Workers want the option to work the shifts they choose.

58% 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.

68% work at least 30 hours a week and most workers do not want more hours.

Flexibility at work is highly valued.

83% 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.

92% of workers are satisfied with their employer’s efforts to be flexible and support work/life balance for employees.

Workers trust their employers

82% of workers prefer that decisions about scheduling notification, recordkeeping and other employment standards be made by employers, not the City of Philadelphia.

**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)

<table>
<thead>
<tr>
<th>Age</th>
<th>Under 21 years old</th>
<th>21-30 years old</th>
<th>Over 30 years old</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>22%</td>
<td>43%</td>
<td>35%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Workforce Sector</th>
<th>Restaurant or Bar</th>
<th>Hotel</th>
<th>Retail, Coffee or Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>56%</td>
<td>26%</td>
<td>19%</td>
</tr>
</tbody>
</table>

**Age Distribution**

- Under 21 years old: 22%
- 21-30 years old: 43%
- Over 30 years old: 35%

**Workforce Sector Distribution**

- Restaurant or Bar: 56%
- Hotel: 26%
- Retail, Coffee or Other: 19%

**Survey Details**

- 226 surveys returned by workers who are under 21 years old
- 220 surveys returned by workers 21-30 years old
- 120 surveys returned by workers over 30 years old

**Philadelphia Workers Survey Service Sector**

- 566 surveys returned by workers who would be impacted by the proposed scheduling ordinance.
- **Philadelphia's workforce is not a majority of involuntary part-timers.**
- 68% of workers work at least 30 hours a week and most workers do not want more hours.
- 83% 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.
- 92% of workers are satisfied with their employer’s efforts to be flexible and support work/life balance for employees.
- 82% of workers prefer that decisions about scheduling notification, recordkeeping and other employment standards be made by employers, not the City of Philadelphia.

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

- 81% of workers have one job
- 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**

- More than 50% of workers do not currently receive their work schedules at least seven days in advance.

**Workers trust their employers**

- 82% of workers trust their employers to make decisions about scheduling notification, recordkeeping and other employment standards.