

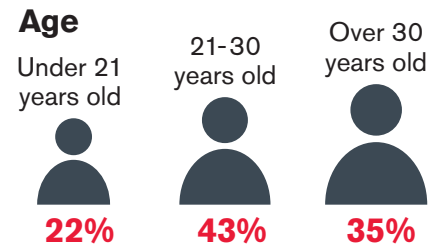
# Philadelphia

## SERVICE SECTOR

### WORKERS SURVEY

#### WHO WE HEARD FROM

**566** surveys returned by workers who would be impacted by the proposed scheduling ordinance.  
*(e.g. employed by companies with at least 250 employees or 20 locations)*



#### Workforce Sector



Restaurant or Bar  
**56%**

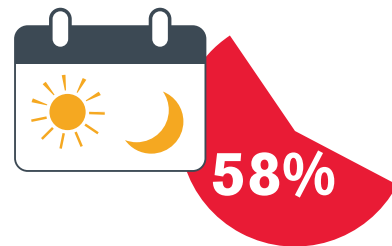


Hotel  
**26%**



Retail, Coffee or Other  
**19%**

#### Workers want the option to work the shifts they choose.



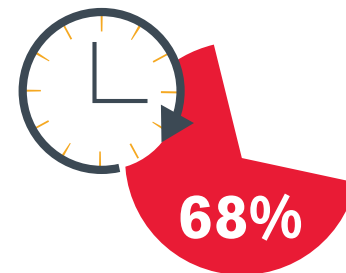
of workers say they look for hours outside their normal availability at least once a month; they may be interested in a voluntary standby list to access additional hours.

**39%** of all staff request a call-off at least once a month

**24%** of restaurant staff request a double shift at least once a month

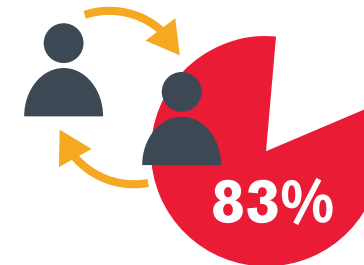
**21%** of restaurant staff request at least one "clopening" shift every month

#### Philadelphia's workforce is not a majority of involuntary part-timers.



work at least 30 hours a week and most workers do not want more hours.

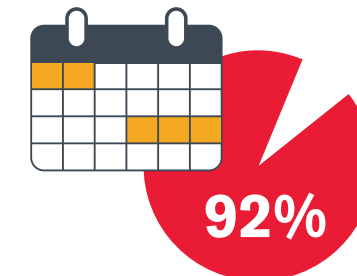
#### Flexibility at work is highly valued.



of workers have access to additional hours each week by picking up extra shifts and flexible trading with co-workers.

**72%** of workers prefer flexibility over the implementation of additional record-keeping of shift trades

#### Workers acknowledge their employer's efforts to maintain a flexible work environment.



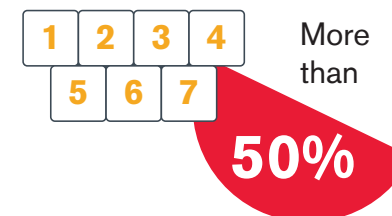
of workers are satisfied with their employer's efforts to be flexible and support work/life balance for employees.

#### Flexible jobs give workers choices in how to spend their time



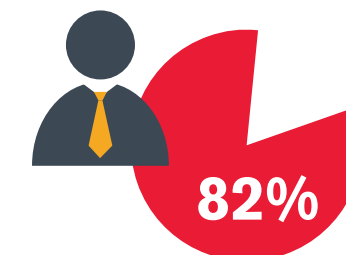
Having one job allows for many workers to attend school, develop skills for a career, care for family members or spend time pursuing other hopes and dreams.

#### 7-day advance scheduling offers more predictability for workers



of workers do not currently receive their work schedules at least seven days in advance.

#### Workers trust their employers



of workers prefer that decisions about scheduling notification, recordkeeping and other employment standards be made by employers, not the City of Philadelphia.