



I ( T ) A S

Irish Tourist Assistance Service  
**Annual Report 2012**

# Contents

<b>Message from Lord Mayor of Dublin, Naoise Ó Muirí</b>	<b>3</b>
<b>Message from Minister for Transport, Tourism and Sport, Mr. Leo Varadkar, TD</b>	<b>4</b>
<b>Message from Chairman of the Irish Tourist Assistance Service</b>	<b>5</b>
<b>Client Comments</b>	<b>6</b>
<b>Activities</b>	<b>7</b>
<b>Referrals</b>	<b>11</b>
<b>General Statistics</b>	<b>15</b>
<b>Crime Statistics</b>	<b>16</b>
<b>Garda Referrals</b>	<b>17</b>
<b>Client Nationality</b>	<b>18</b>
<b>Items Stolen &amp; Assistance Given</b>	<b>19</b>



Dublin is a tourist friendly city with Dubliner's famous warmth and humour welcoming thousands of visitors every year.

We receive positive feedback from visitors every year. Unfortunately however, a few people do have a bad experience of crime or anti-social behaviour during their visit. 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.

Dublin City Council takes crime on the city streets very seriously. As Lord Mayor I chair the Dublin City Local Business Policing Forum with senior representatives of An Garda Síochána, Dublin City Council and City Business and Tourism groups represented. With all groups working together, we are seeing a positive impact on the streets of Dublin and will continue to work together to improve our streets for locals and visitors alike.

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 black ink that reads 'Naoise Ó Muirí'.

---

**Naoise Ó Muirí**  
**Ardmhéara Bhaile Átha Cliath**  
**Lord Mayor of Dublin**

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

The Irish Tourist Assistance Service (ITAS) plays a vital role in supporting Ireland's tourism sector. Visitors to Ireland who are unfortunate enough to be victims of crime can take great comfort from knowing that ITAS is on hand with year-round assistance.

Fáilte Ireland's annual survey of overseas visitors shows that Ireland's reputation as a safe, secure holiday destination is a significant factor for tourists. The hard work of the Gardaí helps to keep crime against tourists at a very low level, and ITAS makes a vital contribution in counteracting the negative impact of any crimes. Being a victim of crime at any time is traumatic but, in a foreign country, it can be even more traumatic – especially with language, cultural or legal difficulties. It is a testament to the excellent service from ITAS's team of staff and volunteers that the majority of tourists availing of its services can continue their holiday and leave with a positive image of Ireland. In an increasingly competitive international market, positive experiences and lasting good impressions are essential in safeguarding Ireland's reputation, and enhancing our overall attractiveness as a tourist destination.

I want to congratulate ITAS on its new, user-friendly website and a further print run of its multi-lingual "Safety Tips for Tourists" guide. The website provides a lot of useful information, including a map for ITAS's week-day and weekend offices, and a new "Safety Tips for Tourists" web film. I understand that the printed guide is available in tourism offices, language schools, car-hire companies and tourist attractions.

This year will be a special year for Irish tourism with 'The Gathering Ireland 2013' – the biggest tourism initiative ever staged in Ireland. Following two successive years of growth in overseas visitor numbers, we aim to attract an additional 325,000 tourists to festivals, family reunions, and cultural and sporting events. Although the global economic landscape continues to present a challenging environment for travel, The Gathering offers a great opportunity to present Ireland in a positive light.

I thank ITAS for its role in ensuring that tourists leave Ireland with a positive experience. As a nation, we pride ourselves on the warmth and friendliness of our welcome. The dedication of the organisation's staff and volunteers helps to ensure that even that minority of tourists, who encounter crime, can leave Ireland with a good impression thanks to the support of ITAS. I wish ITAS continued success for the future.

**Mr. Dick Bourke, ITAS Chairman**

I am delighted to present the Irish Tourist Assistance Service's Annual Report. There continues to be a strong demand for our service with ITAS recording its third highest number of referrals since its inception in 1994.

Despite reduced resources ITAS continues to provide a comprehensive service to tourist victims in the immediate aftermath of crime. Tourists avail of the service for many different reasons. Their sense of security is shattered, their vulnerability is high. By speaking with ITAS staff who have knowledge and compassion, the tourist's sense of calmness and positivity is restored, their emotional spirit lifted. I would like to take this opportunity to commend the work of staff and volunteers.

One of the aims of ITAS is to limit the financial hardship that arises after a crime has occurred. The tourism and hospitality industry play a major role by providing complimentary support in the form of accommodation, meals, transport and re-scheduling/issuing of travel tickets. These kindly acts help enormously to offset the negative impact of the crime. I would like to express my gratitude for the goodwill extended to the service.

