



Public Safety

Regional Industry Advisory Meeting


Dispatching Careers



April 4th, 2024



Housekeeping

- ✓ Enable your video camera (optional)
- ✓ Please stay on  unless you are called on to ask a question
- ✓ Submit all questions and commentary using the chat function
- ✓ This meeting will be recorded and will be provided as part of the post-meeting materials

Welcome & Introduction

Hilary Tellesen,

Valley Vision

21st Century Workforce Senior Project Manager

Liz Kilkenny,

Valley Vision,

21st Century Workforce Project Associate



» Thank You Planning Committee



Jill Alcorn

Associate Dean,
Continuing Education at
Sierra College



Karen E. Hubbard

Director Employer Partnerships
Health and Public Safety

Agenda

1:00 PM: Welcome and Introduction

1:10 PM: Behind the Call: Public Safety Dispatchers

1:30 PM: Labor Market & Trend Analysis

2:00 PM: Panel Discussion

2:50 PM: Program Highlights

2:55 PM: Conclusion

Thank you

to all of our supporters



Behind the Call: Public Safety Dispatchers

Jennifer Dwyer,

Staff Services Manager,

Commission on Peace Officer Standards and Training (POST)



PUBLIC SAFETY DISPATCHER PROGRAM

California Commission on Peace Officer Standards and Training (POST)

- ▶ Selection Test
 - ▶ Verbal, Reasoning, Memory and Perceptual Abilities
 - ▶ Agency establishes their own pass score
- ▶ Oral Communication Assessment
 - ▶ Interview
- ▶ Background Investigation
 - ▶ Personal History Statement
 - ▶ Background Investigation Manual
- ▶ Medical Evaluation

