



☑ Endorsed: All Criteria Met			
Program LMI Endorsement Criteria			
	Met ☑	Partially Met ☐	Not Met ☐
Supply Gap:	There are projected to be 266 annual job openings throughout Los Angeles and Orange counties for <i>public safety telecommunications</i> , which is more than the 30 awards conferred by educational institutions .		
Self-Sufficiency Standard Living Wage ¹ :	Met ☑	Partially Met ☐	Not Met ☐
	The typical entry-level wage for <i>public safety telecommunications</i> is \$30.96 , which is above the OC living wage of \$27.13 .		
Education:	Met ☑	Partially Met ☐	Not Met ☐
	Typical education requirement for <i>public safety telecommunications</i> is a high school diploma or equivalent and 52% of workers in the field have completed some college or an associate degree as their highest level of education .		

This LMA brief is valid for 12 months and expires September 2027.

Summary

The Orange County Center of Excellence for Labor Market Research (OC COE) prepared this report to determine whether there is a supply gap in the Los Angeles and Orange counties regional labor markets related to one occupation:

- Middle-Skill
 - *Public Safety Telecommunicators (43-5031)*

Based on the available data, there appears to be a supply gap for *public safety telecommunications*, typical education requirements align with a community college education, and entry-level wages are above the Self-Sufficiency Standard living wage. **Therefore, due to all regional labor market criteria being met, the COE endorses this proposed program.**

Exhibit 1 lists the occupational demand, supply, typical entry-level education, and educational attainment for the middle-skill occupation included in this report.

¹ The living wage endorsement criteria in this report uses the University of Washington's Center for Women's Welfare Self-Sufficiency Standard, which the COE refers to as a living wage; Orange County's living wage of \$27.13, was last updated in March 2024.

Exhibit 1: Labor Market Endorsement Summary

Occupation (SOC)	Demand (Annual Openings)	Supply (CC and Non-CC)	Entry-Level Hourly Earnings (25th Percentile)	Typical Entry-Level Education	Community College Educational Attainment
Public Safety Telecommunicators (43-5031)	LA: 209 OC: 59	LA: 30 OC: 0	OC: \$30.96	High school diploma or equivalent	52%
Total	266	30	N/A	N/A	N/A

Demand

- In Los Angeles and Orange counties, the number of jobs related to *public safety telecommunicators* is projected to increase 9% through 2030, equating to 266 annual job openings.
- Hourly entry-level wages for *public safety telecommunicators* are \$30.96 in Orange County, which is above the Self-Sufficiency Standard living wage.
- There were 296 online job postings for *public safety telecommunicators* over the past 12 months. The highest number of postings were for police dispatchers, security officers/dispatchers, and public safety dispatchers.
- The typical entry-level education for *public safety telecommunicators* is a high school diploma or equivalent.
- Approximately 52% of workers in the field have completed some college or an associate degree as their highest level of educational attainment.

Supply

- Between 2022 to 2024, an average of 10 awards were conferred by 2 community colleges for the middle-skill occupation in Los Angeles and Orange counties.
- From 2021 to 2024, non-community college institutions conferred an average of 20 awards for the middle-skill occupation.
- DataVista shows there is insufficient data for multiple 2023-24 metrics for Other Public and Protective Services programs, including median annual wage and living wage attainment.

Demand

Occupational Projections

Exhibit 2 shows the annual percentage change in jobs for *public safety telecommunicators* from 2020 through 2030. Beginning in 2025, Orange County job levels are projected to grow at a higher rate than all occupations through 2030.

Exhibit 2: Annual Percentage Change in Jobs for Public Safety Telecommunications, 2020-2030