In 2012, ITAS assisted 739 tourists from 44 different countries. The immediate nature of the assistance provided by ITAS enables tourists to resolve their difficulties quickly, allowing them the opportunity to continue their holiday. Timely intervention by ITAS in 2012 saw 89% of tourists continue their holiday plans.

During 2012, ITAS continued to play a role internationally when it was invited to take part in a workshop to discuss the 'Rights of Victims of Crime in Times of Economic Austerity' at the Fundamental Rights Agency's Conference in Brussels. ITAS welcomes the adoption of EU Directive establishing minimum standards on rights, support and protection of victims of crime. Member States have 3 years to implement the Directive. It is crucial that the best systems are put in place to allow the effective operation of the Directive to benefit all victims of crime.

The economic downturn continues to impact the service, however many of our sponsors have given their constant support and I would like to acknowledge and thank them for their commitment. I would like to thank An Garda Síochána for continuing to work positively with the service. A special word of thanks to Store Street Garda Station for accommodating ITAS at weekends and public holidays. I would also like to take the opportunity to thank CCVG Ltd and the Dept. of Social Protection for providing staff to the Service. It is only by this multi-lateral approach that we can continue to improve the services to tourist victims of crime in Ireland.

## Client's Comments

Each day we meet tourists who have been victims of many different crimes. More often than not they leave Ireland with a positive feeling of the country and its people. I always think that if someone takes the time to write to thank us when they return home, we must have made a difference. Following is some feedback from tourists we assisted in 2012.

This made my day and stay in Dublin! Thank you for the wonderful service and understanding!  
**Norway.**

I went to your office in the Garda Station and there I met a very courteous woman. She phoned the airline and helped me to get my flight on Sunday. Without her I would not have made it. For that I am grateful. Thank you very much. **Germany.**

Thank you for helping in a perfect way. **Belgium.**

I called into you yesterday as my passport was stolen. Just to let you know it all went smoothly and we were able to go straight through to departures and board my flight to East Midlands. I would just like to say a big thank you for helping and sorting out my flight, I really do appreciate it!  
**U.K.**

Thank you for saving us! We were in a terrible fix and you helped tremendously, thanks. **U.S.A.**

Very helpful and nice people! They resolve your problem very fast. The best one! **Spain.**

What amazing people! I was tired, depressed and uncertain when I came in and I feel wonderful now! Thank you all. **U.S.A.**

Thank you for your competent, friendly help! Thanks a lot! **Germany.**

The management and staff were very helpful and comforting during a trying time for us. Thanks so much! **Canada.**

Hi all, It's me, the super bad luck Chinese girl. It's great to be back in Germany. I really appreciate all the things you helped me with in Dublin. Even though all my things were stolen, I still like this city and its people, because of you!

ITAS is an amazing system, really can help tourists. When back in Germany I always talk to my friends and family about ITAS. There are more and more tourists going to China, I really hope China can have a similar system one day and I would be a volunteer.

I will go to Ireland at least one more time, to finish my trip plan, this time I will take care of my bag.  
**Chinese, studying in Germany.**

I am singing the praises of the Irish Tourist Assistance Service to everyone back here in the states. You helped me through a tough time and I am forever grateful. – **U.S.A.**

Hello, thank you for your email and your efforts with the Aer Lingus flight. It was so good of you to bother in this way. **U.K.**

Many Thanks! Great Service! **Australia.**

The Angels have done their job! Thank you. **Germany.**

All is there but the cash – I am off to see the grandbabies. Thanks again for all the help!! You ladies are lovely!! **U.S.A.**

## **Key Activities**

### **Promotion and Awareness Raising**

***New Website Design*** – A new user friendly, interactive website went live in early 2012. The site invites users to view footage on crime prevention and a promotional film of the services provided by ITAS. It also gives an outline of the criminal justice system and our ‘frequently asked questions’ section offers tourists information and guidance if they have been a victim of crime. The ‘Safety Tips for Tourists’ guide and Annual Reports are also downloadable from the site. Our Facebook page has been recently activated and will be further developed in 2013.

### ***‘Safety Tips for Tourists’ Guide***

40,000 ‘Safety Tips for Tourists’ guides were distributed to airports, ferry ports, tourist offices, tourist attractions, car hire companies, language schools, embassies and garda stations throughout the country. The guide is extremely popular due to its credit card size and crime prevention advice listed in English, French, Italian and Spanish. Information includes car safety, care of belongings and personal safety. It also includes information on reporting a crime and details of ITAS.

This proactive initiative aims to educate tourists about safety measures in order to reduce the number of preventable incidents of tourist crime occurring and to ensure visitors to Ireland have a safe and pleasant experience.

