



I (T) A S

Irish Tourist Assistance Service
Annual Report 2017

Contents:	Page
Message from Mícheál Mac Donncha, Lord Mayor of Dublin	3
Message from Shane Ross TD, Minister for Transport, Tourism and Sport	4
Message from Kevin McPartlan, ITAS Chairman	5
International Visitor Case Examples	6
What Visitors say about their Experience	8
2017 Activities	10
Sponsorship and Support	13
2017 Analysis of Client Contacts	14
2017 Statistics	18



We are always happy to welcome tourists to Dublin and I receive positive feedback from visitors about their time in the city and the warmth of Dubliners.

Unfortunately, however, for a few people, the experience is not a good one and they have to deal with anti-social behaviour or crime during their visit. It is reassuring for me 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 streets of Dublin very seriously. We work with An Garda Síochána, Dublin City Business and Tourism Groups 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 not only in Dublin but countrywide.

Mar Ard mhéara Bhaile Átha Cliath ba mhaith liom ómós a thabhairt do Sheirbhís Chúnaimh do Thurasóirí in Éirinn, a oibríonn go díograiseach ar mhaithe le turasóirí a thagann ar cuairt go hÉireann.

Mícheál Mac Donncha

Mícheál Mac Donncha
Ardmhéara Bhaile Átha Cliath
Lord Mayor of Dublin

Message from Shane Ross T.D., Minister for Transport, Tourism and Sport

I am pleased as Minister of Transport, Tourism and Sport to take this opportunity to express my support for the wonderful service provided by Irish Tourist Assistance Service (ITAS) and to congratulate all involved on another impressive annual report.

Tourism is now one of Ireland's most important economic sectors and supports over 230,000 jobs right across the country. 2017 was yet another record year for Irish Tourism and the seventh successive year of continuous growth in the sector.

ITAS is the only dedicated national service in Europe offering specialist support to tourist crime victims and the support it provides to visitors who require its experience and assistance, continues to be a vital link in the network of services and supports which the whole Irish Tourist sector offers its visitors.

Security and safety continues to remain one of the most important factors that influence destination decisions for holiday-makers and Ireland's reputation as a safe, secure holiday destination is something we must continue to protect and enhance. The hard work of the Gardaí helps to keep crime against tourists at a very low level. Being a victim of a crime in a foreign country can be very traumatic, especially with cultural, language and legal difficulties. However, for the very small percentage of tourists who become victims of crime while visiting Ireland, it is reassuring to know that the Irish Tourist Assistance Service is available year-round to offer immediate assistance and support free of charge.

Finally, I want to compliment the tremendous work of the dedicated ITAS staff and volunteers for their contribution to the continued success of Ireland's tourism industry. This important service, together with Ireland's hospitality, warm welcome and excellent tourism product, all contribute to our attractiveness as a tourism destination.



SHANE ROSS T.D.
Minister of Transport, Tourism and Sport

Message from Kevin McPartlan, Chairman, Irish Tourist Assistance Service

It is my pleasure to present the Irish Tourist Assistance Service Annual Report for 2017, which provides an overview of the vital work undertaken by ITAS in assisting visitors to the country who fall victim to crime and other traumatic events.

The aim of the Service is to provide international visitors who are victims of crime with immediate comprehensive support and information in order to make a positive difference to their experience. In 2017 more tourists accessed support than any other year in the service's 23-year history, with 529 incidents being referred which involved providing support to 892 tourists. While an increase was recorded in crimes against tourists, I believe the main reason for this can be attributed to the service's central location in Pearse Street Garda Station, facilitating the swift referral of tourists from Garda Stations throughout the city. I would like to take this opportunity to once again thank Chief Superintendent Clerkin and Superintendent Gannon for accommodating ITAS at the station.

We acknowledge and are grateful for the financial and 'in-kind' support we receive each year. As previously stated, we would welcome multi annual funding in order that the service might plan more effectively, particularly in light of the increased compliance requirements. We would also welcome further support from the tourism and hospitality industry. Ireland earned an estimated €6.5 billion from overseas tourism in 2017 with further growth estimated for 2018. The invaluable support that ITAS offers visitors that require its services, is a vital resource to the sector and one that requires further financial input for its future viability.

We are delighted that the EU Victims' Rights Directive has finally been legislated for in Ireland with the commencement of the Criminal Justice (Victims of Crime) Act. For the first time victims have legal rights including the right to information, protection and support. These rights are also applicable to international visitor victims and we will work with relevant agencies to ensure that visitors who experience crime receive access to their rights throughout the criminal justice process.

Finally, on behalf of the board, I would like to pay tribute to the staff and volunteers for the tremendous work they undertake to ensure that tourists have, in so far as possible, a positive experience after their ordeal. It is because of their support and intervention that so many tourists continue with their holiday. This support also enhances Ireland's international reputation as a caring and hospitable nation and reinforces visitors' motives for choosing Ireland as a holiday destination.

