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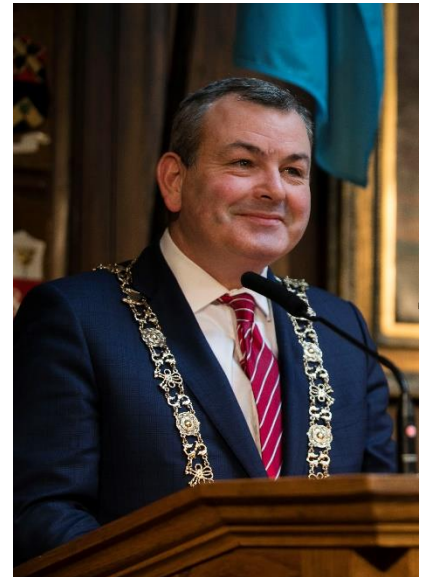
# Irish Tourist Assistance Service

helping tourist victims of crime

## Annual Report 2019



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### **Message from the Lord Mayor of Dublin**

We in Dublin are very proud of our long history of welcoming visitors to our City. With our history, natural beauty, historic buildings and a rich history, we have much to offer those who come to stay with us. Dubliners are famous for their wit and are ready to sit and chat and offer an insight to Dublin life.

Unfortunately, occasionally some people have a bad experience if they are victims of crime while staying in Dublin. The work done and kindness shown by the staff and volunteers of the Irish Tourist Assistance Service to those people during that difficult time is very much appreciated by myself and the citizens of Dublin. It is an invaluable service for the city.

As Lord Mayor, and on behalf of the people of Dublin, I would like that thank all those who work and volunteer with the Irish Tourist Assistance Service and acknowledge the work that they do both in Dublin and nationwide.

A handwritten signature in black ink, appearing to read 'John Bruton'.

**Lord Mayor of Dublin**

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## **Message from Kevin McPartlan, Chairman, Irish Tourist Assistance Service**

In 2019 ITAS, a unique Service, capturing the essence of Irish hospitality, marked 25 years of assisting international visitors to our country who experience crime and other traumatic events. The esteem in which the Service is held was highlighted when President Michael D. Higgins, hosted an event at Áras an Uachtaráin to pay tribute to ITAS for its essential services. It was fitting, that 20 years after being assaulted in Ireland as a 17year old student, Italian national, Guido Nasi and his mother Simonetta, were able to join us to meet the President at this special event.

Also highlighting this milestone, Fáilte Ireland hosted an event to mark our contribution to the tourism industry and I would like to take this opportunity to thank them for this acknowledgement and their continued support of ITAS. As the only dedicated service of its kind in Europe, ITAS continues to play a vital role not only in the recovery of tourists from the trauma of being a victim but also from the potential damage to the reputation of the country if left unchecked.

Demand for the service reached record levels with 1024 tourists seeking support in 2019. While we are encouraged to see more tourists accessing support, we continue to advocate for stronger protocols on informing victims of support services. The Gardaí play an essential role in this regard and I would like to thank them for their ongoing support.

Since our establishment in 1994, we have depended on the generosity and goodwill of the many organisations who fund us and sponsor complimentary support for tourists. We are extremely proud of these partnerships and are truly grateful for the continued support provided. Our concern remains however for the staffing of the service into the future, as fewer people are available through the Community Employment Scheme for which ITAS depends on for its 7-day operation. It is vital that extra funding is secured to maintain existing service levels.

Finally, I would like to pay tribute to the dedication of the staff and volunteers who work tirelessly to ensure positive outcomes for tourist victims and their families and to my fellow board members for being so generous with their time and expertise in ensuring professional standards as required for good governance.

## **Visitor Feedback**

Thanks to your precious intervention last Saturday, I was able to take the Ryanair flight back to Beauvais yesterday. I just want to thank you very much for your assistance and kindness. My gratefulness also goes to the Garda who took our deposition and to your colleague for her comfort. **France**

I wanted to thank the lady and gentleman in your office who helped me yesterday when my wallet was stolen with all my papers, credit card and money. Thanks to them, I was able to get on a plane last night and go home. Thanks also to the Garda. **France**

Just wanted to say a massive thank you for all your help and support. Knowing I could get home without my passport was a huge relief. But my faith in humanity was restored; the Taxi driver brought back my bag. Thank you for everything. **UK**

I want to let you know that the driver of the taxi in which we forgot our purple backpack (with our meds) returned the backpack to us at our hotel on Friday evening. He reported that he drove around to several different hotels until he noticed an Aegean Air sticker on the backpack and recalled our conversation about having previously been to Greece; then he remembered where he dropped us off. What a lovely man! He is a real ambassador to the city of Dublin with its kind and friendly people. I also wanted to thank you, personally, for the time that you took to work with us. You were a calming, helpful and reassuring presence during a stressful time as well as an amazing representative of the beautiful spirit of Dublin. We will most certainly be back and plan to spend more time exploring Dublin as well as the country as a whole. Thank you and your colleague, again, for all that you did for us. **USA**

I would like to thank you again for all your help and effort that you put in my case with stolen documents. I successfully received all emergency travel documents through the Austrian embassy and therefore boarded my flight back to Slovenia without any trouble.

