of ITAS in order for tourists to receive immediate support and assistance in the aftermath of a crime. We continue to build on the knowledge of the service through direct mailings and station visits.

We were delighted with an invitation to appear on 'Crimecall' in May giving us an opportunity to highlight the service available to victimised tourists to a national audience. This is a great medium to get our information out particularly to those that deal directly with visitors to the country.

ITAS attended the National Garda Forum in September 2014 where the Commissioner announced the setting up of new victim offices in the 28 Garda districts in preparation for the enactment of domestic legislation with regard to the 2012 EU Directive. Victim Support organisations were also informed of a new facility for victims of crime to email garda stations. This is particularly useful and cost effective for tourist victims of crime looking for information about their case.

We would like to extend our appreciation to Store Street Garda Station for continuing to accommodate the service at weekends and public holidays.

Tourist Industry

ITAS believe that front line staff within the tourism and hospitality industry should be aware of the service and supports available to tourist victims of crime. Awareness raising within the tourism and hospitality industry is therefore an important aspect of the work of ITAS as the majority of crimes perpetrated against tourists occur within the industry setting. The service ITAS provides is invaluable in terms of redressing the negative impact of crime. We would like to extend our thanks to the Irish Hotels Federation and Fáilte Ireland for their assistance in promoting the service.

Embassies

ITAS liaises regularly with the consular sections of embassies in order to obtain the latest information on embassy procedures. We would like to extend our thanks and appreciation to all the embassies we work with particularly those that have issued ETD's under time constraints and have facilitated after-hours and weekend appointments to ensure that their citizens did not have to prolong their stay.

Sponsorship & Support

ITAS is very grateful to the agencies and organisations that support the work of the service. We would like to acknowledge and thank them for their continued support.

Australian Embassy, Brittany Ferries, British Embassy, Car Rental Council, Commission for the Support of Victims of Crime, Convention Centre Dublin, Diageo Ireland, Danish Embassy, Diocese of Killalea, Dublin City Council, Fáilte Ireland, French Embassy, German Embassy, Irish Hotels Federation, Irish Tour Operators Association, Licensed Vintners Association, Meath County Council, Mespil Hotel, Spanish Embassy, Vintners Federation of Ireland, Viking Splash Tours.

Complimentary Support – Being a victim of crime can be an extremely traumatic experience but being a visitor in the country where the crime has occurred adds immensely to this trauma. Tourists who are victims of crime require immediate assistance as their needs differ from those of residents of a country. There may be language and cultural difficulties, they may have no support network and many tourists are left stranded without the means to support themselves. ITAS works with the tourism and hospitality industry to support tourists by offering complimentary accommodation, meals and transport in emergency situations. We also work with the airlines and ferry companies to offer re-issuing and re-scheduling of tickets/travel plans. Our sincere thanks to the industry for the support it provides, without which we could not provide such a comprehensive service. The goodwill is evident from the following list of **complimentary support** ITAS receives:

GP visits and advice

Hotel & hostel accommodation

Rescheduling of airline flights

Retail vouchers

Reissue/rescheduling & complimentary ferry tickets

Restaurant vouchers

Sightseeing vouchers

Transport by bus, dart, ferry, taxi and train

Other Support

ITAS would like to thank **City Centre Voluntary Groups Ltd** and the **Department of Social Protection** for providing staff to the Service. Eight part time **staff** work over 7 days to provide the valuable assistance to tourist victims of crime. They also provide essential administrative support to the service. Without this provision of staff ITAS would not be in a position to operate 7 days a week throughout the year. We would like to extend our sincere thanks to staff and volunteers for their expertise and commitment to the service.

2014 Analysis of Contacts

In Europe, international visitors have risen from 25.3 million in 1950 to 414 million in 2003 and is expected to reach 717 million by 2020 (**Leidner, 2000**). With more and more people travelling for business and leisure purposes there is potential for a significant increase in cross border crime.

The Irish Tourist Assistance Service was set up to address the specific needs experienced by tourist victims of crime and we continue to assist tourists experiencing all types of crime or traumatic incidents by listening to their experiences and offering support and practical solutions to their problems.

