

Dispatchers, Except Police, Fire, and Ambulance

Labor Market Analysis: San Diego County

August 2026

Summary

NEW PROGRAM RECOMMENDATION?	EVIDENCE OF A SUPPLY GAP?	AT OR ABOVE THE LIVING WAGE?	EXPECTED LEVEL OF EDUCATION
 Proceed with Caution	 	 	☐ Doctorate Degree ☐ Master's Degree ☐ Bachelor's Degree ☐ Associate Degree ☐ Some College or Certificate ☒ HS Diploma or Equivalent ☐ Less Than a HS Diploma ☐ Apprenticeship
SUPPORT FOR PROGRAM MODIFICATION?	NUMBER OF INSTITUTIONS THAT PROVIDE TRAINING	NUMBER OF ANNUAL JOB OPENINGS	
 	LOW 	MEDIUM 	

The San Diego & Imperial Center of Excellence (COE) developed this brief to assist the region's community colleges with strategic planning and program development. According to available data, *Dispatchers, Except Police, Fire, and Ambulance* in San Diego County have a labor market demand of 165 annual job openings (while average demand for a single occupation in San Diego County is 289 annual job openings), and no institutions supply awards for this occupation. Entry-level and median wages are below the living wage. This brief recommends proceeding with caution when developing a new program and supports a program modification because 1) there is a supply gap; however, 2) entry-level and median wages are below the living wage; and 3) the expected education is a high school diploma or equivalent.

Introduction

This report provides labor market information in San Diego County for the following occupational code in the Standard Occupational Classification (SOC) system:¹

Dispatchers, Except Police, Fire, and Ambulance (SOC 43-5032): Schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers, or for normal installation, service, or emergency repairs rendered outside the place of business. Duties may include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress. Sample reported job titles include:

- Security Dispatchers
- Delivery Dispatchers
- Transportation Dispatchers
- Service Dispatchers
- Office Assistants/Dispatchers
- Dispatch Supervisors
- Dispatch Coordinators
- Scheduling Coordinators
- Dispatch Administrators
- Administrative Assistants/Dispatchers

Projected Occupational Demand

Between 2025 and 2030, *Dispatchers, Except Police, Fire, and Ambulance* are projected to increase by **23** net jobs or **one percent** (Exhibit 1). Employers in San Diego County will need to hire **165** workers annually to fill new jobs and backfill jobs due to attrition caused by turnover and retirement, for example.²

Exhibit 1: Number of Jobs for Dispatchers, Except Police, Fire, and Ambulance (2025-2030)

Occupational Title	2025 Jobs	2030 Jobs	2025-2030 Net Jobs Change	2025-2030 % Jobs Change	Annual Job Openings (Demand)
Dispatchers, Except Police, Fire, and Ambulance	1,833	1,856	23	1%	165

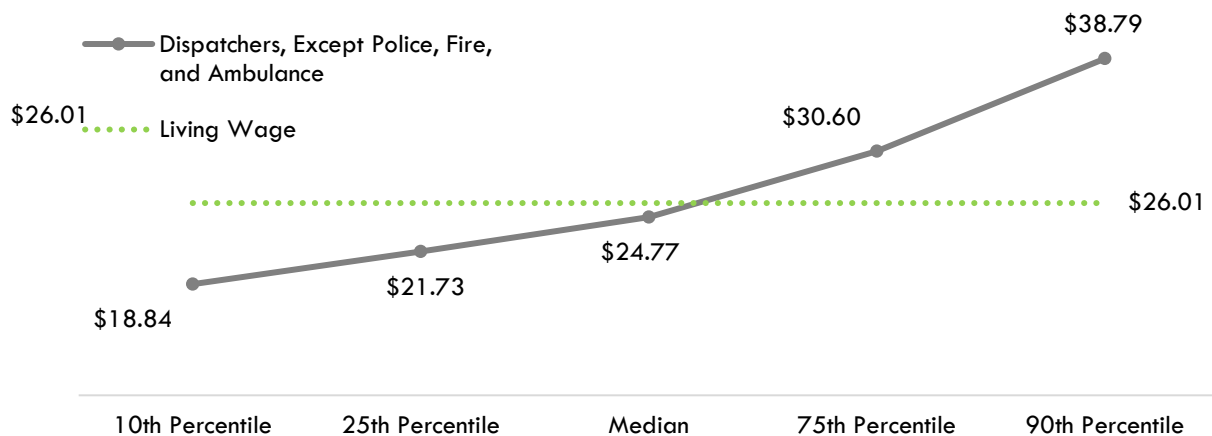
¹ The Standard Occupational Classification (SOC) system is used by federal statistical agencies to classify workers into occupational categories for the purpose of collecting, calculating or disseminating data. [bls.gov/soc](https://www.bls.gov/soc)

² Lightcast 2026.3; QCEW, Non-QCEW, Self-Employed.