Thank you again! **Slovenia**

Thank you so much for the follow-up. I am actually on the flight!!! The process was quite civil, all things considered! Heading to the airport was the right course of action, so thank you again for your guidance! **USA**

We want to thank you again. We are so grateful because if you had not been there we would have been in trouble, now we have a new window in the campervan, and we are sitting in a nice campsite. We really want to thank you warmly for finding someone, who did a very good job, to make and install a plastic window when replacement glass was not immediately available. This allowed us to continue our trip. **Netherlands**

From the bottom of my heart, thank you for your help yesterday!!! I arrived home very well. I wish you both all the best!!! You have done a great job!!! **Germany**

I am back home. Thank you so much for all the help and assistance! It has meant the world to me. **South Africa**

We felt really miserable last Saturday afternoon after the theft, but then we met you at Pearse Street Garda Station. We went to the embassy at 10am on Monday morning and we came back to Italy late in the evening with the temporary travel document. We want to thank you for your kindness and help. All the best! **Italy**

I visited Dublin a month ago and I had a problem because someone stole my wallet. ITAS & the Dublin police helped me a lot and I am very grateful, something that I cannot forget. You did a wonderful job. You may not remember me but I am going to remember you and your wonderful city all my life. This weekend I'm going back to Dublin. I hope to visit you and thank you for everything you helped me! I hope you have a good day! **Spain**

I want to thank you again for your assistance yesterday, you were instrumental in helping me, it went smoothly at the embassy and I could fly without problems yesterday evening.

**Belgium**

Just sending this email to let you guys know that I have found my wallet and just landed safely in Spain. I wanted to thank you for the help and attention. Many, many thanks. Cheers. **Spain**

We did it!!! As you can see, I didn't see you again because your help worked. Thank you very much for your help. I still have a very good memory of my trip and the Irish. **France**

I wanted to thank you again for your help on Tuesday with my lost ID! Tourists in Dublin can be really glad to have you. So thank you very very much. **Germany**

## **2019 Overview**

In the year when ITAS marked its 25 year anniversary, it also marked record level demand for its service. We continued to provide vital support for tourists traumatised by crime and other distressing events and also worked to raise awareness about the service and inform tourists on crime prevention.

In 2019, 1024 international visitors benefitted from assistance provided by ITAS. The services sought ranged from providing reassurance and information to accessing our comprehensive complimentary supports ensuring tourists were not left without accommodation or a meal. We continued to highlight the immediate needs and difficulties faced by visitors and their families in the aftermath of crime in an effort to improve information provided to victims and facilitate referral to ITAS.

### **Marking 25 Years of ITAS 1994-2019**

#### ***A Reception at Áras an Uachtaráin with President of Ireland, Michael D. Higgins***

An initiative in Amsterdam that was proving a success in addressing the needs of victimised tourists was the catalyst for the establishment of the Service in 1994. 25 years on, we were delighted to be hosted by the President of Ireland, Michael D. Higgins at a reception at Áras an Uachtaráin. It was a positive endorsement of the work carried out by the service 7 days a week and we were delighted to be able to share the experience with some of our partners, many who have supported us since our inception.

20 years after being assaulted in Ireland as a 17year old student, Italian national Guido Nasi and his mother Simonetta were special guests at the Áras. They were accompanied by ITAS volunteer, Bernadette Kelly, who provided essential support in the aftermath of the assault and is now a firm friend of the family. Guido's assault left him with life-changing injuries, requiring 24-hour care for the remainder of his life. The President's speech moved guests as he spoke about how Guido's presence was "an indication of the almost infinite power of forgiveness and of courage and of resilience and of hope and belief in the human spirit".

With the attendance of Guido at the Áras, ITAS received national media coverage of the event and exposure of the positive work of the service.





**Pictured Left to Right:** President Michael D. Higgins meets Simonetta and Guido Nasi and Bernadette Kelly (ITAS Volunteer) at a Reception to mark the 25<sup>th</sup> Anniversary of ITAS at Áras an Uachtaráin on 1<sup>st</sup> April 2019.

**February 7 2020** – It was with great sadness we learned that Simonetta Nasi, mother of Guido Nasi, passed away after a long illness. Riposa in pace Simonetta, le tue preoccupazioni mondane sono finite.

