** Community Service Officer Occupations**

**Labor Market Information Report**

**Evergreen Valley College**

Prepared by the San Francisco Bay Center of Excellence

for Labor Market Research

December 2019

# Recommendation

Based on all available data, there appears to be an undersupply of Community Service Officer workers compared to the demand for this cluster of occupations in the Bay region and in the Silicon Valley sub-region (Santa Clara County). There is a projected annual gap of about 5,558 students in the Bay region and 1,568 students in the Silicon Valley Sub-Region.

This report also provides student outcomes data on employment and earnings for programs on TOP 2105.00 - Administration of Justice 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 colleges in the state and region, as well as to outcomes across all CTE programs at Evergreen Valley College and in the region.

# Introduction

This report profiles Community Service Officer Occupations in the 12 county Bay region and in the Silicon Valley sub-region for a proposed new program at Evergreen Valley College.

|  |
| --- |
| * **Parking Enforcement Workers (SOC 33-3041):** Patrol assigned area,suchas public parking lot or city streets to issue tickets to overtime parking violators and illegally parked vehicles. |
| Entry-Level Educational Requirement: High school *diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 41% |
|  |
| * **Crossing Guards (SOC 33-9091)**: Guide or control vehicular or pedestrian traffic at such places as streets, schools, railroad crossings, or construction sites. |
| Entry-Level Educational Requirement: No *formal educational credential* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 31*%* |
|  |
| * **Security Guards (SOC 33-9032)**: Guard, patrol, or monitor premises to prevent theft, violence, or infractions of rules. May operate x-ray and metal detector equipment. Excludes “Transportation Security Screeners” (33-9093). |
| Entry-Level Educational Requirement: High *school diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 42*%* |
|  |
| * **Protective Service Workers, All Other (SOC 33-9099):** All protective service workers not listed separately. |
| Entry-Level Educational Requirement: High *school diploma or equivalent* |
| Training Requirement: Short-term *on-the-job training* |
| Percentage of Community College Award Holders or Some Postsecondary Coursework: 38*%* |

# Occupational Demand

**Table 1. Employment Outlook for Community Service Officer Occupations in Bay Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Parking Enforcement Workers | 586 | 498 | -88 | -15% | 244 | 49 | $26.88 | $31.43 |
| Crossing Guards | 2,358 | 2,481 | 124 | 5% | 2,277 | 455 | $14.32 | $16.71 |
| Security Guards | 34,252 | 37,238 | 2,986 | 9% | 26,191 | 5,238 | $13.74 | $16.36 |
| Protective Service Workers, All Other | 3,967 | 4,217 | 250 | 6% | 5,220 | 1,044 | $15.56 | $20.67 |
| **Total** | **41,163** | **44,435** | **3,272** | **8%** | **33,933** | **6,786** | **$14.14** | **$17.01** |

*Source: EMSI 2019.3*

**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 Community Service Officer Occupations in Silicon Valley Sub-Region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Occupation | 2018 Jobs | 2023 Jobs | 5-Yr Change | 5-Yr % Change | 5-Yr Open-ings | Average Annual Open-ings | 25% Hourly Wage | Median Hourly Wage |
| Parking Enforcement Workers | 80 | 69 | -11 | -14% | 34 | 7 | $22.47 | $25.71 |
| Crossing Guards | 425 | 448 | 23 | 6% | 411 | 82 | $17.70 | $20.67 |
| Security Guards | 10,199 | 10,970 | 771 | 8% | 7,598 | 1,520 | $14.22 | $16.88 |
| Protective Service Workers, All Other | 593 | 631 | 38 | 6% | 779 | 156 | $14.93 | $19.01 |
| **TOTAL** | **11,296** | **12,117** | **821** | **7%** | **8,822** | **1,764** | **$14.44** | **$17.20** |

*Source: EMSI 2019.3*

**Silicon Valley Sub-Region** includes Santa Clara County

### Job Postings in Bay Region and Silicon Valley Sub-Region

**Table 3. Number of Job Postings by Occupation for latest 12 months (December 2018 - November 2019)**

| Occupation | Bay Region | Silicon Valley |
| --- | --- | --- |
| Security Guards | 11,615 | 2,850 |
| Retail Loss Prevention Specialists | 2,433 | 496 |
| Crossing Guards | 265 | 44 |
| Parking Enforcement Workers | 61 | 19 |
| Protective Service Workers, All Other | 4 | 0 |
| **Total** | **14,378** | **3,409** |