Earnings

According to traditional³ labor market information (LMI), *Dispatchers, Except Police, Fire, and Ambulance* had entry-level hourly earnings of \$21.73—or \$45,194.93 annual salary⁴; this is below the living wage for a single adult in San Diego County, which is \$26.01⁵ per hour (Exhibit 2).

Exhibit 2: Hourly Earnings⁶ for Dispatchers, Except Police, Fire, and Ambulance in San Diego County⁷



³ Lightcast 2026.3; QCEW, Non-QCEW, Self-Employed.

⁴ Annualized salaries assume a full-time position with 2,080 hours. Multiplying the hourly wage with 2,080 yields the annual salary.

⁵ Center for Women's Welfare, University of Washington. (2024). The self-sufficiency standard for California 2024.

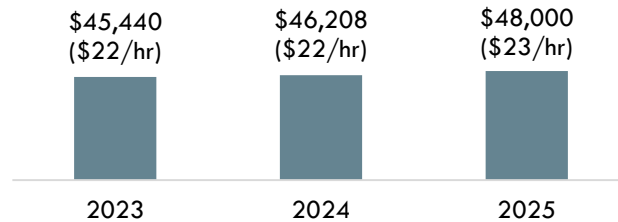
selfsufficiencystandard.org/california

⁶ 10th and 25th percentiles could be considered entry-level wages, and 75th and 90th percentiles could be considered experienced wages for individuals who may have been in the occupation longer, received more training than others, etc.

⁷ Lightcast 2026.3; QCEW, Non-QCEW, Self-Employed.

In online job postings, employers advertised between \$22 and \$23 per hour between January 1, 2023 and December 31, 2025 for *Dispatchers, Except Police, Fire, and Ambulance* in San Diego County (Exhibit 3). This suggests that employer-advertised wages in recent years are similar to traditional BLS estimates.⁸

Exhibit 3: Entry-Level Advertised Salaries in Online Job Postings for Dispatchers, Except Police, Fire, and Ambulance in San Diego County (2023-2025)*



*Hourly wages are rounded to the nearest dollar amount.

Expected Level of Education

According to traditional LMI (data reported to EDD and BLS), *Dispatchers, Except Police, Fire, and Ambulance* have a national educational attainment of a [high school diploma or equivalent](#) (Exhibit 4).⁹

Exhibit 4: National Educational Attainment for Dispatchers, Except Police, Fire, and Ambulance¹⁰

Occupational Title	Typical Entry-Level Education
Dispatchers, Except Police, Fire, and Ambulance	High school diploma or equivalent

⁸ Lightcast Q3 2026; "Job Posting Analytics." 2023-2025.

⁹ Lightcast 2026.3; QCEW, Non-QCEW, Self-Employed.

¹⁰ Lightcast 2026.3; QCEW, Non-QCEW, Self-Employed.

Similarly, online job postings between January 1, 2023 and December 31, 2025 in San Diego County had a high school diploma or GED as the most requested educational requirement for *Dispatchers, Except Police, Fire, and Ambulance*; however, employers also expected the following certifications (Exhibit 5).¹¹

Exhibit 5: Top Certifications for Dispatchers, Except Police, Fire, and Ambulance in San Diego County in Online Job Postings (2023-2025)¹²

- | | |
|--|--|
| 1. Cardiopulmonary Resuscitation (CPR) Certification | 4. Passenger Endorsement |
| 2. Commercial Driver's License (CDL) | 5. Peace Officer Standards And Training (POST) Certificate |
| 3. CDL Class B License | |

Educational Supply

Educational supply for an occupation can be estimated by analyzing the number of awards in related Taxonomy of Programs (TOP) or Classification of Instructional Programs (CIP) codes. There was one TOP code and one CIP code directly related to *Dispatchers, Except Police, Fire, and Ambulance* (Exhibit 6).¹³

Exhibit 6: Related TOP and CIP Codes for Dispatchers, Except Police, Fire, and Ambulance

TOP or CIP Code	TOP or CIP Program Title
TOP 3020.30	Air Traffic Control
CIP 52.0410	Traffic, Customs, and Transportation Clerk/Technician

¹¹ Lightcast Q3 2026; "Job Posting Analytics." 2023-2025.

¹² Lightcast Q3 2026; "Job Posting Analytics." 2023-2025.

¹³ This brief includes awards from all TOP and CIP codes listed in Exhibit 6.

According to TOP data, **no** community college supplies the region with awards for this occupation.

According to CIP data, **no** non-community-college institution supplies the region with awards (Exhibit 7).