SELECTION REQUIREMENTS

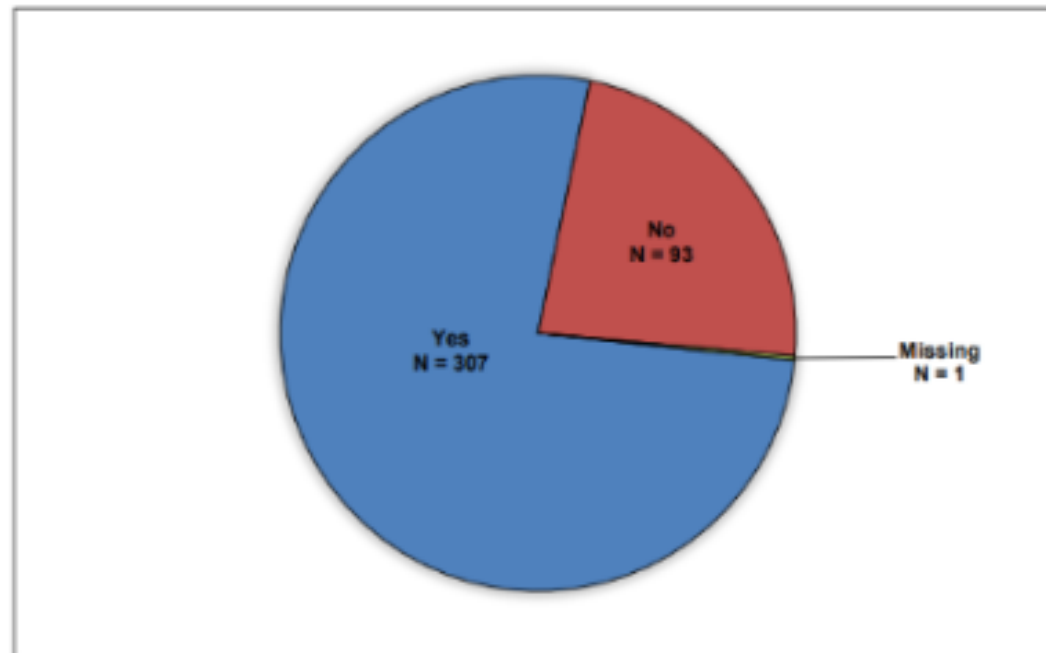


JOB TASK ANALYSIS

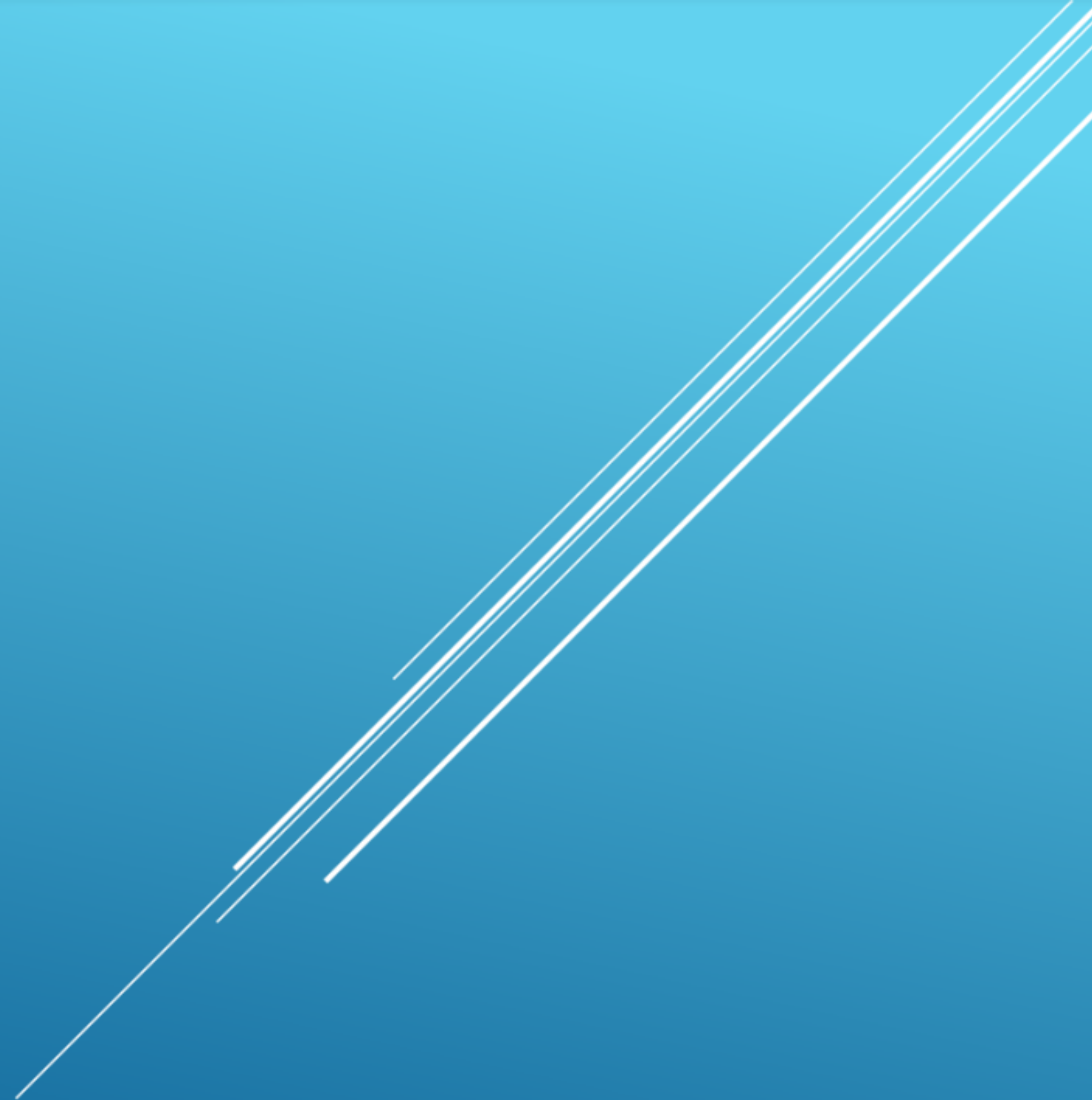
Table 13
Psychological Assessment

Psychological Assessment	Frequency	Percent
Yes	307	76.6
No	93	23.2
Total	400	99.8
Missing	1	0.2
Total	401	100.0

Figure 8
Psychological Assessment



POST PROCESSES



Basic Training

- ▶ POST Public Safety Dispatchers' Basic Course
 - ▶ 120 hours, 14 learning domains
 - ▶ Last updated 2010
- ▶ Approved by Commission
 - ▶ 160 hours, 19 learning domains

Continued Professional Training

- ▶ Two-year cycle
- ▶ 24 hours
- ▶ Reviewed during compliance checks

TRAINING REQUIREMENTS

PROFESSIONAL DEVELOPMENT

Advanced Training

- Dispatch Supervisory Course
- Sherman Block Leadership Institute (SLI)
- Instructor Development Institute (IDI)
- Command College

Professional Certificates

- Basic
- Intermediate
- Advanced
- Supervisor
- Records Supervisor

QUESTIONS?