### ***Fáilte Ireland hosts an evening reception at the RCSI to mark 25 years of ITAS***

We were honoured that Ireland's National Tourism Development Authority, Fáilte Ireland, hosted an evening reception for ITAS at the Royal College of Surgeons in Ireland, to recognise the great work carried out by the service for visitors to the country requiring support. ITAS would also like to acknowledge the presence of the Minister for Justice and Equality, Charlie Flanagan who was guest speaker at the event. The occasion was a valuable opportunity to thank the agencies and organisations that have support the service over many years and continue to do so. Representatives from 40 embassies as well as members of An Garda Síochána and representatives from the tourism industry attended.



## **Awareness Raising**

While the majority of visitors to Ireland will not require our service, knowing that support is available is in itself reassuring. An important objective for ITAS each year is to raise the profile of the service. Our promotional efforts are focused on the Gardaí, embassies and tourism industry personnel. It is important that front-line personnel, in contact with tourists experiencing crime, are aware of what supports are available so they are in a position to provide relevant information and facilitate immediate referral to ITAS.

Tourists may learn about our service through our very successful 'Safety Tips for Tourists' guides, which is available nationwide from Garda stations, embassies, tourist offices, key tourist attractions, language schools, car rental outlets, airports and ferry ports. This crime prevention initiative, educates tourists on how to stay safe by giving practical advice and gentle reminders on safety while holidaying in Ireland as well as contact details for ITAS. Our sincere thanks to Fáilte Ireland for printing the guides.

## **Presentations**

In an effort to increase the awareness of ITAS to the tourism sector, we worked with Fáilte Ireland and gave a number of presentations to the Local Experts Workshop taking place in Dublin. The workshops were aimed at visitor facing employees, volunteers and people that regularly interact with visitors and was an ideal opportunity to profile the service to those who would regularly come into contact with visitors and may not have been aware of ITAS. Fáilte Ireland personnel undertaking the workshops in other counties in Ireland included ITAS in their briefings and distributed our 'Safety Tips for Tourists' guides.

ITAS presentations to garda probationers in the DMR South and North Central Divisions continued in 2019. This was an excellent opportunity to showcase the Service as a resource for Gardaí when dealing with victims who are tourists and allowed us to highlight our key strengths including our direct contact with personnel in airlines and embassies for prompt decision making.

Hosted by the Probation Service's Restorative Justice and Victim Services section and to mark European Day for Victims of Crime on 22<sup>nd</sup> of February 2019, ITAS joined a panel of speakers to inform probation officers about the various services available to victims of crime. This led to ITAS being invited to take part in a restorative process, in relation to a crime

perpetrated against a tourist. Our aim was to ensure the offender understood and acknowledged the particular difficulties faced by victims who are tourists and the specific impact that a crime may have caused the victim and their family from an emotional, financial and physical point of view and allow the offender take responsibility for the crime that was committed.

During the year, ITAS also worked with many organisations to promote the service through their websites, e-zines and social media platforms. I would like to thank the many organisations that assisted the Service to raise its profile in 2019 including Fáilte Ireland, Tourism Ireland, Irish Hotels Federation, Incoming Tour Operators Association, ITIC and Dublin Town. This support is greatly appreciated.

### **Embassies**

When tourists face trauma abroad, very often it is their embassy that they first turn to for support in their time of need. It is however important that embassies are aware of how ITAS can help their citizens and refer them to us for additional support if required. In 2019 ITAS referred 219 tourists to their respective embassies for further assistance. We work with embassies to ensure we have the correct information and procedures for their citizens.

Our sincere thanks as always to the staff in all the embassies we work with, for their commitment and support, for accommodating requests at short notice, staying after hours and coming in on weekends to issue documents, to ensure their citizens could return home as planned.

## **Funding & Support**

ITAS continuously strives to develop a sustainable level of funding for its operation. While increased compliance requirements and governance expectations are welcome for greater accountability and transparency, it is however difficult to reach and maintain these standards without supplementary funding. We will continue as always to seek additional funding for our work.

The majority of ITAS funding comes from statutory bodies, while our remaining funding is typically from organisations benefiting from tourism. We are most appreciative of our core funders, the Department of Justice and Equality, Fáilte Ireland and Dublin City Council for their continued support. We received a very welcome increase in funding from Fáilte Ireland, which allowed us to appoint a part-time Assistant Manager for the Service. This was significant as our reliance on Community Service personnel for the provision of the service is not sustainable long term. The increase in full-time employment opportunities has seen a sharp decrease in numbers seeking employment through these schemes and CE personnel working with ITAS has decreased from 11 to currently just 6 staff members.

