

Irish Tourist
Assistance Service

helping tourist victims of crime

Annual Report 2022





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Message from the Chairperson, Gina Murphy

After two years of extraordinary upheaval and change, 2022 brought new beginnings and recovery for ITAS with the service supporting 675 tourist victims, their families and friends.

ITAS provides vital support and information to overseas visitors in Ireland who have experienced crime and trauma. We are all aware of the significant impact crime has on a person, but for a victim of crime who is a tourist, it can be particularly traumatic as they are in unfamiliar surroundings with no support structures. We know that in order to provide a positive experience, swift intervention is essential, which not only helps tourists' recovery, but also where possible, ensures that they can get back to enjoying their holiday as quickly as possible.

The current service model of providing support is based on garda referrals. Tourists have very little means of accessing support if they are not given the information about ITAS when reporting their incident. While we continue to advocate for better communication to victims, I would like to thank An Garda Síochána for their ongoing support and for working with ITAS to promote awareness of the service at all levels of the organisation.

On behalf of ITAS, I would like to extend my appreciation to all organisations that support us financially. Our main funders, the Department of Justice, Fáilte Ireland and Dublin City Council have supported us throughout the Pandemic and we are very appreciative of their continued support and recognition of the work that we do.

After the Pandemic we were fully aware of the need to focus our strategic priorities on communication to our stakeholders. We worked with a team in UCD's Innovation Academy, who came up with a brilliant and novel approach, which we hope to be able to implement over the coming year(s), resources allowing. Realising we required external expertise we also approached Failte Ireland, who wholeheartedly agreed to support our endeavor to reach a broader audience by developing our communications strategy. I would like to thank them for their openness and willingness to help ITAS. On our behalf they engaged Brand Led Growth, a strategic consultancy firm, to oversee the development of a brand and communications strategy for the service. This is a very important step in the development and growth of ITAS and we look forward to its completion in 2023. By improving our communication to stakeholders, we firmly believe that more tourists will have the opportunity to access support.

ITAS has operated with Community Employment Scheme (CES) personnel for its frontline operation since its inception with great success. However, over the past number of years, it has become increasingly difficult to recruit staff through these schemes and this has continued throughout 2022. ITAS will open a second office in Dublin city centre in 2023 and our concern therefore is on staffing the service into the future. The situation is at a critical stage and without dedicated volunteers, the service would be severely compromised. With 80% of client interactions being face to face, it is not possible to rely solely on volunteers to operate. In order to ensure the future viability of the service and provide essential support to tourists in the immediate aftermath of crime, we require additional funding to employ staff for front line service and this will be a top priority for us in 2023.

I would like to take this opportunity to pay tribute to the ITAS team of staff and volunteers for their dedication and commitment to the service. Their combined efforts ensured that ITAS continued to operate when staffing levels towards the end of the year became critical. The board and I would like to extend our fulsome appreciation for all that you do every day in caring for and supporting visitors experiencing crime and trauma.

I would also like to take this opportunity to thank my fellow board members for the significant contribution they make to the service and for upholding it to the highest standards of governance that is required of organisations today. I look forward to continuing to work with the Board and CEO in developing and growing the service to ensure better outcomes for all tourist victims of crime.



Gina Murphy

Message from the CEO, Lisa Kennedy

When overseas visitors travel to Ireland for business or pleasure, the last thing on their mind is becoming a victim of crime. The shock and disbelief they feel is intensified by language difficulties, lack of information and support structures. While the majority of crimes we deal with are opportunistic in nature, the significant inconvenience and stress it causes cannot be overstated and adds substantially to their vulnerability.

Many victims tell us that they feel overwhelmed by what has happened to them and are panicked at the thought of being stranded in a foreign country without any money to support themselves and their families. Our wonderful staff and volunteers provide immediate support and help to deal with the practical problems faced by tourists in these situations, so they can put the incident behind them quickly.

In 2022, 14% of tourist victims who reported a crime to Gardaí, accessed the service for support. I hope that those tourists that did not seek help from ITAS, had other supports available to them and were not left to deal with the aftermath of their incident alone.

