

**Contact:**

Jordin Wilson, Per Mar Security Services  
(563) 344-7313

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## **Per Mar Security Services Renews TMA Five Diamond Status**

This designation demonstrates continued commitment to public safety, rigorous operator training, and industry-leading best practices

**DAVENPORT, Iowa** – Per Mar Security has once again demonstrated its commitment to protecting communities and supporting first responders by renewing its prestigious TMA Five Diamond Monitoring Center designation. This designation is granted annually by The Monitoring Association (TMA) to monitoring centers that satisfy all the requirements of the five points of excellence:

- Commitment to ongoing job-related education and testing by having 100% of its monitoring center operators certified through TMA's rigorous training and testing program focused on industry best practices, emergency communications, and alarm verification.
- Commitment to random inspections and quality criteria standards by a nationally recognized testing laboratory such as FM Approvals, Intertek/ETL, and UL.
- Commitment to raising the industry standard through TMA membership and participation in its activities.
- Commitment to reducing false dispatches through enhanced alarm verification protocols, helping minimize unnecessary deployments of police and fire personnel.
- Commitment to the highest levels of customer service.

TMA's Five Diamond designation demonstrates that Per Mar's Monitoring Center maintains an exceptionally high degree of responsibility to its local community and customers through sustained investment in training, quality assurance, and operational excellence.

Monitoring Center Agents serve as the critical first link between homes, businesses, and local police, fire, and emergency services. By delivering accurate, verified information to 911 operators at emergency communications centers (ECCs), these highly trained professionals help ensure that first responders receive the right information and that emergency resources are dispatched appropriately and efficiently.

The TMA Monitoring Center Operator course covers virtually all aspects of monitoring center communications with customers and ECCs. To achieve and maintain Five Diamond status, every operator must successfully complete the course, recertify every three years, and demonstrate proficiency in alarm confirmation procedures and communications protocols that provide situational awareness, help reduce false alarms, and support emergency response effectiveness.

Through this continued commitment to excellence, Per Mar reinforces its role as a trusted partner in protecting life and property and as a leader within the professional monitoring industry.

*“Five Diamond companies represent the highest standard of professionalism in the professional monitoring industry,” said TMA’s CEO Whitney Doll. “Their investment in continuous training and quality assurance directly benefits the communities they serve.”*

Learn more about Per Mar’s Monitoring Center at: [permarsecurity.com/business/alarm-monitoring](http://permarsecurity.com/business/alarm-monitoring).

**About Per Mar Security Services**

*Established in 1953, Per Mar Security Services is the largest family-owned, full-service security company in the Midwest with more than 3,100 team members, operating in 27 branch locations. The company provides full-service security solutions for homes and businesses including live video monitoring, security officer services, smart home automation, burglar and fire alarms, access control, security cameras, alarm monitoring, investigative services, and background checks. For more information about Per Mar Security Services, please visit [permarsecurity.com](http://permarsecurity.com).*