### **International**

ITAS attended the Victim Support Europe Conference, the focus of which was on the new EU Directive establishing minimum standards on rights, support and protection of victims of crime. The Directive was adopted by the European Council on 4<sup>th</sup> September 2012 and replaces the 2001 Framework Decision. 27 member states including Ireland have agreed to accept the Directive which is legally binding. Member states have 3 years to implement the measures outlined in the Directive. Among many important measures authorities must facilitate referrals to victim support services. While many policies are already in place to ensure information is passed on to victims of crime, they are not enforceable. The Directive will put an obligation on authorities to ensure higher standards across all aspects of the criminal justice system.

ITAS was invited by the Fundamental Rights Agency to their conference in Brussels, ‘*Justice in Austerity: challenges and opportunities for access to justice*’. ITAS presented at a working group, the focus of which was ‘*Rights of victims of crime in times of economic austerity*’. The emphasis was on problems faced by victims accessing justice in cross border situations.

The Victims of Crime Office invited ITAS along with other victim support agencies to make a presentation to representatives of the Department of Justice and other criminal justice agencies in Northern Ireland. The topic was '*personal advocacy*' in terms of the support given to victims of crime in our own services. The objective of the presentations was to assist the Northern Ireland agencies to draw up proposals to go to public consultation on improving personal advocacy for victims of crime in Northern Ireland.

## **Partnerships**

### ***An Garda Síochána***

The effectiveness of the service is contingent on a good working relationship with An Garda Síochána. ITAS continues to build on this relationship. Over the past number of years the Gardaí have implemented many policies which are very victim focussed. ITAS attended the launch of the Waterford Garda Support Service. This initiative sees dedicated personnel phoning victims of crime within 24 hours of the crime occurring to ensure they have all the information in relation to the investigation of their crime. This initiative also operates in the DMR North Central division from Store Street Garda Station.

ITAS continues to attend the Garda Forums. This platform allows Gardaí to inform victim support organisations of new or ongoing victim initiatives and allows the organisations an opportunity to highlight any problems they are encountering. In 2012, ITAS also attended the Garda National Consultation Meeting and took part in a workshop, the objective of which was to meet, consult and engage on areas of interest and concern.

To ensure the immediate referral of tourist victims, ITAS will continue to develop their contact network within An Garda Síochána and also to raise awareness of the service, which is of benefit to the work of the Gardaí.

ITAS would like to extend their appreciation to the Garda Victim Liaison Office who continue to support and extend their expertise to benefit the service.

### ***Tourist Industry/Directly to Tourists***

ITAS continues to promote the service in a non-alarmist manner through direct mailing, features in industry newsletters & magazines. ITAS' crime prevention guide is distributed to tourist offices and tourist attractions throughout Ireland. While we are conscious of the complexities of promoting such a service, tourist crime has always been an unfortunate reality of society. The majority of the crimes against tourists occur within industry settings – pubs, restaurants, shops, tourist attractions – and it is necessary that front line personnel are aware of the existence of ITAS. We believe that any negative perception about Ireland as a result of crime is offset and a positive perception of Ireland is restored when tourists receive immediate support.



## ***Embassies***

The Service develops and maintains close contacts with the consular sections of embassies (in particular those who have a large number of their citizens visiting Ireland) to facilitate swift issuing of documentation in emergency situations. Due to the economic downturn a number of embassies have had to introduce cost cutting measures. This has seen the complete withdrawal of some embassies or their consular sections from Ireland. It has also seen the withdrawal in some embassies of the weekend facilitation of emergency documentation. In situations where tourists are stranded, ITAS will liaise with carriers and organise accommodation and meals if necessary.

ITAS would like to extend our thanks to all the embassies we work with. We would like to particularly thank those that issued emergency ID under enormous time constraints and those who facilitated after-hour and weekend appointments in order that their nationals did not have to prolong their stay.

## ***Dublin City BID – Street Ambassadors***

The Dublin City BID Street Ambassadors play an important role in the development and promotion of the city. Part of their remit entails providing information and directions to tourists on a daily basis and they have many information points around the city. This puts them in a unique position to be a first port of call for a victimised tourist. The Ambassadors have often referred tourists to the service and ITAS would like to thank Dublin City BID and the Street Ambassadors for their assistance.

