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(54) Title: MONITORING SYSTEM

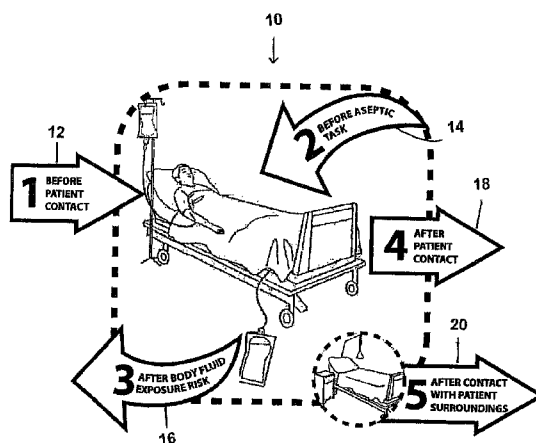


FIG. 1

(57) **Abstract:** A group monitoring system for dispenser usage compliance is provided. The system is for a predetermined group of interest in a predetermined facility type. A dispenser data collection system is operably connected to a plurality of dispensers and is capable of providing information. The information includes a unique dispenser identifier and a number of dispenser usage events. The information from the data collection system is received and the predetermined group within which each dispenser is associated is determined. The number of dispenser usage events is determined. A benchmark which corresponds to dispenser usage opportunities particular to the predetermined group and particular to the predetermined time period is determined. The dispenser usage compliance index particular to the predetermined group and particular to the predetermined time period is determined by dividing the dispenser usage events for the predetermined group and the predetermined time period by a denominator which equals the benchmark.