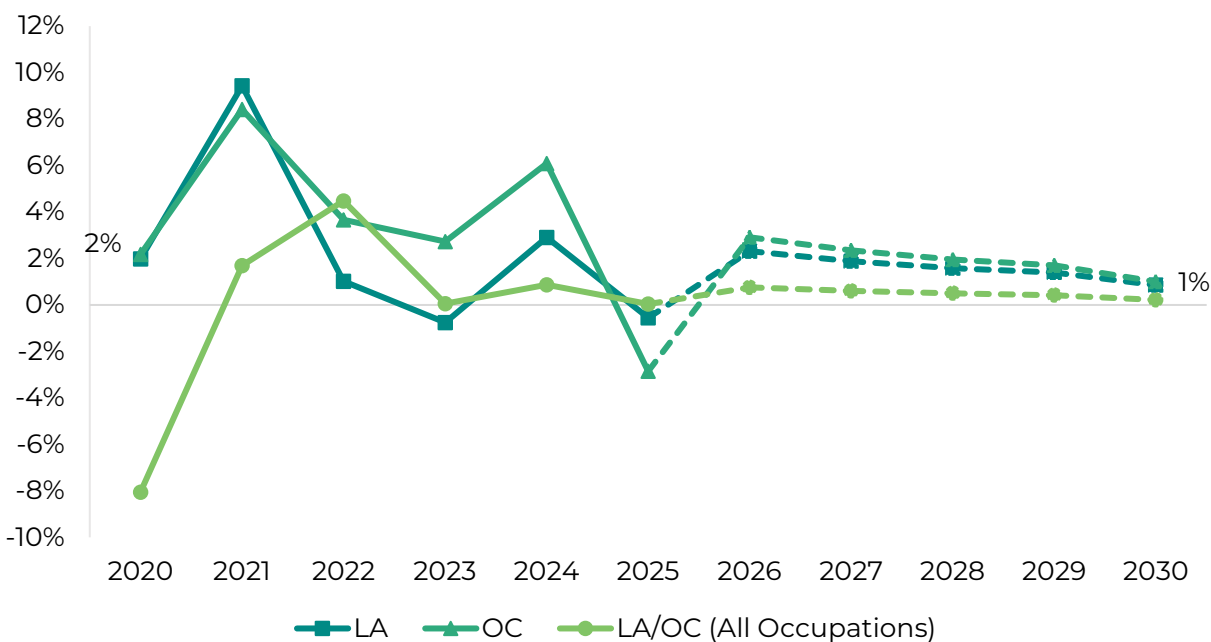


Exhibit 3 shows the five-year occupational demand projections for *public safety telecommunicators*. In Los Angeles and Orange counties, the number of jobs related to this occupation is projected to increase 9% through 2030. There are projected to be 266 jobs available annually.

Exhibit 3: Middle-Skill Occupational Demand in Los Angeles and Orange Counties²

Geography	2025 Jobs	2030 Jobs	2025-2030 Change	2025-2030 % Change	Annual Openings
Los Angeles	1,779	1,926	147	8%	209
Orange	458	505	47	10%	56
Total	2,237	2,431	195	9%	266

Wages

The labor market endorsement in this report considers the entry-level hourly wage for *public safety telecommunicators* in Orange County as it relates to the county's living wage. Los Angeles County wages are included below to provide a complete analysis of the LA/OC region.

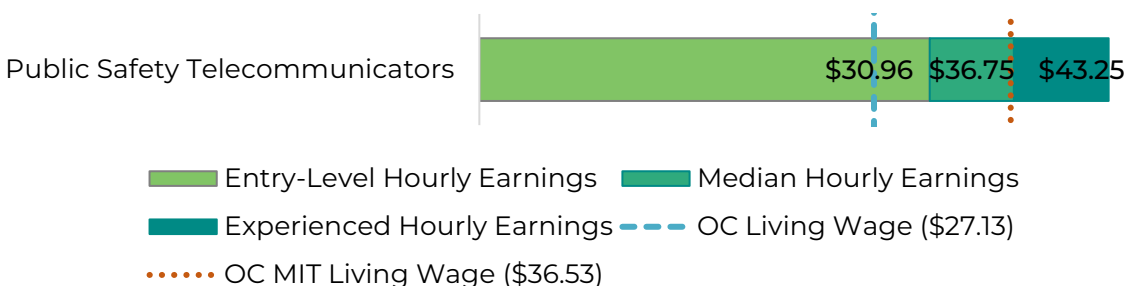
In addition to the Self Sufficiency Standard living wage, data for the MIT Living Wage (updated on February 15, 2026) is provided as a reference. Currently, the MIT Living Wage in

² 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 is \$36.53. Both figures account for geographic-specific costs of necessities such as housing, food, health care, and transportation to assess the cost of living, and are notated in the exhibits below.