International Visitor Case Examples

Case 1

A Colombian couple had their hotel apartment burgled and among the items stolen were their passports which included visas for the U.S. as their route to and from Ireland included a stop in New York. €900 in cash, mobile phones, bank and credit cards were also stolen. The couple were extremely distressed as they were due to return to Colombia 2 days after the crime occurred and were without funds.

The main issue was that the Colombian Embassy is in London and because the couple could not present in person at the embassy, the only document which they could provide was an Exempt Passport. The problem with this type of passport is that a U.S. visa cannot be applied to it. Not only could the couple not return home as planned, they would have to forfeit the return part of their journey via New York and purchase two new airline tickets.

There are no direct flights from Ireland to Colombia and the only countries who accept an Exempt Passport for transit passengers are Germany & Estonia. The couple decided to travel via Germany. This required them to book a single flight to Colombia showing transit through Frankfurt. Under normal circumstances they could have booked a low cost flight to Frankfurt and a separate flight from Frankfurt to Colombia which would have been a much cheaper option.

There was a significant amount of work involved from the beginning not least trying to find accommodation over a bank holiday weekend in Dublin. Liaising with the embassy and airline also took a considerable amount of time. The couple called to the office most days to make phone calls and use the internet/email facilities. It took a total of 10 days, after the date of their original return flight, before the couple could leave Ireland.

ITAS supported and assisted the couple throughout their ordeal with accommodation, information, international phone calls, email and internet access. We also provided sightseeing vouchers. This was among the most challenging and time consuming cases we have ever assisted.

The couple sent the following message when they arrived home:

"We are writing from Colombia; we have arrived safely to our home. We are very, very grateful for the help that you offered us during the experience that we had to live in your country. We have only words of gratitude and blessing for all of you: the ITAS staff and all the other people who offered us their support. You are actually angels of all tourists in Ireland".

Case 2

An American couple, part of a group, had their rental car broken-into and their passports were among the items stolen. They were due to travel to Scotland the following day which was a Saturday.

As they would not be allowed enter Scotland without proper identification, we contacted the airline and arranged a complimentary reschedule for when they received their replacement passports, which they hoped would be early Monday morning.

The couple contacted ITAS on Saturday as they were concerned that the Monday flight at 12:35 to Scotland would be full by the time they got the passports. ITAS made a call, on the couple's behalf, to the airline who advised that they could not reschedule passengers to a specific flight unless they were in possession of their valid identification documentation.

ITAS staff provided a personal phone number and advised the couple to call as soon as they had their passports, which the couple did. We then contacted the airline to find that both the 12:35 and the 17:10 flights to Edinburgh were full. The complimentary reschedule was arranged to the 19:35 flight and additionally we got them on standby for the 12:35 flight.

The couple sent a message to ITAS from Scotland with the good news that they had caught the 12:35 flight and had already met the rest of their group.

What Visitors say about their Experience

I was in your office at the Pearse Street Garda Station. My wallet was stolen out of my backpack at approximately 4 pm. The first thing I want to do is thank your office for all the help, assistance and guidance that your office gave me in my time of need and panic. I feel horrible that I didn't get the names of the two gentlemen who assisted me. They stayed with me for over 3 hours while I called my credit cards and my sister and had money wired to me. Without them I don't know what I would have done. I just wanted to let them know how much I appreciated their assistance and that the rest of my trip was fantastic. I was able to regroup and change plans to use public transportation and had a wonderful vacation in Ireland, as I always do when I am there. Again, thank you for all your help. I have been telling everyone how helpful your office was when I was there. **USA**

Dear people that helped me yesterday when my wallet was stolen in Dublin, I'd like to sincerely thank you for your efficient work. I could arrive safely home yesterday night with my scheduled flights. Thank you also to the kind policewoman who did the police report. **Italy**

I just want to let you know, that I'm very thankful, because of your help last weekend during my disaster and that you made it happen to spend an awesome weekend on your amazing island. I wish you the best. **Germany**

I wanted to say thank you for your kindness and support, when I was robbed on our final day in Dublin. Without your help on a Friday afternoon, no less, I doubt I would have been able to return home the next day. I would like to especially THANK the ITAS staff who were on duty that day. Your helpfulness was so greatly appreciated at a very stressful moment! **USA**

I am a **Spanish** student whose ID card was stolen last weekend. On Saturday, I resorted to you for assistance at Pearse Garda Station in Dublin. Thus, I would like to express my warm gratitude for your big help. I finally was able to travel to Spain with the same conduct which the Spanish Embassy made for me. Therefore, thank you very much for your service.