ITAS recorded 408 incidents of crime or other traumatic events in 2014 which involved assisting 726 tourists. These figures are slightly lower than the previous year's figure of 442 incidents involving 812 tourists. First contact to the service is generally initiated with a call to the helpline usually from the Garda station where the incident is being reported. If in Dublin, tourists are invited to come to the office for further support and last year 75% of all tourists assisted opted for this. Face to face support is our preferred method of assistance as it allows for easier communication and clarification of information. Visiting the office provides tourists with a calm setting allowing them to come to terms with the situation in which they find themselves. It also enables them to make the necessary phone calls to family, credit card companies, and banks etc. at no cost to themselves. Tourists who do not come to the office do so for a variety of reasons – however it is generally due to time pressure or the incident occurring outside Dublin.

Either way ITAS staff will assess tourists' needs based on individual circumstances. They will give tourists options and advise them on what they feel is the best course of action given their level of knowledge, however, the final decision rests with the tourist. Staff provide reassurance and will stay in contact with tourists until all issues are resolved. In instances where tourists need to travel to Dublin to visit their embassy ITAS can facilitate complimentary travel through our network of contacts.

The total number of days involved in casework was 477. Some of the situations in which ITAS assist can be complicated and it may take more than one day before they are fully resolved. This is particularly true in cases where tourists do not reside in their home country and it may take longer to process a travel document. It also depends on the

tourist's level of access to resources. Weekends and public holidays proved the busiest period with 53% of tourist incidents being referred during this time.

ITAS continue to receive the majority of referrals from An Garda Síochána (372 cases). Other sources of referral included embassies (10 cases), the tourist industry (9) and other (4). Direct contact by tourists occurred in 13 cases.

81% of tourists contacting the office were victims of crime or other incidents in Dublin which is not surprising considering that nearly 4 million tourists visited the capital last year.

60% of the tourists assisted by ITAS were female. Tourists aged between 18-35 years (49%) continue to be the main age category referred to ITAS. Younger tourists may get themselves into difficult situations and are therefore possibly more vulnerable. They also have limited resources and are most in need of ITAS assistance. Other age categories: 36-45 year olds (9%), 46-55 (12%), 56-65 (9%), over 66 (7%), 10-16 (3%) and under 10 years account for 1%. 10% of the age category is unknown.

Contacts from An Garda Síochána

91% of referrals to ITAS were via the Gardaí. Of these 331 (89%) were from Garda stations in Dublin. Tourist crime is most prevalent in Dublin City Centre and many tourists who holiday in Ireland will visit the capital at some point during their stay. Within the city the majority of crimes occurred in the areas policed by Pearse Street and Store Street Garda Stations and this is borne out by the number of tourists (75%) being referred from these stations.

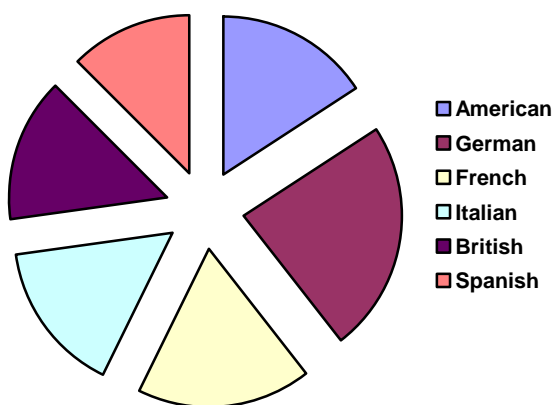
Outside of Dublin Gardaí referred tourists involved in 41 cases of crime or other incidents for further assistance.

Main Types of Crime

The main type of crime perpetrated against tourists in Ireland is theft and as a result 95% of the crimes that ITAS dealt with in 2014 were crimes of theft. These included 'Theft from Person' (213), 'Theft from Car' (38). There were 6 incidents of burglary and 5 incidents of fraud. ITAS assisted tourists involved in 8 incidents of violent crime including incidents of aggravated theft, assault and robbery. In 226 cases money was stolen which in total amounted to €80, 687.

ITAS' knowledge and expertise has often been called upon when tourists have not been a victim of a crime but have experienced some other traumatic experience and are just as vulnerable. The majority of cases in this category are 'lost property' incidents where tourists are left stranded without money and/or passports. In many situations it is unclear whether a crime occurred or the tourist lost their property and the incident has been categorised as 'lost property'. Other incidents where ITAS assisted included accidents, illnesses and where tourists ran out of money. In 2014, ITAS offered support in 134 such cases.