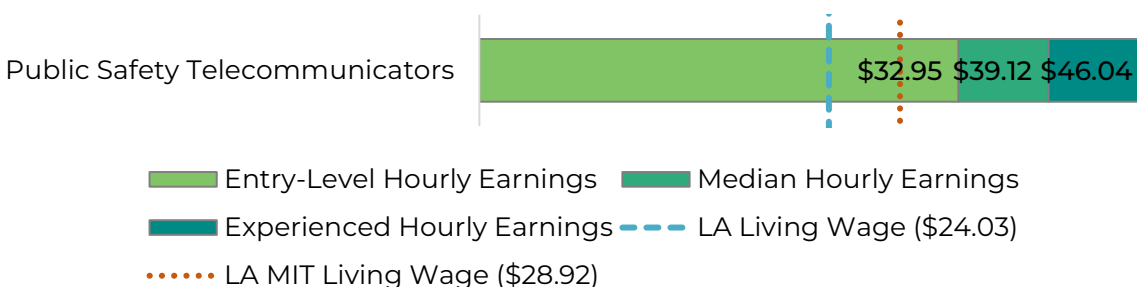
In Orange County, the typical entry-level wage for *public safety telecommunicators* is \$30.96, which is above the Self-Sufficiency living wage of \$27.13 for a single adult. Exhibit 4 shows the wage range for *public safety telecommunicators* in Orange County and how it compares to the regional living wage.

Exhibit 4: Wages by Occupation in Orange County



In Los Angeles County, the typical entry-level wage for *public safety telecommunicators* is \$32.95, which is above the Self-Sufficiency living wage of \$24.03 for a single adult. Exhibit 5 shows the wage range for *public safety telecommunicators* in Los Angeles County and how it compares to the regional living wage.

Exhibit 5: Wages by Occupation in Los Angeles County



Resilient Jobs and U.S. News & World Report Best Jobs

Exhibit 6 shows if the occupation is considered an Orange County Great Recession-Resilient, COVID-19 Pandemic Recession-Resilient Job, or a 2026 U.S. News & World Report (USN&WR) Best Job³. *Public safety telecommunicators* do not meet the criteria for any of the three designations.

Exhibit 6: Resilient Jobs and USN&WR Best Jobs Designations

Occupation	Great Recession-Resilient Job	COVID-19 Pandemic Recession-Resilient Job	2026 USN&WR Best Job
Public Safety Telecommunicators	☐	☐	☐

³ "100 Best Jobs," U.S. News & World Report, accessed January 12, 2026, <https://money.usnews.com/careers/best-jobs/rankings/the-100-best-jobs>.

Job Postings

Important Job Postings Data Note: There are limitations when analyzing job postings. A single job posting may not represent a single job opening for a variety of reasons.

There were 296 online job postings related to *public safety telecommunicators* listed in the past 12 months. Exhibit 7 shows the number of job postings by occupation.

Exhibit 7: Number of Job Postings by Occupation (n=296)

Occupation	Job Postings	Percentage of Job Postings
Public Safety Telecommunicators	296	100%
Total Postings	296	100%

The top job titles for *public safety telecommunicators* in the region, by number of job postings, are shown in Exhibit 8.

Exhibit 8: Top Job Titles by Number of Job Postings for the Middle-Skill Occupation (n=296)

Job Titles	Job Postings	Percentage
Police Dispatchers	85	29%
Security Officers/Dispatchers	65	22%
Public Safety Dispatchers	58	20%
Service Dispatchers	23	8%
Security Dispatch Officers	12	4%
Emergency Dispatchers	8	3%
Fire Dispatchers	5	2%
911 Dispatchers	4	1%
Police Communications Dispatchers	4	1%
Night Dispatchers	3	1%

The top employers for *public safety telecommunicators* in the region, by number of job postings, are shown in Exhibit 9.

