2016-2017 European monitoring statistics from Monitoring and Alarm Receiving Centres

In 2017-2018, CoESS launched a wide-scale survey among its member federations in order to gather general statistical information from Monitoring and Alarm Receiving Centres. The survey explored key indicators, which in turn help to understand the scale of European monitoring in a fast-moving and dynamic European private security landscape. The results of the survey will serve as the basis for future projects CoESS will undertake in the field of monitoring and alarm receiving activities. The survey asked the following questions:

Serial 1	Number of private monitoring centres that receive intruder alarm connections *This is the number of private monitoring centres that receive alarms from intruder (including visual and audio) connections. It does not include government monitoring centres.*
Serial 2	Number of private monitoring centre connections *This is the total number of connections for all private monitoring centres including intrusion, social, technical and vehicle tracking for security/safety purposes which require human intervention. It does not include direct connections to the police, fire brigade etc. from individual customers. Also it does not include secondary or backup transmission methods (e.g. GSM or IP) or additional audio or video connections used for verification purposes or the transmission direct from the premises to the end-user/customer.*
Serial 3	Number of private monitoring centre intrusion connections *Intrusion connections include any form of detector activation, including visual or audio alarms in case these are used for alarm triggering purposes.*
Serial 4	Number of alerts received by the private monitoring centres *This is the total number of alerts received by all private monitoring centres over the year. An alert is a data message or other signal/indication received requiring operator actions or requiring automated handling other than storing/logging only.*
Serial 5	Number of activations passed to the police from private monitoring centres
Serial 6	Annual fee received by private monitoring centres per intrusion connection *(this question has been cancelled)* *This is the average fee per intrusion connection, which a private monitoring centre would expect to receive and will depend on the connection fee, monitoring fee etc. It is expected that there will be a difference between countries, depending on the type of service delivered.*
Serial 7	Does a sanction exist for a false alarm? *Does a fine need to be paid for false alarms or do the police not respond to an alarm from a system after a certain number of false alarms etc.?*
Serial 8	Number of fire connections *This is the number of separate fire alarm (systems) connections to private monitoring centres. It does not include intrusion alarms (systems) including smoke detectors etc. and it does not include systems that are directly connected to the fire brigade.*
Serial 9	Number of technical connections *This is the total number of separate technical connections including items such as lift alarms, freezer alarms etc.*
Serial 10	Number of social alarm connections *Social alarm connections include elderly care alarms etc.*
Serial 11	Number of vehicle tracking and tracing connections *This is the number of vehicle tracking and personal tracing connections.*
Serial 12	Number of e-guarding connections *This is the number of non-triggered guarding activities using CCTV/video connections.*
Serial 13	Number of detector-activated CCTV systems *This is the number of CCTV systems that are triggered by sensors, detectors etc. that alert the monitoring centre operator to an event*

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Country	Serial 1	Serial 2	Serial 3	Serial 4	Serial 5	Serial 6	Serial 7	Serial 8	Serial 9	Serial 10	Serial 11	Serial 12	Serial 13
Spain	149	1.600.000	1.600.000	40.000.000	140.000	N/A	Yes	N/A	N/A	N/A	N/A	N/A	N/A
Romania	350	99.243	350	1.248.312	2.648	N/A	25-70	N/A	N/A	N/A	N/A	N/A	N/A
Finland	30	110.000	90.000	2.000.000	N/A	N/A	No	1.000	15.000	3.000	1.000	1.000	3.000
Austria	50	75.000	50.000	800.000	120.000	N/A	Yes	2.000	13.000	10.000	1.000	500	2.500
United Kingdom	70	4.000.000	1.410.000	6-10 million	225.000	N/A	2-7 false alarms allowed	300.000	850.000	1.700.000	50.000	750.000	60.000
Germany	450	950.000	N/A	2.500.000	62.000	N/A	Yes	12.000	N/A	N/A	N/A	N/A	80.000
The Netherlands	22	900.000	22	3.000.000	80.000	N/A	No	40.000	50.000	400.000	20.000	50.000	10.000
Italy	520	825.000	630.000	480.000	,	N/A	Yes	50.000	N/A	60.000	135.000	1.500	36.000
Denmark	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Norway	9	450.000	450.000	15.000.000	300.000	N/A	No	400.000	100.000	N/A	N/A	N/A	N/A
Serbia	21	151.416	89.352	201.009	436	N/A	Yes, to 9 of 21 companies	1.149	712	30	2.409	595	4.724
Portugal	1	7.102	6.654	323.000	337	N/A	Yes	226	46	0	144	32	4.068
Sweden	37	600.000	480.000	N/A	1-2%	N/A	No	70.000-80.000	60.000	N/A	N/A	N/A	N/A
Turkey	300	500.000	470.000	2.500.000	240.000	N/A	No	N/A	2.000	N/A	5.000	N/A	N/A
Bulgaria	155	248.000	232.000	4.600.000	0	N/A	No	Only a few	0	4.800	7.000	0	1.800
France	160-180	10	2.000.000	8.000.000	45.000	N/A	Yes	10	14	8	3	3	30
Switzerland	32	145.000	90.000	1.600.000	12.000	N/A	Yes	few	8.000	10.000	1.500	500	2.000
Luxembourg	4	18.000	12000	220.000	None	N/A	No	4%	5%	1%	1.500	1%	1%
Belgium	15	264.000	239.000	4.854.770	46.000	N/A	sometimes (depends on city)	719	545	0	21.455	512	63.000

figures 2011 (not updated)

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