

Burgernet, Netherlands

Burgernet gets citizens involved in police work

Municipalities, police and citizens in the Netherlands are working together to create a safer society. They do so with the support of Burgernet — a proven, successful network that increases safety. CGI built the core system and is still fully involved in the further development of Burgernet.

Securing the future

Burgernet is a network of citizens that supports police investigations. After receiving a report of a burglary or a missing child, for example, the police control room operator can start a Burgernet alert. The action is spread through various channels. Participants can choose to use the Burgernet app, text or voice messages, or Twitter. They are asked to look out for a clearly identified person or vehicle. If a participating citizen sees the person or vehicle concerned, they call the free Burgernet number and are automatically put through to the control room. It is also possible to send photos via the app. The operator then updates the police with the information. At the end of the Burgernet action, all those taking part receive a message informing them of the results.

Digital neighborhood research

Burgernet participants can also sign up to participate in a new form of neighborhood investigation. Did a crime or other incident take place in a certain area? Instead of asking door-to-door if someone has seen or heard something, the police can also use Burgernet for this neighborhood investigation. This is done via an email to participants who have registered and who live in a certain area. In this mail there is a link to a webpage, where the participant can tell his or her story. Afterward, all participants from the area concerned receive an update on the case.

A success story

Of the approximately 4,000 monthly Burgernet actions, an average of 10 percent have led directly to the arrest of a suspect or to the resolution of a missing person. In addition, around 40 percent of Burgernet actions make a more indirect, but certainly valuable contribution to the investigation process.

In this way, Burgernet contributes to increasing the power to “catch criminals in the act.” Burgernet has been introduced in all municipalities. Millions of citizens are involved in Burgernet and the number of participants is still growing.



Key benefits

- Long reach: the more ears and eyes, the faster missing persons and vehicles are found
- Increased citizen confidence in their safety
- More efficient suspect detection
- Digital neighborhood research replaces labor-intensive door-to-door police investigation
- Compliance with national standards and laws

“CGI has a lot of expertise in the field of security. We are confidently building on Burgernet. Together for a safe neighborhood!”

Gery Veldhuis,
*Chairman of the Burgernet
Steering Committee*



If a child's life is possibly in danger, participants also receive regional or national AMBER Alerts via the Burgernet app. The Burgernet system is not only used for investigation, but also to alert and inform citizens about security situations. Burgernet is a good cooperation network between citizens, municipalities and police for safety in the neighborhood.

Intensive cooperation

Commissioned by the Ministry of Justice and Security, in 2004 CGI translated the globally unique concept of Burgernet into a technical, working solution. In close cooperation with the ICT organization of the National Police and the Burgernet organization, a total system was realized for citizens (participants), police and municipalities. The system is part of the police control room, allowing actions to be started and followed up efficiently. Moreover, we have developed Burgernet technology in such a way that not only the police, but also other emergency services, can use it. In all regions, since the introduction of Burgernet, an intensive form of cooperation has developed between police, municipalities and participating citizens.

Secure and robust

The system runs in all control rooms and is easy to use. By using modern development languages and methods, Burgernet is successfully established. Working in an investigation environment requires security guarantees, and Burgernet meets stringent security requirements — ensuring the safety of the police and protecting the data of participants.

We manage the system, which is technically housed in the secure data center of the Dutch police. We proactively maintain and introduce new functionality. Aside from the technical realization and management of this system, we are closely involved in further developing citizen participation with Burgernet.

More channels, new functionalities

Burgernet wants to include as many (social) media channels as possible. After all, the widest possible reach increases the chance of getting relevant information. We are working on new functionalities, such as better possibilities to share images and link messages to display panels in public transport. Burgernet 2.0 will support users even better, with the mobile and location-based communication possibilities of today and tomorrow.

AMBER Alert

With CGI's help, AMBER Alert was successfully integrated into the Burgernet system in the autumn of 2021. This gives the police more control over alerts and the quality of missing children notifications.

When a child is missing and its life might be in danger, the police can issue a regional or national AMBER Alert through the Burgernet system. These messages are not only published by the system on the Burgernet app, but are also automatically distributed to thousands of digital screens, display panels and websites in the Netherlands.

Why CGI?

Together we can create new ways to secure our future.

Challenges to society form the basis of our solutions. For over 40 years, leading organizations and governments have benefitted from our expertise in security all over the world.

For more information,
visit cgi.com or
email us at info@cgi.com.