The Criminal Justice (Victims of Crime) Act 2017 was introduced as a result of the EU Victims' Rights Directive and has provided a mechanism for victims' rights for the first time in Irish law. This has brought about many positive changes within the criminal justice system. All victims have the right to information on support services and access to free and confidential support. While this is encouraging, many victims are still not made aware of their rights or given adequate information when reporting their crime, which is the most fundamental right of all. This inconsistent and subjective approach means that many tourist victims are not made aware of ITAS support in the immediate aftermath of a crime. If victims of crime who are tourists, do not get the information about services immediately on reporting their crime, the window of opportunity is lost. I therefore welcome the revision of the Victims' Rights Directive by the EU Commission and hope that we will see a more coordinated approach to victims' rights and communication tailored for the victim. This would minimise difficulties for all victims but particularly for tourist victims, where immediate support is essential to their wellbeing.

We have known for many years that in order to provide support to a greater number of tourists, we need to communicate our message more effectively and to a wider audience. With a lack of resources limiting our communication efforts, it has been a struggle to adequately and consistently inform our audience. We were therefore delighted that Fáilte Ireland, one of our core funders, saw the benefit of working to help us in this area and agreed to fund our brand and communications strategy through Brand Led Growth. We are excited to work with both organisations and our other stakeholders on this project and look forward to its completion in 2023.

I would like to pay tribute to the staff and volunteers who are passionate about the work of the service and play a vital role in contributing to its success. They are a compassionate, dedicated and an extremely reliable team and I very much appreciate the amazing work they do. To my board, thank you for your guidance and expert leadership and for continuing to steer the service in the right direction – it is in such very good hands.

My sincere thanks also to ITAS' core funders, Department of Justice, Failte Ireland and Dublin City Council whose support and guidance we very much appreciate. To our remaining funders and benefit in kind sponsors, whose support we very much rely on for effective operations. We are delighted to work with you in our combined efforts to assist tourist victims of crime and trauma.

A handwritten signature in black ink, appearing to read 'Lisa Kennedy', with a stylized initial 'L' and 'K'.

Lisa Kennedy

Client Testimonials

To my Angels at ITAS, Thank you for your help, kind words, advice, patience, and most of all being my friend in a country where I was all alone. You will be what I remember most fondly of this trip. I will never forget you for as long as I live. Thank you, from the bottom of my heart!

American

This has been long on my mind and I'll never forget the help and compassion you showed me during an extremely big bump in my road.....

I arrived home safely and spent Christmas with my folks, in one part thanks to you!

Croatian

Thank you for checking in, We were able to retrieve the bag with passport and other documentation late last night. The taxi driver got back to us, he dropped the bag to the American embassy. Appreciate all your help. I am out of words to express the high level of professionalism and kindness with which you managed the situation.

American Tourist

Okay! I would like to see you to thank you for your effort and interest in my case. Finally, I got to travel with the reports's garda, the embassy made a new passport!

I came back the Tuesday.

Thanks a million,

Spanish Tourist

Thanks for your help on Saturday for calming me down and then sorting out my flight. I didn't think it could be done. You and all the policemen were brilliant. The 3 Arena was brilliant and we enjoy it because we had nothing to worry about. Thanks so much.

British Tourists

Thank to your precious help and professionalism we are safely at home.

Italian Tourists

Thank you so much for your help! We arrived back in Tel-Aviv on schedule, before we met you we were sure we were stranded as we couldn't get to the Embassy at the weekend. We were amazed that we could fly, and nearly didn't believe it when you said we could.

We were blessed to meet you, and we were further blessed to receive a message waiting for us on Facebook when we got home from a lady who found my bag with passports in it!! Can you imagine? Thank you so much!

Israeli Tourists

.....you guys are wonderful. Thank you so much. My mother is so relived and happy. In any case we will always remember the Irish people like you, who are so kind and overwhelming helpful to everyone. You are indeed the real highlights of Ireland.

German Tourists

Words cannot express how thankful I am to you for your help during my disaster in Dublin this week. I am safe home and all is well. My huge thanks and appreciation, not only did you get me home, but calmed a very awful situation. Honestly, I would be so lost without your help.

British Tourist

Service Overview

The pandemic had an enormous impact on the work of the service and thankfully in 2022 we began to emerge from the worst effects of Covid-19. When international travel resumed, it took until mid-2022 to see significant numbers visiting Ireland again. It was only then that we began to receive more referrals of tourists to the service.

During the first half of the year, we concentrated on engaging with our stakeholders in an effort to increase the profile of the service once again. Our promotional efforts were focused on Gardaí, the tourism and hospitality industry and embassies. It is important that those interacting with tourists experiencing crime are aware of supports available to allow them to provide relevant information.