## **Sponsorship & Support**

Funding ITAS has again been difficult in 2012. However, we acknowledge the difficult climate and would like to thank the following agencies and organisations for their support: Ashling Hotel, Atlantic Language School, Australian Embassy, British Embassy, Brittany Ferries, Brooks Hotel, Car Rental Council, Commission for the Support of Victims of Crime, Convention Centre Dublin, Diageo Ireland, Danish Embassy, Diocese of Killalea, Dublin City Council, Fáilte Ireland, Fitzpatrick Castle Hotel, Fexco, French Embassy, Germany Embassy, Irish Hotels Federation, Irish Tour Operators Association, Kilkenny Group, KPMG, Licensed Vintners Association, McCarten Diocese, Meath County Council, Mespil Hotel, South Dublin Co. Tourism, Taipei Representative Office, Temple Bar Cultural Trust, Tourism Ireland, Tuam Archdiocese, Trinity Arms Hotel, Vintners Federation of Ireland, Viking Splash Tours, Watercourse Distillery.

'In Kind' Support – This support is vital for the effective operation of the service. Without it, tourists would be left stranded without accommodation, meals and transport in the aftermath of crime. Tourists are often in a state of shock and distress. They may be unable to travel as passports have been stolen and are therefore forced to stay in Ireland to remedy the situation. Being in a position to offer them a meal or a night's accommodation in these circumstances affords them some relief from the situation in which they find themselves. ITAS would like to thank the industry for the support it provides. Their goodwill 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 the **Department of Social Protection** for providing staff to the Service. Nine part time **staff** make-up the core team that coordinates the valuable assistance to tourist victims of crime. They also provide essential administrative support. The nature of volunteering at ITAS has changed over the past few years. **Volunteers** are used solely for translation purposes. ITAS would like to thank all our volunteers for their expertise and commitment to the service and for offering reassurance to tourists in their own language which in turn allows them to fully express their emotions.

## Referrals

Tourist victims of crime have specific needs and by their very nature require immediate assistance. Being a victim of crime in a foreign country is a traumatic experience. ITAS offers comfort and support to tourists who are in a state of confusion and anxiety.

ITAS aims to address the varying needs of tourist crime victims and to resolve their difficulties in a timely and pragmatic manner. In order to aid their emotional recovery it is important to allow them the ultimate say in the decision making process when resolving their situation.

ITAS recorded the third highest number of referrals since its inception in 1994. The service had 433 cases referred, of which 287 related to crimes and 146 related to other traumatic incidents. Where possible ITAS will encourage tourists to visit the office and last year 61% of tourists were assisted personally by staff members while the remainder were assisted over the phone. ITAS operates a seven day service with weekends and public holidays continuing to be the busiest with 54% of cases being referred during this period.

An Garda Síochána continues to be the main source of referral to the service with eighty nine per cent of tourists being informed of ITAS by a member of the force. Other sources of referral included embassies (19 cases), tourist industry (10), self referral by tourists (11) and other sources (8) (Crime Victims Helpline, BID Street Ambassadors, Hospitals).

ITAS offers immediate support and assistance to tourists anywhere in Ireland. However with over 3 million tourists visiting Dublin each year, it is the capital that records the greatest number of incidents against tourists. 81% of tourists contacting the office were victims of crime or other incidents in Dublin. In the normal course of events, the referring party (Garda, Embassy) contacts the office by telephone. A member of staff will speak to the tourist and assess and prioritise their needs and invite them to visit the office, if they are nearby or are planning to visit Dublin during their stay. This allows them the space to deal with both the practical and the immediate emotional effects of the crime. Being able to speak to a staff member or volunteer who has the time and the expertise to deal with the problems helps enormously.

If tourists cannot call to the office, support and assistance is offered via the Helpline. Information and telephone numbers to cancel credit cards or receive money transfers is given as is assistance with re-scheduling travel plans. When tourists require transport to Dublin to visit their embassy, we are able to facilitate this. Many of the cases ITAS handle are complex and cannot be resolved in one day, particularly at weekends where passports are stolen. Tourists may need to return to the office to contact banks or insurance companies for follow up assistance. In 2012, the number of days involved in casework totalled 514.

59% of tourists assisted by ITAS were female. 54% of tourists assisted were aged between 18-35 years. These tourists are generally the most vulnerable with limited resources and are most in need of ITAS assistance. This was followed by 36-45 year olds (10%), 46-55 (9%), 56-65 (8%), over 66 (7%), 10-16 (2%) and under 10 years (1%). 9% of the age category is unknown.

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

An Garda Síochána referred 387 cases to ITAS, which included 131 cases of traumatic incidents – lost bags, missed flights, accidents.

Garda stations in Dublin referred 325 incidents (84%), up from 270 cases in 2011. 77% of referrals from Dublin Garda Stations were received from the city centre stations of Store Street and Pearse Street. Store Street Garda Station continues to refer the majority of cases (128) and this can be attributed to the Service operating from the station at weekends and public holidays. Referrals from Pearse Street Garda increased by 39% and O'Connell Street and Bridewell Stations had significant increases in their referrals to ITAS also.

