

I (T) A S

Irish Tourist

Assistance Service

helping tourist victims of crime

Annual Report 2015

Contents:	Page
Message from Críona Ní Dhálaigh , Lord Mayor of Dublin	3
Message from Martin Holohan , Chairman of ITAS	4
Clients Comments	5
2015 Activities	7
Sponsorship and Support	11
2015 Analysis of Client Contacts	12
2015 Statistics	16



Dublin is a great city and very welcoming of tourists with Dubliner's famous warmth and humour greeting thousands of visitors every year.

We have received positive feedback from visitors every year. Unfortunately however, a few people do have a bad experience of anti-social behaviour or crime during their visit. It is reassuring 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 am a member of the City's Joint Policy Committee together with senior representatives of An Garda Síochána, Dublin City Council and City Business and Tourism groups. 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.

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.

A handwritten signature in blue ink, appearing to be 'C. Ní Dhálaigh'.

Criona Ní Dhálaigh
Ardmhéara Bhaile Átha Cliath
Lord Mayor of Dublin

Message from Martin Holohan, Chairman Irish Tourist Assistance Service

I am delighted to present the Irish Tourist Assistance Services' Annual Report for 2015. The report highlights the invaluable support provided to visitors to the country who become victims of crime, many of whom would otherwise return home with a negative perception of our people and our country.

ITAS provides a vital service not only to tourists but to the tourism and hospitality industry. The service provides both one-to-one and Helpline support offering information, mediation and emergency support of accommodation, meals and transport. By supporting tourists in the immediate aftermath of crime it enables them to come to terms with the situation in which they find themselves and I am glad to say that the majority of tourists opt to continue their holiday.

Key challenges for the service continued to be finance, office accommodation and referrals of tourists to ITAS. Last year 7 tourists a day reported a crime in Ireland, with 5 of these crimes occurring in Dublin. However only 1 in every 11 tourists reporting crime accessed ITAS support. With the implementation of the EU Directive on 16 November 2015 establishing minimum standards on the rights, support and protection of victims of crime, we are confident that with an obligation on state agencies to inform victims of crime about support services and to facilitate referrals to these services that more tourist crime victims will seek support from ITAS in the years to come.

With 22 year experience, ITAS has built up the knowledge and expertise in dealing with all aspects of supporting tourist crime victims. This would not have been possible without the support of our sponsors, both financial and benefit in kind support, which allows the service to offer a comprehensive support service in emergency situations.

As Chairman, I would like to thank my fellow board members for giving voluntarily of their time and expertise and for doing so willingly. I would also like to take this opportunity to pay tribute to the staff and volunteers for their work over the past year. Even with the additional demands placed on the service with the bi-location of the office, you carry out the work in a committed and professional manner and the board thank you for this.

Clients' Comments

Good evening dear tourist assistance team.

I had a good journey back to Zürich from Dublin. There was no trouble at the airport.

Thank you very much for your help. It was a great service. **Switzerland**

We're two Spanish girls who were stuck in Dublin last weekend. We just wanted to say

thanks again for the treat we received and to let you know that we arrived home safe. **Spain**

I just want to send you a big special thank, I now arrive at home, after a complicated day.

This fly back to France has been possible thank to you and your fantastic help. **France**

This is the American girl who got her wallet and passport stolen on Saint Patrick's Day that you helped yesterday. I am e-mailing you to let you know that I made it back safely to England with no problems at the airport! I would like to thank you for all your help; I wouldn't have made it back, or around Dublin without your help. **USA**

Thank you so much for all of your help these past few days. I am so thankful for all of your assistance in getting home safely to Barcelona. I just wanted to let you know that I made the rescheduled flight on Wednesday afternoon! The Irish Tourist Assistance Service office could not have made me feel more comfortable about my missing passport dilemma. I am so lucky that someone kindly returned my passport to the US Embassy. Thank you all for your help again, you guys are the best! **USA**

Sorry to give you news so late but we are well and back in Belgium.