Our sincere gratitude to the organisers of the Irish Tourism Industry Awards for choosing ITAS for the 3<sup>rd</sup> consecutive time as their designated charity for the event. We are also extremely grateful for the funding we received from the Irish Hotels Federation, Incoming Tour Operators Association, Guinness Storehouse, Licensed Vintners Association, Car Rental Council and Vintners Federation of Ireland. We also received smaller donations from a number of different organisations. We rely on all sources of funding to keep the service operating and we are extremely thankful to all our funders, as without this vital income, we could not operate over 7 days year-round, which allows us to best assist tourists and their families.

## **Complimentary Support for Visitors**

The complimentary supports offered by our benefit in kind sponsors allows us to offer a comprehensive service to visitors. It is a key strength of the service. Many traumatised tourists are overwhelmed with the support they receive and it can ultimately change the experience from a negative to a positive one. ITAS works with numerous organisations for the benefit of vulnerable tourists to ensure that they are not left without a bed for the night, a hot meal or transport to the airport or their embassy.

We remain very proud of the partnerships we have built up and are humbled by their generosity. The following list is some of complimentary supports for tourists that we receive: ***Hotel & Hostel accommodation; Rescheduling & complimentary ferry tickets; Rescheduling of airline flights and authorising travel with Garda report and copy photo ID; Restaurant, Retail and Sightseeing vouchers; Transport by taxi, bus, dart, and train, GP visits and advice.***

### **Other Support**

ITAS would like to thank South Dublin Voluntary Groups, the Ballyfermot Chapelizod Partnership and the Department of Employment Affairs and Social Protection for providing Community Employment (CE) staff to the Service.

In respect to the difficulties in the CE environment, ITAS made a submission outlining the challenges of the schemes and providing recommendations for its future delivery to the Interdepartmental Group on Community Employment Schemes which had been appointed by the Minister for Enterprise and Social Protection to examine the future of CE Schemes.

## **2019 Analysis of Client Contacts and Support**

For the second consecutive year 579 incidents of crime and other traumatic events were referred to the service, however we assisted more tourists, 1024 compared with 987 in 2018.

82% of our interactions with tourists was through face to face support, a 2% increase compared with 2018. Support was also provided through our Locall number, which can be accessed throughout Ireland and by email. Our city centre office location in Pearse Street Garda Station allows tourists reporting crimes in Dublin to easily access support, which is vital to their specific needs and challenges. By meeting face to face with tourists, ITAS staff have a better understanding of their needs and individual circumstances, which allows them to prioritise assistance and support.

By visiting the office tourists also have the opportunity to quickly cancel bank and credit cards before they are used fraudulently and most importantly can make contact with family members for reassurance and to organise money transfers. Depending on the tourist's need staff mediate with airlines, embassies, car hire companies and many other agencies and organisations on their behalf.

Tourists generally seek assistance from ITAS within a few hours of the crime occurring and ITAS staff can very often address their immediate needs there and then. However, depending on the situation, this can extend to a number of days, as tourists may need to revisit the office for further assistance. In 2019, the number of days involved in casework totalled 757, an increase of 5% on the 2018 figure. 42% of assistance ITAS provided to tourists occurs during weekends and public holidays.

### **Sources of Referral**

The majority of international visitors to Ireland will not be aware of support services available or their legal rights should they be unfortunate to experience crime. ITAS relies on the Gardaí in particular, to inform tourists of our Service. Other sources of referral include embassies, the tourist industry and self-referral where tourists seek out the service themselves.

With the introduction of the Victims Rights' Directive in 2015 and the Criminal Justice (Victims of Crime) Bill in 2017, we expected to see a surge in tourists accessing support, however this has not been the case. While ITAS referrals have increased overall, we are concerned with the decrease in the number of tourists accessing support in general. We do not know whether tourists are being informed of our service and decide that they do not require intervention or whether they are not receiving the information and leave the country without having the opportunity to avail of support that they could have urgently required.



What we do know is that since 2015 referrals from An Garda Síochána to ITAS have decreased significantly. Apart from the South Central Division (primarily Pearse Street Garda Station), referrals from Garda stations in the DMR have decreased by 49%. Outside Dublin, referrals from Garda stations have decreased by 39%.

ITAS is working with An Garda Síochána to ensure that tourist victims are informed about appropriate support available to them from first contact, which is their right. We believe there is a need for specific protocols to be established when Gardaí are taking a report from a victim who is a tourist, to ensure they are informed about ITAS and other appropriate services as soon as they report an incident and if a tourist consents to support that a referral is facilitated. This allows tourists to receive immediate support and intervention in the hours after a crime, which is critical to their needs.

### **Gardaí**

Through correspondence, meetings and presentations, ITAS continued to inform Gardaí of the supports and resources available to tourist crime victims.