We want to say thanks for the fantastic help we received when my wife's bag was stolen in Dublin. Now we are home, and we are very grateful for your kindness. It feels really good to know that there is someone who can, and will, help if you need it. A really bad day, turned out fine in the end. Thank you so much, I get tears in my eyes just thinking about it. Next time we are going to Dublin, we will feel much more safe, knowing you are there to help when we need it. p.s. the embassy was Fantastic!!! THANK YOU. **Norway**.

Finally, everything is done and I'm in home now. I'm still surprised and happy to meet all of you. I have to get back Dublin to pick my Visa, and I'm happy because of that! So hopefully we'll meet us again soon. I'm really grateful with all of you. It wasn't a bad experience at all with people like you around me. I'll be more careful next time. I hope all of you are great! Big hugs for all from **France**

First of all, I'm very thank you for you give a hand to my parents. They tell me, it's kind of you, do a lot for them, warmly, responsibly. I really can't express our appreciate to you because my English so poor... But I want to tell you, my parents will remember you in their lifetime. **China**

Just wanted to let you know we have secured new passports and will be going home tomorrow. Thank you for all your help and just being there to make travellers feel more at ease. Just having someone explain the process was a great help. We still had a great time in Ireland and will return someday. **USA**

I was out to the airport and they have the bag. I am organising getting it back. Thank you most sincerely for your help. It would never be re-united with its owner without your intervention. Best regards on behalf of my **Dutch** friend

Thank you very much for helping so friendly and kindly on Wednesday afternoon. With your helping I spend some nice days in Dublin and arrived home safely. In the meantime, I have all my identity cards "new ". **Germany**

This is to confirm that we arrived home safely. Everyone knew what the problem was at each stage and we had no delays. We are so grateful for all of your help. **UK**

You helped us after our rental car was robbed and our passports stolen. We went to the American Embassy the next morning and they were very helpful getting us temporary emergency passports. We rushed to the airport in a taxi and got there in time to make our flights. We want to thank you very much for helping us. It was a stressful situation for us and the phone calls and online assistance and advice you gave enabled us to get home. We appreciate your help very much. **USA**

Thank you a lot for your help. I arrived at home yesterday evening at 10 o'clock. This morning my first step, I went to the police. Also to a doctor for a report. Was a long day again. But I feel a little bit safer now. But I think I stay afraid for a long time. I know about Weißer Ring, thank you. **Germany**

I'm glad to text you. Thanks to all of you, finally everything is good now and I can get back home. You were so kind and helpful, that I never will know how to thank you for all your time taking care of me. I would like to know the names of all the people who helped me. I am really grateful with all the people from ITAS who were worried and helped me from the very beginning. **Mexico**

Thank you so much for your help. We really appreciate it. We got through the airport at Luton in London with no problems at all. Is there anything we can do, e.g. write to the government to let them know how wonderful you were? **Australia**

2017 Activities

Salesforce CRM (Client Relationship Management) System

There was great progress for the service in terms of its approach to managing information in relation to its clients, policies and sponsor support. The service moved from the manual recording and storing of information to managing information online. The need for this transition became more apparent once the service began operating across two locations and it was essential to have information that was both accessible and secure. After being accepted onto Enclude Ireland's donations programme, ITAS received 10 full licences donated free of charge by the Salesforce organisation.

For a number of months ITAS worked with a consultant from Enclude to develop a bespoke system that would integrate our various information streams into one system allowing information in relation to service provision to be available online. The facility has provided for a number of capabilities which we previously did not have and has allowed greater efficiencies for the Service. Information for providing services to tourists can now be accessed immediately and from any location.

We would like to take this opportunity to thank the British Embassy for their sponsorship of this project, without which we would not have been in a position to develop this tailored system.

Criminal Justice (Victims of Crime) Act 2017

We very much welcome the Criminal Justice (Victims of Crime) Act 2017, which gives effect to the EU Victims' Directive and places significant obligations on criminal justice agencies to ensure minimum standards on the rights, support and protection of victims of crime.

The legislation is a significant step for victims of crime and for the first time in Irish law victims have legal rights to information, support and protection. How the act will be fully implemented remains to be seen, however significant steps have been made by criminal justice agencies since the EU Directive came into force which are hugely welcome. Most victims will not be aware of their rights so informing them is essential. Increased resources and training must be a priority for those engaging with victims in the criminal justice process.

The key priorities in relation to tourist crime victims remain the following:

1. Information on ITAS and other relevant services are given to victims of crime who are tourists from first contact with the Gardaí.
2. Tourists are directed to ITAS immediately, if consent for a referral is received.
3. Tourists receive a written acknowledgement of their complaint while they are reporting the incident.
4. Tourists are given access to interpretation and translation, if required.
5. A statement is taken from a tourist immediately after making their initial complaint.