Outside the Dublin Metropolitan Region, Gardaí in Co. Wicklow referred 13 incidents, followed by Co. Galway and Co. Kerry with 9, and Gardaí in Co. Louth referred 8 cases.

(See page 17 for full breakdown)

## **Types of Cases Referred**

62% of the cases referred to ITAS involved theft - theft from person, theft from car and burglary. Referrals of 'Theft from Person' rose by 32% compared to the previous year. Referrals of 'Theft from Car' decreased from 53 cases in 2011 to 39 in 2012. Referrals of 'Burglary' have decreased slightly making up 3% of incidents. Referrals of violent crime decreased from 15 cases in 2011 to 12 cases in 2012. They included incidents of aggravated theft, assault and robbery.

Due to the fact that ITAS has built up contacts within the industry over many years, we are referred incidents that are not categorised as crimes but are just as traumatic for tourists. These can include loss of property, missed flights, expired passports and traffic accidents. In 2012 ITAS were referred 146 such cases.

In many cases tourists felt that the 'loss of property' incidents could have been thefts, however, as they did not actually see the alleged crime taking place, the incident was categorised as a loss.

## **Client Nationality**

In 2012, ITAS assisted tourists from 44 different countries. For the first time German citizens were the main nationality that availed of the service in 2012, up 62% on the previous year. There was also a very large increase in Italians using the service up 79% on the previous year. There was an increase in several other nationalities Brazilians, British, Chinese, Czech, French and Norwegian. The following is a breakdown of the top six nationalities referred in 2012:

<b>German</b>	<b>131 people (18%)</b>	<b>British</b>	<b>76 people (10%)</b>
<b>Italian</b>	<b>111 people (15%)</b>	<b>American</b>	<b>72 people (10%)</b>
<b>French</b>	<b>94 people (13%)</b>	<b>Spanish</b>	<b>69 people (9%)</b>

ITAS referred 220 cases to embassies for emergency travel documents or for a replacement passport to be issued. The main embassies ITAS worked with, in this regard, were the German Embassy, (45 cases), Italian Embassy (39 cases), French Embassy (29 cases), Spanish Embassy (26 cases), and American Embassy (24 cases).

## **Assistance**

The majority of tourists that ITAS assists have been victims of theft. Being a victim of a theft abroad can be significantly more distressing than if it happened in the tourists own county. They may be left stranded with no cash, no credit cards and no identity.

Tourists are very vulnerable in these situations and it can be extremely traumatic and isolating. The aim of the service is to minimise the impact of the crime both emotionally and financially. While the initial priority is on the practical measures – cancelling credit cards, bank cards, appointments with embassies – emotional support is also of paramount importance.

Where passports had been stolen and security was not an issue ITAS have liaised with airlines and in 79 cases tourists were allowed to fly home using the ITAS1 Garda report. This is of huge benefit to tourists as it saves them both time and the expense of extending their stay. On 12 occasions airlines re-scheduled flights free of charge to facilitate visits to Embassies for emergency ID. ITAS is very grateful to the airlines for facilitating these requests. ITAS received 27 bed nights from hotels and hostels for stranded tourists and 79 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 63 cases.

### **Trip Status**

ITAS staff work hard to minimise the impact of crime to enable tourists to achieve the best possible outcome. Knowing that experienced staff are on hand to guide them through the many difficult issues arising from the crime can have a positive influence on tourists' remaining holiday plans.

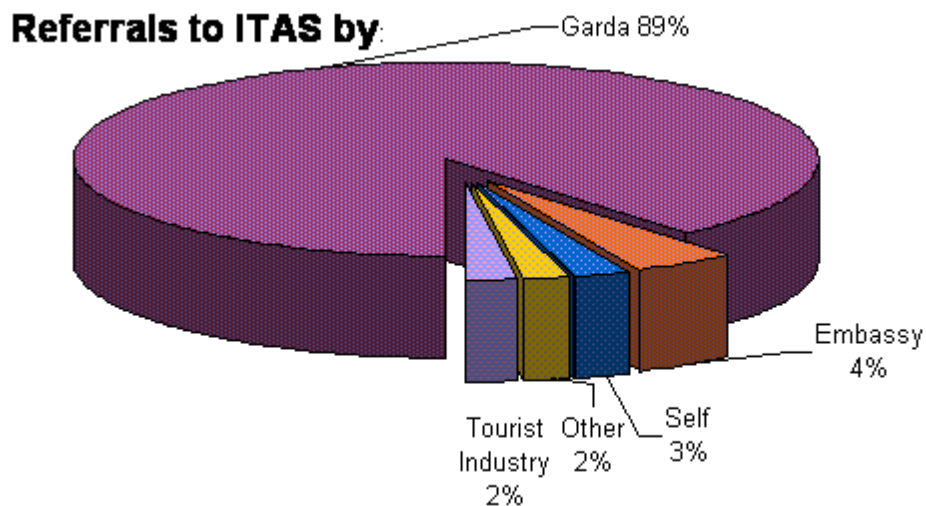
89% of tourists opted to continue their holiday plans after receiving assistance from the service. 6% of tourists were forced to stay – this mostly occurs when ID/passports are stolen particularly over the weekend and the tourist cannot travel until they obtain an emergency travel document. 3% had to abandon/shorten their plans due to the consequences of the crime. The trip status of 2% of tourists was not accounted for.