Gardaí referred 462 incidents to ITAS, a decrease of 4% on 2018 figures. Tourist crime continued to be focused in the capital with 426 incidents referred by garda stations in Dublin. Pearse Street Garda Station recorded the majority of tourist crime incidents in the country. This meant that once again, the majority of tourist incidents were referred by Pearse Street – 328 incidents, a decrease of 10% on the 2018 figure. Store Street referred 46 incidents, an increase of 21%. 37 incidents were referred by other city centre stations and 15 incidents from Dublin suburbs. Gardaí outside of Dublin referred 36 incidents, up 2% on last year's figure.

### **Other**

Referrals from embassies increased by 35%. The tourist industry referred 8 cases (1%) and in 69 cases the tourist contacted ITAS directly requesting assistance, an increase of 21%.

### **Gender and Age**

58% of tourists assisted by ITAS were female. The younger age groups of 17-25 years (24%) and 26-35 (20%) continued to be the main age categories referred. Other age categories: 36-45 (9%), 46-55 (11%), 56-65 (11%), over 65 (6%). The young age groups of 10-16 (4%) and under 10 years (2%) are accompanied by parents/guardians. 13% of the age category is unknown.

## **Main Types of Crime**

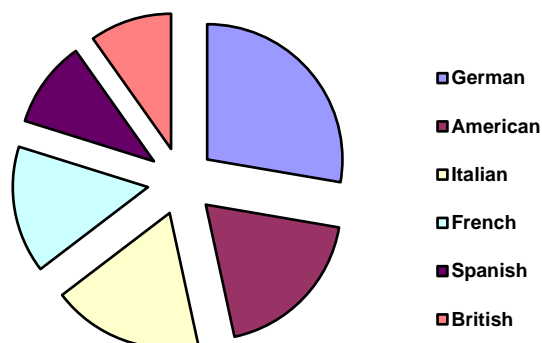
ITAS deal with all categories of crime, however the majority of tourists seeking assistance are victims of theft. Tourists unfamiliar with their surroundings, easily identifiable and perceived as carrying cash and valuable on their person increase the likelihood of being subject to opportunistic crime. Thefts can occur at any time during the day or night but our statistics show that the main time was between 2-6pm when tourists were shopping, sightseeing and socialising in cafes, restaurants and bars.

58% of tourist crime victims availing of support from the Service were victims of theft, which included incidents of 'Theft from Person' (279) and 'Theft from Car' (45). ITAS assisted tourists in 4 cases of accommodation fraud (a decrease of 16 cases since 2018), where visitors paid for accommodation online, only to discover on arrival in Ireland that the accommodation either didn't exist or was a private dwelling. There were 19 incidents of violent crime referred to ITAS, compared with 10 cases in 2018. Tourists can be very vulnerable after these incidents. It is a very traumatic and distressing time for victims and those travelling with them. These incidents included aggravated thefts, assaults, sexual assaults/rape and robberies.

## **Other Incidents**

ITAS is often called upon to assist and support tourists who have experienced other traumatic events. This is due to our level of expertise and contacts within the industry. Referrals of these incidents reduced this year and as with most other years the cases of 'Lost Property' were most prevalent. There is little doubt that some of these incidents are thefts but with no CCTV or witnesses, the incidents are categorised as 'Lost Property'. Tourists in these situations can be extremely distressed and vulnerable as they are without money or documentation and are very much in need of assistance. In 2019 ITAS assisted in 174 cases of 'Lost Property'. Other incidents included tourists running out of money, accidents/illnesses, missed flights, traffic accidents and expired identity documents.

## Client Nationality



ITAS assisted 1024 international visitors from 64 countries around the world. For the fifth year running, German citizens were the main nationality that availed of support from the service. This was followed by American citizens. The nationalities listed below have always made up the top 6 nationalities utilising the service, however their order may change in any given year. In 2019 they made up 69% of tourists availing of support from ITAS. A full breakdown of nationality is available on page 21.

German	195 people (19%)	French	107 people (10%)
American	133 people (12%)	Spanish	73 people (7%)
Italian	127 people (12%)	British	69 people (7%)

ITAS referred 219 tourists to their embassies for further assistance. The main embassies ITAS worked with were the German Embassy (44 cases), American Embassy (36 cases), Italian Embassy (34), French Embassy (23 cases) and Spanish Embassy (19 cases).

## Assistance Provided

Tourists are aware that crime can occur in any country but how it is dealt with will influence not only their recovery but also their perception of the people and the country. Our focus is primarily on providing immediate support and assistance, in an effort to reduce the impact of crime and to restore plans where possible. Our knowledgeable staff have the time and expertise to deal with the panic and shock often experienced by tourists and which can understandably be their immediate reaction after a crime .