ITAS has been a member of the Victims' Rights Alliance (VRA) since 2013, which was set up to ensure the effective implementation of the Victims' Directive in Ireland. VRA members have shared objectives and concerns and the VRA represents these as one voice for the benefit of all victims of crime. Attendance at numerous events and submissions relating to victims' issues have been made by the VRA on behalf of its members. ITAS would like to take this opportunity to pay tribute to Maria McDonald, Co-ordinator of the Alliance for working tirelessly over the past number of years with alliance members, criminal justice agencies, state bodies and legislators to ensure that the Criminal Justice (Victims of Crime) Act reflected in so far as possible the Victims' Rights Directive.

Awareness Raising

A key priority for ITAS is to ensure tourist crime victims are aware of the service should they need to access support. One of the ways we do this is through our 'Safety Tips for Tourists' guide, 40,000 of which were printed in 2017 and distributed to Garda stations, embassies, major tourist offices, key tourist attractions, language schools, car rental outlets, airports and ferry ports. The guide contains practical tips on care of belongings, personal safety and car security while holidaying in Ireland as well as contact details for ITAS. Our sincere thanks to Fáilte Ireland for printing these guides on behalf of the service.

As many front line staff within the tourism and hospitality sector will be dealing with guests that have encountered crime, it is important that they are familiar with the support that is available. ITAS liaise with many organisations that promote the Service through their websites, e-zines and social media platforms. I would like to thank the many organisations that assisted ITAS in 2017 with raising the profile of the service. This support is greatly appreciated.

ITAS engaged in many other promotional activities in 2017 which included speaking to Dublin Town's Ambassadors and the Irish Hotels Federation Dublin branch. The service also linked with Community Gardaí in Pearse Street Garda Station and engaged in a crime prevention/promotion of the service in St. Stephen Green Shopping Centre during the summer. We also took part in the UCD Annual Fair, which is part of the Orientation programme for international students.

Embassies

In times of crisis embassies can be a vital point of contact for their citizens offering support and comfort. In 2017 ITAS referred 220 tourists to their embassies for further assistance which was typically in relation to the issuing of emergency travel documents (ETD), passports or visas. Embassies can also refer their citizens to ITAS should further support be required. We continued to engage with embassies regarding their procedures for issuing documents to ensure tourists had the correct information to enable a quick turnaround. Our sincere thanks to the staff in all the embassies we work with, for staying after hours and coming in on weekends to issue documents, which allowed their citizens to return home as planned.

Sponsorship & Support

The work carried out by ITAS to assist tourist crime victims is only possible because of our donors and benefit in kind sponsors. We continue to develop and maintain our relationships with key agencies and organisations to ensure the best outcomes for tourists.

As always we are most thankful to our core funders; the Commission for the Support of Victims of Crime, Fáilte Ireland and Dublin City Council for continuing to support and value the work that we do. Every donation large and small is valuable and enables us to operate the service. We would also like to thank the following organisations who made a contribution to the operation of the service in 2017. Many of the organisations have been long-term supporters of ITAS and we are particularly grateful for their continued support: Irish Hotels Federation, Guinness Storehouse, Irish Tour Operators Association, Car Rental Council, Vintners Federation of Ireland, Licensed Vintners Association, British Embassy, French Embassy, Danish Embassy, German Embassy, Meath County Council. A word of thanks also to ITIC for choosing ITAS as their nominated charity for the Irish Tourism Industry Awards and all who contributed to the fundraiser.

'In Kind' Support

Benefit in kind support is a lifeline for the service. It provides positive outcomes for tourists in times of stress and vulnerability. We partner with many organisations to ensure tourists are not left stranded in our country and have access to complimentary support including accommodation, meals and transport in emergency situations. We would like to take this opportunity to thank all the organisations involved for the valuable support provided. ***Hotel & Hostel accommodation; Rescheduling & complimentary ferry tickets; Rescheduling of airline flights and authorising travel with Garda report and photo ID; Restaurant, Retail and Sightseeing vouchers; Transport by taxi, bus, dart, and train, GP visits and advice.*** Last year MyTaxi agreed to join our list of sponsors offering complimentary transport to tourists in emergency situations. We very much welcome and are grateful for their support.

Other Support

ITAS would like to thank **City Centre Voluntary Groups, Ballyfermot Chapelizod Partnership** and the **Department of Social Protection** for providing staff to the service, without which we would not be in a position to offer a 7-day, year round service.

2017 Analysis of Client Contacts

Falling victim to crime abroad can be a very traumatic experience. Tourists can feel vulnerable, isolated and quite distressed in the aftermath of a crime. It can also bring emotional, financial and physical challenges. ITAS endeavours to meet tourists' needs and challenges by working with agencies and tourism organisations to ensure tourists are offered comprehensive support after a crime in an effort to have a positive effect on their experience and perception of the country.