Increasing our Profile

Gardaí

The ITAS service model is based on Amsterdam Tourist Assistance Service, (ATAS). ATAS received referrals primarily from the Police, and was located in the main police station in Amsterdam to allow for swift referral of tourists from police stations across the city. ITAS is based on the same principle, and was initially located in DMR Headquarters in Harcourt Square, and is currently in Pearse Street Garda Station facilitating immediate access to support. 72% of referrals in 2022 came via the Gardaí, with the majority having being originally reported in Pearse Street Garda Station.

For a number of years referrals to ITAS from the majority of Garda Divisions have been decreasing. Due to the nature of tourist victims, it is essential that they are informed of ITAS support immediately they report their incident. To familiarise Gardaí with the ITAS referral procedure and types of support we can provide, 16 presentations were given to garda probationers undertaking Continuous Professional Development, which took place in DMR South Central, DMR North Central and DMR North. We also gave 8 briefings to Garda units in Pearse Street and Store Street Garda Stations. This was a great opportunity to inform Gardaí about ITAS, in a face-to-face setting, and engage about issues affecting tourist crime victims.

ITAS also liaised with the Garda National Protective Bureau (GNPSB) about the issuing of a written acknowledgement, through the Tourist Assistance Referral Form (ITAS1) or other

relevant form, to tourists immediately on reporting their incident. This is critical for tourists as it is an essential requirement of many embassies when applying for emergency travel documents. It is also required for insurance purposes and may be needed to receive complimentary support services from ITAS tourism partners.

In an effort to increase the awareness to Gardaí of the importance of issuing an ITAS1 form to tourists in the immediate aftermath of a crime, information was sent to Gardaí via the Garda Portal (internal website) and Garda Newsbeat (internal ezine) .

GNPSB also assisted ITAS with the distribution of over 500 posters and information postcards to Garda stations throughout the country. Sincere thanks to GNPSB for their interest in and support of the Service during 2022.

Tourism and Hospitality Industry

Due to the seasonality of tourism and particularly after the Pandemic when many new people were employed by the industry, we were delighted to be invited to speak to 80 of the Guinness Storehouse frontline team in July. The storehouse is one of the biggest tourist attractions in the country and welcomed over 800,000 international visitors in 2022.

Also in July, we presented to the Irish Hotels Federation Dublin Branch Managers meeting and in August at their Dublin Branch Barbeque where approx. 500 hotel personnel were in attendance.

In September we were invited by Fáilte Ireland to present at their Divisional meeting in Limerick, where over 50 of their team working in the Tourist Information Centres, were in attendance.

These meetings were a great opportunity to highlight the work of the service, and liaise with and get feedback, from people who are interacting with tourists on a daily basis.

Our updated posters, which now includes a QR code allowing access to our contact details and website, and information postcards were distributed widely. This makes it easier for tourists requiring support to contact us directly. Our promotional material was sent to:

- Tourist Information Centres
- English Language Schools

- Tourist attractions and OPW sites
- Incoming Tour Operators Association
- Business Improvement Districts for distribution to members
- Independent Tourism organisations/centres
- Festival and event organisers
- Accommodation Providers

During the year, ITAS also worked with organisations to promote the service through their websites, e-zines and social media platforms. We were also included on Failte Ireland's regional maps. I would like to thank the many organisations that assisted the Service to raise its profile through these channels. Your support is very much appreciated.

Embassies

During Covid-19, like many other organisations, embassies had to change their procedures to adapt to the new environment. It is very important for ITAS to be aware of the correct embassy procedures so we can give up to date information to citizens seeking information about travel documents and visa. Time was therefore spent updating each embassy's policies, procedures and new personnel details.

It is also important that consular staff are aware of the services ITAS can offer their citizens and refer them for additional help if needed. Information on ITAS was sent to all embassies with a presence in Ireland and we also held a number of meetings with embassies to exchange information.

In 2022 we referred 129 tourists to their embassies for further assistance. Our thanks to all embassy personnel with whom we work. We greatly appreciate your support, and thank you for accommodating our requests for documents at short notice and for coming in on weekends, to ensure your citizens could return home as planned.

Engagement with UCD's Innovation Academy - Creativity, Innovation and Entrepreneur Programme

With declining referrals from our main stakeholder, we knew it was important to look at various ways of how we might improve the visibility of the service, with the aim of ensuring visitors in Ireland experiencing crime and trauma were able to access information and support in a timely manner. With that in mind we approached the UCD Innovation Academy who accepted our project and a team of 5 postgraduates worked on ideas to increase the awareness and visibility of the Service.

