



Labor Market Analysis for Program Recommendation

Public Safety Occupations

East Bay Subregion

Prepared by the Bay Region Center of Excellence for Labor Market Research

Certificate Program

September 2026

Recommendation Based on Labor Market Data: ☒ Yes ☐ With Reservations ☐ No		
	Earning Wage Meets Living Wage	Meets Demand
Bay Region	Entry Level Hourly Wage- \$30 Mid-Career Hourly Wage- \$38 Mid-Career Hourly Wage at or above the Bay Living Wage (\$27)? ☒ Yes ☐ No	Demand: 444 Supply: 281 (63% of Demand is Met) Gap: 163 In-Demand? ☒ Yes ☐ No
East Bay Subregion	Entry Level Hourly Wage- \$30 Mid-Career Hourly Wage- \$38 Mid-Career Hourly Wage at or above the Subregion Living Wage (\$25)? ☒ Yes ☐ No	Demand: 118 Supply: 17 (14% of Demand is Met) Gap: 101 In-Demand? ☒ Yes ☐ No

Note: An occupation is considered to provide a living wage if the mid-career wage is at or above the amount required for a single adult to be economically self-sufficient within a specified region. In this report, living wage estimates are based on the California Self-Sufficiency Standard. The Bay Region Center of Excellence is gradually transitioning to the MIT Living Wage Calculator. During this transition, we include estimates in the methodology section from both sources for reference and comparison. As a rule of thumb, an occupation will be considered **in-demand** when the supply is less than 75% of the demand and the labor market gap exceeds 40 openings (a reasonable regional threshold for starting a new program), but this approach may not apply in all cases. For definitions of demand, supply, and living wage, please scroll to the bottom of the report under **Definitions**.

Recommendation

The labor market data supports this proposed program. The occupations meet both the Bay Region and East Bay subregion living wage at the entry and mid-career levels. An additional 163 students are needed in the Bay Region and 101 students in the East Bay subregion to complete their program. Lastly, only 63% of labor market demand is being met in the Bay Region, and 14% of demand is being met in the East Bay subregion overall.

Introduction

This report provides student outcomes data on employment and earnings for TOP 0514.00 - - Office Technology/Office Computer Applications programs in the state and region. It is recommended that these data be reviewed to better understand how outcomes for students taking courses on this TOP code compare to potentially similar programs at subregion in the state and region.

This report profiles Public Safety Occupations in the 12 county Bay Region and in the East Bay subregion. The occupations classified as middle-skill occupations require a certificate, or an associate degree, or it may require a bachelor's degree, but 33% or fewer of current workers in these roles hold one.

- **File Clerks (43-4071):** File correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used. Locate and remove material from file when requested.
Typical Entry-Level Educational: High school diploma or equivalent
Skill Level: Middle-Skill
Work Experience Required: None
Percentage of individuals 25+ with an associate degree, certificate, or some postsecondary coursework as their highest level of education attainment: 42%
- **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.
Typical Entry-Level Educational: High school diploma or equivalent
Skill Level: Middle-Skill
Work Experience Required: None
Percentage of individuals 25+ with an associate degree, certificate, or some postsecondary coursework as their highest level of education attainment: 53%

Occupational Demand

Table 1. Employment Outlook for Public Safety Occupations in the Bay Region

Occupation	2025 Jobs	2030 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	Entry Level Hourly	Mid-Career Hourly Wage
File Clerks	1,842	1,759	-82	-4%	1,007	201	\$21	\$27
Public Safety Telecommunicators	2,116	2,268	152	7%	1,217	243	\$38	\$48
Total	3,958	4,027	69	2%	2,224	444	\$30	\$38

Source: Lightcast 2026.3

The Bay Region includes: Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano and Sonoma Counties

Table 2. Employment Outlook for Public Safety Occupations in the East Bay Subregion

Occupation	2025 Jobs	2030 Jobs	5-yr Change	5-yr % Change	5-yr Total Openings	Annual Openings	Entry Level Hourly	Mid-Career Hourly Wage
File Clerks	425	403	-21	-5%	231	46	\$20	\$23
Public Safety Telecommunicators	613	663	50	8%	360	72	\$37	\$48
Total	1,038	1,066	28	3%	591	118	\$30	\$38

Source: Lightcast 2026.3

East Bay Subregion includes: Alameda, Contra Costa Counties

Job Postings in the Bay Region and East Bay Subregion

Table 3. Number of Job Postings by Occupation for the latest 12 months

Occupation	Bay Region	East Bay
Public Safety Telecommunicators	290	100
File Clerks	196	59

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Table 4a. Top Job Titles in Job Postings for Public Safety Occupations in the Bay Region

Title	Bay	Title	Bay
Public Safety Dispatchers	109	File Clerks/Office Assistants	6
File Clerks	85	Records Specialists	6
Police Dispatchers	46	Records Clerks	6
Security Officers/Dispatchers	35	Fire Dispatchers	6
Communications Dispatchers	17	Legal File Clerks	6
Police Communications Dispatchers	11	Clerks	5
Emergency Communications Dispatchers	11	Dispatchers	5
Document Scanners	8	Emergency Dispatchers	5
Security Dispatch Officers	7	Lead Dispatchers	4