It's was a pleasure to meet so nice people. Your service goes well and the embassy was easy to find with your information and bus tickets. **Belgium**

Just wanted to let you know we got home safe and sound. Getting onto our flights was very straightforward thanks to your phone call and help. Getting myself a replacement passport in London was a lot harder and more stressful. I ended up getting one 4 hours before our flight home the following Friday, and that was only because we finally managed to speak to someone helpful. Thanks to you and our friends in Dublin and Cork we had a lovely time in Ireland after that first day. We were so appreciative, thank you. **UK/NZ**

We are home safe and sound since yesterday, 3PM, after 48 hours quite intense... After that terrible day of stress and running around to solve a way to return home, we had to face the cancellation of our plane to take us back to France! But, at least, this event allowed me to take back all our ID's to the Embassy of France and this is priceless! So, a BIG thank you to both of you, for your warm welcome, your kind words, the comfortable assistance and, not to forget...the coffee and cakes! **France**

We have got home safely from our trip to Ireland. There were no problems at the Swiss border. Thank you very much for your help!!!! **Switzerland**

I want to send my most sincere thanks to people I met in ITAS and to let them know that I have arrived home safely after enjoying the rest of my stay in Ireland and England. I so appreciated their sincere concern at a time I felt very vulnerable. The embassy replaced my passport expeditiously, but knowing how to get there and to have the picture ready was valuable information. **USA**

You guys have been amazing! Thanks for everything, it made a tough time much easier! **NZ**

I have arrived safely home couple days ago and today I received a letter from Garda Síochána. Thank you for all your help. I really appreciated. Happy I was still able to enjoy the rest of the trip even my money, cards and items were gone. **USA**

I am not sure if you remember me, I am Irish/French, it was a French ID I had had stolen. You helped me a lot by making phone calls to airlines and to embassies. I have been meaning to write to you to thank you, but didn't get the chance until now. I did finally receive my passport and got home the following day from my original flight. I wanted to let you know that and mostly I want to thank you for your assistance. You were so kind and helpful with me when I needed it. Thank you very much! **Ireland/France**

2015 Overview and Activities

2015 was a busy and challenging year for the service. More tourists were supported than in 2014 with fewer staff. Visitors to a country who become victims of crime have specific needs and challenges that require immediate assistance. It is estimated that over 2 million people fall victim to crime while travelling in Europe each year. Cross border victims face issues such as language barriers, isolation, culture shock and the lack of familiar support structures. Many are not familiar with the laws of the country they are visiting or the criminal justice system. In addition they may be left stranded in a foreign country without the means to support themselves and this adds enormously to their trauma. To counteract the negative effects of crime and to ensure that tourists leave with a positive perception of the country, ITAS provide immediate comprehensive support and assistance.

Office Accommodation

The geographic location of the main office continued to be an issue as it is particularly difficult for a tourist crime victim unfamiliar with the city to find. Combined with the operation of the service from Store Street Garda Station at weekends, it can cause confusion, with victims often being sent to the wrong office. While ITAS is grateful for the support and commitment of the Department of Justice and Equality in accommodating the service, we are disappointed that our request for a relocation of the office has not been granted. We believe that a more centrally located office, accessible 7 days a week would not only make it easier for tourists to receive support but that greater numbers of tourists would access support.

Victims' Rights

On the 16th November 2015, the EU Victims' Directive came into effect across Europe. The Victims' Directive establishes minimum standards on the rights, support and protection for all victims of crime irrespective of where in Europe the crime occurs. It marks a new era in victims' rights and aims to improve the way victims and their families are treated throughout the criminal justice process. Ireland has yet to transpose the Directive into law, however the Minister for Justice published the Criminal Justice Victims of Crime Bill 2015 and we welcomed the consultation process afforded by the Minister to provide vital feedback on the Bill. The Victims' Rights Alliance, of which ITAS is an active member has continued to engage with the Minister and the Department and a submission was made to the Joint Oireachtas Committee on Justice on changes required to the Bill to ensure that victims receive their full entitlement of rights provided for by the Directive. While it will take time to fully realise the impact of the Directive, steps are already underway by state agencies to

ensure victims have a more positive experience while engaging with the criminal justice system. We look forward to the Bill being enacted into law in 2016, however for it to be truly effective adequate resources and training need to be put in place.