Jennifer Dwyer

Staff Services Manager

Management Counseling & Projects Bureau

Jennifer.dwyer@post.ca.gov

RESOURCES

- Selection Requirements Commission Regulations 1956 – 1960
- Background Investigator Manual
- Job Task Analysis
- Commission Meeting June 8th
 - Agenda Packet
 - Item F-1
- Professional Certificates
 - Commission Regulation 1011
- California Assembly Bill 1945 (signed 9/11/2020) recognized Public Safety Dispatchers as first responders

Labor Market & Trend Analysis

Ebony J. Benzing, MPA

Research Manager
North/Far North Center of Excellence
Los Rios Community College District





Public Safety Telecommunications

Ebony J. Benzing, Director

North (Greater Sacramento) Center of Excellence

Thursday, April 4, 2024

Public Safety Telecommunicators (SOC 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, fires, medical emergencies, and other public safety matters.
- May coordinate and provide information to law enforcement and emergency response personnel.
- May provide additional instructions to callers based on knowledge of and certification in law enforcement, fire, or emergency medical procedures.

GREATER SACRAMENTO

Annual Job Openings, 2022-2027

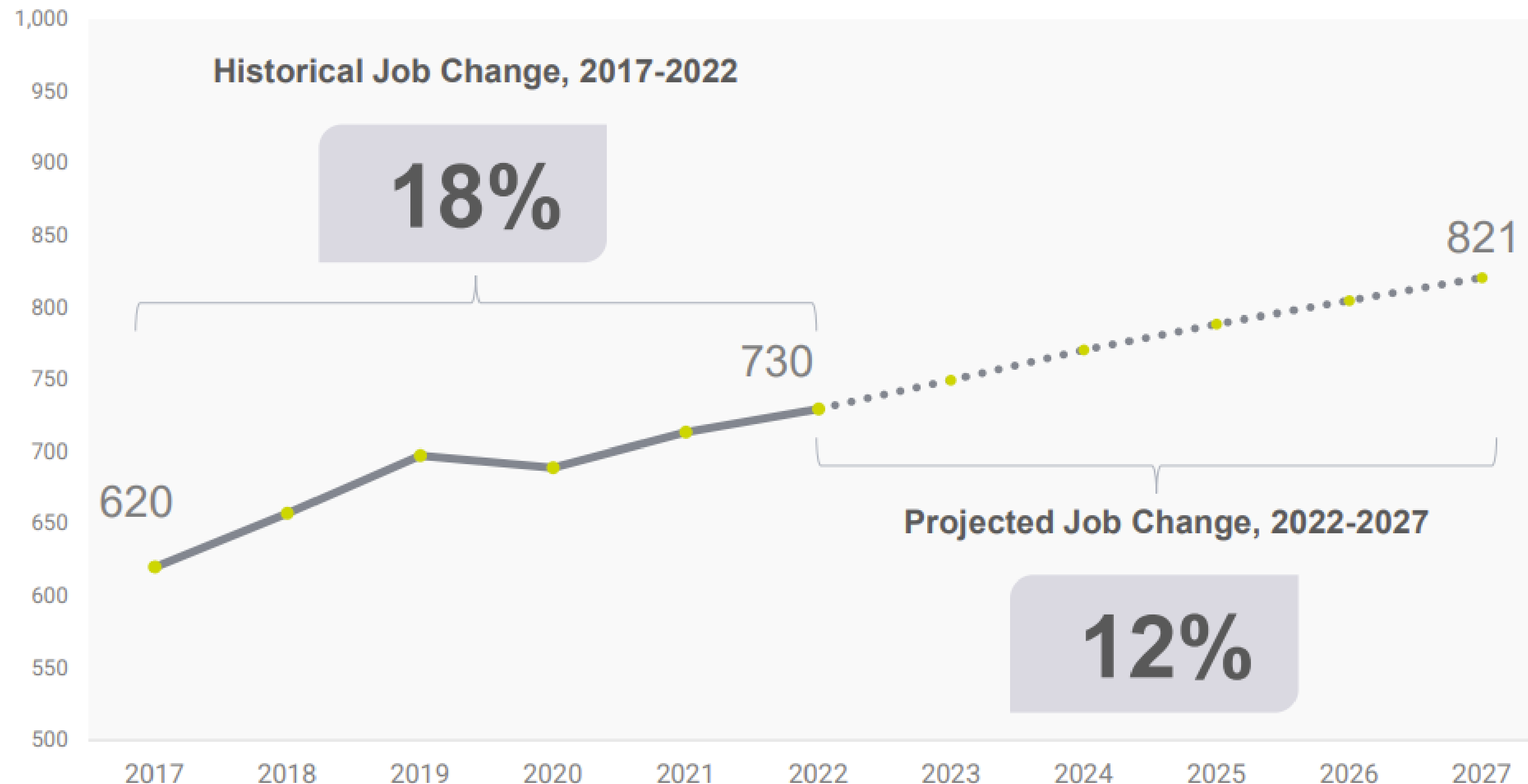
94
Annual openings

Entry-Level and Median Wages, 2022-2027

\$59,126 | **\$72,758**

Lightcast (2024.1) Occupational Data, 2022-2027.

Historical and Projected Job Change in Greater Sacramento



Lightcast (2024.1) Occupational Data, 2017-2027.

