



I ( T ) A S

Irish Tourist Assistance Service  
Annual Report 2011

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Dubliners have a reputation for being friendly and welcoming and hopefully most visitors have a happy experience and leave Dublin with happy memories.

Unfortunately a few people do have experience of anti-social behaviour and crime in our City and it is good to know that the staff and volunteers of the Irish Tourist Assistance Service are at hand to help them through these difficult times. A friendly face is very important for those visitors at times like this and we appreciate the efforts to ensure that support and help is given to those in need.

Dublin City Council takes anti-social behaviour and crime on the city streets very seriously. As Lord Mayor I chair a Business Policing Forum with senior representatives of An Garda Síochána, Dublin City Council and Business and Tourism representatives. This Forum has led to increased co-operation and is seeing results on the streets of Dublin. The Joint Policing Committees have seen the development of community policing which has contributed to the safety of our city's citizens and visitors. I have also set up a Lord Mayor's Commission on Anti-Social Behaviour and am examining the effects of Anti-Social Behaviour and ways to respond to it. One of themes addressed as part of this Commission is the City Centre.

As Lord Mayor and on behalf of the citizens of Dublin I would like to pay tribute to the Irish Tourist Assistance Service staff and volunteers who continue to work tirelessly and quietly not only in Dublin but countrywide.

A handwritten signature in blue ink, appearing to read 'Andrew Montague'.

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**Andrew Montague**  
**Lord Mayor of Dublin**

## **Mr Leo Varadkar T.D., Minister for Transport, Tourism and Sport**

I am pleased to have the chance to express my support and best regards for the Irish Tourist Assistance Service (ITAS). The invaluable support provided to those visitors to Ireland who require its expertise and assistance continues to be a vital link in the network of services and supports which Ireland offers its visitors.

Tourism is one of Ireland's most important economic sectors and has been recognised by the Government as having a key role in Ireland's economic renewal, supporting jobs right across the country. We saw the first signs renewed growth in 2011, with over 6.5 million visits from overseas to Ireland in the year. The annual Fáilte Ireland Visitor Attitude Survey shows that, from a wide range of factors that might influence the choice of a holiday destination, one of the most important for visitors when choosing to come to Ireland is safety and security (in addition to friendliness and scenery). Furthermore, according to Tourism Ireland's recent global brand tracking research, Ireland's rating in terms of safety and security has been improving year-on-year. The strongest growth in visits in 2011 has come from developing markets, including China and India, and for these visitors safety and security can be particularly important.

At a time when we are all supporting our tourism industry in its drive for recovery, it is essential that our visitors go home with good stories to tell word of mouth is still the most powerful form of marketing. Thanks to the efforts of An Garda Síochána, the level of crime against tourists remains extremely low in Ireland and Ireland continues to be one of the safer tourist destinations. Nonetheless, we cannot be complacent and, for those unfortunate enough to have been the victims of crime while visiting Ireland, the support and expert assistance provided year-round by ITAS is undoubtedly a source of great comfort. This is why ITAS, is so important – its quiet, competent work goes a long way towards counteracting the negative effects of crimes against tourists. Indeed, most of the tourists availing of its services are able to continue their holiday in Ireland and leave with an overall positive image of Ireland, so important for the long-term sustainability of Irish tourism

I'd also like to commend ITAS on their 'Safety Tips for Tourists' Guide which was launched during 2011. I understand it has proven very successful indeed.

Finally, I want to compliment the excellent team of staff and volunteers who are the backbone of the Irish Tourist Assistance Service. At a time when public resources are necessarily under pressure because of the overriding need to restore sustainable public finances, the role of volunteers is even more critical. I encourage anyone who wants to support Ireland's renewal and recovery to think about offering their services, even for a few hours a week to help victims of crime. 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.

**Mr. Dick Bourke, ITAS Chairman**

The Irish Tourist Assistance Service offers immediate support and assistance to tourists who become victims of crime while visiting Ireland. Since its inception in 1994 the Service has assisted over 11,000 tourists, the majority of whom continued their holiday after ITAS intervention.

The assistance that ITAS provides to tourists in these situations would not be possible without the support of the tourism and hospitality industry. The goodwill of the industry in the form of complimentary accommodation, meals, transport, re-issuing of travel tickets all help enormously to limit the effect that the crime may have on the tourist's perception of the country.

In 2011, ITAS assisted 690 tourists who experienced a variety of incidents from thefts to robberies. Tourists in these situations are extremely vulnerable and in many cases rely on the support offered by ITAS. The Service offers a calm and supporting environment where tourists can recover from the initial confusion and shock. The immediate assistance that ITAS provides is a key determinant in their decision to continue their holiday. Prompt intervention by ITAS in 2011 saw 87% of tourists continue their holiday plans.