Visitors to the country who are victims of crime are not aware of the supports in place to assist them and are therefore reliant on those who they come in contact with after the crime to inform them of such supports. All victims including tourists will now have the right to be informed of and have immediate access to support services from first contact with An Garda Síochána. The Gardaí will be required to facilitate the referral of victims to victim support services ensuring that any tourist who wants support can access it. In 2015 ITAS welcomed the opportunity to engage with the Gardaí at their Garda Forums and we were delighted to be invited to make submissions to the Policing Strategy 2016-2018. It afforded the service an opportunity to highlight the challenges faced by tourist crime victims and that by working together how we might overcome these challenges.

ITAS would like to see the following form part of the standard operating procedure for Gardaí when dealing with visitors to the country who fall victim to crime.

- Statements taken from the victim immediately after the complaint is made as their departure from the country could be imminent.
- All tourist crime victims informed of ITAS and any other relevant support service at first contact with Gardaí, i.e. when making their initial complaint.
- Facilitation of immediate referral to ITAS if the tourist consents to support.
- Tourists provided with written acknowledgment of their complaint at first contact with the Gardaí. This is particularly important from a cross border perspective as many embassies will not issue Emergency Travel Documents without a police report and tourists will also need it for insurance purposes.

The opening of 28 Garda Victim Service Offices (GVSO) is a very positive step by An Garda Síochána, enhancing and providing consistency of services to victims of crime. The GVSO's will be the main point of contact for victims of crime. For tourists particularly, many of whom will be in different time zones, it allows contact to be made via email which is a much easier and cost effective method of communication.

Cross border victims will also now have the option of reporting the crime in their country of residence or in the country where the crime took place. They will also have the right to interpretation and translation which is essential in order for them to take part in criminal justice proceedings.

Cross Border Research

Victim Support Europe with the support of the European Commission are conducting a study on the topic of Cross-border Victimization. They are focusing on the challenges and good practices in supporting cross-border victims of crime as there is very little knowledge and research on this topic. As the only dedicated national service offering specialist assistance to cross border victims, ITAS have been asked and have agreed to take part in this study.

Restorative Justice

Restorative Justice Practices allows the voice of the victim to be heard. The victim has the opportunity to engage with the perpetrator of the crime that was committed against them and to explain the effect the crime had on their life. It is hoped that the process allows the offender address the cause of their behaviour and gives them an opportunity to acknowledge their crime and address the needs of the victim. In some instances the victim may chose not to engage with the practice.

Last year the Restorative Justice Services invited ITAS to take part in the process in relation to a crime perpetrated by an offender against two tourists. In this instance our objective was to allow the offender to understand and acknowledge the harm caused to the victims, emotionally, financially and physically and allow the offender take responsibility for the crime that was committed.

Awareness Raising

Raising the awareness of the service continued to be a priority for ITAS. A balance needs to be struck between not causing alarm to the majority of visitors who have a safe stay while in Ireland while at the same time ensuring that visitors are aware of the service should they require support. This is achieved through our very successful 'Safety Tips for Tourists' guides which are distributed to garda stations, embassies, tourist offices and attractions, language schools, car hire companies and entry and exit points to the country– airport, ferry ports. We would like to extend our thanks to Fáilte Ireland for printing the guides. It is very much appreciated.

ITAS took part in Dublin Town's 'Introduce Your Business' initiative, briefing their Ambassadors on the service provided by ITAS should they come across a tourist in need of support after a crime. We have worked with the Ambassadors for many years and they carry our guides at the four information kiosks in Dublin.

Embassies

In 2015, ITAS referred 227 tourists to their embassy for further assistance. This usually involves the issuing of emergency travel documents (ETD) or passports. ITAS continues to engage with embassies regarding document procedures in order to ensure that we have the correct information for tourists. We would like to extend our thanks to all the embassies we work with, many of whose staff issued ETD's under time constraints and also facilitated after-hours and weekend appointments ensuring their citizens did not have to prolong their stay in the country. This makes a huge difference to their experience and on the impact of the crime. We would like to extend our thanks for making this possible.