Client Nationality



ITAS assisted 726 tourists from 45 different countries. German citizens were the main nationality (112) that availed of the service in 2014. This was followed by French citizens. The top 6 nationalities have remained constant over the years although their order has changed each year. In 2014 they made up 66% of the tourists availing of the service. Here is a breakdown:

German	112 people (15%)	Italian	74 people (10%)
French	84 people (12%)	British	71 people (10%)
American	76 people (11%)	Spanish	59 people (8%)

ITAS referred 195 cases to embassies for emergency travel documents (ETD'S) or for a replacement passport to be issued. The main embassies ITAS worked with were the German Embassy, (34 cases), Italian Embassy (24 cases), French Embassy (21 cases), American Embassy (19 cases), and the Spanish Embassy (17 cases).

Assistance

Providing immediate assistance to tourist victims of crime is vital for their wellbeing and their recovery process as the trauma of being a victim of crime is compounded by the very fact that they are in a foreign country. Secondary to this but also important is tourists'

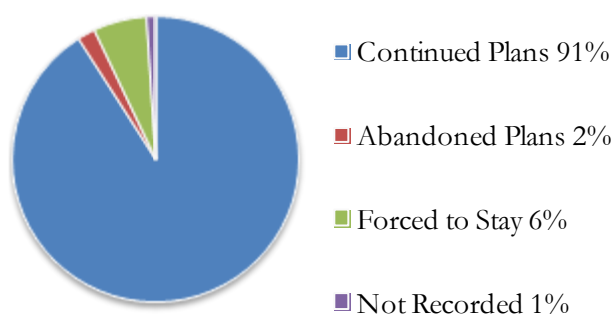
perception of the country where the crime occurred. While our focus is on providing practical assistance, offering reassurance and emotional support is just as important.

When passports have been stolen and where security is not an issue, ITAS have liaised with airlines and ferry companies and in 95 cases tourists have been cleared to travel with the ITAS1 Garda report and another form of photo ID. We would like to thank the airlines and ferry companies for facilitating this as it means that tourists can take their planned journey home and do not have the added trauma of delaying their return. On 17 occasions airlines re-scheduled flights free of charge to facilitate tourists having to visit their embassies for Emergency Travel Documents. We received complimentary accommodation for stranded tourists from hotels and hostels 19 times during 2014. Tourists availed of 44 complimentary meal vouchers and 50 sightseeing vouchers while they awaited emergency funds from home. Complimentary transport (usually to embassies or the airport) - by bus, rail, DART, taxi and ferry - was organised in 50 cases.

Trip Status

Being a victim of crime can affect a person both emotionally and physically. That is why it is a testament to tourists' spirit and the assistance provided by ITAS that 91% of them opted to continue their holiday plans after being a victim of crime. 6% were forced to stay – this can occur if a tourist is injured as a result of crime but mostly occurs when ID/passports are stolen and they are not allowed to travel until an emergency travel document has been obtained. 2% of tourists had to abandon their plans due to the consequences of the crime. The trip status of 1% of tourists was not accounted for.

Trip Status



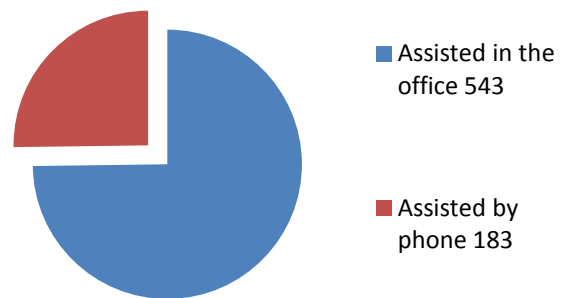
2014 Statistics

Number of cases assisted	408
Cases assisted in the office	297
Cases assisted by phone	111
Number of casework days*	477

Number of people involved	726
People assisted in the office	543
People assisted by phone	183

*many cases take several days to resolve

Tourists Assisted

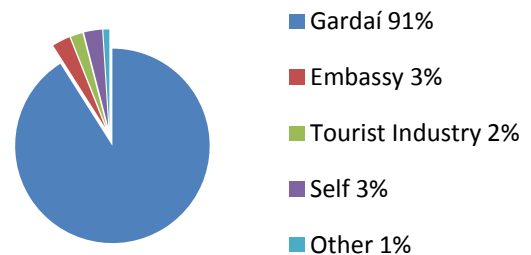


Cases Assisted: 408

Contacts to ITAS via:

Gardaí	372
Embassy	10
Tourist Industry	9
Self	13
Other	4

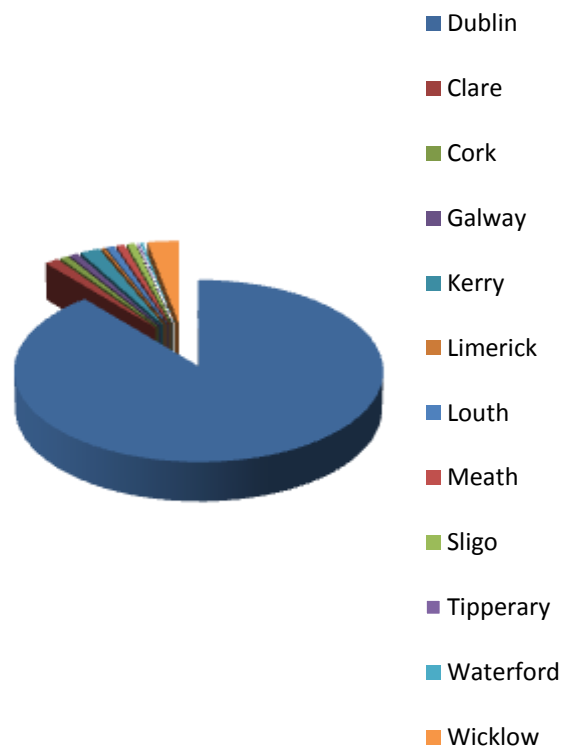
Total Sources of Contacts



Garda Contacts by County:

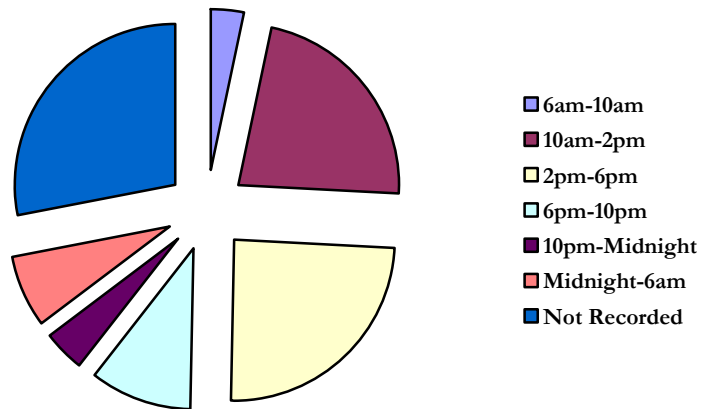
Dublin	331
Clare	5
Cork	3
Galway	3
Kerry	7
Limerick	1
Louth	3
Meath	3
Sligo	3
Tipperary	1
Waterford	1
Wicklow	11
Total	372

Garda Contacts by County



Time of Occurrence of Crime:

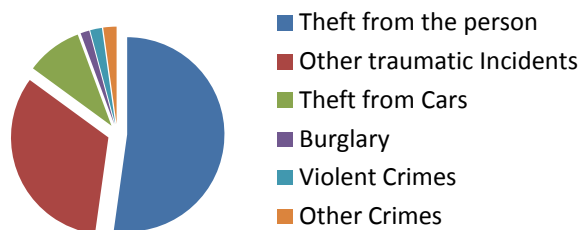
6am-10am	9
10am-2pm	62
2pm-6pm	67
6pm-10pm	28
10pm-Midnight	11
Midnight-6am	20
Not Recorded	77



Main Incident Types:

Theft from the person	213
Other Traumatic Incidents	134
Theft from Car	38
Burglary	6
Violent Crimes	8
Other Crimes	9

