

Labor Market Analysis: 2199.00 – Other Public and Protective Services
Public Safety Dispatcher (Certificate of Achievement requiring 8 to <16 units)
 Los Angeles Center of Excellence, April 2023

Summary

Program Endorsement:	Endorsed: All Criteria Met <input checked="" type="checkbox"/>	Endorsed: Some Criteria Met <input type="checkbox"/>	Not Endorsed <input type="checkbox"/>
Program Endorsement Criteria			
Supply Gap:	Yes <input checked="" type="checkbox"/> (see comments)		No <input type="checkbox"/>
Living Wage: (Entry-Level, 25th)	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>
Education:	Yes <input checked="" type="checkbox"/>		No <input type="checkbox"/>
Emerging Occupation(s)			
	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>

The Los Angeles Center of Excellence for Labor Market Research (LA COE) prepared this report to provide regional labor market supply and demand data related to one middle-skill occupation:

- **Public Safety Telecommunicators (43-5031)** Operate telephone, radio, or other communication systems to receive and communicate requests for emergency assistance at 9-1-1 public safety answering points and emergency operations centers. Take information from the public and other sources regarding crimes, threats, disturbances, acts of terrorism, fires, medical emergencies, and other public safety matters. May coordinate and provide information to law enforcement and emergency response personnel. May access sensitive databases and other information sources as needed. May provide additional instructions to callers based on knowledge of and certification in law enforcement, fire, or emergency medical procedures.¹

According California Code Regulation (1018), there is a minimum training standard for public safety dispatchers. Every dispatchers must complete the POST-certified Public Safety Dispatchers' Basic Course or possess the Public Safety Dispatcher Certificate. Currently, there are no community colleges in the LA/OC region that offer programs that train for *public safety telecommunicators*.

Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree.² This report is intended to help determine whether there is demand in the local

¹ [Public Safety Telecommunicators : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics \(bls.gov\)](#)

² The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor's degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

labor market that is not being met by the supply from community college programs that align with the relevant occupations.

Based on the available data, there appears to be many openings for *public safety telecommunicators* in the region. While relevant supply data is unclear and/or unavailable for completers of related training programs, entry-level wages exceed the self-sufficiency standard wage in both Los Angeles and Orange counties, and more than half of current workers in the field have completed some college or an associate degree. **Therefore, due to all of the criteria being met, the LA COE endorses this proposed program.** Detailed reasons include:

Demand:

- **Supply Gap Criteria** – Over the next five years, **224 jobs are projected to be available annually** in the region due to new job growth and replacements.
 - Over the past 12 months, there were **731 online job postings for public safety telecommunicators**. The highest number of job postings were for dispatchers, police dispatchers, public safety dispatchers, service dispatchers, and security dispatchers.
- **Living Wage Criteria** – Within Los Angeles County, **typical entry-level hourly wages for public safety communicators are \$29.42, which is higher than the self-sufficiency standard** hourly wage (living wage) for one adult in the region (\$18.10 in Los Angeles County).³
- **Educational Criteria** – The Bureau of Labor Statistics (BLS) lists a **high school diploma** or equivalent as the **typical entry-level education for public safety telecommunicators**.
 - However, the national-level educational attainment data indicates **55% of workers in the field have completed some college or an associate degree**.

Supply:

- There are **two community colleges** in California (Moreno Valley and Napa Valley) that offer credit training for *public safety telecommunicators*; however, since these colleges have other programs that align with the chosen TOP codes, the **number of certificates awarded is unknown**.
- While there are no CIP codes that align with *public safety telecommunicators*, the California Commission of Peace Officer Standards and Training (POST) offers an entry-level training requirement for dispatchers employed by agencies participating in POSTS's public safety dispatcher program.
 - There are **five 120-hour courses scheduled** in the LA/OC region between April and December 2023.
 - The number of students in the region who have recently completed POST dispatcher courses is **unavailable**.

³ Self-Sufficiency Standard wage data was pulled from The Self-Sufficiency Standard Tool for California. For more information, visit: <http://selfsufficiencystandard.org/california>.

Occupational Demand

Exhibit 1 shows the five-year occupational demand projections for *public safety telecommunicators*. In the greater Los Angeles/Orange County region, the number of jobs related to this occupation is projected to increase by 5% through 2026. There will more than 200 job openings per year through 2026 due to job growth and replacements.