The launch of the ITAS Safety Tips for Tourists guide was a great success with 50,000 guides distributed throughout Ireland to front line tourism services and An Garda Síochána. On the international stage, ITAS was invited to present a workshop at the Victim Support Europe conference on 'Cross Border Victimisation'. As one of only two specialist services in Europe offering assistance to tourist victims of crime, ITAS is seen as a model of 'best practice' and a benchmark for countries seeking to emulate the Service.

I would like to take this opportunity to pay tribute to all our sponsors, the majority of whom have continued to assist the Service since its inception in 1994. Your support is testament to the value you place on the work of ITAS. I thank you most sincerely. The question now is for the future of ITAS. As a charity ITAS depends on funding from both the public and private sectors. The Service's main funding has reduced by nearly 25% in the past two years and the Service is struggling to operate at this reduced capacity.

I would like to thank An Garda Síochána, especially Store Street Garda Station for accommodating the Service at weekends and public holidays. I would also like to thank the staff and volunteers of ITAS who carry out the day to day operation of the service.

## **Client's Comments 2011**

"The embassy gave me the paper I needed to get back home, so there were absolutely no problems with my return to France. Thank you so much for your help, I wouldn't have done it without you!" **France**

"I received your email and the insurance company compensated me for that theft. I really want to say thanks that you gave me a hand" **Korea**

"You helped me very much on Sunday afternoon as I lost my passport in the night before. I arrived well at home, everything worked at the airport. Thanks so much for your support" **Germany**

"Thank you very much for your assistance to me after my wallet was stolen in Galway in November. By phone while I was at the Garda Station, your staff explained the steps I needed to go through for a replacement passport and handling other matters. I was able to get the passport in Dublin and return to the U.S. as scheduled that weekend. Your service and help were invaluable to me dealing with the upsetting situation. While I have a bad feeling for one person who stole my cash, I have excellent long term memories of all the other people we met and beautiful / historic sights during the 2 week visit to Ireland. Thank you again and Happy Holidays!" **U.S.A.**

"Thanks for everything. The cup of tea saved my life!!" **Canada**

"We are so grateful for kind and calm assistance. I'm so glad you were there to help us" **U.S.A.**

"Thanks a lot!!! Thanks! Thanks! Thanks! You are so sweet! Thanks for all!" **France**

"You brought some sanity into a mad situation by being very helpful and courteous" **Australia**

"I'm not sure if you remember me, but I required urgent help from the ITAS early in June when my handbag and its entire contents were stolen, including my Passport and UK visa. Just to let you know, I have obviously made it back to the UK safely, the airline was very good and allowed me to travel back to London without my passport – after you put in a call to allow that to happen. Also, I didn't have a problem getting the money my friend had transferred through Western Union back in Dublin.

Today I received my new working Visa to be placed with my new passport – so it has taken me around a month to get all of that sorted. Luckily, my Australian Insurance Company is funding all the replacement items – that is still in progress.

I am sorry it has taken me so long to let you know my movements – but I have not forgotten the wonderful work done by you and your colleague to help me in such a stressful time.

Thank you so much again for all your assistance and I very much enjoyed my meal which I got with the restaurant voucher you gave me" **Australia**

*The email reproduced below is from a lady ITAS assisted in December 2010 and is typical of many ITAS receives and shows that tourists never forget the assistance provided by the service. In fact, another lady ITAS helped considerably in 2009 has called to see us every year since!*

"Remembering you so much this Christmas Eve 2011; very thankful for all the support you gave me while I was in Ireland" **Your Honduras student**

## **Key Activities**

### **Crime Prevention Initiative**

A crime prevention guide entitled 'Safety Tips for Tourists' was launched by Mr. Michael Ring T.D. Minister of State for Tourism and Sport. The guide contains practical advice for tourists on the care of belongings, personal safety and car security whilst on holiday. Information about the services offered by ITAS also feature in the guide should tourists require further information or advice.

The credit card size design of the guide is very user friendly. Safety tips are listed in English, French, Italian and Spanish to make them as accessible as possible to tourists. 50,000 booklets have been printed and are available in major tourist offices, car rental outlets, accommodation providers, at key tourist attractions and Garda Stations.

The 'Safety Tip for Tourists' guide is a proactive step in the prevention of crime against tourists. Its aim is to inform tourists about the simple steps to take to make sure that they are less likely to become a victim of crime while on holiday in Ireland. It will help ensure visitor experiences are safe and as enjoyable as possible.