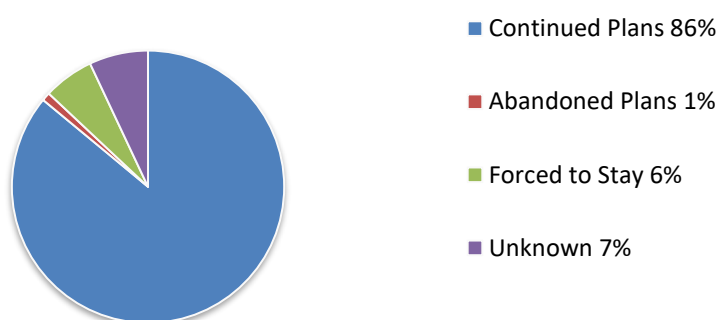
Where passports/national ID's had been stolen, ITAS worked with relevant airlines and when security was not an issue, 121 tourists were cleared to fly with the ITAS1 Garda report and another form of photo ID. We continue to be extremely indebted to the airlines for facilitating these requests as it meant that tourists did not have to delay their departure by visiting their embassy. If tourists have to prolong their stay in Ireland, it not only adds to their trauma but also has an even further negative impact from a financial and wellbeing point of view.

When airlines were not in a position to allow tourists to travel, complimentary re-scheduling of their flight was offered on 46 occasions, allowing tourists time to visit their embassy for emergency travel documents.

Complimentary hotel/hostel accommodation was provided on 25 occasions during 2019. Meal vouchers and retail vouchers were also given to tourists to assist them while they awaited emergency funds from family or friends. As a goodwill gesture, tourists also benefitted from complimentary sightseeing vouchers allowing them enjoy the attractions of the city. With many tourists without funds and requiring transport to get to their embassy, to the airport or to some location in Ireland, we were delighted to be able to offer complimentary transport by bus, rail, DART and taxi in 100 instances.

### **Trip Status**

After receiving assistance from the service, 86% of tourists were in a position to continue their holiday. 6% of tourists were forced to stay – the most common reasons were to allow tourists visit their embassy for emergency travel documents/visas or due to hospitalisation. 1% had to abandon their plans due to the consequences of the crime and in 7% of cases trip status was unknown.



## 2019 Statistics

Number of cases assisted	579
Cases assisted in the office	462
Cases assisted by phone	117
Number of casework days*	757

Number of people involved	1024
People assisted in the office	843
People assisted by phone/email	181

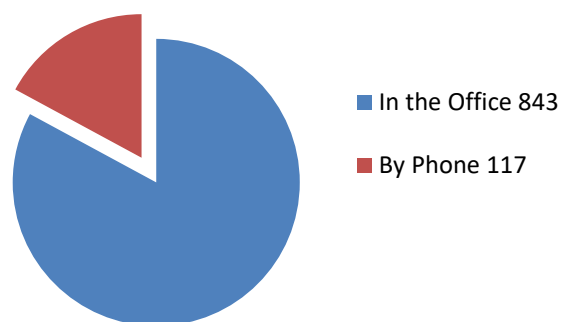
\*many cases take several days to resolve

## Cases Assisted 579

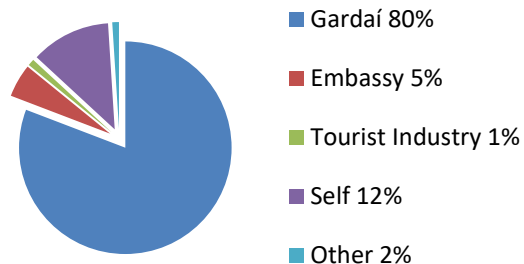
### Contacts to ITAS via:

Gardaí	462
Embassy	27
Tourist Industry	8
Self	69
Other	13

## Tourists Assisted



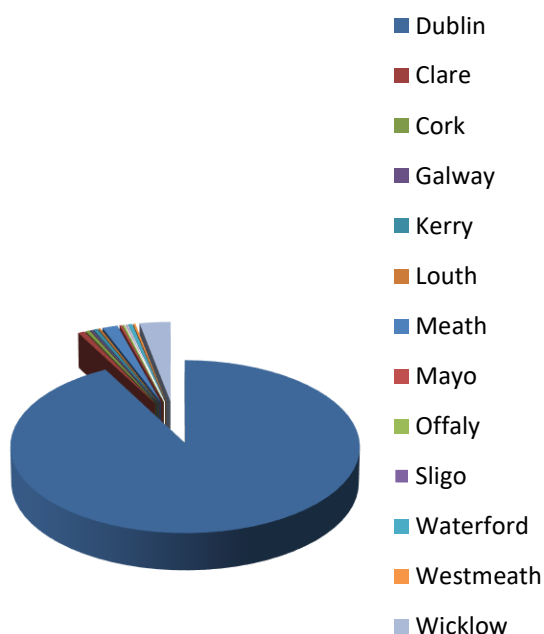
## Total Sources of Contacts



## Garda Contacts by County

Dublin	426
Clare	3
Cork	2
Galway	1
Kerry	2
Louth	1
Meath	7
Mayo	1
Offaly	1
Sligo	1
Waterford	2
Westmeath	1
Wicklow	14
Total	462

