

Fast Food Worker Survey:

June 2026

Los Angeles Worker Perspectives on
Proposed City-Mandated Workplace
Training Requirements



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This study was supported by the California Alliance of Family Owned Businesses and the McDonald's Corporation. Beacon Economics independently designed and administered the survey methodology and analysis.

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Executive Summary

As the Los Angeles City Council considers expanding workplace training requirements for fast food workers, understanding the experiences and preferences of these workers is crucial to evaluating whether the proposals align with the needs and realities of the workforce they are intended to serve.

Beacon Economics surveyed a randomized sample of 1,246 fast food workers across Los Angeles County, including a subsample of 800 fast food workers in the City of Los Angeles, to assess worker experiences with existing workplace training, preferences for how training is delivered, and attitudes toward the proposed training requirement under consideration by the Los Angeles City Council (Council File 19-0229-S2).

Key County-Level Findings¹

- **A strong majority of fast food workers oppose a 6-hour, in-person City-mandated workplace training requirement:** A majority (70.6%) indicate they would oppose the proposed training requirement, while 29.4% indicate support.
- **Most workers prefer shorter training formats:** A plurality of respondents (40.2%) prefer one- to two-hour trainings, and an additional 27.1% prefer two- to three-hour trainings. In comparison, relatively few prefer longer formats such as four hours (14.7%) or five or more hours (5.4%).
- **Fast food workers prefer flexible, online training formats:** A strong majority (76.5%) would choose an online option compared to 23.5% for full-day, in-person training.
- **Fast food workers report substantially greater trust in employer-linked training providers than in government agencies or external organizations:** Employers (38.5%) and employer-selected trainers (32.7%) are the most trusted sources for training, while trust in government agencies (19.0%) and external organizations (approximately 5%) is substantially lower.
- **A large majority of respondents are concerned about sharing personal information with outside organizations:** Nearly 75% of respondents express concerns about sharing personal information with outside organizations.
- **Online training is both preferred and readily understood by respondents:** Most respondents report being comfortable using digital devices, with 78.7% indicating they are confident completing training electronically, including 52.5% who report being very confident.
- **Flexibility is a central consideration for respondents:** A large majority (83.8%) report that flexibility in when and how training is completed is important, including 38.8% who say it is very important.

¹ Results are weighted to reflect the distribution of the fast food workforce across the City and County. Full unweighted results are provided in the Appendix.

Implications

Employer-provided training for fast food workers is already widespread, and most workers do not support the proposed training requirement. Training models that emphasize in-person, time-intensive, and third-party delivery—like those being considered by the LA City Council—do not reflect worker preferences. Instead, workers favor approaches that prioritize flexibility and convenience, including online, self-directed formats that can be completed on their own time.

Trust is also concentrated in employer-led or employer-linked training providers rather than external organizations. As a result, training delivered through existing workplace channels appears more in line with worker preferences.

The findings also suggest that training length and privacy protections should be central considerations in any policy. Workers prefer shorter training formats, and a majority express concern about outside organizations accessing personal information for training purposes.

Overall, **the findings suggest that training policies emphasizing flexibility, accessibility, shorter training formats, and privacy protections** are more aligned with the preferences and practical realities of the fast food workforce.

Introduction

Workplace training requirements have become increasingly common in labor policy discussions surrounding California’s fast food sector. Because fast food workers are most directly affected by these proposals, understanding their experiences and preferences is important for evaluating potential policy changes. Worker perspectives can provide insight into issues such as accessibility, training formats, privacy concerns, and trust in training providers.

This report presents findings from a randomized survey of fast food workers in Los Angeles County regarding workplace training experiences, preferences, and attitudes toward proposed workplace training requirements. Importantly, respondents were independently recruited and surveyed by Dynata, a third-party survey research firm, and all responses were collected anonymously. No respondents were provided or selected by employers, sponsors, or outside organizations. The analysis is intended to provide an evidence-based contribution to ongoing policy discussions.

This study was commissioned by the California Alliance of Family Owned Businesses and the McDonald's Corporation. Beacon Economics independently designed and administered the survey methodology and analysis.

Policy Context

On July 2, 2024, Los Angeles City Councilmember Hugo Soto-Martínez introduced a motion (Council File 19-0229-S2) proposing a new workplace training requirement for fast food workers employed by chain restaurants in the City of Los Angeles. Specifically, the motion would require covered workers to complete a training that:

“The training should consist of a minimum of six hours, over the course of one day, to be completed annually and paid for by the business. The curriculum must include in-depth instruction on fast food workers' rights and how to assert those rights, including but not limited to their rights covered by minimum wage laws, the Fair Work Week Ordinance, anti-discrimination and harassment, rights regarding participation in the Fast Food Council and availability of government benefit programs.

The training should be provided by City-approved non-profits or public organizations with knowledge and experience advocating for safe and fair working conditions for fast food workers and providing culturally and linguistically competent training, especially in the City of Los Angeles.”²

April 2, 2025, the Los Angeles City Council directed the Chief Legislative Analyst (CLA) to report back with recommendations for a “know your rights” training program for fast food workers, including potential curriculum options and training structures, for further consideration.³ A more recent draft of the proposed policy, which came out after this survey was conducted, proposes “either 2-hour or 6-hour virtual training”.⁴

There is limited data on how frontline fast food workers perceive workplace training, including how preferences vary by format, accessibility, and delivery method. This study addresses that gap by providing worker-level survey data on training experiences, preferences, and attitudes regarding proposed workplace training requirements for fast food workers in Los Angeles.