The team worked to an extremely tight deadline and completed an enormous amount of work in just three weeks. In order to broaden our reach, and not have to rely on our main stakeholder for referral, their main recommendation centred on the development of a self-service portal and information hub, which would allow direct access to support via an interactive interface. Tourists could access information and after answering a number of questions regarding their situation, an action plan would be generated prioritising next steps based on their needs. Tourists requiring specific specialised support, could contact ITAS directly during the process. While the portal would be primarily directed at tourist crime victims, it could also be used by ITAS' current stakeholders, including Gardaí and the hospitality industry as a resource tool and as a method of referral.

We are extremely grateful to our wonderful team and all those involved with the Innovation Academy, for their incredible enthusiasm and tremendous ideas. A project like this requires significant resources in both funding and manpower. We are working with a number of our stakeholders and funders to assess the viability of this project. We hope to be able to bring it, or some form of it, to fruition in the coming year(s).

Brand and Communications Strategy – Working with Fáilte Ireland and Brand Led Growth

In an effort to improve our existing communications model, work began in the third quarter of 2022 on ITAS' brand and communications strategy. This is being done in consultation with Fáilte Ireland and Brand Led Growth, who have been tasked by Fáilte Ireland to lead the project.

Brand Led Growth are working with ITAS and their stakeholders in reviewing how the service can evolve and develop its communications model to increase the number of tourists referred to or accessing the service directly for support.

We very much look forward to the completion of this project in 2023 and to working with all our stakeholders on the implementation of our strategy.

Advocating for Victims of Crime

EU Day for Victims of Crime – Irish National Meeting

In association with Victim Support at Court and the Victims' Rights Alliance, ITAS assisted the Crime Victims Helpline, who was the main organiser of a very successful Irish National Meeting – Victims' Voices, Victims' Rights'.

The event was held on the European Day for Victims of Crime, February 22, 2022 and was attended remotely by 120 participants from victim support and criminal justice services around the country. The official opening was performed by the Minister for Justice, Helen McEntee and the conference included a victims' voices panel, where victims spoke about their experiences with the criminal justice system and a victims' rights panel speaking on measures required to improve the situation for victims.

Submission to the Law Reform Commission on Compensating Victims

ITAS made a submission in response to the Commission's consultation on compensating victims, where we outlined the difficulties faced by tourist victims, trying to access the scheme from abroad, and the administrative and financial burdens placed upon them when applying.

Submission in relation to the Revision of the Victims' Rights Directive

ITAS responded to the open public consultation on the revision of the Victim's Rights Directive with our response detailing the improvements required for tourist victims of crime.

Funding & Support

ITAS' funding model consists of both statutory and private funding, with the majority of funding coming from statutory sources namely, the Department of Justice, Fáilte Ireland and Dublin City Council.

This funding is not sufficient to cover the total cost of operating the service and we rely on business contributions, mainly from those benefiting from tourism, for this purpose. As a result of the pandemic, tourism and hospitality businesses were not in a position to contribute to ITAS, however we saw a welcome return of some of our sponsors in 2022 and look forward to re-establishing our connections with our other sponsors in 2023.

Complimentary Support for Visitors

One of the key strengths of ITAS is the complimentary range of support we can offer tourists in times of distress. Tourists do not expect such support to be available and a complimentary meal or a night's accommodation can positively impact a traumatised tourist who is overwhelmed and in shock.

We are extremely grateful for the generosity of our partners for continuing to support ITAS. The following is a list of some of the complimentary support 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 bus, dart, and train; GP visits and advice.***

Other Support

We 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) and TUS staff to the Service.

While we are experiencing some difficulties in recruiting staff through these schemes, it is not due to the lack of trying from our partners who work extremely hard on our behalf to find candidates who are motivated and compassionate in their work assisting tourist crime victims.

Analysis of Client Contacts

438 incidents of crime and other traumatic events were referred to ITAS, with the service supporting 675 tourists in total. While this is a marked increase compared with 2021, it is a 24% decrease on the 2019 figure of 579 referrals.

544 (81%) tourists visited the office for support. Due to our centrally located office, tourists can easily meet with our staff, which is particularly helpful where English may not be their first language. It also allows us the opportunity to clarify and prioritise information and assistance, taking into account a tourist's particular needs and personal circumstances.

The office speeds up contact with family members, banks, credit cards and insurance companies. Staff mediate with many organisations on behalf of tourists. Generally, a tourist's immediate needs will be addressed in a number of hours, however this can extend to a number of days depending on the circumstances. In 2022, the number of days involved in casework totalled 536.