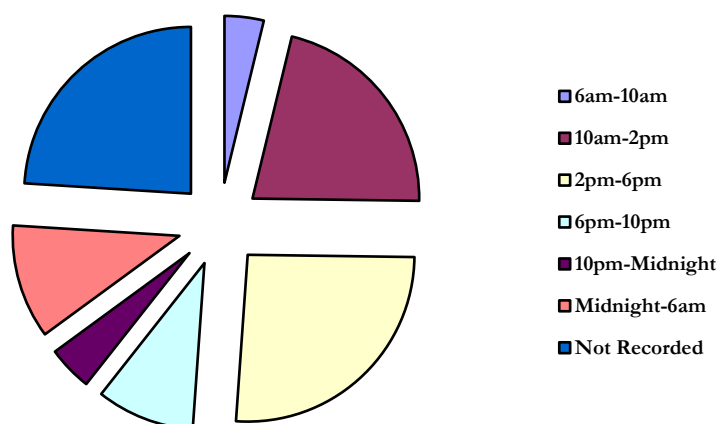
## Garda Contacts by County





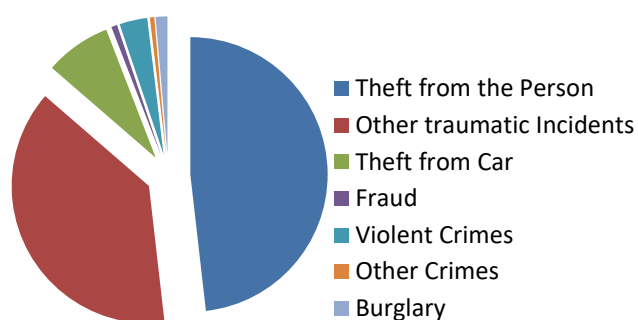
## Time of Occurrence

6am-10am	22
10am-2pm	124
2pm-6pm	150
6pm-10pm	55
10pm-midnight	25
Midnight-6am	64
Not Recorded	139



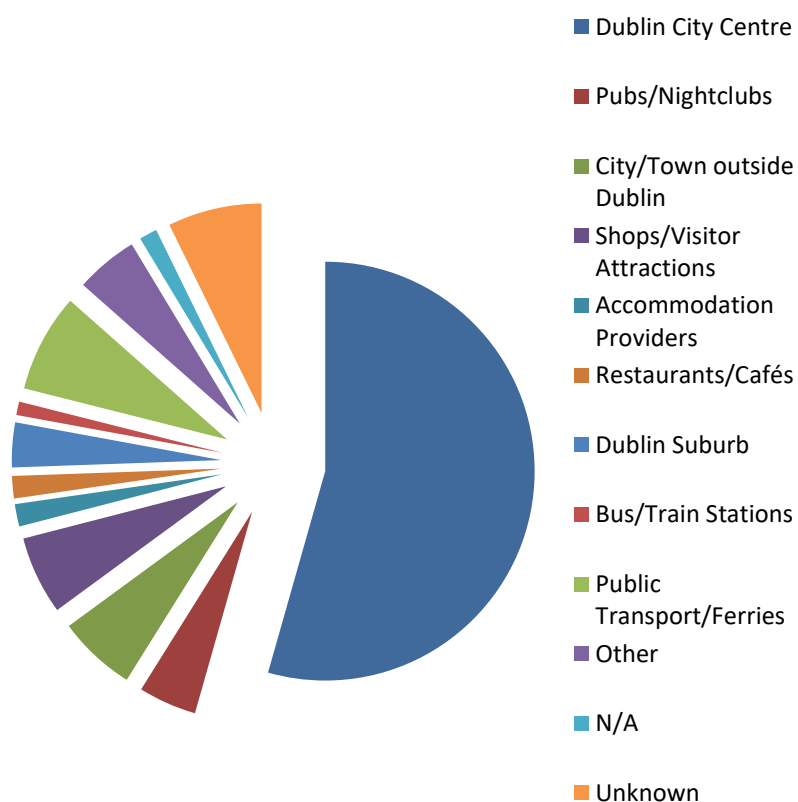
## Main Incident Types

Theft from the Person	279
Other Traumatic Incidents	221
Theft from Car	45
Fraud	4
Violent Crimes	19
Other Crimes	3
Burglary	8