2017 proved to be a record breaking year with demand for the service at its highest level since its inception in 1994. 529 incidents of crime and other traumatic events were referred to the service, with ITAS supporting 892 tourists in total. This represents an increase of 24% in referrals. 718 (80%) tourists visited the office for support. This is a 30% increase in tourists visiting the office for assistance compared with 2016. One to one support is our preferred method of assistance as it allows for easier communication, particularly if there is a language difficulty and for clarification of information as tourists are generally in distress and can be quite emotional. The first step in assisting tourists is an assessment of their situation, their needs and personal circumstances. As tourists' travel plans may be imminent, staff can be under pressure and must act swiftly to provide options on how best to proceed. Ultimately however, the tourist decides on the best course of action for them.

The office facilitates contact with family members, banks, credit cards and insurance companies and we liaise with airlines, embassies, car hire companies and many other organisations on tourists' behalf. Tourists can remain in contact with the office until all their issues are resolved, which can vary from a few hours to a number of days. In 2017, the number of days involved in casework totalled 664, an increase of 25% on 2016 figures. 42% of assistance to tourists was provided during weekends and public holidays.

Sources of Referral

ITAS rely on the Gardaí, embassies and the tourist industry to inform tourist crime victims about the service as the majority of tourists will not be aware of the support available to them. It is important that tourists contact the service in the immediate hours after a crime in order for us to be in a position to provide the best assistance to them. Providing immediate access to support reduces the effects of crime both emotionally and financially.

Gardaí

As one of the first points of contact for victims after a crime has occurred, the Gardaí are an essential element in ensuring tourists are made aware of the service should they require support. We do this through correspondence and meetings with key Garda personnel and presentations to Garda probationers.

Referrals to ITAS by Gardaí increased by 28%. 409 incidents (90%) were referred from Garda stations in Dublin. With Dublin city attracting millions of visitors each year, tourist crime continued to be concentrated in the capital with the city centre station of Pearse Street handling the majority of tourist crime incidents in the country and therefore referring the bulk of tourist incidents to ITAS – 315 incidents, which is an increase of 77% on the 2016 figure. Store Street referred 44 incidents, a decrease of 31% on the 2016 figure. Kevin Street and Bridewell Garda Stations also recorded decreases in referrals of 35% and 64% respectfully.

Gardaí outside of Dublin referred 47 incidents, up 15% on last year's figure. The main referring counties were Meath (10), Wicklow (9), Kerry (7) and Louth (6).

Other

Referrals from embassies increased to 4% (21 incidents). The tourist industry referred 10 cases (2%) and in 36 cases the tourist contacted ITAS directly requesting assistance.

Age Categories

60% of tourists assisted by ITAS were female. The younger age groups of 17-25 years (27%) and 26-35 (21%) continued to be the main age categories referred to ITAS. These younger visitors tend to have less travel experience and limited resources which makes them most in need of our help. Other age categories: 36-45 year olds (10%), 46-55 (14%), 56-65 (9%), over 65 (6%), 10-16 (3%) and under 10 years (1%). 9% of the age category is unknown.

Main Types of Crime

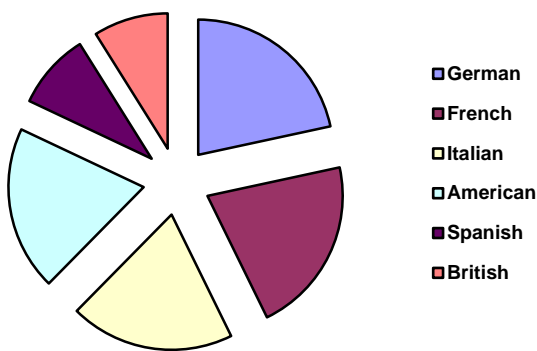
ITAS deal with all categories of crime ranging from minor to serious incidents. Tourists in general are targeted for theft as they are associated with carrying large quantities of cash and valuables. They are easily identifiable and are unfamiliar with their surroundings, thereby increasing the likelihood of being subject to theft. This is reflected in the figures recorded by ITAS - 93% of tourist crime victims seeking assistance from ITAS were victims of theft. These included incidents of 'Theft from Person' (204) and 'Theft from Car' (56). Referrals in both categories increased by 32% and 65% respectively. There were 13 cases of accommodation fraud where visitors paid for accommodation online before arriving in the country, only to discover on arrival that the accommodation either didn't exist or was a private dwelling. The incidents of these crimes has increased as a result of the increased use of the internet for purchases of goods and services.

There were 15 incidents of violent crime, up 2 cases from 2016. These cases can be extremely traumatic and distressing for victims and their families. These incidents included assaults, sexual assaults and robbery with a knife, with violence and with a threat of violence.