### **Influencing Policy**

Tourist victims face many difficulties in the aftermath of crime not least the fact that they are in an unfamiliar environment. Being a tourist dictates the need for immediate assistance. ITAS witnesses first-hand the trauma and the effects of crime on tourists. The Service believes that all victims should have more statutory rights which allow them to have a defined central role throughout the entire justice process. All victims should be party to the criminal proceedings.

With the Minister's commitment to introduce a new victim's bill, ITAS has sought to raise awareness of the many issues facing tourist victims of crime in a submission paper to the Department of Justice. The following areas have been highlighted as key priorities:

- Right to Recognition
- Right to Information
- Right to Protection
- Right to Support

- Right to Timely Compensation
- Proper training of front line personnel in all agencies involved in the criminal justice process
- Introduction of a Victim Ombudsman

## **International**

With international visitor numbers estimated to reach 717 million in Europe by 2020, increased cross border victimisation is likely to be an unwelcome consequence.

In 2011, ITAS was invited to present a workshop at the Victim Support Europe's Annual Conference on 'Cross Border Victimisation' as ITAS is regarded internationally as a model of 'best practice' and a benchmark for countries seeking to emulate the Service. Research has shown that over eight million tourists are reported as victims of crime in Europe each year, with one-third of all European holidaymakers worrying about personal safety while on holiday.

## **Partnerships and Awareness Raising**

### *An Garda Síochána*

In the majority of cases it is An Garda Síochána who offers the first support and reassurance to tourist victims of crime. The Gardaí also have the important role of informing victims of the support structures in place to guide and assist them. Tourists by their very nature have limited time in which to receive support. It is therefore vital that ITAS continue to raise awareness of the Service among Gardaí to ensure that the procedure of immediate referral of tourist victims of crime is maintained.

ITAS will continue to work with the Garda Victim Liaison Office to promote the issues associated with tourist crime in an effort to ensure swift referral to the Service.

### *Tourist Industry*

ITAS continued to work to promote the service within the tourism industry. As many of the crimes against tourists can occur within the industry setting, it is essential that front line personnel are aware of the existence of the Service so that when dealing with a tourist who is a victim of crime, they are in a position to inform tourists of the availability of support. ITAS offers the industry a unique service where the negative impact of the crime is redressed and the perception of Ireland as a friendly welcoming place is maintained.



## *Dublin City BID – Street Ambassadors*

As part of their role the Ambassadors provide a welcoming service, providing information and directions to tourists on a daily basis. They are in a unique position to inform tourist victims of crime about ITAS. Ambassadors have in the past and no doubt will continue to escort tourists to Garda stations to report the crime and also to ITAS for support.

### **Media Coverage**

ITAS received coverage with the following media in 2011:

The Examiner	Radio Kerry
The Mirror	Galway Bay FM
Sun	Leinster News
Star	Kildare FM (Shane Beatty)
Metro Herald	Clare FM
Emergency Services Ireland	Phantom (Alison Curtis)
Breakingnews.ie	Newstalk
Donegal Democrat	Waterford FM

### **Sponsorship & Support**

As a charity ITAS relies on sponsorship, both financial and 'in-kind', for the effective operation of the service.

Financial Support – Securing adequate funding continued to be a top priority for the Service in 2011, as its main funding was reduced by 19%.

In 2011, ITAS embarked on a campaign the aim of which was two fold – to raise the profile of ITAS within the industry and to ask those involved in tourism or related industries to become a 'friend of ITAS' by making a small contribution to the Service. ITAS would like to thank the following organisations for recognising the value of the work of the Service:

***Australian Embassy***

***B&B Ireland***

***Belgian Embassy***

***Brittany Ferries***

***Convention Centre Dublin***

***Danish Embassy***

***Diocese of Killalea***

***Embassy of Turkey***

***Fexco***

***Heineken***

***Kilkenny Group***

***KPMG***

***Meath County Council***

***South Dublin Co. Tourism***

***Taipei Representative Office***

***Temple Bar Cultural Trust***

***Viking Splash Tours***

ITAS would like to take this opportunity to thank its longstanding contributors for their continued support, particularly in these very difficult times. Your commitment underpins the importance of the Service within the industry. ITAS would like to thank the following organisations for their support in 2011:

***Car Rental Council of Ireland***

***Commission for the Support of Victims of Crime***

***Diageo Ireland***

***Dublin City Council***

***Fáilte Ireland***

***German Embassy***

***Incoming Tour Operators Association***

***Irish Hotels Federation***

***Licensed Vintners Association***

***Vintners Federation of Ireland***

***Watercourse Distillery***

'In Kind' Support – Without this support, ITAS would not be in a position to operate the Service as it would not have the financial resources to pay for accommodation, meals, transport, etc. One of the many objectives of ITAS is reduce the financial hardship that arises as a result of the crime. Tourists can struggle with the situation in which they find themselves. Being in a position to offer them a meal or a night's accommodation in these circumstances offers them some relief. The goodwill of the industry is evident from the following list of **complimentary support** ITAS receives:

***GP visits and advice***

***Hotel & hostel accommodation***

***Retail vouchers***

***Reissue/rescheduling & complimentary ferry tickets***

***Reissue & rescheduling of airline 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 **FÁS** for providing staff to the Service. Nine part time **staff** make-up the core team that co-ordinates the valuable assistance to tourist victims of crime as well as essential administrative support. Thanks to the staff for their commitment to the Service.

### **To Volunteers**

Although your language skills may not be called upon very often, ITAS would like to thank you for your commitment to the Service and for being at the other end of the phone to offer support and reassurance to tourists in their native tongue.

### **To Embassy Consular Staff**

ITAS would like to thank the Embassies for facilitating swift re-issuing of documentation in emergency situations. This has ensured that many tourists did not have to prolong their stay and could return home as planned.

## Referrals

Tourists who experience crime have different needs than residents of the country who become victims of crime. They will most likely be in a state of panic and confusion; they may not speak the language of the country and will not know where to turn for help and support. They also may not have the social networks of family and friends around them and will most likely be returning to a hotel or guesthouse - not the comfort of their own home. Many if not all formal procedures will be different than in their own country. Tourist victims of crime are extremely vulnerable and require immediate practical assistance.

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

ITAS received 394 referrals in 2011, of which 251 related to crimes and 143 related to other traumatic incidents. 60% of the tourists were assisted in the office while the remainder were assisted over the phone or by email. ITAS operates a seven day service however, weekends and public holidays continue to be the busiest time with 46% of cases being referred during this period.

Eighty six per cent of tourists were informed of the Service by An Garda Síochána. Other sources of referral included embassies (24 cases), tourist industry (8), self referral by tourists and other sources (9) - *Crime Victims Helpline, Street Ambassadors*.

ITAS is a national service offering assistance to tourists anywhere in Ireland who experience crime. With the majority of tourists visiting the capital city and surrounds, the majority of tourists 75%, contacting the office were victims of crime or other incidents in Dublin. The first contact of a victim to the office is usually by telephone. ITAS will speak to the tourist and invite them to visit the office, if they are nearby or are planning to visit Dublin during their stay. Of the 690 tourists assisted in 2011, 415 (60%) took this opportunity. Visiting the office affords the tourist time to deal with the emotional aspect of the crime – the feelings of shock, panic and isolation. Being able to speak face to face with a staff member in a calm environment can improve their emotional wellbeing enormously.

A further 275 tourists received support and assistance by telephone. Most of these cases involved giving information and telephone numbers so tourists could cancel credit cards or

receive money transfers. In instances where tourists required transportation to Dublin to visit their embassy, ITAS was able to arrange this. In many instances tourists continued with their holiday while staff in the office worked on various issues arising from the crime. Many of the cases ITAS handle are complex and cannot be solved in one day. Many times tourists need to be kept informed of a situation or are required to call back into the office for follow up assistance. In 2011, the number of days involved with casework totalled 479.

58% of tourists assisted by ITAS were females. The younger tourists aged between 17 and 25 (36%), with little or no resources to fall back on in emergency situations made up the largest group referred to ITAS. This was followed by 26-35 year olds (22%), 36-45 (12%), 46-55 (6%), 56-65 (7%), over 66 (4%), 10-16 (3%) and under 10 years (2%). In 12% of cases the age category was unknown.

### **Referrals from An Garda Síochána**

An Garda Síochána referred 312 cases to ITAS, which included 96 cases which were not crimes but traumatic incidents – lost bags, missed flights, accidents.

Dublin Garda stations referred 270 or 80% of cases, a decrease of 3% on the previous year. 77% of referrals from Dublin Garda Stations were received from the city centre Garda stations of Store Street and Pearse Street. Store Street Garda Station continues to refer the majority of cases (119) and this can be attributed to the fact that the Service operates from this station at weekends and public holidays. The immediate referral system as operated in Store Street station is extremely effective as tourists reporting incidents at the station can be seen by ITAS staff without delay. Pearse Street Garda Station referred 88 cases. Kevin Street and O'Connell Street Garda Stations referred 11 cases each.