Public Safety Telecommunicators

Worker Profile



GENDER

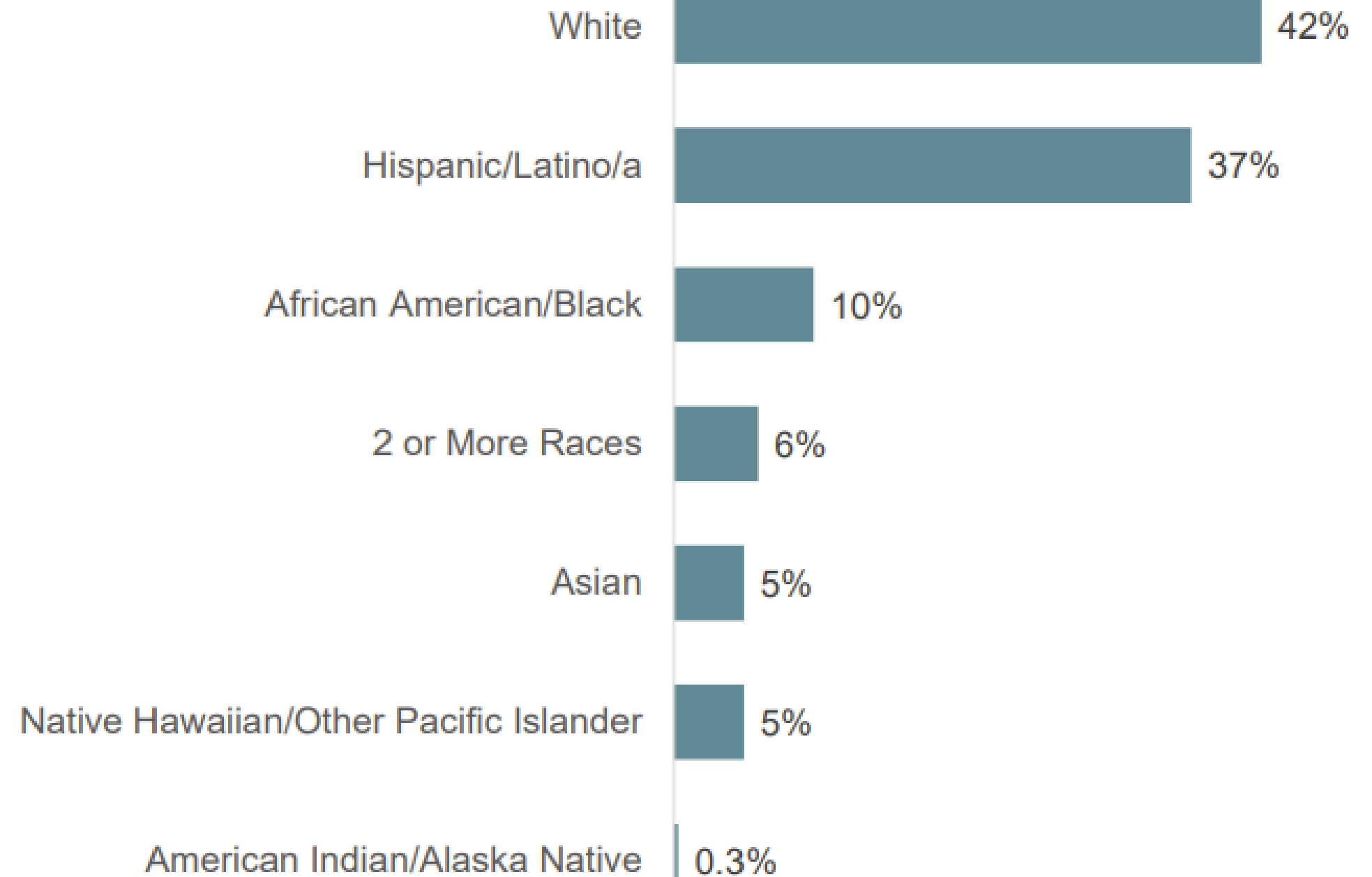
Female	71%
Male	29%

AGE

Under 24	9%
25 to 34	29%
35 to 44	26%
45 to 54	20%
55 to 64	13%
65 and over	3%

Lightcast (2024.1) Demographic Data, 2023.