Other Traumatic Incidents

With the level of experience and contacts that ITAS possess, we are often called upon to assist in other traumatic situations. Referrals of these incidents continue to rise each year with the incidents of 'Lost Property' being most prevalent. Tourists can be very anxious when they lose their belongings as they are without money or documentation and are very much in need of our help. There is little doubt that some of these incidents are thefts but with no CCTV or witnesses the incidents are categorised as 'Lost Property'. In 2017 ITAS assisted in 198 such cases. Other incidents included tourists running out of money, accidents/illnesses, sudden deaths and expired identity documents.

Client Nationality



ITAS assisted 892 international visitors from 48 countries around the world. For the fourth year running, German citizens were the main nationality that availed of help from the service. This was followed once again by French citizens. The nationalities listed below have always made up the top 6 nationalities utilising the service, however their order may change in any given year. In 2017 they made up 67% of tourists availing of support from ITAS. A full breakdown of nationality is available on page 21.

German	131 people (15%)	American	119 people (13%)
French	128 people (14%)	Spanish	55 people (6%)
Italian	119 people (13%)	British	54 people (6%)

ITAS referred 220 tourists to their embassies for further assistance. The main embassies ITAS worked with were the Italian Embassy (39), American Embassy (37 cases), French Embassy (28 cases), German Embassy (27 cases) and Spanish Embassy (19 cases).

Assistance

International visitors who are victims of crime require immediate support and assistance in order to reduce the consequences of their ordeal and to restore plans where possible. Tourists lack support structures while abroad, therefore of primary importance is practical assistance. ITAS enables tourists to mediate and liaise with various institutions and organisations and to

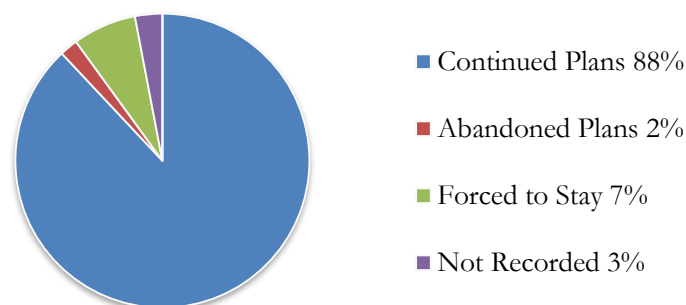
contact family and friends for support. We offer a calm environment and knowledgeable staff who have time and are aware of the possible repercussions of crime.

ITAS work with airlines and when passports/National ID's have been stolen, tourists have been cleared to fly with the ITAS1 Garda report and another form of photo ID in 144 cases. This has a significant positive impact on a tourist's wellbeing as they are not forced to delay their departure. If airlines are not in a position to allow a tourist to travel with a Garda report and another form of ID, they have offered complimentary re-scheduling on 56 occasions, allowing a tourist time to visit their embassy for emergency travel documents. We are very grateful to the airlines for facilitating these requests.

Complimentary hotel/hostel accommodation was provided on 48 occasions during 2017. 37 meal vouchers and 24 retail vouchers were also given to tourists to assist them while they awaited emergency funds from home. As a goodwill gesture, tourists benefitted from 69 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, DART and taxi in 96 instances.

Trip Status

88% of tourists were in a position to continue their holiday plans after receiving assistance from the service. 7% of tourists were forced to stay – the most common reason for this is tourists waiting for emergency travel documents/visas or due to hospitalisation. 2% had to abandon their plans due to the consequences of the crime and the trip status of 3% of tourists was not accounted for.



2017 Statistics

Number of cases assisted	529
Cases assisted in the office	422
Cases assisted by phone	107
Number of casework days*	664
Number of people involved	892
People assisted in the office	718
People assisted by phone	174

*many cases take several days to resolve

Cases Assisted 529

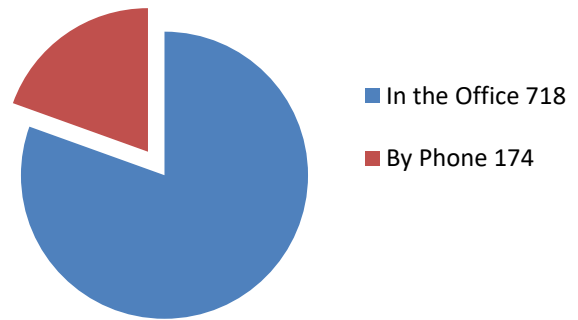
Contacts to ITAS via:

Gardaí	456
Embassy	21
Tourist Industry	10
Self	36
Other	6

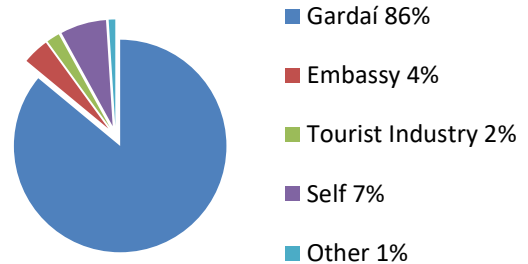
Garda Contacts by County

Dublin	409
Cavan	1
Clare	4
Cork	3
Galway	4
Kerry	7
Kildare	1
Kilkenny	1
Louth	6
Meath	10
Waterford	1
Wicklow	9
Total	456