## General Statistics

	<b>2012</b>	<b>2011</b>
<b>Number of Cases handled</b>	<b>433</b>	<b>394</b>
<b>Cases handled in office</b>	263	232
<b>Cases handled by telephone</b>	170	162
<b>No. of Days Involved in Casework</b>	514	479
<b>No. of people involved</b>	<b>739</b>	<b>690</b>
<b>No. of people assisted in office</b>	480	415
<b>No. of people assisted by telephone</b>	259	275

	<b>2012</b>	<b>2011</b>
<b>Cases Referred:</b>	<b>433</b>	<b>394</b>
<b>Gardaí</b>	385	337
<b>Embassy</b>	19	24
<b>Tourist Industry</b>	10	8
<b>Self</b>	11	16
<b>Other</b>	8	9

<b>Age Groups 2012</b>	<b>Total</b>	<b>Female</b>	<b>Male</b>
Under 10yrs	6	3	3
10-16yrs	19	9	10
17-25yrs	242	150	92
26-35yrs	156	87	69
36-45yrs	71	40	31
46-55yrs	68	41	27
56-65yrs	63	37	26
over 66yrs	49	30	19
Unknown	65	36	29
<b>Totals</b>	<b>739</b>	<b>433</b>	<b>306</b>

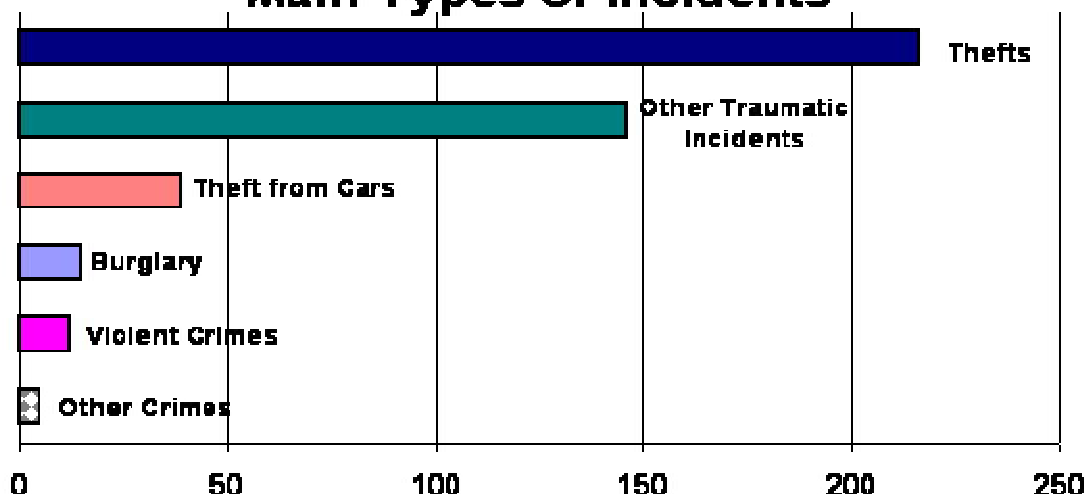


## Types of Crime

<b>Types of Crime</b>	<b>2012</b>	<b>2011</b>	<b>Location of Crimes</b>	<b>2012</b>	<b>2011</b>
Theft from Person	216	164	Dublin City Centre	115	67
Theft from Hired Car	31	34	Pubs/Nightclub	22	28
Theft from Private Car	8	19	City/Town outside Dublin	10	19
Aggravated Theft	2	3	Shops/Sightseeing	33	39
Burglary	15	16	Hostels	29	15
Fraud	1	1	Restaurants & Cafés	17	13
Assault	6	6	Hotel	18	14
Sexual Crimes	0	1	Dublin Suburb	5	7
Robbery at Gun Point	0	1	Bus/Train Stations	4	5
Robbery at Knife Point	1	0	Public Transport/Ferry	3	4
Robbery at Syringe Point	1	0	Dublin Airport	2	2
Robbery with Violence	2	3	Cars Parks	5	8
Robbery with Threat of Violence	0	1	B&B, Guest Hse, Apt	4	5
Criminal Damage	1	0	Park	5	5
Other Crimes	3	2	Caravan Park/Campsite	0	3
			Unknown	12	17
			N/A	3	0
<b>Totals</b>	<b>287</b>	<b>251</b>	<b>Totals</b>	<b>287</b>	<b>251</b>