RACE/ETHNICITY



Public Safety Telecommunicators

Education & Training

Typical Entry-Level Education



**High School Diploma
or Equivalent**

Work Experience



**No Work Experience
Required**

On-the-Job Training



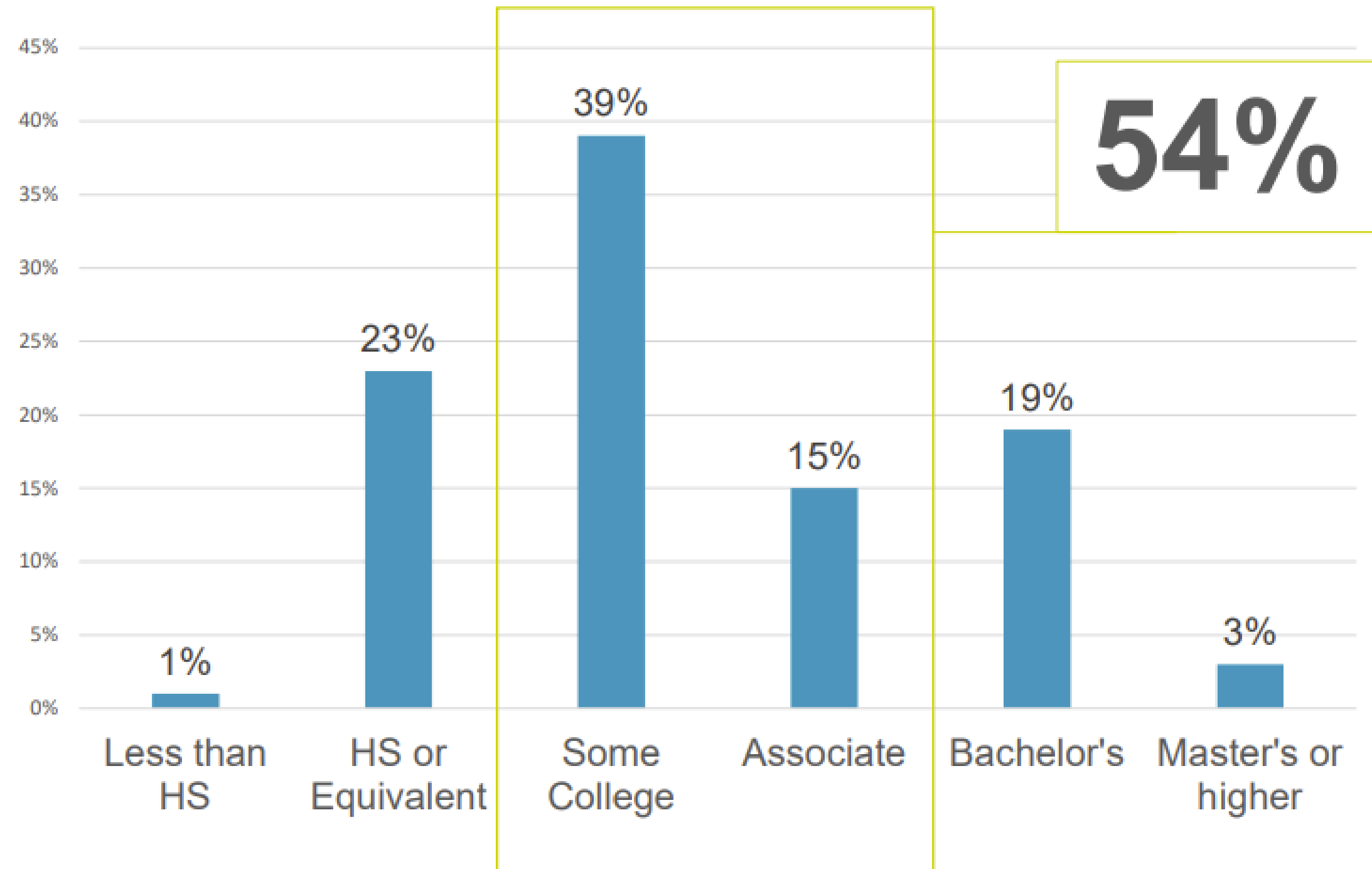
**Moderate
On-the-Job Training**

Lightcast (2024.1) Occupational Data, 2022-2027.

Peace Officers Standards and Training (POST)

Public Safety Dispatchers' Basic Course (120-hours) is the **entry-level training requirement** for dispatchers employed by agencies participating in POST.

National Educational Attainment



Lightcast (2024.1) National Educational Attainment.

Job Postings Analysis



GREATER SACRAMENTO

Last 12 Months

167

**Unique online
job postings**



Top Job Titles

- Dispatchers
- Public Safety Dispatchers
- Police Dispatchers
- Sheriff's Dispatchers
- Communications Dispatchers



Top Employers

- City of Elk Grove
- Ohana Gardens
- City of Sacramento
- California State University
- Sacramento County

Agency Types

- Law Enforcement Affiliates (includes PDs, Sheriffs, Hwy Patrol, City, County)
- Medical, including private ambulance companies and non-emergency transport
- Other, including public transit, transportation, and security firms

Job Titles/Positions

- Law Enforcement Affiliates (19 employers)
 - 911 call takers, Dispatcher I, Dispatcher II, Dispatcher I/II, Public Safety Dispatcher, Police Communications Dispatchers
- Medical (4 employers):
 - Dispatchers, Emergency Medical Dispatchers, Communications Dispatchers
- Other (27 employers):
 - Service Dispatchers, Security Dispatchers, Logistics Dispatchers, Dispatch Officers, Motor Vehicle Dispatchers

In-Demand Skills by Agency Type

Online Job Postings

Law Enforcement