Exhibit 1: Occupational demand in Los Angeles and Orange Counties⁴

Geography	2021 Jobs	2026 Jobs	2021-2026 Change	2021-2026 % Change	Annual Openings
Los Angeles	1,549	1,613	63	4%	177
Orange	367	401	34	9%	47
Total	1,917	2,014	97	5%	224

Wages

The labor market endorsement in this report considers the entry-level hourly wages for *public safety telecommunicators* in Los Angeles County as they relate to the county's self-sufficiency standard wage. Orange County wages are included below in order to provide a complete analysis of the greater LA/OC region. Detailed wage information, by county, is included in Appendix A.

Los Angeles County—The typical entry-level hourly wages for *public safety telecommunicators* are \$29.42, which is above the self-sufficiency standard wage for one adult (\$18.10 in Los Angeles County). Experienced workers can expect to earn wages of \$38.41.

Exhibit 2: Earnings for Occupations in LA County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Public Safety Telecommunicators (43-5031)	\$29.42	\$37.14	\$38.41	\$77,200

*rounded to the nearest \$100

⁴ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

Orange County—The typical entry-level hourly wages for *public safety telecommunicators* are \$27.68, which is above the self-sufficiency standard wage for one adult (\$20.63 in Orange County). Experienced workers can expect to earn wages of \$35.76.

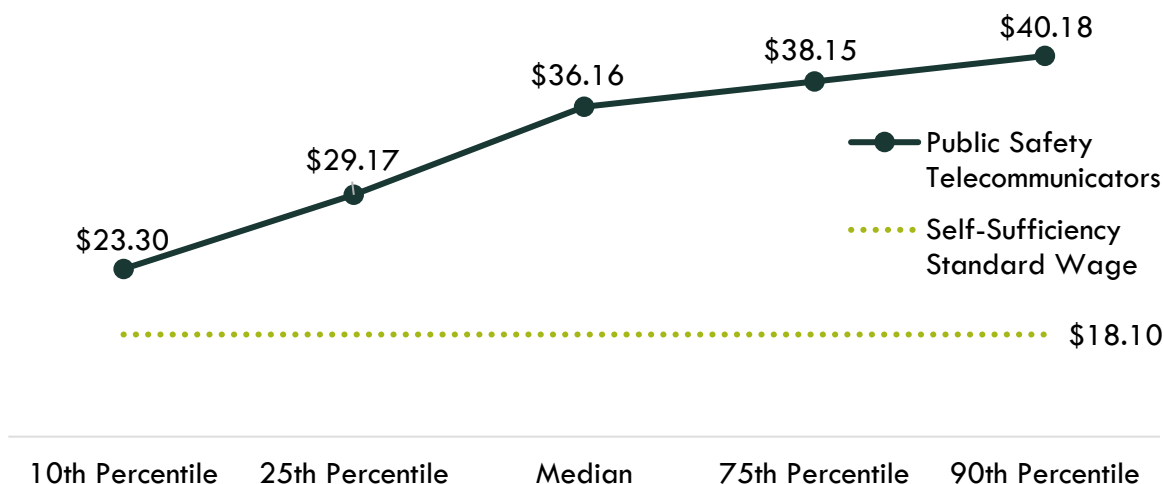
Exhibit 3: Earnings for Occupations in Orange County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Public Safety Telecommunicators (43-5031)	\$27.68	\$34.63	\$35.76	\$72,000

*rounded to the nearest \$100

On average, the entry-level earnings for the occupations in this report are \$29.17; this is above the living wage for one single adult in Los Angeles County (\$18.10). Exhibit 4 shows the average wage for the occupations in this report, from entry-level to experienced workers.

Exhibit 4: Average Hourly Earnings for Public Safety Telecommunicators in LA/



Job Postings

There were 731 online job postings for *public safety telecommunicators* listed in the past 12 months. The highest number of job postings were for dispatchers, police dispatchers, public safety dispatchers, service dispatchers, and security dispatchers. The top knowledge, skills, and abilities (KSAs) were computer-aided dispatch, law enforcement, emergency medical services, telecommunications, and computer-aided design. The top three employers, by number of job postings, in the region were: Providence, University of California, and Allied Universal.

Educational Attainment

The Bureau of Labor Statistics (BLS) lists high school diploma as the typical entry-level education for *public safety telecommunicators*. However, the national-level educational attainment data

indicates 55% of workers in the field have completed some college or an associate degree. Of the 70% of *public safety telecommunicator* job postings listing a minimum education requirement in the greater Los Angeles/Orange County region, 86% (440) requested high school or vocational training, 3% (17) requested an associate degree, and 10% (52) requested a bachelor's degree.