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Table 4b. Top Job Titles in Job Posting for Public Safety Occupations in the East Bay Subregion

Title	East Bay	Title	East Bay
Public Safety Dispatchers	30	Alarm Dispatchers	3
Police Dispatchers	28	Transportation Dispatchers	3
File Clerks	22	Fire Dispatchers	3
Security Officers/Dispatchers	10	Legal File Clerks	3
Police Communications Dispatchers	7	Scanning Clerks	2

Title	East Bay	Title	East Bay
Document Scanners	5	Hospital Security Officers	2
File Clerks/Office Assistants	3	Dispatchers/Drivers	2
Lead Dispatchers	3	Administrative Assistants/File Clerks	2
Print Operators	3	Medical Records File Clerks	2

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Industry Concentration

Table 5. Industries Hiring for Public Safety Occupations in the Bay Region

Industry - 6 Digit NAICS (No. American Industry Classification) Codes	Jobs in Industry (2025)	Jobs in Industry (2030)	% Change (2025-30)	% Occupation Group in Industry (2025)
Local Government, Excluding Education and Hospitals	2,125	2,217	4%	54%
Offices of Lawyers	156	140	-10%	4%
Ambulance Services	156	188	20%	4%
Colleges, Universities, and Professional Schools	103	102	-2%	3%
Colleges, Universities, and Professional Schools (State Government)	95	93	-2%	2%
Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services	91	99	8%	2%
State Government, Excluding Education and Hospitals	87	90	3%	2%
Corporate, Subsidiary, and Regional Managing Offices	72	87	21%	2%
Colleges, Universities, and Professional Schools (Local Government)	48	41	-14%	1%
Elementary and Secondary Schools (Local Government)	41	39	-5%	1%

Source: Lightcast 2026.3

Table 6. Top Employers Posting Public Safety Occupations in the Bay Region and the East Bay Subregion

Employer	Bay	Employer	East Bay
Allied Universal	42	Allied Universal	11
Robert Half	41	City Of Antioch	10
County Of San Mateo	14	San Ramon Valley Fire Protection District	10

Employer	Bay	Employer	East Bay
Akkodis	12	Robert Half	9
Wedriveu	10	Wedriveu	6
City Of Antioch	10	City Of Oakland	4

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Educational Supply

There are sixteen community colleges in the Bay Region issuing 278 awards on average annually (last 3 years ending 2024-25) on TOP 0514.00 - Office Technology/Office Computer Applications. In the East Bay subregion, there are four community colleges that issued 17 awards on average annually (last 3 years) on this TOP code.

There is one community college in the Bay Region issuing 3 awards on average annually (last 3 years ending 2024-25) on TOP 2199.00 - Other Public and Protective Services.

There are no other CTE educational institutions in the Bay Region issuing awards on average annually (last 3 years ending 2023-24) on CIP 44.9999- Public Administration and Social Service Professions, Other.

Table 7a. Community College Awards on TOP 0514.00 - Office Technology/Office Computer Applications in the Bay Region

College	Subregion	Associate Degree	High unit Certificate	Low unit Certificate	Noncredit award	Total
Cabrillo	SC-Monterey	2	3	33	24	62
Canada	Mid-Peninsula	1	0	5	0	6
Chabot	East Bay	0	0	4	0	4
Contra Costa	East Bay	3	0	5	0	8
Evergreen Valley	Silicon Valley	1	0	0	0	1
Gavilan	Silicon Valley	0	0	2	0	2
Hartnell	SC-Monterey	3	8	0	0	11
Laney	East Bay	2	0	2	0	4
Mission	Silicon Valley	2	0	3	0	5
Monterey	SC-Monterey	0	0	0	0	0
Ohlone	East Bay	0	0	1	0	1
San Francisco	Mid-Peninsula	1	0	5	6	12
San Jose City	Silicon Valley	0	0	3	0	3
Santa Rosa	North Bay	12	0	105	37	154
Skyline	Mid-Peninsula	0	0	1	0	1
Solano	North Bay	3	1	0	0	4
Total	-	30	12	169	67	278

Source: Data Mart

Note: The annual average for awards is 2022-23 to 2025-25.

Table 7b. Community College Awards on TOP 2199.00 - Other Public and Protective Services in the Bay Region

College	Subregion	Associate Degree	Total
Marin	North Bay	3	3
Total	-	3	3

Source: Data Mart

Note: The annual average for awards is 2022-23 to 2025-25.

Gap Analysis

Based on the data included in this report, there is a labor market gap in the Bay Region with 444 annual openings for the Public Safety occupational cluster and 281 annual (3-year average) awards for an annual undersupply of 163 students. In the East Bay subregion, there is also a gap with 118 annual openings and 17 annual (3-year average) awards for an annual undersupply of 101 students.