<b>Other Traumatic Incidents</b>	<b>2012</b>	<b>2011</b>	<b>Time of Crime</b>	<b>2012</b>	<b>2011</b>
Loss	136	121	6am - 10am	16	2
No Access to Funds	1	7	10am - 2pm	58	48
Accident /Illness	0	1	2pm - 6pm	70	70
Recovered Property	1	1	6pm - 10pm	27	32
Missed Flight	0	1	10pm - Midnight	15	25
Traffic Accident	0	2	Midnight - 6am	34	20
Other (Passport expired, got clamped etc.)	8	10	Not recorded	67	54
			Other Traumatic Incidents	146	143
<b>Totals</b>	<b>146</b>	<b>143</b>	<b>Totals</b>	<b>433</b>	<b>394</b>

## Main Types of Incidents

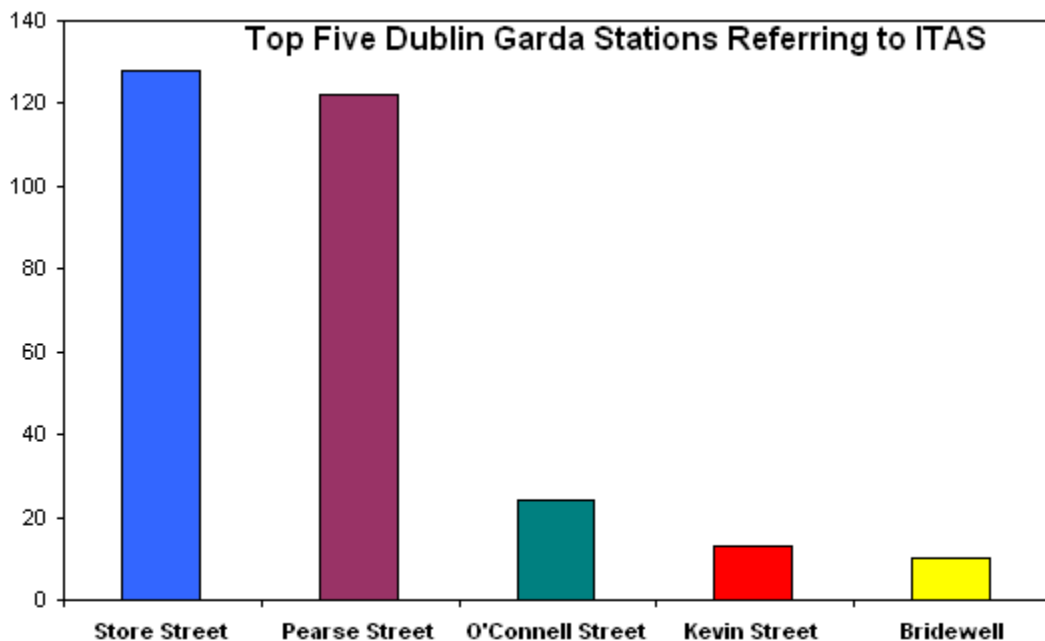




## Garda Referrals\*

<b>Dublin</b>	<b>2012</b>	<b>2011</b>	<b>County</b>	<b>2012</b>	<b>2011</b>
Airport	4	2	Carlow	1	2
Ballymun	2	0	Cavan	0	1
Bridewell	10	5	Clare	2	1
Cabra	0	1	Cork	2	9
Clondalkin	1	1	Donegal	3	2
Donnybrook	0	1	Galway	9	10
Dun Laoghaire	1	1	Kerry	9	5
Dundrum	0	3	Kilkenny	2	0
Finglas	0	1	Laois	1	1
Fitzgibbon Street	3	6	Leitrim	1	0
Harcourt Terrace	2	9	Limerick	0	1
Howth	1	0	Louth	8	6
Irishtown	3	0	Mayo	1	2
Kevin Street	13	11	Meath	4	3
Kilmainham	3	5	Monaghan	0	1
Malahide	2	1	Offaly	0	1
Mountjoy	3	3	Sligo	0	3
O'Connell Street	24	11	Tipperary	1	0
Pearse Street	122	88	Waterford	1	4
Rathcoole	1	0	Westmeath	1	0
Ronanstown	0	1	Wexford	0	3
Shankill	1	0	Wicklow	13	12
Store Street	128	119	Roscommon	1	0
Sundrive	0	1	<b>Totals</b>	<b>60</b>	<b>67</b>
Swords	1	0			
<b>Totals</b>	<b>325</b>	<b>270</b>			