Exhibit 9: Top Employers by Number of Job Postings for the Middle-Skill Occupation (n=296)

Employer	Job Postings	Percentage of Job Postings
Allied Universal	57	19%
Securitas	7	2%
City Of Anaheim	7	2%
State of California	7	2%
California State University-Chancellors Office	6	2%
California State University-Northridge	5	2%
City Of Buena Park	5	2%
City Of Torrance	4	1%
Emergency Ambulance Service	4	1%
Chapman University	4	1%

The top specialized, soft, and computer skills for *public safety telecommunicators* listed by those most frequently mentioned in job postings (denoted in parentheses) are shown in Exhibit 10.

Exhibit 10: Top Skills by Number of Job Postings for the Middle-Skill Occupation (n=296)

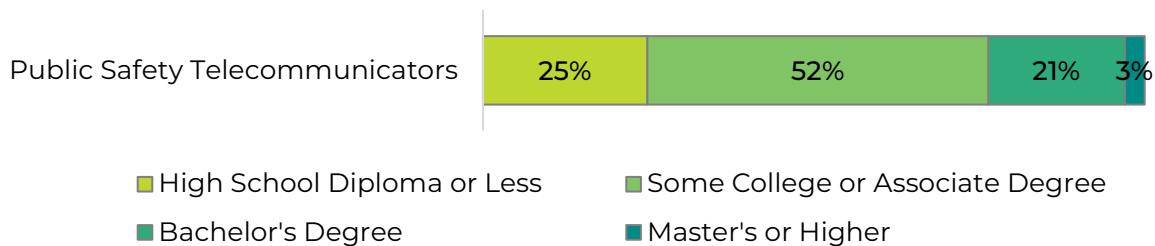
Top Specialized Skills	Top Soft Skills	Top Computer Skills
Computer-Aided Dispatch (114)	Communication (249)	Communications Protocols (11)
Alarm Devices (83)	Customer Service (158)	Microsoft Excel (10)
Law Enforcement (66)	Operations (103)	Microsoft Outlook (7)
Emergency Response (57)	Typing (92)	Mobile Security (6)
Communications Systems (43)	Clerical Works (79)	Enterprise Application Software (5)
Data Entry (41)	Problem Solving (74)	Geographic Information Systems (5)
Access Controls (39)	English Language (67)	Microsoft Office (5)
Telecommunications (39)	Management (65)	Microsoft Word (5)
Lifting Ability (38)	Multitasking (65)	Spreadsheets (5)
Emergency Communications (36)	Coordinating (59)	Data Interfaces (4)

Educational Attainment

The Bureau of Labor Statistics (BLS) lists a high school diploma or equivalent as the typical entry-level education for *public safety telecommunicators*.

The national-level educational attainment data indicates that 52% of workers in the field have completed some college or an associate degree as their highest level of education. Exhibit 11 shows the educational attainment for this occupation.

Exhibit 11: National-level Educational Attainment for Occupation



Requested Minimum Education Requirement

In Los Angeles and Orange Counties, 69% (204) of job postings for *public safety telecommunicators* included a stated minimum education requirement:

- 98% (200) requested a high school diploma or associate degree
- 2% (4) requested a bachelor's degree

Educational Supply

The following tables display the total educational supply for the TOP and CIP codes associated with the middle-skill occupation.

Community College Supply

Exhibit 12 shows the three-year average number of awards conferred by community colleges in the related TOP code:

- Other Public and Protective Services (2199.00)

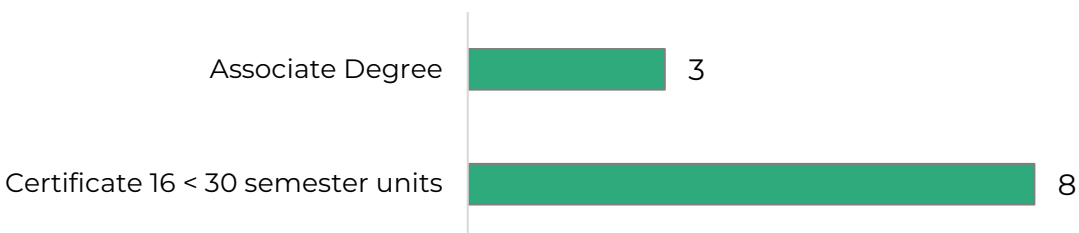
The colleges with the most completions in the region are LA Trade (7) and Rio Hondo (4). Over the past 12 months, there was one related program recommendation request from regional community colleges.