Sponsorship & Support

ITAS is only able to offer such a comprehensive service to tourist crime victims due to our funders and benefit in kind donors. A fundraising campaign was undertaken last year and while it didn't generate as much income as was hoped, a few new donors came on board and we are very grateful to them for recognising the value of the service.

We are extremely appreciative to our core funders; the Commission for the Support of Victims of Crime, Fáilte Ireland and Dublin City Council. We would also like to pay tribute to our other sponsors; the Irish Hotels Federation, Irish Tourism Industry Confederation, Diageo Ireland, Irish Tour Operators Association, Licensed Vintners Association, Restaurants Association of Ireland, Vintners Federation of Ireland, Car Rental Council, Irish Life and Heineken Ireland.

ITAS receives other smaller donations for which we are extremely grateful as every donation is precious. Thanks to all the agencies and organisations who support us in 2015.

'In Kind' Support

It is very important for the service to have the structures in place to assist tourists in need of emergency support such as accommodation, meals and transport. Tourists can be very distressed after a crime and ITAS are in a unique position to offer complimentary assistance through the goodwill of the tourism industry. We would like to thank the industry for the invaluable 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; Rescheduling of airline flights; Restaurant vouchers; Sightseeing vouchers; Transport by bus, dart, 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. Unfortunately we have seen a reduction in the number of applicants to the Community Employment Scheme. This has proven very difficult for the operation of the service over 7 days.

We would like to express our appreciation to our staff and volunteers for the wonderful work they do every day and for going above and beyond to assist tourist victims of crime.

2015 Analysis of Client Contacts

ITAS recorded 445 incidents of crime or other traumatic events in 2015. As many incidents can involve more than one person, we assisted 823 tourists in total, 66% of whom chose to visit the office for support. Crime can cause shock and huge disruption and tourists that visit the office value the one to one support with staff and the opportunity to avail of phone/email facilities to contact family, banks, insurance companies etc. It also gives them time to gather their thoughts in a calm environment. Tourists who do not visit the office do so for a variety of reasons, however it is usually as a result of the incident occurring outside Dublin or time pressure and in these situations staff will provide information, support and reassurance over the phone. The office will maintain contact with tourists until all issues are resolved. In a situation where a tourist needs to travel to Dublin to visit their embassy or to catch their flight, ITAS can organise complementary transport through our network of benefit in kind donors.

ITAS offers short term assistance to tourist crime victims, which may range from a number of hours to a number of days depending on the severity of the crime, what has been stolen and the personal circumstances of the tourist. In 2015, the number of days involved in casework totalled 543 with 52% of assistance to tourists being provided during weekends and public holidays.

Sources of Referral

ITAS relies on referrals from Gardaí and other organisations to carry out its work. The sooner we can speak to a tourist who has been a victim of crime, the less impact a crime will have both emotionally and financially.

Gardaí

86% of tourists experiencing crime or other traumatic incidents were referred to ITAS by the Gardaí. Of these, 317 (83%) were referred from Garda stations in Dublin.

With the vast majority of tourists visiting Dublin during their visit to Ireland, it is no surprise that tourist crime occurs more frequently in the city. The city centre stations of Pearse Street and Store Street continue to refer the majority of tourists to the service with 124 cases and 123 cases respectfully. This is followed by O'Connell Street (16), Kevin Street (8) and the Bridewell (7) stations.

Outside of Dublin, Garda stations in Counties Wicklow (14), Clare (8), Cork (7) and Galway (7) referred the majority of tourists seeking assistance.

Other

In 6% of cases, tourists contacted the service directly requesting assistance. Referrals also came from embassies (5%), the tourist industry (2%) and other sources (1%).

Age Categories

59% of the tourists assisted by ITAS were female. In many instances females are targeted as they are usually carrying a bag with personal belongings and valuables inside. Tourists aged between 17-25 years (29%) and 26-35 (22%) continue to be the main age categories referred to ITAS. Tourists in these age categories usually have less travel experience and are therefore possibly more vulnerable. They also have limited resources and are most in need of ITAS assistance. Other age categories: 36-45 year olds (9%), 46-55 (10%), 56-65 (8%), over 65 (6%), 10-16 (2%) and under 10 years (1%). 13% of the age category is unknown as many contacts come through our Helpline.