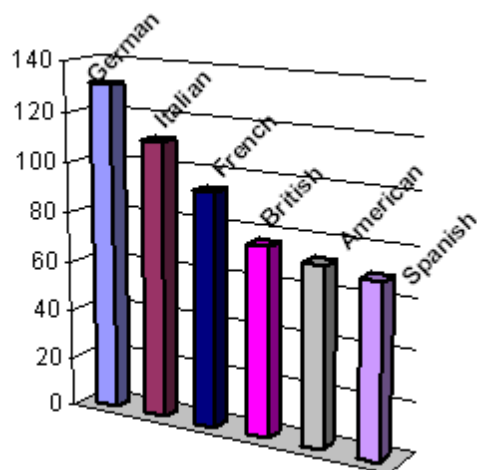
\* includes referrals of non-crime incidents



Client Nationalities	Nationality	2012	2011
	Algerian	0	3
	American	72	90
	Argentinean	0	4
	Australian	17	25
	Austrian	6	8
	Belgian	12	15
	Bolivian	0	1
	Botswana	0	2
	Brazilian	15	7
	British	76	63
	Canadian	15	14
	Chilean	1	3
	Chinese	5	0
	Columbian	1	0
	Cypriot	1	0
	Czech	6	2
	Danish	2	1
	Dutch	7	24
	Egyptian	1	0
	Estonian	1	1
	French	94	87
	German	131	81
	Greek	0	2
	Hungarian	2	4
	Irish	15	37
	Indian	0	1
	Israeli	1	0
	Italian	111	62
	Japanese	2	2
	North Korea	0	1
	South Korea	3	4
	Latvian	1	7
	Lithuanian	0	8
	Luxembourg	3	0
	Malaysian	2	1
	Maltese	3	0
	Mauritian	1	0
	Mexican	5	0
	Monaco	0	1
	New Zealander	1	3
	Nigerian	0	2
	Norwegian	8	2
	Pakistani	0	2
	Polish	9	2
	Portuguese	3	4
	Romanian	7	0
	Russian	4	2
	Senegalese	1	0
	Slovenian	0	2
	South African	3	7
	Spanish	69	81
	Swedish	3	7
	Swiss	15	13
	Syrian	0	1
	Taiwanese	1	0
	Togo	1	0
	Turkish	2	1
	<b>Totals</b>	<b>739</b>	<b>690</b>

Cases Referred To Embassies	2012	2011
America	24	28
Australia	8	8
Austria	1	4
Belgium	7	5
Botswana	0	1
Brazil	6	2
Britain	4	6
Canada	7	4
Chile	1	0
Chinese	1	0
Columbian	1	0
Czech	1	0
Danish	1	0
Dutch	1	0
France	29	27
Germany	45	30
Greek	0	1
Hungary	0	1
Italy	39	23
Japan	0	1
Latvia	1	3
Lithuania	0	3
Mauritius	1	0
Maltese	1	0
Mexican	1	0
New Zealand	0	1
Nigeria	0	1
Norway	0	3
Poland	3	1
Portugal	1	1
Romania	3	0
Russian	1	1
South Africa	0	1
South Korea	2	1
Spain	26	27
Sweden	0	3
Switzerland	4	7
The Netherlands	0	6
<b>Totals</b>	<b>220</b>	<b>200</b>

**Main Nationalities**



## Items Stolen & Assistance Given

### Items Stolen \*

	2012	Approx. Value	2011
Cash	255	€62,168	197
Passports	208		213
Credit Cards	259		214
Bank Cards	138		97
Driving Licences	123		98
National Identity Cards	196		148
Travel Tickets	24		24
Mobile Phones	63		69
Cameras/Camcorders	28		34
Medication	8		4
Laptops	12		19
MISC. (Glasses, Clothes, jewellery, keys, personal items)	278		

### Complimentary Assistance \*

	2012	2011
Telephone Calls	332	334
Referrals to Embassies	220	200
Travel Tickets Re-issue/Re-schedule	12	13
Airline Travel with ITAS 1 Form	79	64
Garda Liaison	95	113
Accommodation	27	21
Money Transfers	22	20
Interpreting	13	17
Meal Vouchers	79	65
Medical Assistance	3	1
Complimentary Transport	63	43
Referral to Homeless Aid	3	6

\*numbers relate to cases not tourists e.g. 208 cases involved passports being stolen

## Trip Status