Exhibit 12: Regional Community College Awards (Certificates and Degrees), 2022-2025

TOP Code	Program	College	2022- 2023 Awards	2023- 2024 Awards	2024- 2025 Awards	3-Year Award Average
2199.00	Other Public and Protective Services	LA Trade	2	3	15	7
		Rio Hondo	2	3	6	4
		LA Subtotal	4	6	21	10
		-	-	-	-	-
		OC Subtotal	-	-	-	-
Supply Total/Average			4	6	21	10

Exhibit 13 shows the annual average community college awards by type from 2022-23 to 2024-25. The plurality of the awards are for certificates 16 to 30 semester units, followed by associate degrees.

Exhibit 13: Annual Average Community College Awards by Type, 2022-2025



Community College Student Outcomes

Exhibit 14 shows the Strong Workforce Program (SWP) metrics for Other Public and Protective Services programs in Coast Community College District (CCCD), the Orange County Region, and California. Of the 26 Orange County Other Public and Protective Services students in the 2024-25 academic year, 100% (26) attended a CCCD college. DataVista shows there is insufficient data for multiple 2023-24 metrics, including median annual earnings and living wage attainment.

Exhibit 14: Other Public and Protective Services (2199.00) Strong Workforce Program Metrics, 2022-25⁴

SWP Metric	CCCD	OC Region	California
SWP Students	26	26	583
SWP Students Who Earned 9 or More Career Education Units in the District in a Single Year	Insufficient Data	Insufficient Data	25%
SWP Students Who Completed a Noncredit CTE or Workforce Preparation Course	85%	85%	96%
SWP Students Who Earned a Degree or Certificate or Attained Apprenticeship Journey Status	Insufficient Data	Insufficient Data	54
SWP Students Who Transferred to a Four-Year Postsecondary Institution (2023-24)	0	0	12
SWP Students with a Job Closely Related to Their Field of Study (2022-23)	Insufficient Data	Insufficient Data	75%
Median Annual Earnings for SWP Exiting Students (2023-24)	Insufficient Data	Insufficient Data	\$45,452 (\$21.85)
Median Change in Earnings for SWP Exiting Students (2023-24)	Insufficient Data	Insufficient Data	18%
SWP Exiting Students Who Attained the Living Wage (2023-24)	Insufficient Data	Insufficient Data	49%

Non-Community College Supply

To comprehensively analyze the regional supply, it is crucial to include data from other institutions offering public safety dispatcher programs. Exhibit 15 displays the annual and three-year average awards granted by these institutions under the related Classification of Instructional Programs (CIP) code:

- Public Administration and Social Service Professionals, Other (44.9999)

The available data covers 2021 to 2024. During this period, non-community college institutions in the region conferred an average of 20 awards annually in related programs.

Exhibit 15: Regional Non-Community College Awards, 2021-2024

CIP Code	Program	College	2021-2022 Awards	2022-2023 Awards	2023-2024 Awards	3-Year Award Average
44.9999	Public Administration and Social Services Professionals, Other	University of Southern California	29	20	11	20
Supply Total/Average			29	20	11	20

⁴ All SWP metrics are for 2024-25 unless otherwise noted.

Regional Demographics

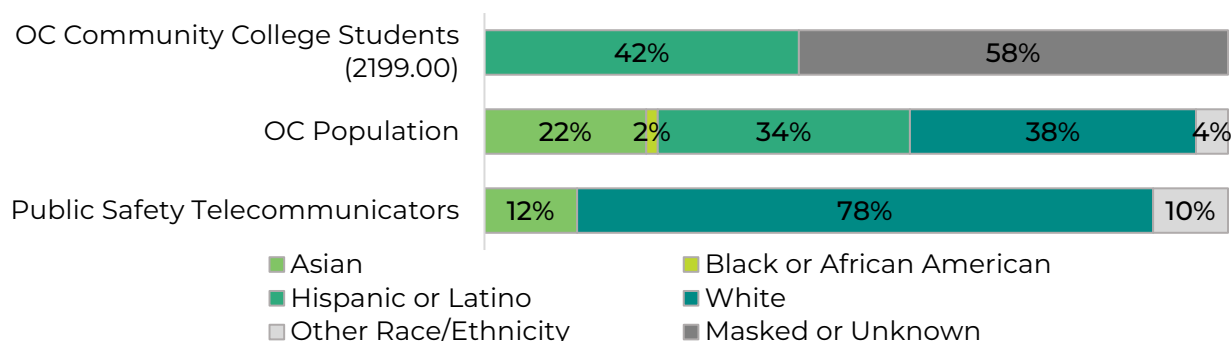
The following section presents occupational, community college program, and population demographic data for Orange County. This comparison can help identify possible equity gaps between the local workforce and the student pipeline who are preparing for these occupations. These insights can inform program development, outreach, and support strategies to better align community college programs with current labor market needs.