Educational Supply

Community College Supply—Exhibit 5 shows the annual and three-year average number of awards conferred by community colleges in the related TOP code: Other Public and Protective Services (2199.00). This TOP code was chosen since the *public safety telecommunicators* occupation is not formally associated with a current Taxonomy of Programs (TOP) code or Classification of Instructional Programs (CIP) code. The two programs in the region associated with the Other Public and Proactive Services (2199.00) TOP code are listed in Exhibit 5; these programs do not specifically train for *public safety communicators*.

Exhibit 5: Regional community college awards (certificates and degrees), 2018-2021

TOP/ Title	College	Program	2018-19 Awards	2019-20 Awards	2020-21 Awards	3-Year Average
2199.00/ Other Public and Protective Services	LA Trade- Tech	Community Planning & Economic Development	2	3	1	2
	Rio Hondo	Homeland Security	-	2	4	2
	LA Subtotal		2	5	5	4
Supply Total/Average			2	5	5	4

According to COCI, there are two community colleges in California that currently offer credit programs that train for *public safety telecommunicators*: Moreno Valley (Inland Empire/Desert) and Napa Valley (Bay Area). Since these colleges have multiple programs aligned with their respective TOP codes (Administration of Justice and Police Academy), supply data for these certificate programs in Exhibit 6 cannot be determined. Furthermore, it seems that many public safety dispatcher or 911 dispatcher programs/courses are offered through community or contract education, such as the skills certification offered by East Los Angeles College, which makes them more difficult to track and report.⁵

Exhibit 6: Community college programs training for *public safety telecommunicators*

TOP/Title	Program	College	Award Type	# of Semester Units
2105.00/ Administration of Justice	Administration of Justice/Basic Public Safety Dispatch	Moreno Valley	Certificate of Achievement	8
2105.50/ Police Academy	911 Dispatcher	Napa Valley	Certificate of Achievement	20

⁵ <https://www.elac.edu/academics/cewd/cte/public-services>

Non-Community College Supply—While there is not a CIP code that specifically trains for *public safety telecommunicators*, it is important to consider the supply from other training programs in order to show a comprehensive regional supply analysis. According to the California Commission of Peace Officer Standards and Training (POST), the Public Safety Dispatchers’ Basic Course is the entry-level training requirement for dispatchers employed by agencies participating in POSTS’s public safety dispatcher program, as specified in California Code Regulation (CCR) 1018.⁶ The CA.gov POST website maintains a list of upcoming 120-hour basic public safety dispatcher courses. Exhibit 7 is a summary of upcoming classes in the region.⁷

Exhibit 7: California POST Basic Public Safety Dispatcher Courses

Course Title	Location	Date	Hours	# of College Units
Dispatcher, Public Safety (Basic): This course introduces new dispatchers to the basic requirements of their jobs; it fulfills the basic POST training requirements.	Whittier (Rio Hondo Regional Training Center)	7/3/23 – 7/21/23	120	7 units
		9/11/23 – 9/29/23	120	7 units
		10/30/23 – 11/17/23	120	7 units
Dispatcher, Public Safety-Extended (Basic): Designed to provide an understanding of the basic role, responsibility and duty of a public safety dispatcher within a law enforcement agency. Course provides standardized training and introduces students to the skills and knowledge necessary to serve in a dispatch communications center. Offered in an extended format and meets in the evenings twice/week.	Webinar (Golden West College – Regional CJTC)	6/12/23 – 8/12/23	120	6.5 units
	Whittier (Rio Hondo Regional Training Center)	8/22/23 – 11/14/23	120	6 units

⁶ [How Do I Become a Dispatcher \(ca.gov\)](#)

⁷ [California POST Course Catalog](#)

Appendix A: Occupational demand and wage data by county

Exhibit 8. Los Angeles County

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Public Safety Telecommunicators (43-5031)	1,549	1,613	63	4%	177	\$29.42	\$37.14	\$38.41

Exhibit 9. Orange County

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	Entry-Level Hourly Earnings (25th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75th Percentile)
Public Safety Telecommunicators (43-5031)	367	401	34	9%	47	\$27.68	\$34.63	\$35.76

Exhibit 10. Los Angeles and Orange Counties

Occupation (SOC)	2021 Jobs	2026 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	% Age 55 and older*	Typical Entry-Level Education
Public Safety Telecommunicators (43-5031)	1,917	2,014	97	5%	224	16%	High school diploma or equivalent

*The average percentage of workers age 55 and older across all occupations in the greater LA/OC region is 27%. This occupation has a smaller share of older workers, which typically indicates fewer replacements needs to offset the amount of impending retirements.

Appendix B: Sources

- O*NET Online
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

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