With Ireland, and in particular Dublin, continuing to be a popular weekend destination for international travel, 41% of assistance to tourists was provided during weekends and public holidays.

Sources of Referral

Gardaí continue to be the main source of referral for tourists accessing support. While the majority of tourists will not be aware of supports available to them in Ireland if they experience crime, it is therefore critical that Gardaí inform them of support services, which is the right of a victim from first contact.

In 2022 Gardaí referred 317 cases to ITAS. With Dublin attracting millions of visitors each year, tourist crime continued to be concentrated in the capital with 297 incidents referred by Dublin Garda stations. As Pearse Street Garda Station recorded the majority of tourist crime incidents in the country, the station referred the largest quantity of tourist incidents to ITAS (241). This was followed by Store Street, Bridewell and Kevin St.

ITAS also receive a small number of referrals from embassies (16), the tourism industry (13) and other (8). In 84 cases tourists contacted ITAS directly requesting assistance.

Gender and Age

58% of tourists assisted by ITAS were female. The younger age groups of 17-25 years (29%) and 26-35 (26%) continued to be the main age categories referred to ITAS. These younger visitors tend to have less resources and limited travel experience, which makes them most in need of assistance. Other age categories: 36-45 years olds (13%), 46-55 (10%), 56-65 (11%), over 65 (5%), and under 16 years (2%). 4% of the age category is unknown.

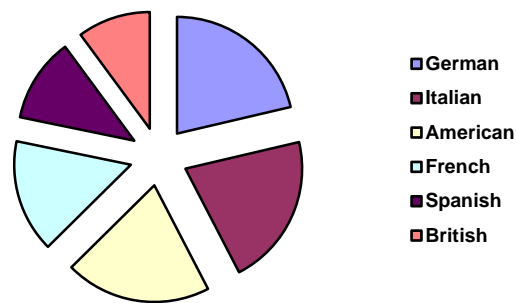
Main Types of Crime

ITAS deal with all categories of crime, however in general tourists are victims of theft related crimes and this is reflected in the figures recorded by ITAS. 94% of tourist crime victims seeking assistance from the service were victims of theft, which included incidents of 'Theft from Person' (223), 'Theft from Car' (5), "Fraud & Deception" (14), the majority being cases of accommodation fraud, with visitors booking accommodation online, only to discover on arrival in Ireland that the accommodation didn't exist or was a private dwelling. There were 13 incidents of violent crime referred to ITAS which included aggravated theft, assaults, sexual assaults and robbery with violence and with a threat of violence.

Other Traumatic Incidents

While ITAS was set up to assist tourist crime victims, due to our experience and contacts with embassies and other organisations, we are very often called on by Gardaí to assist in distressing but non-crime situations. Referrals of these types of incidents continue to rise each year and in 2022 ITAS assisted in 177 such cases. Situations can vary from a tourist missing their flight to medical emergencies. However, the most prevalent incidents are cases of 'Lost Property'. Many of these incidents may in fact be crimes but with no CCTV or witnesses the incidents are categorised as 'Lost Property'. Irrespective of whether items are lost or stolen, tourists can be just as much in shock and distress as they are without money or documentation and are very much in need of assistance.

Client Nationality



ITAS assisted 675 international visitors from 65 countries around the world. In 2022 German citizens were the main nationality that availed of support from the service. This was closely followed by Italian citizens. The nationalities listed below made up 64% of tourists availing of support from ITAS. A full breakdown of nationality is available on page 23.

German	96 people (14%)	Spanish	67 people (10%)
Italian	92 people (14%)	American	56 people (8%)
French	75 people (11%)	British	49 people (7%)

ITAS referred 139 tourists to their embassies for further assistance. The main embassies ITAS worked with were the Italian Embassy (28), German Embassy (21 cases), American Embassy (19 cases), Spanish Embassy (17 cases) and French Embassy (10 cases).

Assistance Provided

Tourists generally will not expect any support to be available when they report their incident, therefore it can be a huge relief to know that care and support is available in the country they are visiting and that they are not alone. The support ITAS offers makes a significant difference to a tourist's experience and can have positive outcomes for recovery and future decisions to return.

Tourists are generally visiting for a limited amount of time, therefore ITAS support is short-term and centres on reassurance, information and practical assistance. We offer an array of supports but tailor our response to a tourist's particular needs and circumstances. Some tourists will require more assistance than others, and as a dedicated service, we have the time to spend assisting them.

