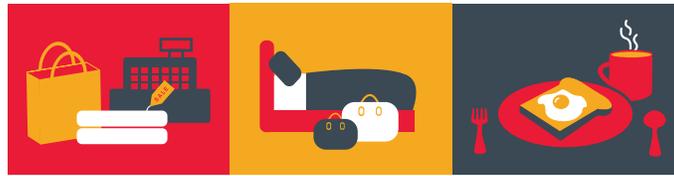


Philadelphia



SERVICE SECTOR WORKERS SURVEY

EXECUTIVE SUMMARY

Almost 600 service sector workers in Philadelphia recently participated in a comprehensive, voluntary and anonymous survey regarding proposed changes to employee scheduling rules. Hourly-wage workers over age 16 working for businesses impacted by the proposed scheduling changes were invited to complete the survey online between August 14 and September 14, 2018.

The purpose of the survey was to hear directly from employees what they thought of the proposed legislation and their assessment of the impacts to their workplace.

Employers in Philadelphia, as well as community partners such as the Philadelphia Chamber of Commerce and the Pennsylvania Restaurant & Lodging Association, assisted in promoting access to the survey broadly among all eligible employees.

Who we heard from:

- **22%** of all survey respondents were under 21 years of age, **43%** were between 21 and 29 years of age. The remaining **35%** were over 30.
- Approximately **56%** of survey respondents work in restaurants or bars, **19%** in coffeehouses or other retail businesses, and **26%** in hotels.

A current snapshot of hours worked:

- **81%** of survey participants report working one main job, with almost **70%** working at least 30 hours each week.
- **61%** of employees are satisfied with how much they work and are not looking for additional work hours.
- **83%** of workers are successful picking up additional hours through flexible trading.

What we heard about the proposed scheduling ordinance:

- There is no consensus that the proposed scheduling changes are desired by workers.
- When asked about a proposal that would require employers to post schedules up to 14 days in advance, 54% of workers said the current system without a scheduling requirement is preferred and 33% preferred the 14-day advance scheduling proposal. 13% were unsure.
- Workers like to be busy at work and the option to go home when business is slow. Almost 60% of workers prefer the current practice of allowing staff to volunteer for call-offs rather than being paid to stay during a slow shift. Every month, 39% of workers say they request at least one call-off shift.
- Workers do not want the City to mandate that employers end voluntary clopening shifts. Rather, 58% of workers want to maintain access to these extra hours when it works for their schedule. 21% of workers specifically request clopening shifts every month.
- Flexible trading policies and convenient shift swapping creates a positive work environment for workers and employers. Proposals that would require record-keeping of shift swaps are opposed by 72% of workers.
- 59% of workers do not favor new requirements between workers and employers that formally document changes to the work schedule.

Alternatives to the proposed scheduling ordinance:

- 92% of survey participants are satisfied with the efforts of their employer to be flexible and support work/life balance. Among those working less than 20 hours a week, 96% are satisfied. Among those who say they are usually looking for more hours in their work schedule, 95% are satisfied.
- A requirement to post schedules 7-days in advance would impact more than half of all workers. Seven-day notification provides valuable predictability for the employee.
- 58% regularly look for hours outside their availability and may be willing to be on a voluntary stand-by list to access additional hours.
- 82% of workers want major scheduling changes to be made by employers, not the City of Philadelphia, so that they can consider what is best for their workplace, employees and customers.

Contact us

Melissa Bova
Pennsylvania Restaurant & Lodging Association
717-963-8371