Outside the Dublin Metropolitan Region, Gardaí in Co. Wicklow referred 12 incidents, followed by Co. Galway with 10, Co. Cork 9 and Gardaí in Co. Louth referred 6 cases. (See p. 17 for full breakdown of Garda Referrals)

## **Types of Cases Referred**

'Theft' in general continued to be the main crime referred to the Service. This includes theft from person, theft from car and burglary.

43% of the incidents referred to the Service were 'Thefts from Person'. Referrals of 'Theft from Car' have increased by 39% on the previous year's figure and stands at 13% of the overall incidents. Referrals of 'Burglary' have also increased and make up 4% of incidents. Referrals of violent crime increased from 9 cases in 2010 to 15 cases in 2011. They included Aggravated Theft, Assault, Sexual Assault and Robbery.

In 2011, ITAS assisted in situations that were not categorised as crimes but were just as traumatic for tourists. These included loss of property, missed flights and traffic accidents. Many tourists felt that the 'loss of property' incidents could have been theft. However, as they did not actually see the alleged crime taking place, the incident was categorised as a loss.

## **Client Nationality**

In 2011, ITAS assisted tourists from 44 different countries. American citizens were the main nationality that availed of support offered by the Service in 2011, up 32% on the previous year. There was an increase in several nationalities using the Service including Australians, Belgians, Dutch, Latvians, Lithuanians, South Africans and Spanish. The following is a breakdown of the top six nationalities referred in 2011:

<b>American</b>	<b>90 people (13%)</b>	<b>Spanish</b>	<b>81 people (12%)</b>
<b>French</b>	<b>87 people (13%)</b>	<b>British</b>	<b>63 people (9%)</b>
<b>German</b>	<b>81 people (12%)</b>	<b>Italian</b>	<b>62 people (9%)</b>

ITAS referred 200 cases to embassies for temporary documents or for a replacement passport to be issued. The main embassies ITAS worked with were the German Embassy, (40 cases), American Embassy (28 cases) French Embassy (27 cases), Spanish Embassy (27 cases), and Italian Embassy (23 cases).

## **Assistance**

While theft is the main crime referred to ITAS, it is sometimes perceived as being 'minor', however, for a tourist who is left stranded with nothing – no cash, credit cards, identity, it can be extremely traumatic and isolating. ITAS's aim is to minimise the impact of the crime by offering tourists support and help. Many tourists have had their camera and mobile phones stolen with all their holiday photographs, or presents and mementos gathered on their trip. While the initial priority is on the practical measures – cancelling credit cards, bank cards, appointments with embassies, emotional support is of paramount importance too. Listening to tourists and offering the use of the phone to call family can be of huge benefit to them.

ITAS liaises with airlines and where security is not an issue tourists are allowed to fly home using the ITAS1 Garda report. This saves the tourists time and money getting a temporary travel document and ITAS is very grateful to the airlines for facilitating these requests. On 13 occasions airlines re-scheduled flights free of charge when tourists would not have made their flight due to the crime occurring so close to the time of departure. ITAS received 21 bed nights from hotels and hostels and 65 meal vouchers were handed out in an effort to assist tourists while they awaited emergency funds from home. Complimentary transport - by bus, rail, DART, taxi and ferry - was organised in 43 cases.

## **Trip Status**

ITAS have found that if a staff member or volunteer can speak to the tourist within a couple of hours of the crime occurring, it can have a positive impact emotionally. The sense of security tourists get from knowing that they are not alone, that somebody is there to guide them through the sometimes complex issues arising from the crime and support them emotionally may be all that is needed to influence them to continue their holiday.

87% of tourists opted to continue their holiday plans after receiving assistance from the service. 5% of tourists were forced to stay – this may be as a result of hospitalisation but mostly occurs when ID/passports are stolen particularly over the weekend and the tourist cannot travel until they obtain a temporary travel document. 4% had to abandon/shorten their plans due to the consequences of the crime. The trip status of 4% of tourists was not accounted for.