Ethnicity

Exhibit 16 compares the ethnicity of Orange County community college students enrolled in Other Public and Protective Services programs, the overall Orange County population, and occupation-specific data for *public safety telecommunicators*.

Although white individuals account for 38% of the county population, they represent the vast majority (78%) of *public safety telecommunicators*. In contrast, Hispanic or Latino individuals account for 34% of the population and 42% of community college students in related programs but hold no representation (0%) in the *public safety telecommunicators* workforce. Asian individuals represent 22% of the population but only 12% of the workforce. These figures suggest potential disparities for entry into this occupation; however, the degree of representation cannot be conclusively determined due to 58% of program data being marked masked or unknown.

Exhibit 16: Program and County Demographics by Ethnicity

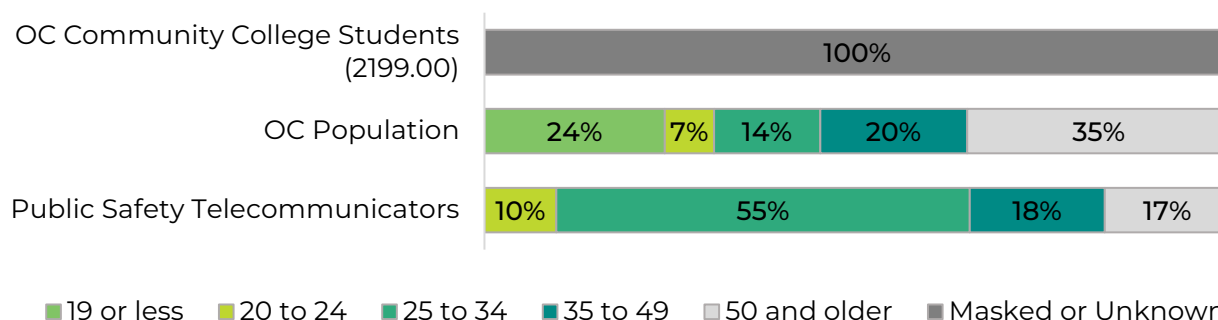


Age

Exhibit 17 compares the age of Orange County community college students enrolled in Other Public and Protective Services programs, the overall Orange County population, and occupation-specific data for *public safety telecommunicators*.

Over half (55%) of the workforce is 25 to 34, which is much higher than their representation in the population (14%). DataVista reports that all students' age data is masked or unknown.

Exhibit 17: Program and County Demographics by Age

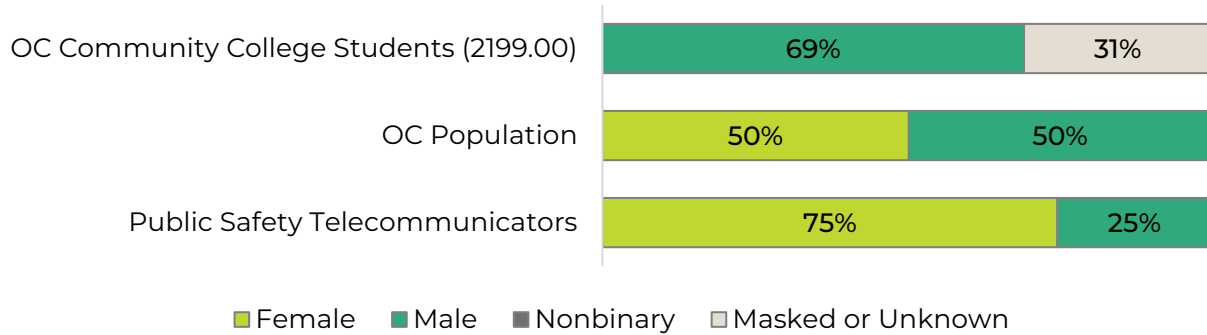


Sex

Exhibit 18 compares the sex of Orange County community college students enrolled in Other Public and Protective Services programs, the overall Orange County population, and occupation-specific data for *public safety telecommunicators*.