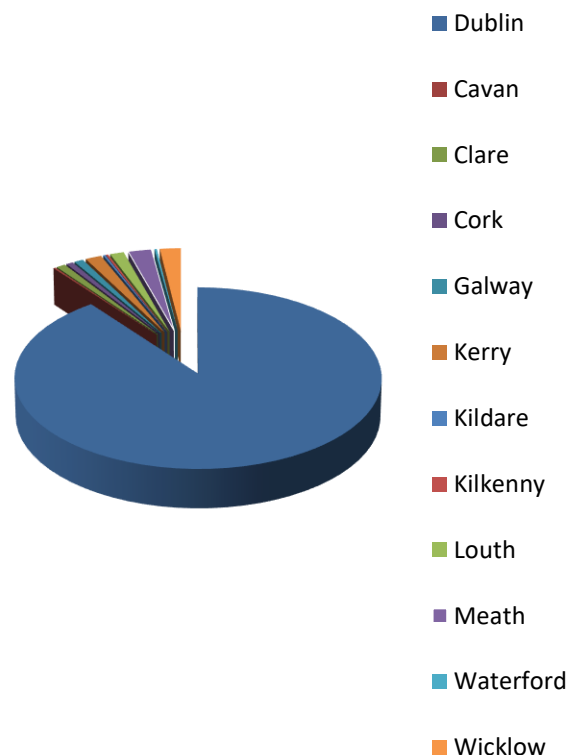
Tourists Assisted



Total Sources of Contacts

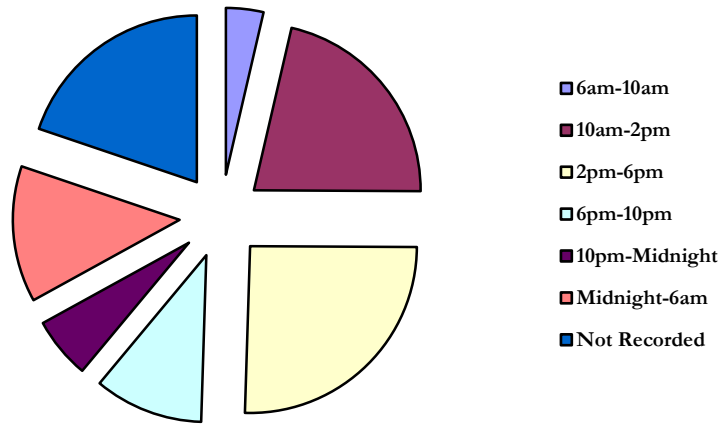


Garda Contacts by County



Time of Occurrence of Crime

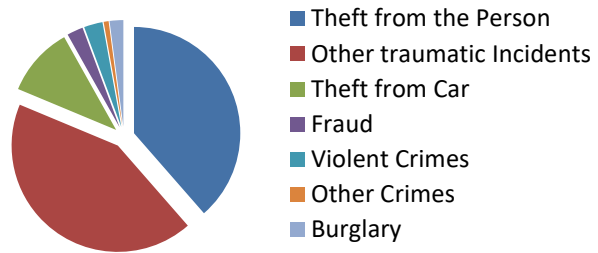
6am-10am	11
10am-2pm	65
2pm-6pm	77
6pm-10pm	32
10pm-midnight	18
Midnight-6am	40
Not Recorded	60



Main Incident Types

Theft from the person	204
Other Traumatic Incidents	226
Theft from Car	56
Fraud	13
Violent Crimes	15
Other Crimes	4
Burglary	11