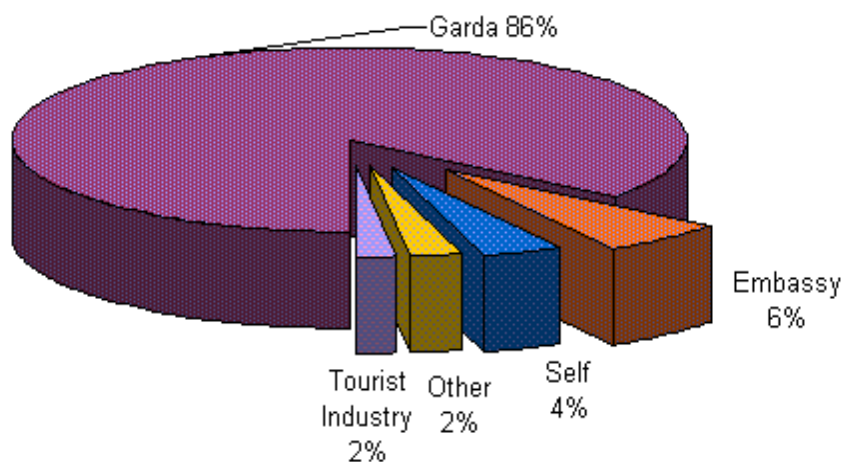
## General Statistics

	2011	2010
<b>Number of Cases handled</b>	<b>394</b>	<b>361</b>
Cases handled in office	232	227
Cases handled by telephone	162	134
<b>No. of Days Involved in Casework</b>		459
<b>No. of people involved</b>	<b>690</b>	<b>620</b>
No. of people assisted in office	415	412
No. of people assisted by telephone	275	208

	2011	2010
<b>Cases Referred:</b>	<b>394</b>	<b>361</b>
<b>Gardai</b>	337	320
<b>Embassy</b>	24	15
<b>Tourist Industry</b>	8	5
<b>Self</b>	16	16
<b>Other</b>	9	5

Age Groups 2011	Total	Female	Male
Under 10yrs	15	7	8
10-16years	23	12	11
17-25yrs	223	155	68
26-35yrs	148	74	74
36-45yrs	84	47	37
46-55yrs	40	22	18
56-65yrs	48	24	24
over 66yrs	25	16	9
Unknown	84	43	41
	<b>690</b>	<b>400</b>	<b>290</b>

## Referrals to ITAS by





## Crime Statistics

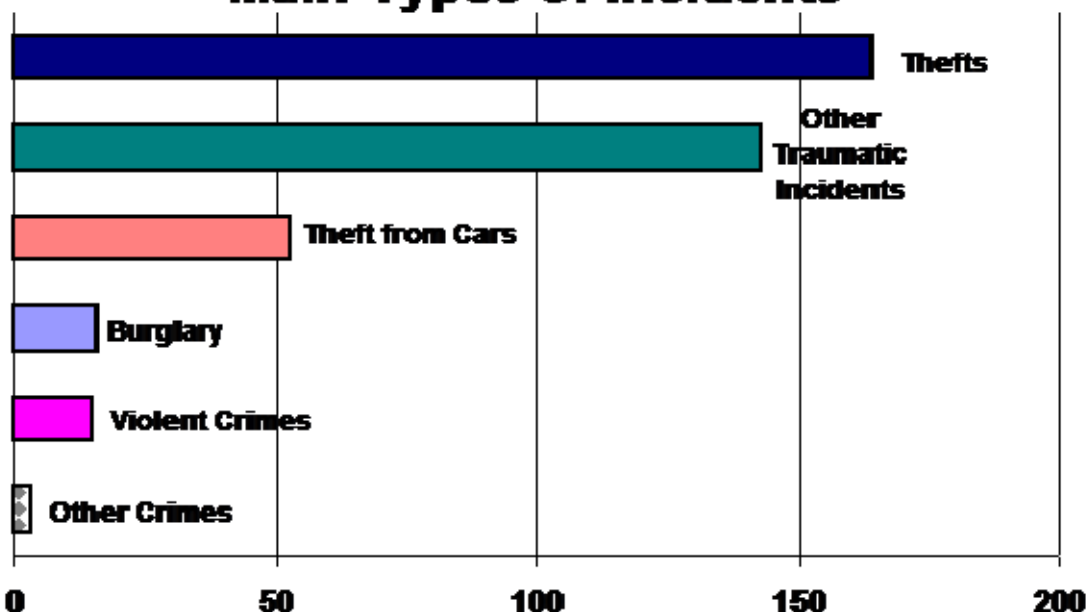
Types of Crime	2011	2010
Theft from Person	164	173
Theft from Hired Car	34	26
Theft from Private Car	19	12
Aggravated Theft	3	3
Burglary	16	5
Fraud	1	1
Assault	6	4
Sexual Crimes	1	0
Robbery at Gun Point	1	0
Robbery at Knife Point	0	0
Robbery with Violence	3	2
Robbery with Threat of Violence	1	0
Criminal Damage	0	1
Other Crimes	2	0
	<b>251</b>	<b>227</b>