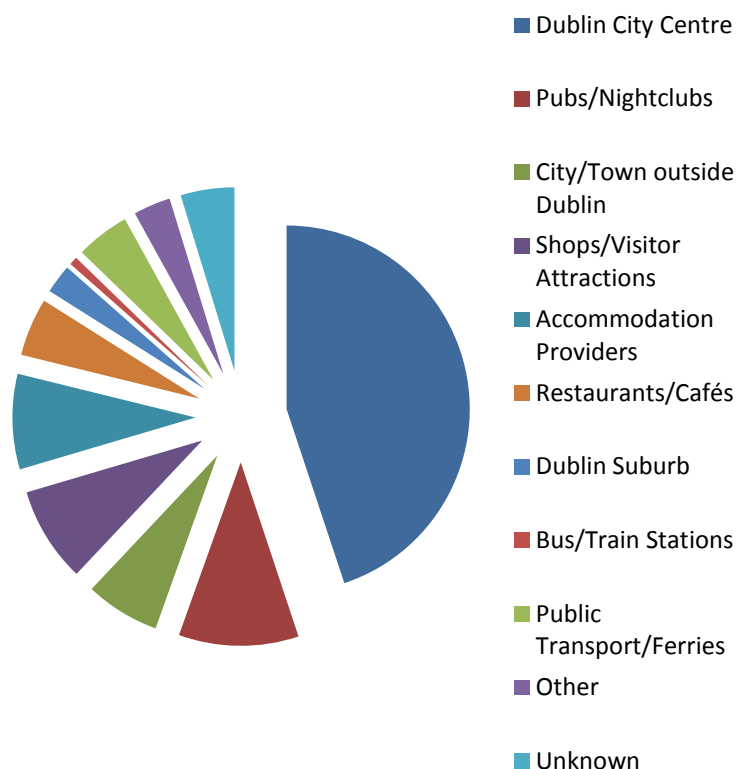
Main Traumatic Incidents



Crime Locations:

Dublin City Centre	123
Pubs/Nightclubs	29
City/Town outside Dublin	18
Shops/Visitor Attractions	23
Accommodation Providers	23
Restaurants & Cafés	14
Dublin Suburb	7
Bus/Train Stations	2
Public Transport/Ferries	13
Other	9
Unknown	13

Crime Locations



Age Groups 2014	Total	Female	Male
Under 10yrs	8	5	3
10-16years	22	16	6
17-25yrs	200	126	74
26-35yrs	155	92	63
36-45yrs	63	30	33
46-55yrs	87	50	37
56-65yrs	67	41	26
over 66yrs	52	26	26
Unknown	72	49	23
	726	437	289

Items Stolen & Assistance Given

Items Stolen *	2014
Cash (approximate stolen €80,687)	243
Passports	212
Credit Cards	242
Bank Cards	136
Driving Licences	103
National Identity Cards	172
Travel Tickets	19
Mobile Phones	60
Cameras/Camcorders	19
Medication	5
Laptops	10
Misc. (Glasses, Clothes, Jewellery, Keys, Personal Items)	226

Complimentary Assistance *	2014
Telephone Calls	298
Referrals to Embassies	195
Travel Tickets Re-issue/Re-schedule	17
Airline Travel with ITAS 1 Form + other form of ID	95
Garda Liaison	74
Accommodation	19
Money Transfers	19
Interpreting	9
Meal Vouchers	44
Medical Assistance	1
Complimentary Transport	50
Referral to Other Agencies	4
Sightseeing Vouchers	50

*numbers relate to cases not tourists e.g. 212 cases involved passports being stolen

Client Nationalities

American	76
Argentinian	2
Australian	15
Austrian	1
Belgian	22
Bolivian	2
Botswana	1
Brazilian	26
British	71
Bulgarian	2
Canadian	19
Chinese	3
Columbian	1
Croatian	4
Czech	4
Danish	6
Dutch	10
Finnish	7
French	84
German	112
Greek	10
Guatemalan	1
Hungarian	4
Indian	3
Irish	20
Italian	74
Japanese	1
Korea-South	2
Lithuanian	1
Luxembourger	3
Maltese	4
Mexican	3
New Zealander	1
Norwegian	2
Peruvian	2
Polish	7
Portuguese	9
Romanian	1
Russian	1
South African	1
Spanish	59
Swedish	5
Swiss	30
Taiwanese	5
Venezuelan	9

Total 726

Nationalities Referred to their Embassies

American	19
Argentinian	1
Australian	4
Austrian	1
Belgian	9
Brazilian	9
British	8
Canadian	9
Chinese	1
Columbian	1
Croatian	2
Czech	1
Danish	2
Dutch	2
Finnish	4
French	21
German	34
Greek	2
Hungarian	3
Indian	1
Italian	24
Japanese	1
Korea-South	1
Maltese	1
Mexican	1
New Zealander	1
Peruvian	1
Polish	1
Portuguese	2
Romanian	1
South African	1
Spanish	17
Swedish	2
Swiss	4
Venezuelan	3

Total 195

ITAS contact details:

Monday – Friday 10.00 to 18.00

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