Student Outcomes

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 0514.00 - Office Technology/Office Computer Applications

Metric Outcomes	Bay All CTE Program	State 0514.00	Bay 0514.00	East Bay 0514.00
Students with a Job Closely Related to Their Field of Study	74%	70%	71%	64%
Median Annual Earnings for SWP Exiting Students	\$60,280	\$45,403	\$55,341	\$46,507
Median Change in Earnings for SWP Exiting Students	31%	24%	27%	30%
Exiting Students Who Attained the Living Wage	51%	44%	44%	44%

Source: DataVista Program Median of 2020 to 2022.

Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 2199.00 - Other Public and Protective Services

Metric Outcomes	Bay All CTE Program	State 2199.00	Bay 2199.00	East Bay 2199.00
Students with a Job Closely Related to Their Field of Study	74%	N/A	N/A	N/A
Median Annual Earnings for SWP Exiting Students	\$60,280	\$57,182	N/A	N/A
Median Change in Earnings for SWP Exiting Students	31%	18%	N/A	N/A
Exiting Students Who Attained the Living Wage	51%	57%	N/A	N/A

Source: DataVista Program Median of 2020 to 2022.

Skills, Certifications and Education

Table 9. Top Skills in Job Postings for Public Safety Occupations in the Bay Region

Skill	Posting	Skill	Posting
Computer-Aided Dispatch	136	Access Controls	42
Law Enforcement	91	Records Management	41
Data Entry	76	Public Works	39
Lifting Ability	70	Two-Way Radios	38
Computer Terminals	64	Animal Control	36

Skill	Posting	Skill	Posting
Alarm Devices	61	Administrative Support	35
Emergency Response	61	Good Driving Record	34
Office Equipment	61	Workflow Management	34
Telecommunications	53	Auditing	33
Emergency Medical Services	45	Law Enforcement Communications	32

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Table 10. Certifications in Job Postings for Public Safety Occupations in the Bay Region

Certification	Posting	Certification	Posting
Typing Certification	50	American Red Cross (ARC) Certification	4
Emergency Medical Dispatcher (EMD) Certification	33	Automated External Defibrillator (AED) Certification	2
Cardiopulmonary Resuscitation (CPR) Certification	17	Emergency Medical Services (EMS) Certification	2
Peace Officer Standards And Training (POST) Certificate	15	Basic Life Support (BLS) Certification	2
First Aid Certification	12		

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Table 11. Education Requirements for Public Safety Occupations in the Bay Region

Education Level	Job Postings	% of Total
High school or GED	248	82%
Associate degree	20	7%
Bachelor's degree & higher	34	11%

Source: Lightcast 2026.3; "Job Posting Analytics." Sep. 2025 - Aug. 2026

Note: 45% of records have been excluded because they do not include a degree level. As a result, the chart above may not be representative of the full sample.

Methodology

Occupations for this report were identified by use of job descriptions and skills listed in O*Net. Labor demand data is sourced from Lightcast occupation and job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CCCC Data Mart and CTE Launchboard.

This report uses living wage estimates from the California Self-Sufficiency Standard. The Bay Region Center of Excellence is gradually transitioning to the Massachusetts Institute of Technology (MIT) Living Wage Calculator, which will become the primary living wage benchmark used in future reports. During this transition, we include both estimates to provide context and allow readers to understand how the selected benchmark affects wage comparisons. Because the California Self-Sufficiency Standard and the MIT Living Wage Calculator use different methodologies, their estimates are not directly interchangeable. The MIT Living Wage Calculator generally produces higher living wage thresholds; therefore, future reports may identify fewer occupations as providing a living wage, even when the underlying occupational wage data has not changed. For comparison, the MIT living wage is \$33 per hour for the Bay

Region and \$33 per hour for the East Bay subregion. Under the California Self-Sufficiency Standard, the living wage is \$27 per hour for the Bay Region and \$25 per hour for the East Bay subregion.

Definitions

Demand refers to average annual openings which includes a combination of both [new jobs and replacement jobs](#) between 2025 to 2030. New jobs represent the total number of additional workers required in an occupation, calculated as the difference between the current number of workers and the projected number of unfilled positions. Replacements are jobs that will need to be filled by [new hires](#) due to existing workers leaving the occupation. The average annual openings figure is derived by dividing total openings (2025 to 2030) by five years.

Supply refers to the average number of [graduates](#) between academic years 2021–2022 and 2023–2024. Graduates include students from community colleges, other two-year private and public institutions, as well as four-year institutions.

Living wage refers to the amount of income required for working families to meet basic needs at a minimally adequate level, considering family composition, ages of children, and geographic differences in costs based on the Self-Sufficiency Standard methodology.

Entry-level wages are the hourly earnings paid to workers who are newly entering an occupation.

Mid-career wages are the hourly earnings paid to workers who have accumulated several years of experience in an occupation, reflecting increased productivity, skill proficiency, and responsibility beyond entry-level roles but short of late-career or senior positions.

Sources

O*Net Online

Lightcast

CTE LaunchBoard www.calpassplus.org

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

CCCCO Data Mart

Contacts

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