Location of Crimes	2011	2010
Dublin City Centre	67	82
Pubs/Nightclub	28	31
City/Town outside Dublin	19	15
Shops/Sightseeing	39	27
Hostels	15	10
Restaurants & Cafés	13	18
Hotel	14	6
Dublin Suburb	7	10
Bus/Train Stations	5	8
Public Transport/Ferry	4	2
Dublin Airport	2	1
Cars Parks	8	5
B&B, Guest Hse, Apt	5	2
Park	5	2
Caravan Park/Campsite	3	0
Unknown	14	8
	<b>248</b>	<b>227</b>

Other Traumatic Incidents	2011	2010
Loss	121	107
No Access to Funds	7	8
Accident /Illness	1	1
Recovered Property	1	0
Missed Flight	1	3
Traffic Accident	2	0
Other (Passport expired, car clamped etc.)	10	15
	<b>143</b>	<b>134</b>

Time of Crime	2011	2010
6am - 10am	2	6
10am - 2pm	48	50
2pm - 6pm	70	53
6pm - 10pm	32	28
10pm - Midnight	25	16
Midnight - 6am	20	35
Not recorded	54	39
Other Traumatic Incidents	143	134
	<b>394</b>	<b>361</b>

## Main Types of Incidents

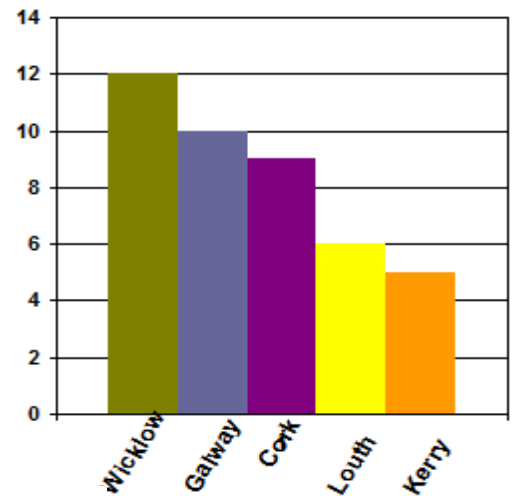


**Garda Referrals\***

Dublin	2011	2010
Airport	2	2
Blackrock	0	1
Bridewell	5	0
Cabra	1	1
Clontarf	0	1
Clondalkin	1	0
Coolock	0	1
Donnybrook	1	3
Dun Laoghaire	1	3
Dundrum	3	0
Finglas	1	0
Fitzgibbon Street	6	3
Harcourt Terrace	9	9
Howth	0	3
Irishtown	0	1
Kevin Street	11	9
Kilmainham	5	6
Lucan	0	1
Malahide	1	4
Mountjoy	3	4
O'Connell Street	11	5
Pearse Street	88	92
Raheny	0	1
Rathmines	0	1
Ronanstown	1	0
Store Street	119	128
Sundrive	1	0
	<b>270</b>	<b>279</b>

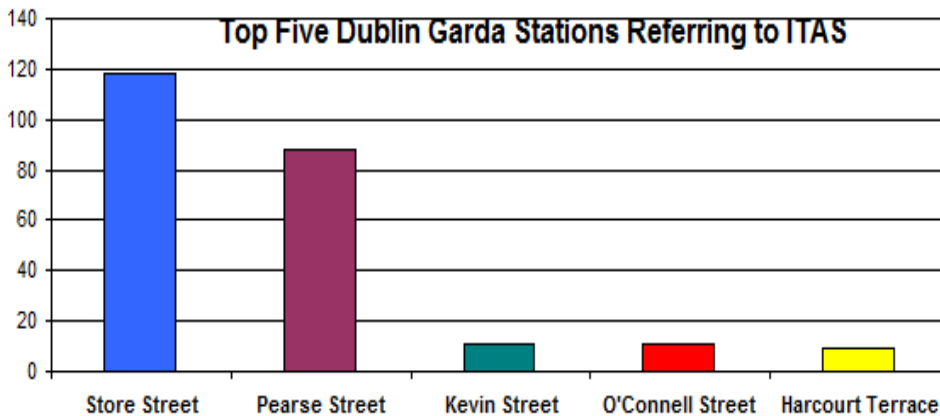
County	2011	2010
Carlow	2	0
Cavan	1	0
Clare	1	1
Cork	9	2
Donegal	2	0
Galway	10	5
Kerry	5	5
Laois	1	0
Limerick	1	2
Louth	6	6
Mayo	2	0
Meath	3	3
Monaghan	1	1
Offaly	1	0
Sligo	3	0
Tipperary	0	1
Waterford	4	2
Wexford	3	2
Wicklow	12	11
	<b>67</b>	<b>41</b>