*Source: Burning Glass*

**Table 4a. Top Job Titles for Community Service Officer Occupations for latest 12 months (December 2018 - November 2019) Bay Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Bay | Common Title | Bay |
| Security Officer | 6,939 | Loss Prevention Guard | 86 |
| Security Guard | 1,655 | Loss Prevention Specialist | 84 |
| Loss Prevention Officer | 491 | Healthcare Flex Officer | 75 |
| Patrol Officer | 331 | Specialist, Retail Industry | 67 |
| Unarmed Security Officer | 276 | Security Associate | 66 |
| Loss Prevention Associate | 213 | Loss Prevention Security Ambassador | 63 |
| Flex Security Officer | 204 | Crossing Guard | 54 |
| Loss Prevention Detective | 180 | Security Patrol Driver | 49 |
| Asset Protection Specialist | 171 | Loss Prevention Service Representative | 48 |
| Flex Officer | 161 | Assets Protection Specialist | 47 |
| Loss Prevention Agent | 157 | Security | 45 |
| Asset Protection Associate | 156 | Asset Protection Agent | 42 |
| Store Protection Specialist | 132 | Dispatcher | 34 |
| School Crossing Guard | 113 | Security Agent | 33 |

**Table 4b. Top Job Titles for Community Service Officer Occupations for latest 12 months (December 2018 - November 2019) Silicon Valley Sub-Region**

|  |  |  |  |
| --- | --- | --- | --- |
| Common Title | Silicon Valley | Common Title | Silicon Valley |
| Security Officer | 1,842 | Dispatcher | 17 |
| Security Guard | 257 | Loss Prevention Specialist | 16 |
| Loss Prevention Officer | 159 | Loss Prevention Security Ambassador | 16 |
| Flex Security Officer | 80 | Senior Security Representative | 15 |
| Unarmed Security Officer | 71 | Security Tester | 15 |
| Patrol Officer | 61 | Security Professional | 15 |
| Loss Prevention Detective | 36 | Security Patrol Driver | 15 |
| Asset Protection Specialist | 31 | Security Patrol Driver, Information And Technology Industry | 14 |
| Loss Prevention Associate | 30 | Security | 14 |
| Security Associate | 28 | Specialist, Retail Industry | 12 |
| Asset Protection Associate | 25 | Loss Prevention Guard | 12 |
| Loss Prevention Agent | 24 | Security Representative | 11 |
| School Crossing Guard | 19 | Asset Protection Agent | 10 |
| Store Protection Specialist | 18 | Security Coordinator | 9 |

*Source: Burning Glass*

# Industry Concentration

**Table 5. Industries hiring Community Service Officer Workers in Bay Region**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Industry – 6 Digit NAICS (No. American Industry Classification) Codes | Jobs in Industry (2018) | Jobs in Industry (2022) | % Change (2018-22) | % in Industry (2018) |
| Security Guards and Patrol Services (561612) | 23,816 | 26,489 | 11% | 58% |
| Local Government, Excluding Education and Hospitals (903999) | 3,220 | 3,257 | 1% | 8% |
| Elementary and Secondary Schools (Local Government) (903611) | 1,549 | 1,605 | 4% | 4% |
| Colleges, Universities, and Professional Schools (611310) | 908 | 978 | 8% | 2% |
| Investigation Services (561611) | 741 | 687 | -7% | 2% |
| Colleges, Universities, and Professional Schools (State Government) (902612) | 675 | 727 | 8% | 2% |
| Armored Car Services (561613) | 581 | 529 | -9% | 1% |
| General Medical and Surgical Hospitals (622110) | 473 | 466 | -1% | 1% |
| Hotels (except Casino Hotels) and Motels (721110) | 449 | 465 | 4% | 1% |

*Source: EMSI 2019.3*

**Table 6. Top Employers Posting Community Service Officer Occupations in Bay Region and Silicon Valley Sub-Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Employer | Bay | Employer | Bay | Employer | Silicon Valley |
| Allied Universal Corp | 2,140 | Gap Inc. | 93 | Allied Universal Corp | 584 |
| AlliedBarton Security Services | 1,293 | Pacific Protection Services | 92 | AlliedBarton Security Services | 401 |
| Securitas | 1,037 | Star Pro Security Patrol Inc | 89 | Allied Universal Security | 167 |
| Allied Universal Security | 577 | Proguard Security Services | 89 | Marriott International Inc | 137 |
| Marriott International Inc | 380 | Barbier Security Group | 84 | Command Security Corp | 91 |
| Macy's | 308 | Nordstrom | 81 | Sos Security | 85 |
| Talentify | 287 | Hss Inc | 81 | G4S | 81 |
| Sos Security | 238 | TJX Companies, Inc. | 77 | Securitas | 76 |
| G4S | 207 | Strategic Threat Management | 71 | Talentify | 74 |
| Premier Security | 178 | Best Buy | 71 | Premier Security | 52 |
| Admiral Security Services Inc | 162 | Rite Aid Corp | 66 | Macy's | 50 |
| The Home Depot Inc | 161 | Silicon Valley Security Patrol | 62 | Whelan Security | 48 |
| Whelan Security | 156 | First Alarm Security Patrol | 61 | Silicon Valley Security Patrol | 33 |
| All City Management Services | 137 | First Security Services | 57 | All City Management Services | 32 |
| Command Security Corp | 130 | Kohl's | 56 | Admiral Security Services Inc | 32 |
| Target | 125 | Cc Security Patrol | 53 | The Home Depot Inc | 28 |
| Ross Stores | 94 | Universal Services America | 52 | Lockheed Martin Corp | 28 |