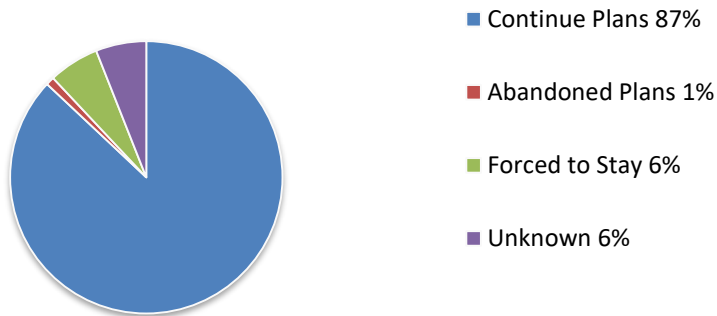
ITAS works with many agencies and organisations to ensure comprehensive support is provided to tourists, these can include but are not limited to liaising and mediating with gardai, embassies, transport companies (airlines, ferries, rail, bus), car hire companies, financial institutions, tourism and hospitality. While we do not see many tourists requiring medical attention, in instances where prescription medication is stolen, ITAS can facilitate a complementary consultation with a GP.

We work closely with a number of airlines and other travel companies to facilitate travel, and where clearance was granted, 110 tourists were allowed to fly when passports/ID's were stolen. We are extremely grateful to the airlines for facilitating these requests. It is a significant relief for tourists as it meant that they did not have to delay their departure and could return home as planned. If travel by this means isn't possible, we will ask for a complimentary reschedule of a tourist's flight until travel documentation has been acquired from an embassy.

In emergency situations where tourist's cash and access to cash have been stolen, ITAS can facilitate complimentary accommodation and meals until they receive money from home. When luggage has been stolen, retail vouchers can also be given. As a goodwill gesture, tourists also benefitted from complimentary sightseeing vouchers to allow them to enjoy the attractions of the city. With many tourists 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 and DART. Our sincere thanks to all organisations who support us in this way.

Trip Status

87% of tourists were in a position to continue their holiday plans after receiving assistance from the service. 6% of tourists were forced to stay – the most common reason being tourists visiting 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 the trip status of 6% of tourists was not accounted for or occurred outside the jurisdiction of the state, as is the situation in cases of accommodation fraud.



2022 Statistics

Number of Incidents 438

Cases assisted in the office	351
Cases assisted by phone/email	87
Number of casework days*	536

Number of people involved 675

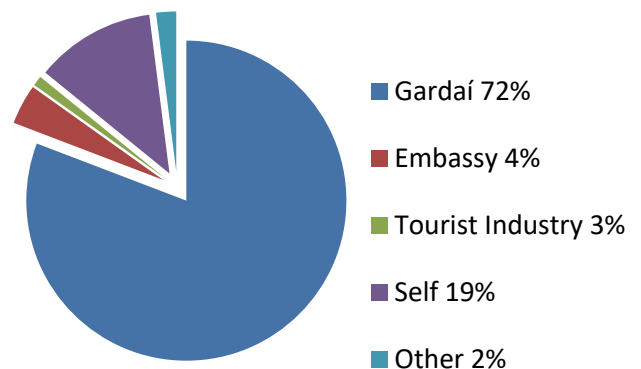
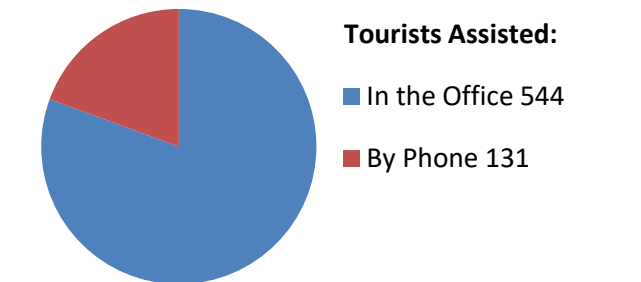
Face to face assistance	544
Assistance by phone/email	131

*many cases take several days to resolve

Cases Assisted 438

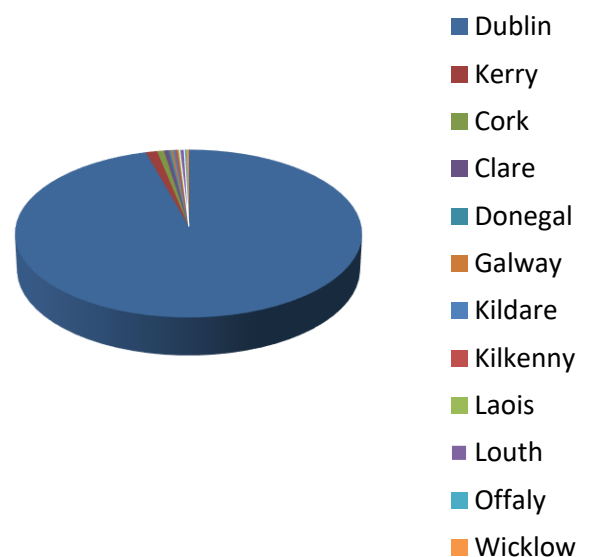
Contacts to ITAS Via:

Gardaí	317
Embassy	16
Tourism Industry	13
Self	84
Other	8



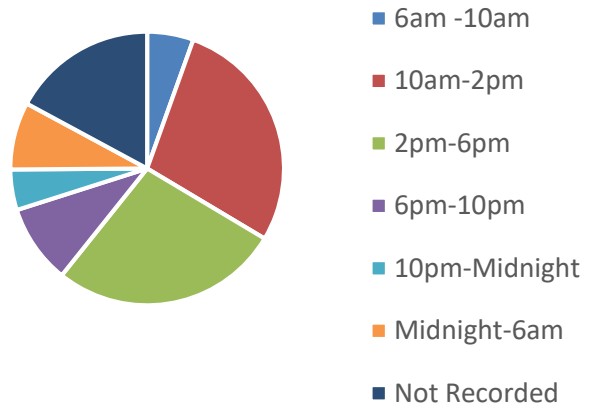
Contacts by County

Dublin	419
Kerry	5
Cork	3
Laois	2
Clare	1
Donegal	1
Galway	1
Kildare	1
Kilkenny	1
Laois	1
Louth	1
Offaly	1
Wicklow	1
TOTAL	438



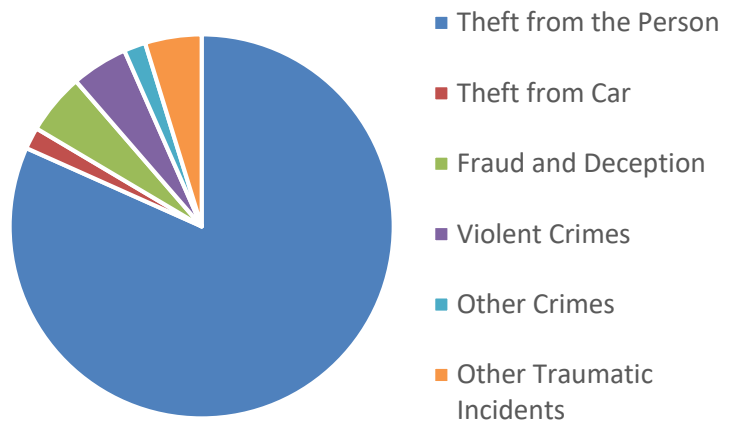
Time of Occurrence

6am-10am	24
10am-2pm	123
2pm-6pm	119
6pm-10pm	41
10pm-Midnight	21
Midnight-6am	35
Not recorded	75



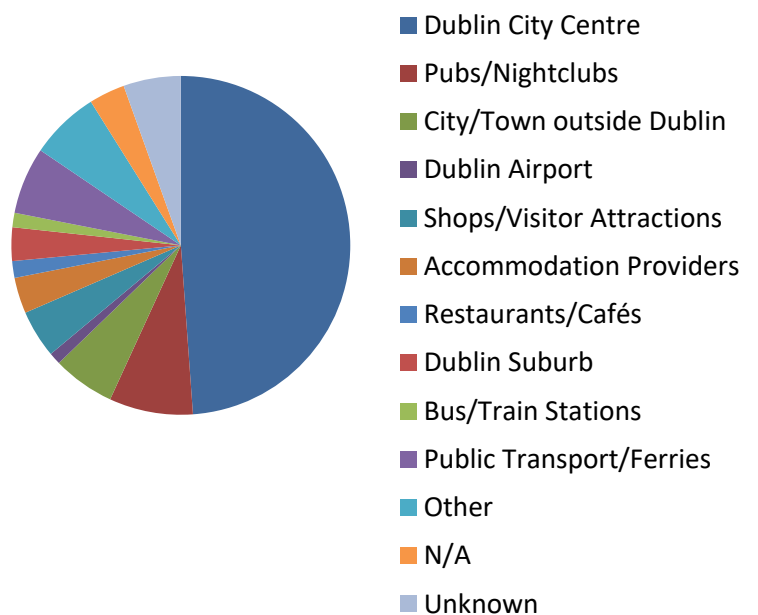
Main Incident Types

Theft from the Person	223
Theft from Car	5
Fraud and Deception	14
Violent Crime	13
Other Crime	5
Other Traumatic Incidents	178