**Main Areas of Referral from Garda outside Dublin**



\* includes referrals of non-crime incidents

**Top Five Dublin Garda Stations Referring to ITAS**

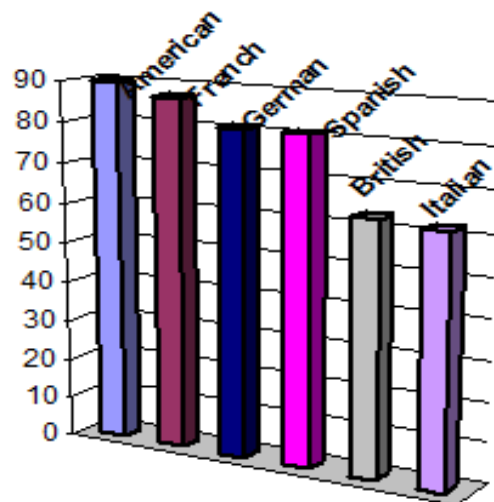


**Client Nationalities**

Nationality	2011	2010
Algerian	3	0
American	90	68
Argentinean	4	1
Australian	25	11
Austrian	8	7
Belgian	15	6
Bolivian	1	4
Botswana	2	0
Brazilian	7	8
British	63	63
Bulgarian	0	2
Canadian	14	12
Chilean	3	1
Chinese	0	3
Czech	2	1
Danish	1	0
Dutch	24	13
Estonian	1	0
Filipino	0	1
Finnish	0	3
French	87	110
German	81	71
Greek	2	0
Honduran	0	2
Hungarian	4	0
Icelandic	0	1
Irish	37	15
Indian	1	1
Israeli	0	2
Italian	62	81
Japanese	2	5
North Korea	1	0
South Korea	4	0
Latvian	7	3
Lithuanian	8	2
Luxembourger	0	2
Malaysian	1	0
Mauritian	0	2
Monaco	1	0
New Zealander	3	6
Nigerian	2	0
Norwegian	2	6
Pakistani	2	1
Polish	2	13
Portuguese	4	4
Romanian	0	5
Russian	2	0
Slovenian	2	1
South African	7	1
Spanish	81	58
Swedish	7	0
Swiss	13	20
Syrian	1	0
Turkish	1	0
Venezuelan	0	4
	<b>690</b>	<b>620</b>

Cases Referred To Embassies	2011	2010
America	28	17
Argentina	0	1
Australia	8	4
Austria	4	4
Belgium	5	2
Bolivia	0	1
Botswana	1	0
Brazil	2	5
Britain	6	1
Bulgaria	0	1
Canada	4	4
Chile	0	1
Finland	0	2
France	27	43
Germany	30	26
Greek	1	0
Honduras	0	1
Hungary	1	0
Italy	23	25
Japan	1	2
Latvia	3	2
Lithuania	3	0
Mauritius	0	1
New Zealand	1	1
Nigeria	1	0
Norway	3	2
Philippines	0	1
Poland	1	5
Portugal	1	1
Romania	0	2
Russian	1	0
South Africa	1	1
South Korea	1	0
Spain	27	24
Sweden	3	1
Switzerland	7	9
The Netherlands	6	4
	<b>200</b>	<b>194</b>

**Main Nationalities**



## Items Stolen & Assistance Given

<b><u>Items Stolen *</u></b>		
	<b>2011</b>	<b>2010</b>
Cash	197	186
Passports	213	171
Credit Cards	214	161
Bank Cards	97	93
Driving Licences	98	82
National Identity Cards	148	145
Travel Tickets	24	10
Mobile Phones	69	67
Cameras/Camcorders	34	30
Medication	4	5
Laptops	19	7

<b><u>Complimentary Assistance *</u></b>		
	<b>2011</b>	<b>2010</b>
Telephone Calls	334	303
Referrals to Embassies	200	194
Travel Tickets Re-issue/Re-schedule	13	16
Airline Travel with ITAS 1 Form	64	29
Garda Liaison	113	82
Accommodation	21	53
Money Transfers	20	14
Interpreting	17	19
Meal Vouchers	65	108
Medical Assistance	1	2
Complimentary Transport	43	60
Referral to Homeless Aid	6	13

\* numbers relate to cases not tourists e.g. 213 cases involved passports being stolen

## Trip Status