*Source: Burning Glass*

# Educational Supply

There are 23 community colleges in the Bay Region issuing 1,228 awards on average annually (last 3 years) on TOP 2105.00 - Administration of Justice. There are five colleges in the Silicon Valley Sub-Region issuing 196 awards on average annually (last 3 years) on this TOP code.

**Table 7. Awards on TOP 2105.00 - Administration of Justice in Bay Region**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| College | Sub-Region | Associates | Certificate 18+ units | Certificate Low unit | Total |
| Cabrillo College | Santa Cruz-Monterey | 17 |  |  | 17 |
| Chabot College | East Bay | 51 |  |  | 51 |
| City College of San Francisco | Mid-Peninsula | 43 |  | 14 | 57 |
| College of Marin | North Bay | 6 | 1 |  | 7 |
| College of San Mateo | Mid-Peninsula | 60 | 18 |  | 78 |
| Contra Costa College | East Bay | 17 | 10 | 2 | 29 |
| De Anza College | Silicon Valley | 51 |  |  | 51 |
| Diablo Valley College | East Bay | 79 | 11 | 38 | 128 |
| Evergreen Valley College | Silicon Valley | 59 |  |  | 59 |
| Gavilan College | Santa Cruz Monterey | 49 | 7 |  | 56 |
| Hartnell College | Santa Cruz-Monterey | 88 | 26 |  | 114 |
| Las Positas College | East Bay | 29 |  |  | 29 |
| Los Medanos College | East Bay | 50 |  | 11 | 61 |
| Merritt College | East Bay | 31 | 4 |  | 35 |
| Mission College | Silicon Valley | 9 |  |  | 9 |
| Monterey Peninsula College | Santa Cruz-Monterey | 22 | 34 |  | 56 |
| Napa Valley College | North Bay | 48 | 26 |  | 74 |
| Ohlone College | East Bay | 11 | 2 |  | 13 |
| San Jose City College | Silicon Valley | 27 |  |  | 27 |
| Santa Rosa Junior College | North Bay | 69 | 10 | 47 | 126 |
| Skyline College | Mid-Peninsula | 35 | 7 |  | 42 |
| Solano College | North Bay | 47 | 12 |  | 59 |
| West Valley College | Silicon Valley | 50 |  |  | 50 |
| **Total Bay Region** | | **948** | **168** | **112** | **1,228** |
| **Total East Bay Sub-Region** | | **196** | **0** | **0** | **196** |

# *Source: Data Mart*

Note: The annual average for awards is 2015-16 to 2017-18.

# Gap Analysis

Based on the data included in this report, there is a large labor market gap in the Bay region with 6,786 annual openings for the Community Service Officer occupational cluster and 1,228 annual (3-year average) awards for an annual undersupply of 5,558 students. In the Silicon Valley Sub-Region, there is also a gap with 1,764 annual openings and 196 annual (3-year average) awards for an annual undersupply of 1,568 students.

# Student Outcomes

**Table 8. Four Employment Outcomes Metrics for Students Who Took Courses on TOP 2105.00 - Administration of Justice**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2015-16 | Bay  (All CTE Programs) | Evergreen Valley College (All CTE Programs) | State (2105.00) | Bay (2105.00) | Silicon Valley (2105.00) | Evergreen Valley College (2105.00) |
| % Employed Four Quarters After Exit | 74% | 76% | 80% | 82% | 85% | 77% |
| Median Quarterly Earnings Two Quarters After Exit | $10,550 | $8,549 | $13,610 | $19,149 | $23,744 | $7,755 |
| Median % Change in Earnings | 46% | 75% | 29% | 27% | 24% | 57% |
| % of Students Earning a Living Wage | 63% | 53% | 66% | 72% | 80% | 49% |