- Punctuation and Capitalization
- Computer-Aided Dispatch
- Law Enforcement
- Telecommunications
- Office Equipment
- Office Procedures
- Broadcasting
- Radio Broadcasting
- Two-way Radios
- Computer Networks

Medical

- Effective Communication
- Data Entry
- Ambulances
- Emergency Medical Services
- Triage

Other

- Cash Handling
- Cannabis
- Warehousing
- Process Improvement
- Conflict Resolution
- Data Entry
- Office Equipment
- Punctuation And Capitalization
- Customer Inquiries
- Database Software

Lightcast (2024.1) Online Job Postings, Apr 1, 2023 – Mar 31, 2024.

Job Posting Educational Requirements

Overall Employment Requirements

- High School Diploma and Drivers License
- Employment requirements vary depending on agency type. Law enforcement dispatchers have higher eligibility and training requirements than medical and other dispatchers, and it is most likely that only law enforcement affiliates require POST.
- Some law enforcement agencies require an additional certification: **International Academy of Emergency Dispatch (IAED) certified emergency medical dispatch**
- Some medical transportation companies require dispatchers to hold a **certified medical dispatcher's license**
- Agencies that dispatch medical services follow guidelines set by the [California Emergency Medical Services Authority](#)

Law Enforcement Specific

- **Entry-level Dispatcher positions:**
 - High School Diploma
 - At least 1-2 years of customer service experience
 - Typing 40 WPM
- **Lateral or Level II Dispatcher Positions:**
 - 2 years of experiences working as Dispatcher I; preference to experience in same organization
 - POST 120 Basic Dispatcher course
 - IAED emergency medical dispatch certification

