

Accessible Customer Service Training Report
Provided to City of Brandon Employees
As of December 13, 2017

Department	Number of Employees	Number of Employees Trained	Percentage of Department Trained
City Manager	4	4	100%
Clerk's	6	6	100%
Economic Development	3	3	100%
Finance	17	17	100%
Human Resources	13	13	100%
Operations	9	9	100%
Risk & Emergency Management	3	3	100%
Utilities	42	42	100%
Brandon Fire & Emergency Services	73	71	97%
Transportation	73	71	97%
Information Technology	15	14	93%
Planning, Property & Development	25	23	92%
Public Works	84	77	92%
Brandon Police Service	126	115	91%
Engineering	20	18	90%
Community Services	105	80	76%
Emergency Communications*	27	5	19%
Grand Total	645	571	89%

*Training scheduled to be provided to the Emergency Communications staff during their annual training sessions in February 2018.