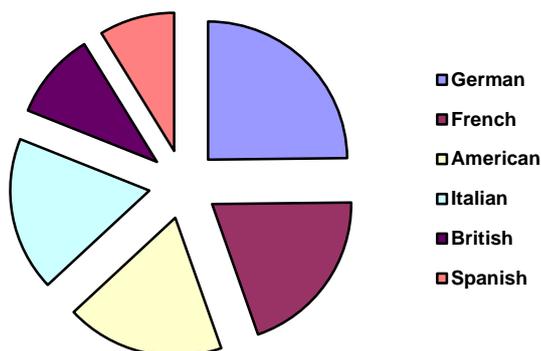
Main Types of Crime

Theft is the main type of crime perpetrated against visitors to the country who become victims of crime. Tourists are in unfamiliar surroundings, perceived as carrying large amounts of cash and valuables on their person and are easily identifiable, therefore are targeted by criminals. 93% of the crime cases that were referred to ITAS were thefts. These included incidents of 'Theft from Person' (188) and 'Theft from Car' (54). There were 8 cases of burglary, 4 of fraud and 3 cars were stolen. Referrals of 'Theft from Car' increased by 42% from the previous year. This crime can be particularly traumatic as tourist can be carrying luggage, laptops, medicine etc. in their car and these can be among the items stolen.

Of some concern is the increase in referrals of violent crime to the service from 8 incidents in 2014 to 17 in 2015. These included aggravated theft, assaults and robbery.

With 22 years' experience in dealing with the difficulties associated with tourist crime, the service's knowledge is often called upon to assist in other traumatic situations. Most notably this involves incidents of 'Lost Property' where tourists can be left stranded without money or documentation and are very much in need of immediate support and assistance. In some incidents a theft could have occurred but with no CCTV or witnesses, the incidents are categorised as 'Lost Property'. In 2015 ITAS assisted in 151 such cases. Other incidents that occurred included tourists running out of money, accidents/illnesses, sudden deaths and missed flights.

Client Nationality



ITAS assisted 823 tourists from 45 different countries. German citizens were once again the main nationality that availed of support from the service in 2015. This was followed by French citizens. The following nationalities have always made up the top 6 nationalities availing of the service, however the order can change each year. In 2015 they made up 69% of the tourists availing of the service. A full breakdown of nationality is available on page 19.

German	139 people (17%)	Italian	101 people (12%)
French	111 people (14%)	British	57 people (7%)
American	103 people (13%)	Spanish	49 people (6%)

ITAS referred 227 tourists to their embassies for emergency travel documents (ETD'S)/passport to be issued. The main embassies ITAS worked with were the German Embassy, (45 cases), American Embassy (38 cases), Italian Embassy (27 cases), French Embassy (24 cases), and Spanish Embassy (21 cases).

Assistance

When tourists contact the office they could have no immediate access to cash or credit and are in a situation where emergency intervention is required to ensure they have accommodation, meals and transport until they can get access to money. There are many other challenges which tourist victims of crime face including language difficulties, loss of vital medication and ID's/passports which may mean they are unable to return home as planned. Our focus is on providing immediate support and assistance to reduce the impact of crime and to restore plans where possible.

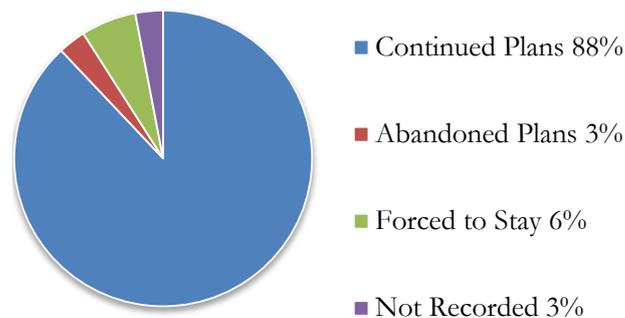
When passports have been stolen and where security is not an issue, ITAS have liaised with the relevant airlines and ferry companies and in 101 cases, tourists have been cleared to fly with the ITAS1 Garda report detailing the crime and another form of photo ID. This can have a huge impact on the emotional wellbeing of the tourist as they do not have the added trauma of delaying their return home by having to visit their embassy and perhaps being left on their own in a foreign country while the remainder of their party return as planned. On 29