Educational Supply



Community Colleges That Offer Courses and Training*

Community College	CCCCO Region	Information
American River College	Greater Sac	<ul style="list-style-type: none"> The Sacramento Regional Public Safety Training Center (SRPSTC) provides several Dispatch training courses for law enforcement, including: <ul style="list-style-type: none"> 6-unit POST course Advanced Dispatch Specialty certifications (radio and communications)
Butte College	Far North	<ul style="list-style-type: none"> A program through the Public Safety Education & Training Center, a 6.5-unit POST dispatcher course
Napa Valley College	Bay	<ul style="list-style-type: none"> The 9-1-1 Dispatcher Certificate designed to prepare students to work as a professional 9-1-1 law enforcement dispatcher
Bakersfield College	Central Valley	<ul style="list-style-type: none"> Dispatcher Public Safety Basic Course

*This list is focused on nearby community colleges and is not exhaustive of all community colleges that may offer courses.

Upcoming POST Basic Public Safety Dispatcher Courses

Location	CCCCO Region	Training Provider	START DATE
San Jose	Bay	South Bay Regional Training Consortium	04/01/24, 10/07/24, 02/24/25, 04/28/25
Sacramento	Greater Sacramento	Sacramento Police Department	04/08/24
Fresno	Bay	Fresno City College	04/24/24
Riverside	Inland Empire/Desert	Riverside County Sheriff's Dept.	05/06/24, 05/16/24
Whittier	Los Angeles	Rio Hondo Regional Training Center	06/24/24

FYI...

- San Jose is one of the only programs that accepts non-affiliated candidates; most other programs require affiliation with an organization.
- In 2020, the waitlist for non-affiliates was four years.

*All POST Training Courses listed are 120 hrs. or more

Other Considerations

Law Enforcement Specific

- Some law enforcement agencies hire workers after they've completed the course, while others will hire a candidate and send them through the course.
- Some agencies outsource their training, while others send them through internal programs
- While obtaining certification through POST is a popular option, additional coursework through the community colleges seems to be a welcome idea.



Access this report at: <https://coecc.net/far-north/2023/01/public-safety-dispatchers-2/>



CENTERS OF EXCELLENCE
FOR LABOR MARKET RESEARCH

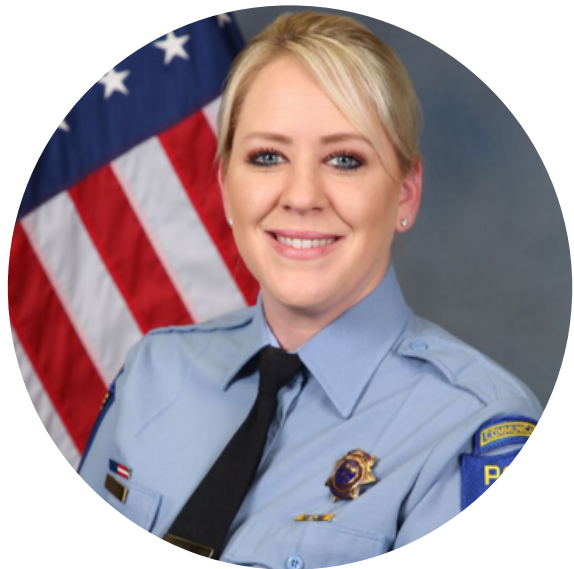
THANK YOU!

Ebony Benzing, Director

North (Greater Sacramento)

Ebony.Benzing@losrios.edu

» Industry Panel Discussion



Krystle Horak

Sacramento Police
Department,
Dispatch Supervisor



Claudia Harlan

The City of Roseville,
Police Administrator



Kimberly Picolet

Placer County Sheriff,
Dispatch Services
Manager



Yvonne K. Vazquez

Sacramento Regional Fire
and EMS Communications
Center, Dispatch Training
Supervisor

Program Highlights

David Smith

Placer County Sheriff,
Lieutenant



➤ Thank you for joining!

For more information, please contact:

Liz Kilkenney, Project Associate, Valley Vision
liz.kilkenney@valleyvision.org

Hilary Tellesen, Senior Project Manager, Valley Vision
hilary.tellesen@valleyvision.org



Fill out our survey and
let us know what you
think