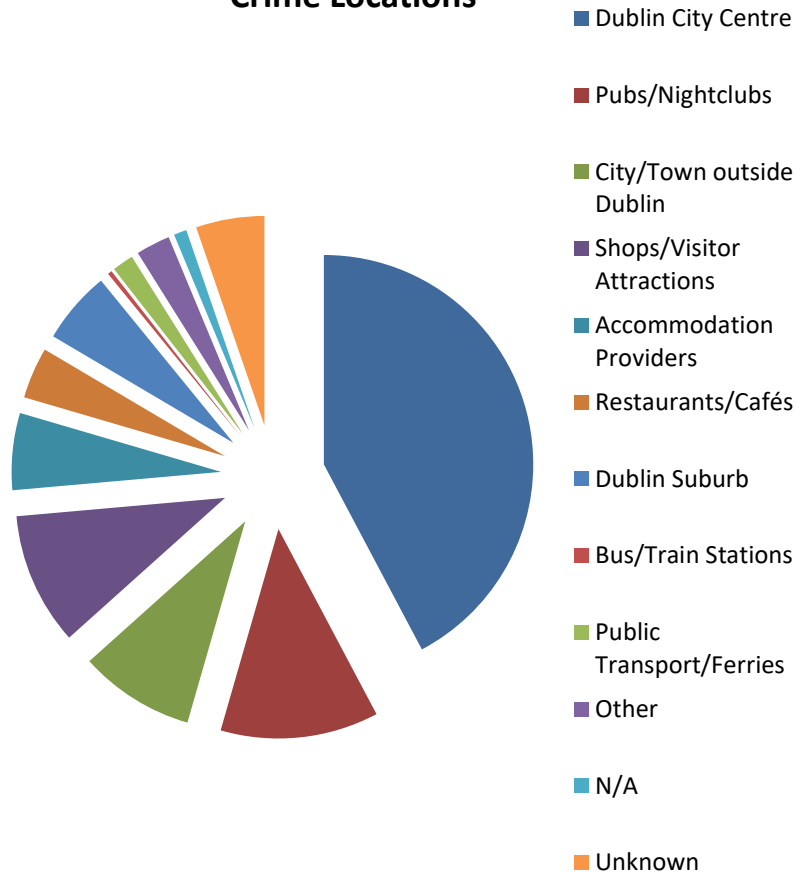
Main Traumatic Incidents



Crime Locations

Dublin City Centre	128
Pubs/Nightclubs	37
City/Town outside Dublin	27
Shops/Visitor Attractions	31
Accommodation Providers	18
Restaurants & Cafés	12
Dublin Suburb	17
Bus/Train Stations	1
Public Transport/Ferries	5
Other	8
N/A	3
Unknown	16

Crime Locations



Age Groups 2017	Total	Female	Male
Under 10yrs	7	2	5
10-16years	27	18	9
17-25yrs	239	154	85
26-35yrs	184	103	81
36-45yrs	87	44	43
46-55yrs	127	80	47
56-65yrs	84	51	33
over 66yrs	51	31	20
Unknown	86	50	36
	892	533	359

Items Stolen	2017
Cash (approximate stolen €88,500)	256
Passports	252
National Identity Cards	235
Credit Cards/Bank Cards	397
Driving Licences	144
Mobile Phones	56
Laptops	35
Cameras/Camcorders	18
Luggage	31
Medication	10
Jewellery	9

Complimentary Assistance	2017
Telephone Calls	402
Referrals to Embassies	220
Complimentary Re-schedule of Flights	56
Airline Travel with ITAS1 Form + other form of ID	144
Garda Liaison	112
Accommodation	48
Money Transfers	14
Interpreting	27
Meal Vouchers	37
Complimentary Transport	96
Sightseeing Vouchers	69
Retail Vouchers	24

Client Nationalities

Albanian	2
American	119
Argentinian	5
Australian	25
Austrian	10
Belgian	23
Bolivian	2
Brazilian	21
British	54
Canadian	14
Chilean	3
Chinese	17
Colombian	2
Costa Rican	1
Croatian	2
Czech	2
Danish	5
Dutch	23
Finnish	1
French	128
German	131
Greek	5
Hungarian	3
Indian	6
Irish	16
Israeli	3
Italian	119
Japanese	10
Lithuanian	3
Malian	1
Mexican	6
Moldovan	1
New Zealander	1
Northern Irish	1
Norwegian	2
Polish	6
Portuguese	12
Romanian	1
Scottish	1
Singaporean	2
South African	4
South Korean	5
Spanish	55
Swedish	9
Swiss	26
Tunisian	1
Ukrainian	1
Venezuelan	2

Total 892**Nationalities Referred to their Embassies**

Albanian	1
American	37
Australian	9
Austrian	1
Belgian	8
Bolivian	1
Brazilian	3
British	1
Canadian	6
Chinese	4
Colombian	1
Croatian	1
Danish	1
Dutch	1
French	28
German	27
Greek	1
Indian	3
Israeli	1
Italian	39
Japanese	2
Malian	1
Mexican	3
Netherlander	2
Norwegian	1
Polish	3
Portuguese	2
South African	1
South Korean	2
Spanish	19
Swedish	2
Swiss	6
Ukrainian	1
Venezuelan	1

Total 220

Irish Tourist Assistance Service (ITAS)

Monday – Sunday

Pearse Street Garda Station, Dublin 2

Tel: +353 (0) 1 666 9354

1890 365 700

Monday – Friday

6-7 Hanover Street East, Dublin 2

Tel: +353 (0) 1 661 0562

1890 365 700

Opening Hours

Monday – Saturday 10:00 to 18:00

Sundays and Public Holidays 12:00 to 18:00

Email: info@itas.ie

Web: www.itas.ie