occasions where tourists had to visit their embassies for emergency travel documents, airlines and ferry companies facilitated the re-scheduling of their travel free of charge. ITAS is very grateful to the airlines and ferry companies for facilitating these requests.

ITAS received accommodation for stranded tourists from hotels and hostels on 13 occasions during 2015. 37 meal vouchers and 24 retail vouchers were given to tourists to assist them while they awaited emergency funds from home. As a goodwill gesture over 50 sightseeing vouchers were given to tourists during the year. With many tourists requiring transport to get to their embassy or to the airport, we were delighted to be able to offer complimentary transport - by bus, rail, DART, taxi and ferry. This was organised in 55 cases.

Trip Status

In 2015, 88% of tourists opted to continue their holiday plans after receiving assistance from the service. 6% of tourists were forced to stay – this can occur if tourists are hospitalised or if they are waiting for emergency travel documents/visas. 3% had to abandon their plans due to the consequences of the crime. The trip status of 3% of tourists was not accounted for.



Being a victim of crime is an experience that that is forced upon a person and it can be emotionally and physically shocking. It can affect people in many ways and while the service only deals with the short term impact of the crime, we hope that by doing so the long term effects of the crime are minimized.

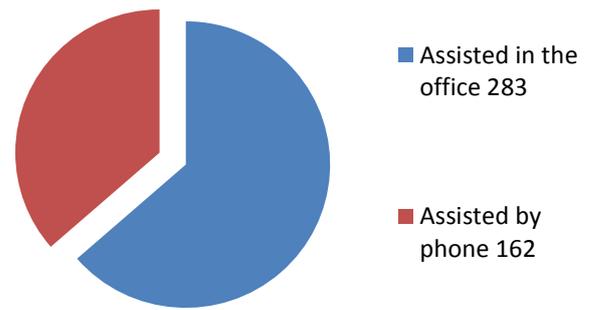
Analysis of Statistics

Number of cases assisted	445
Cases assisted in the office	283
Cases assisted by phone	162
Number of casework days*	543

Number of people involved	823
People assisted in the office	543
People assisted by phone	280

*many cases take several days to resolve

Cases Assisted

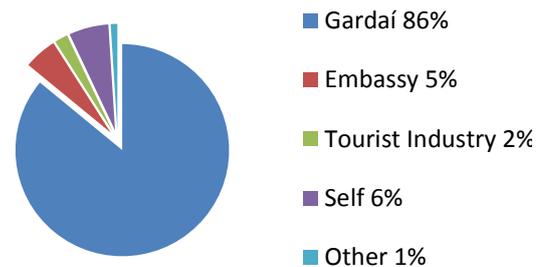


Cases Assisted 445

Contacts to ITAS via:

Gardaí	383
Embassy	21
Tourist Industry	9
Self	26
Other	6

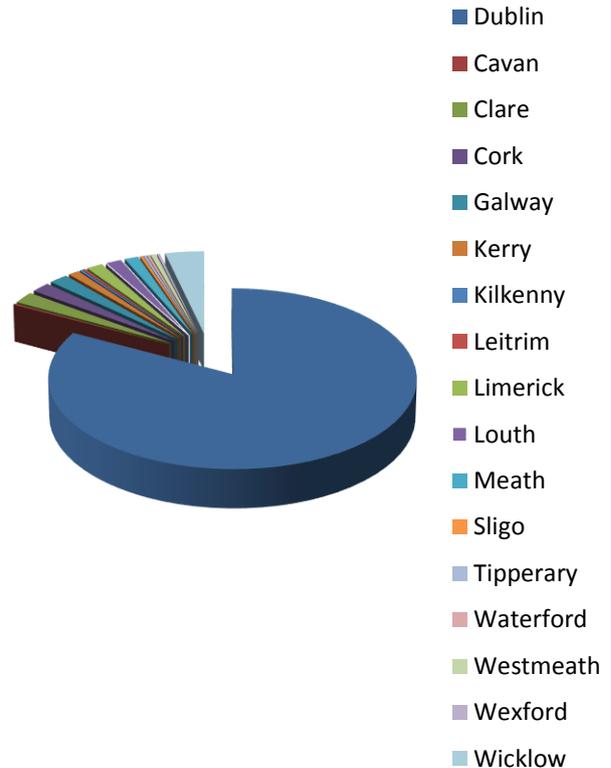
Total Sources of Contacts



Garda Contacts by County

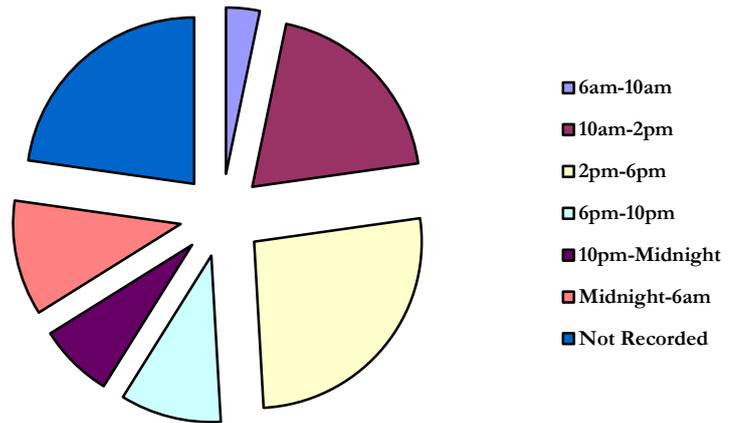
Dublin	317
Cavan	1
Clare	8
Cork	7
Galway	7
Kerry	4
Kilkenny	1
Leitrim	1
Limerick	6
Louth	6
Meath	5
Sligo	1
Tipperary	1
Waterford	1
Westmeath	2
Wexford	1
Wicklow	14
Total	383

Garda Contacts by County



Time of Occurrence of Crime

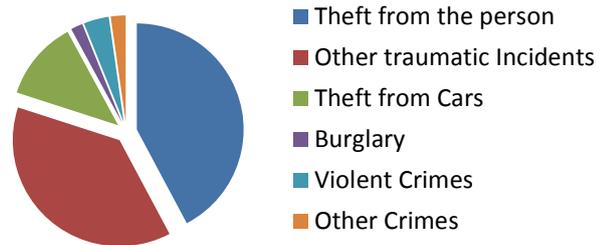
6am-10am	9
10am-2pm	54
2pm-6pm	73
6pm-10pm	27
10pm-midnight	20
Midnight-6am	31
Not Recorded	63



Main Incident Types

Theft from the person	188
Other Traumatic Incidents	168
Theft from Car	54
Burglary	8
Violent Crimes	17
Other Crimes	10