Location of Incidents

Dublin City Centre	214
Pubs/Nightclubs	35
City/Town outside Dublin	26
Dublin Airport	5
Shops/Visitor Attractions	20
Accommodation Providers	15
Restaurants & Cafés	7
Dublin Suburb	14
Bus/Train Stations	6
Public Transport/Ferries	28
Other	29
N/A	15
Unknown	24



Age Groups 2022	Total	Female	Male
Under 10 Years	2	1	1
10-16 Year	14	3	11
16-25 Years	192	123	69
26-35 Years	176	92	84
36-45 Years	87	47	40
46-55 Years	68	43	25
55-66 Years	77	48	29
66+ Years	34	19	15
Unknown	25	16	9
	675	392	283

Items Stolen/Lost Property

Cash (Approx. €60,597 stolen)	128
Passports	177
National Identity Cards	178
Credit Cards/Bank Cards	272
Driver Licences	75
Luggage	7
Jewellery	2
Laptops	4
Medication	2
Mobile Phones	36
Cameras/Camcorders	3

Complimentary Assistance

Telephone Calls (to banks, family, Insurance etc)	295
Referrals to Embassies	139
Complimentary Reschedule of Flights	8
Airline Travel with ITAS1 & other form of ID	110
Garda Liaison	65
Accommodation	6
Money Transfer	5
Interpreting	22
Meal Vouchers	24
Complimentary Transport	15
Sightseeing Vouchers	25
Retail Vouchers	4

Client Nationalities

Algerian	3
American	56
Argentinian	5
Armenian	1
Australian	7
Austrian	8
Belgian	5
Bolivian	1
Brazilian	10
British	49
Bulgarian	5
Canadian	12
Chilean	4
Chinese	4
Costa Rican	1
Croatian	6
Czech	6
Danish	2
Dutch	16
Estonian	1
Filipino	1
Finnish	2
French	75
Georgian	1
German	96
Greek	2
Honduran	1
Hungarian	2
Icelander	2
Indian	8
Indonesian	2
Irish	14
Israeli	2
Italian	92
Japanese	3
Luxembourger	1
Malaysian	2
Mexican	6
Moldovan	1
Mongolian	1
Montenegrin	1
Moroccan	3

Client Nationalities Cont'd

Norwegian	6
Pakistani	2
Panamanian	1
Polish	3
Portuguese	10
Romanian	10
Slovakian	1
Slovenian	1
South African	8
South Korean	1
Spanish	67
Swedish	6
Swiss	10
Syrian	1
Taiwanese	1
Tajik	2
Tanzanian	1
Turkish	7
Ukrainian	10
Uruguayan	5
Venezuelan	1
Zimbabwean	1
Total	675

Nationalities referred to their Embassies

American	19
Argentinian	1
Austrian	3
Brazilian	4
British	3
Canadian	4
Chinese	1
Costa Rican	1
Croatian	3
Czech	1
Danish	1
Dutch	1
Finnish	1
French	10
German	21
Indian	2
Italian	28
Japanese	1
Mexican	3
Mongolian	1
Moroccan	1
Netherlands	1
Norwegian	2
Portuguese	1
Romanian	1
Slovenian	1
Spanish	17
Swedish	1
Swiss	1
Tanzanian	1
Turkish	1
Ukrainian	2
Total	139

ITAS Board Members

A board of 8 directors oversees the operation and leadership of the Service. During the year, one director resigned from the board – Noel Anderson and we welcomed one new member, David Chawke.

The Board of Directors are voluntary and are not paid for the work that they do and do not receive expenses for attending board meetings.

Board Members in 2022

Gina Murphy — Chairperson

Harry Carberry – Company Secretary

Noel Anderson (Resigned September 2022)

David Chawke (Appointed September 2022)

Kasia Debska

John Gilligan

Catherine Keegan

Conor O’Kane

Garrett Power

Governance Obligations

ITAS complies with the Charity regulators Governance Code and continues to monitor its effective implementation.

ITAS also continue to comply with its legal obligations, including the General Data Protection Regulation (GDPR), Health and Safety and company and employment legislation.

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

Pearse Street Garda Station

Pearse Street

Dublin 2

Tel: +353 (0) 1 666 9354

Monday – Friday (Admin Office)

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

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