## Location of Incidents

Dublin City Centre	315
Pubs/Nightclubs	26
City/Town outside Dublin	35
Shops/Visitor Attractions	35
Accommodation Providers	10
Restaurants & Cafés	10
Dublin Suburb	20
Bus/Train Stations	6
Public Transport/Ferries	44
Other	28
N/A	8
Unknown	42



<b>Age Groups 2019</b>	<b>Total</b>	<b>Female</b>	<b>Male</b>
Under 10yrs	17	8	9
10-16yrs	36	18	18
17-25yrs	244	149	95
26-35yrs	207	108	99
36-45yrs	96	57	39
46-55yrs	116	70	46
56-65yrs	112	71	41
over 66yrs	64	37	27
Unknown	132	72	60
	<b>1024</b>	<b>590</b>	<b>434</b>

<b>Items Stolen</b>	<b>2019</b>
Cash (approximate stolen €67,663)	232
Passports	248
National Identity Cards	264
Credit Cards/Bank Cards	481
Driving Licences	158
Mobile Phones	67
Laptops	21
Cameras/Camcorders	9
Luggage	15
Medication	13
Jewellery	5

<b>Complimentary Assistance</b>	<b>2019</b>
Telephone Calls	447
Referrals to Embassies	219
Complimentary Re-schedule of Flights	46
Airline Travel with ITAS1 Form + other form of ID	121
Garda Liaison	115
Accommodation	25
Money Transfers	26
Interpreting	35
Meal Vouchers	52
Complimentary Transport	100
Sightseeing Vouchers	67
Retail Vouchers	26
Complimentary GP Appointments	6

**Client Nationalities**

Algerian	2
American	133
Argentinian	2
Australian	15
Austrian	8
Bangladeshi	1
Belgian	18
Bolivian	1
Brazilian	31
British	69
Bulgarian	2
Cambodian	1
Canadian	17
Chilean	6
Chinese	13
Colombian	1
Croatian	1
Czech	3
Danish	4
Dutch	9
Estonian	2
Filipino	6
French	107
German	195
Ghanaian	2
Greek	10
Hungarian	1
Icelander	5
Indian	10
Indonesian	1
Iraqi	1
Irish	26
Israeli	2
Italian	127
Japanese	5
Latvia	1
Lithuanian	2
Malaysian	6
Malta	2
Mexican	6
Moroccan	1
New Zealander	4
Nigerian	1
Norwegian	1
Polish	13
Portuguese	25
Romanian	2
Russian	3
Singaporean	1
Slovakian	2
Somalian	1

**Client Nationalities cont'd**

South African	6
South Korean	4
Spanish	73
Swedish	6
Swiss	8
Taiwanese	5
Thai	5
Trinidad/Tobago	1
Turkish	2
Ukraine	1
Uruguayan	1
Venezuelan	3
<b>Total</b>	<b>1024</b>

**Nationalities Referred to their Embassies**

Algerian	1
American	36
Australian	4
Austrian	2
Belgian	4
Brazilian	5
British	4
Canadian	6
Chinese	6
Croatian	1
Czech	1
Danish	2
Dutch	2
French	23
German	44
Greek	2
Hungarian	1
Indian	2
Italian	34
Japanese	2
Latvia	1
Lithuanian	1
Malaysian	2
New Zealand	2
Polish	1
Portuguese	4
Russian	1
South African	1
Spanish	19
Swedish	1
Swiss	1
Taiwan	1
Ukraine	1
Uruguay	1
<b>Total - 21 -</b>	<b>219</b>

## ITAS – Marking 25 Years at Áras an Uachtaráin













## ITAS – Marking 25 Years at the RCSI







## **ITAS Board Members**

The Board of Directors of the Irish Tourist Assistance Service are voluntary and are not remunerated for the work that they do. They do not receive expenses for attending board meetings.

### **Board Members in 2019**

Kevin McPartlan – Chairman

Harry Carberry – Company Secretary

Dr. Muireann Cullen

Neil Cullen

Kasia Debska

John Gilligan

Alan Moody

Garrett Power

The Irish Tourist Assistance Service is a Company Limited by Guarantee and not having a Share Capital, registered number 406419. ITAS holds charitable tax exemption from the Revenue Commissioners CHY No. 16729 and is also registered with the Charities Regulatory Authority RCN 20060961

# Irish Tourist Assistance Service (ITAS)

## **Monday – Sunday**

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Pearse Street  
Dublin 2  
Tel: +353 (0) 1 666 9354

## **Monday – Friday**

6-7 Hanover Street East  
Dublin 2  
Tel: +353 (0) 1 661 0562

## **Opening Hours**

Monday – Saturday 10:00 to 18:00  
Sundays and Public Holidays 12:00 to 18:00

**Locall: 1890 365 700**

[info@itas.ie](mailto:info@itas.ie)

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