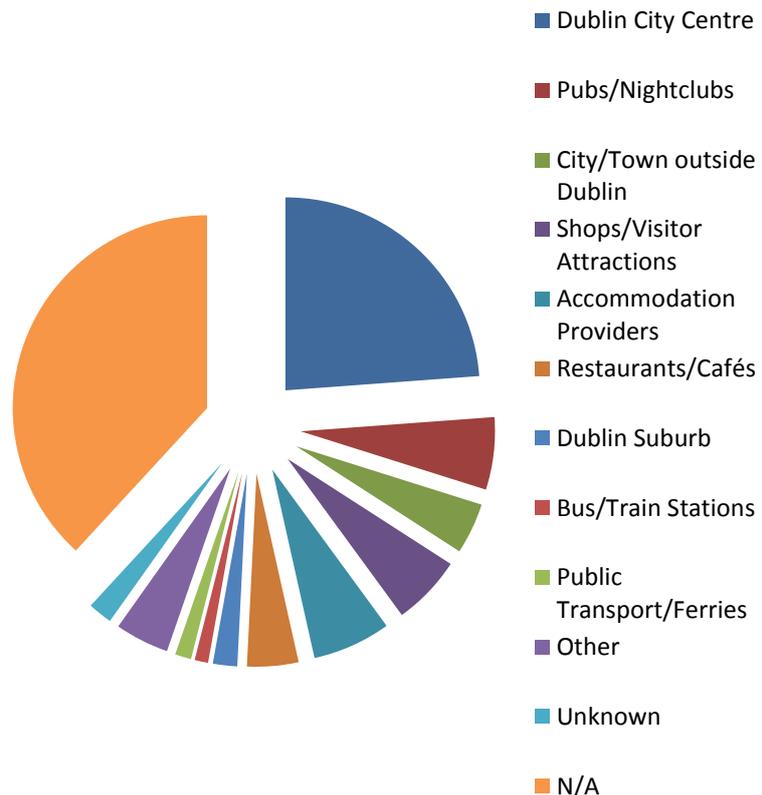
Main Traumatic Incidents



Crime Locations

Dublin City Centre	106
Pubs/Nightclubs	27
City/Town outside Dublin	19
Shops/Visitor Attractions	26
Accommodation Providers	29
Restaurants & Cafés	19
Dublin Suburb	9
Bus/Train Stations	5
Public Transport/Ferries	6
Other	20
Unknown	9
N/A	170

Crime Locations



Age Groups 2015	Total	Female	Male
Under 10yrs	9	3	6
10-16years	14	8	6
17-25yrs	237	162	75
26-35yrs	183	100	83
36-45yrs	74	39	35
46-55yrs	84	53	31
56-65yrs	62	35	27
over 66yrs	50	28	22
Unknown	110	59	51
	823	487	336

Items Stolen *	2015
Cash (approximate stolen €62,000)	233
Passports	223
Credit Cards	174
Bank Cards	91
Driving Licences	108
National Identity Cards	186
Travel Tickets	22
Mobile Phones	53
Cameras/Camcorders	15
Medication	3
Laptops	22
Jewellery	5
Clothes	17

Complimentary Assistance *	2015
Telephone Calls	359
Referrals to Embassies	227
Travel Tickets Re-issue/Re-schedule	29
Airline Travel with ITAS 1 Form	101
Garda Liaison	90
Accommodation	13
Money Transfers	19
Interpreting	17
Meal Vouchers	37
Medical Assistance	2
Complimentary Transport	55
Referral to Homeless Aid	4

*numbers relate to cases not tourists e.g. 223 cases involved passports being stolen; in 359 cases telephone calls were made.

Client Nationalities

American	103
Australian	12
Austrian	6
Belgian	21
Botswana	1
Brazilian	15
British	57
Bulgarian	2
Chilean	1
Canadian	18
Chinese	1
Czech	2
Danish	15
Dutch	29
Egyptian	2
Finnish	1
French	111
German	139
Hungarian	1
Indian	5
Irish	27
Israeli	3
Italian	101
Japanese	1
Korea-South	3
Lithuanian	3
Luxembourger	1
Macanese	1
Mauritian	1
Mexican	3
New Zealander	10
Nigerian	1
Norwegian	4
Polish	7
Portuguese	18
Romanian	4
Saudi Arabian	3
Senegalese	1
Slovenian	6
South African	1
Spanish	49
Swedish	5
Swiss	24
Uruguay	2
Venezuelan	2

Total 823**Nationalities Referred to their Embassies**

American	38
Australian	2
Austrian	2
Belgian	8
Brazilian	3
British	9
Bulgarian	1
Canadian	6
Czech	1
Danish	2
Dutch	11
French	24
German	45
Indian	1
Italian	27
Japanese	1
Korea-South	1
Lithuanian	1
Mexican	1
N/A	218
New Zealander	3
Norwegian	1
Portuguese	7
Romanian	1
Saudi Arabian	1
South African	1
Spanish	21
Swedish	2
Swiss	8
Turkish	1
Venezuelan	2

Total 227