Ryan Matsumoto

Public Safety Dispatcher

Public safety dispatcher with 4 years in a consolidated 911 center for police, fire and EMS, holding the California POST dispatcher certificate and EMD certification. Takes 911 and non-emergency calls, runs CAD and radio dispatch for 3 agencies and stays calm under pressure on structure fires and pursuits.

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Experience

Public Safety Dispatcher

Delta Valley Regional Communications Center • Sacramento, CA

02/2023 - Present

Consolidated 911 center for 2 police departments and a fire district serving 400,000 residents.

- Process **120** 911 and non-emergency calls a shift, entering each incident in CAD within 60 seconds.
- Operate police and fire radio channels for 3 agencies, tracking up to 30 units at a time on the CAD map.
- Query CLETS and NCIC for officers in the field, running 40+ person and vehicle checks a shift.
- Guide callers through CPR and childbirth with EMD protocols, with 2 documented saves in 2025.

Emergency Call Taker

Delta Valley Regional Communications Center • Sacramento, CA

08/2022 - 01/2023

Entry-level call-taking position during training and probation.

- Handled 150 calls a shift on 911 and 7-digit lines under a certified training officer.
- Completed 400 hours of call-taking training and the POST basic dispatcher course in 6 months.
- Interviewed callers to pinpoint locations from cell phone data and landmarks on 30+ calls a shift.

Customer Service Representative

River City Utilities • Sacramento, CA • 05/2019 - 07/2022

Water and electric utility call center with 60 agents.

- Resolved 70 billing, start-stop and outage calls a day with a 95% quality score.
- Reported downed lines and gas odors to the emergency desk within the 2-minute standard.
- Maintained confidentiality of customer account data under utility privacy rules.

Skills

CAD , Radio Dispatch
911 Call Taking
EMD Protocols , CLETS
NCIC
Multi-Line Phone Systems
Data Entry
Calm Under Pressure
Confidentiality

Education

Associate of Arts

Sacramento City College

Sacramento, CA

05/2019

Administration of Justice

Certificates

POST Public Safety Dispatcher Basic Certificate

California Commission on Peace Officer Standards and Training

01/2023

Emergency Medical Dispatcher (EMD)

International Academies of Emergency Dispatch

10/2022

CPR/AED

American Heart Association

02/2026