Though the population is split evenly between women and men, 75% of *public safety telecommunicators* are women whereas 69% of community college students are men.

Exhibit 18: Program and County Demographics by Sex



Appendix A: Methodology

OC COE prepared this report by analyzing occupational and educational program data. Occupational data comes from Lightcast, a labor market analytics firm which compiles information from the California Employment Development Department (EDD), U.S. Bureau of Labor Statistics (BLS), and other agencies. Analysis of emerging occupations is predicated on online job postings data combined with Occupational Information Network (O*NET) profile descriptions. Program supply data was sourced from the California Community Colleges Chancellor's Office Data Mart (MIS Data Mart) (datamart.cccco.edu) and the Integrated Postsecondary Education Data System (nces.ed.gov/ipeds/use-the-data), also known as IPEDS, which was integrated into the COE's Supply Table. (IPEDS).

Using a TOP-SOC crosswalk, the OC COE identified middle-skill jobs for which programs within these TOP codes train. Middle-skill jobs include:

- All occupations that have 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.

The OC COE determined labor market supply for each occupation (SOC code) by analyzing the number of 3-year average program completers or awards in related TOP and CIP codes. TOP code data comes from MIS Data Mart and CIP code data comes from the IPEDS. The TOP is a system of numerical codes used at the state level to collect and report information on California community college programs and courses throughout the state that have similar outcomes. CIP codes are a taxonomy of academic disciplines at institutions of higher education throughout the United States and Canada. The California Community Colleges are the only system that use TOP codes.

The analysis reflects labor market demand for occupations closely related to the proposed program as expressed by the requesting college in consultation with the OC COE. Traditional labor market data was used to assess current and projected employment based on data trends for detailed occupations, as well as annual average awards granted by regional postsecondary educational institutions. Real-time labor market information (online job postings) assesses employer preferences but cannot be used to measure the quantity of open positions, number of jobs, or annual openings.

All findings are based on the most current available data and a combination of primary and secondary sources. While care was taken to ensure accuracy, the OC COE, its host district, and the California Community Colleges Chancellor's Office are not responsible for individual decisions made based on this report.

Appendix B: Data Sources

Data Type	Source
Occupational Projections, Wages, and Job Postings	Traditional and real-time labor market information are captured using data from Lightcast (v.2026.3), a labor market analytics firm.
Living Wage	Per the CCCC's this report's endorsement criteria uses the University of Washington's Center for Women's Welfare Self-Sufficiency Standard last updated in March 2024, which is \$27.13 per hour (\$57,294 annually) in Orange County. The MIT Living Wage, updated on February 15, 2026, is a nationally recognized living wage metric and is provided for reference. The current MIT Living Wage in Orange County is \$36.53.
Typical Education and Training Requirements, and Educational Attainment	The Bureau of Labor Statistics (BLS) uses a system to assign categories for entry-level education, work experience in a related occupation, and typical on-the-job training to each occupation for which BLS publishes projections data.
Emerging Occupation Descriptions, Additional Education Requirements, and Employer Preferences	The O*NET database includes information on skills, abilities, knowledges, work activities, and interests associated with occupations.
Educational Supply	The CCCCO Data Mart provides information about students, courses, student services, outcomes and faculty and staff. The National Center for Education Statistics (NCES) Integrated Postsecondary Integrated Data System (IPEDS) collects data on the number of postsecondary awards earned (completions).
Student Metrics and Demographics	Data Vista , a statewide data system supported by the California Community Colleges Chancellor's Office provides data on progress, success, employment, and earnings outcomes for California community college students.
Population and Occupation Demographics	The Census Bureau's American Community Survey (ACS) is the premier source for detailed population and housing information. Data is sourced from IPUMS USA, a database providing access to ACS and other Census Bureau data products.

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