*Source: Launchboard Pipeline (version available on 12/4/19)*

# Skills, Certifications and Education

**Table 9. Top Skills for Community Service Officer Occupations in Bay Region (December 2018 - November 2019)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Skill | Postings | Skill | Postings | Skill | Postings |
| Handling of Crisis or Emergency Situations | 4,145 | Store Management | 417 | Healthcare Security | 197 |
| Customer Service | 2,580 | Emergency Response | 408 | Repair | 189 |
| Loss Control / Prevention | 2,013 | Sales | 384 | Conflict Management | 185 |
| Asset Protection | 1,424 | Security Operations | 383 | Recognition of Safety Hazards | 176 |
| Surveillance | 1,350 | Phone Systems | 367 | Calculator | 173 |
| Cardiopulmonary Resuscitation (CPR) | 1,205 | Point of Sale System | 326 | Lifting Ability | 173 |
| Fire Control | 928 | Safety Training | 294 | Prevent And Treat Injuries | 168 |
| Scheduling | 913 | Staff Management | 287 | Emergency Services | 166 |
| Security Experience | 890 | Basic Mathematics | 275 | Cash Handling | 164 |
| Prevention of Criminal Activity | 878 | Medical Emergencies | 250 | Business Operations | 162 |
| Retail Industry Knowledge | 873 | Criminal Justice | 249 | Surveillance System Monitoring | 161 |
| Customer Contact | 814 | Shortage Control | 221 | Occupational Health and Safety | 159 |
| Deterrence of Rule or Safety Violations | 781 | Information Security | 220 | Quality Assurance and Control | 153 |
| Law Enforcement or Criminal Justice Experience | 762 | Career Development | 216 | Security Vehicle Operation | 143 |
| Public Health and Safety | 433 | Guest Services | 199 | New Hire Orientation | 140 |

*Source: Burning Glass*

**Table 10. Certifications for Community Service Officer Occupations in Bay Region (December 2018 - November 2019)**

Note: 74% of records have been excluded because they do not include a certification. As a result, the chart below may not be representative of the full sample.

|  |  |  |  |
| --- | --- | --- | --- |
| Certification | Postings | Certification | Postings |
| Driver's License | 2,630 | Chemical Weapons Certification | 25 |
| First Aid Cpr Aed | 579 | Training For Intervention Procedures (TIPS) Certification | 21 |
| Security Guard Certification | 461 | Fire Officer | 21 |
| Security Clearance | 233 | Fire Fighter | 21 |
| Certified Information Systems Security Professional (CISSP) | 90 | Law Enforcement Certification | 19 |
| Baton Permit | 71 | IT Infrastructure Library (ITIL) Certification | 18 |
| Basic Life Saving (BLS) | 60 | SANS/GIAC Certification | 17 |
| Basic Cardiac Life Support Certification | 57 | Paramedic Certification | 16 |
| Certified Information Security Manager (CISM) | 40 | Loss Prevention Certification | 16 |
| American Heart Association Certification | 39 | Information Systems Certification | 14 |
| Certified Information Systems Auditor (CISA) | 29 | Systems Security Certified Practitioner (SSCP) | 13 |
| Police Officer | 27 | Private Security | 13 |

*Source: Burning Glass*

**Table 11. Education Requirements for Community Service Officer Occupations in Bay Region**

Note: 35% of records have been excluded because they do not include a degree level. As a result, the chart below may not be representative of the full sample.

|  |  |  |
| --- | --- | --- |
| Education (minimum advertised) | Latest 12 Mos. Postings | Percent 12 Mos. Postings |
| High school or vocational training | 8,856 | 95% |
| Associate Degree | 50 | 1% |
| Bachelor’s Degree or Higher | 389 | 4% |

*Source: Burning Glass*

# Methodology

Occupations for this report were identified by use of skills listed in O\*Net descriptions and job descriptions in Burning Glass. Labor demand data is sourced from Economic Modeling Specialists International (EMSI) occupation data and Burning Glass job postings data. Educational supply and student outcomes data is retrieved from multiple sources, including CTE Launchboard and CCCCO Data Mart.

# Sources

O\*Net Online

Labor Insight/Jobs (Burning Glass)

Economic Modeling Specialists International (EMSI)

CTE LaunchBoard [www.calpassplus.org/Launchboard/](http://www.calpassplus.org/Launchboard/)

Statewide CTE Outcomes Survey

Employment Development Department Unemployment Insurance Dataset

Living Insight Center for Community Economic Development

Chancellor’s Office MIS system

# Contacts

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