**Exhibit 7: Number of Awards (Certificates and Degrees) Conferred by Postsecondary Institutions
(Program Year 2021-22 Through Program Year 2024-25 Average)**

TOP or CIP Code	TOP or CIP Program Title	3-Yr Annual Average CC Awards (PY22-23 to PY24-25)	Other Institutions 3-Yr Average Awards (PY21-22 to PY23-24)	Total Average Supply (PY21-22 to PY24-25)
3020.30	Air Traffic Control	0	0	0
52.0410	Traffic, Customs, and Transportation Clerk/Technician	0	0	0
Total				0

Demand vs. Supply

Comparing labor demand (annual openings) with labor supply¹⁴ suggests that there is a **supply gap** for this occupation in San Diego County, with **165** annual openings and **zero** awards. Comparatively, there are **2,297** annual openings in California and **91** awards, suggesting that there is a **supply gap** across the state¹⁵ (Exhibit 8).

Exhibit 8: Labor Demand (Annual Openings) Compared with Labor Supply (Average Annual Awards)

	Demand (Annual Openings)	Supply (Total Annual Average Supply)	Supply Gap or Oversupply
San Diego	165	0	165
California	2,297	91	2,206

Please note: This is a basic analysis of supply and demand of labor. The data does not include workers currently in the labor force who could fill these positions or workers who are not captured by publicly available data. This data should be used to discuss the potential gaps or oversupply of workers; however, it should not be the only basis for determining whether or not a program should be developed.

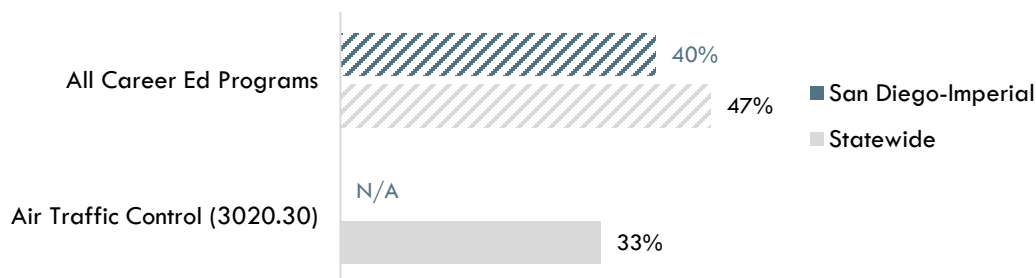
¹⁴ This brief includes awards from all TOP and CIP codes listed in Exhibit 6.

¹⁵ California Community Colleges Centers of Excellence. Supply and Demand Tables. coecc.net/our-resources

Student Outcomes and Regional Comparisons

According to DataVista, regional data was insufficient for students in *Air Traffic Control (TOP 3020.30)* programs, while 33% statewide earned a living wage. In comparison, 40% of regional and 47% of statewide Career Education students earned a living wage (Exhibit 9).¹⁶

Exhibit 9: Percentage of Students Who Earned a Living Wage, PY2020-21¹⁷



N/A indicates insufficient data

Similarly, regional data was insufficient for students in these programs who obtained a closely related job, while 65% statewide did so. In comparison, the regional and statewide Career Education rates were 70% and 74%, respectively (Exhibit 10).¹⁸

Exhibit 10: Percentage of Students in a Job Closely Related to Field of Study, PY2016-17¹⁹



N/A indicates insufficient data

¹⁶ DataVista, California Community Colleges, datavista.cccco.edu

¹⁷ DataVista, California Community Colleges, datavista.cccco.edu

¹⁸ DataVista, California Community Colleges, datavista.cccco.edu

¹⁹ DataVista, California Community Colleges, datavista.cccco.edu

Employers

Between January 1, 2023 and December 31, 2025, the top five employers in San Diego County for *Dispatchers, Except Police, Fire, and Ambulance* were [Transdev](#), [Hanna Interpreting Services](#), [Allied Universal](#), [Exodus Recovery](#), and [Mv Transportation](#) based on online job postings (Exhibit 11).²⁰

Exhibit 11: Top Employers for Dispatchers, Except Police, Fire, and Ambulance in San Diego County

Top Employers	
• Transdev • Hanna Interpreting Services • Allied Universal • Exodus Recovery • Mv Transportation	• Los Angeles Cannabis Delivery Service • Sycuan Casino • United Rentals • Speedy Weedy Vista • San Diego Metropolitan Transit System (Mts)

Skills

Exhibit 12 lists the top specialized, soft, and software skills that appeared in online job postings between January 1, 2023 and December 31, 2025.²¹

Exhibit 12: Top Skills for Dispatchers, Except Police, Fire, and Ambulance in San Diego County

Specialized Skills	Soft Skills	Software Skills
• Data Entry	• Communication • Customer Service • Multitasking • Scheduling • Operations • Management • Problem Solving • Detail Oriented • Computer Literacy • Professionalism	• Microsoft Excel • Microsoft Office

²⁰ Lightcast Q3 2026; "Job Posting Analytics." 2023-2025.

²¹ Lightcast Q3 2026; "Job Posting Analytics." 2023-2025. Skills must populate in at least 10% of job postings to be listed.

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Important Disclaimers

All representations included in this report have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. This study examines the most recent data available at the time of the analysis; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and the report findings; however, neither the California Community Colleges Centers of Excellence (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.