The survey results clearly indicate that the training proposed by the City Council differs substantially from that preferred by workers, particularly with respect to training length, delivery method, third-party administration, and the potential sharing of personal information with outside organizations.

² City of Los Angeles, Council File No. 19-0229-S2 (July 2, 2024), <https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccfi.viewrecord&cfnumber=19-0229-S2>

³ City of Los Angeles, Council File No. 19-0229-S2 (July 2, 2024), <https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccfi.viewrecord&cfnumber=19-0229-S2>

⁴ Report of Chief Legislative Analyst, Council File No. 19-0229-S2 (April 22, 2026) https://cityclerk.lacity.org/online/docs/2019/19-0229-s2_rpt_cla_4-22-26.pdf

Workforce Overview

The population analyzed in this study consists of frontline fast food workers most directly affected by the proposed workplace training requirements. The workforce is estimated using American Community Survey (ACS) Public Use Microdata Sample (PUMS) data, which provide person-level detail to identify workers by occupation and geography. It is defined based on food service occupations common in these establishments, including cooks, food preparation workers, fast food and counter workers, and related support roles. This approach applies the same industry (NAICS) and occupation (SOC) classifications used by the Chief Legislative Analyst (CLA) in its April 22, 2026, report to the Los Angeles City Council.⁵

While the CLA analysis focuses on the City of Los Angeles, here the approach is extended to estimate the workforce at the County level.⁶ Because the ACS reports employment based on place of residence rather than place of work, examining both the City and the County provides a more complete view of the population potentially affected by City-level policy changes, including those who work in the City but live outside it.⁷

Table 1. Fast-Food Workforce by Occupation, Los Angeles City and County

SOC Code	Description	City of Los Angeles Employment	County of Los Angeles Employment
35-2010	Cooks	27,687	56,759
35-2021	Food Preparation Workers	9,524	19,486
35-3023	Fast Food and Counter Workers	11,223	27,331
35-9011	Cafeteria and Bartender Helpers	2,839	6,053
35-9021	Dishwashers	2,153	5,468
37-201X	Janitors and Building Cleaners	1,316	2,966
41-2010	Cashiers	11,936	30,826
Total		66,678	148,889

Source: U.S. Census Bureau, 2024 American Community Survey (ACS) 5-Year PUMS. Analysis by Beacon Economics.

⁵ NAICS industries: 722Z and 8680. Selected SOC occupations: 352010, 352021, 353023, 359011, 359021, 412010, 37201X (consistent with the CLA approach).

⁶ The Los Angeles County study region was defined using 2020 PUMAs identified in the Census crosswalk, resulting in 71 PUMAs.

⁷ Additional workforce characteristics, including age, educational attainment, ethnicity, and hiring trends, are provided in Appendix A.

Survey Methodology and Results

Methodology Overview

Sampling Approach

Dynata, a leading survey research firm, drew the sample and administered the survey. All respondents were independently recruited by Dynata through randomized outreach methods designed to reach workers employed at fast food and quick-service establishments throughout Los Angeles County. Responses were collected anonymously, and neither employers nor sponsoring organizations knew which workers participated or how individual respondents answered. The 800 LA City surveys were gathered between February 16th and March 17th, 2026, and the LA County surveys that were outside of LA City were gathered between April 10th and April 30th, 2026.

No demographic or professional sub-quotas were imposed, allowing respondents to be randomly sampled across the eligible workforce. Respondents were called by interviewers and then provided the option to take the survey online or over the phone with the interviewer. A total of 1,246 responses were collected across Los Angeles County. 3,781 individuals were contacted, resulting in a response rate of 33%. The survey was administered in both English and Spanish.

This approach enabled the study to capture responses from workers across a range of establishments and roles within the fast food sector, providing a detailed view of worker experiences and perspectives in Los Angeles County. A copy of the entire survey, including screening questions, is provided in Appendix C.

Qualification Criteria

To ensure the results reflect the relevant workforce, participation was limited to eligible respondents through a set of screening criteria. Specifically, participants were required to:

- Be currently employed (excluding unemployed, retired, and contract workers).
- Be employed at a fast food or quick-service establishment, including take-out only locations.
- Hold non-management roles (e.g., crew members, cashiers, cooks), with managers and owners excluded.
- Work at an establishment in Los Angeles County.

Respondents who did not meet these criteria were excluded from the sample, ensuring that the results reflect the views of workers actively employed in Los Angeles County's fast food sector.

Results Weighting

A total of 1,246 responses were collected across Los Angeles County, including 800 from the City of Los Angeles. Survey results presented in the main report were weighted to reflect the geographic distribution of the fast food workforce across the City and the remainder of Los Angeles County. The City sample was oversampled to support more detailed analysis at the City level. Unweighted County-level results are provided in Appendix B.

Countywide Results

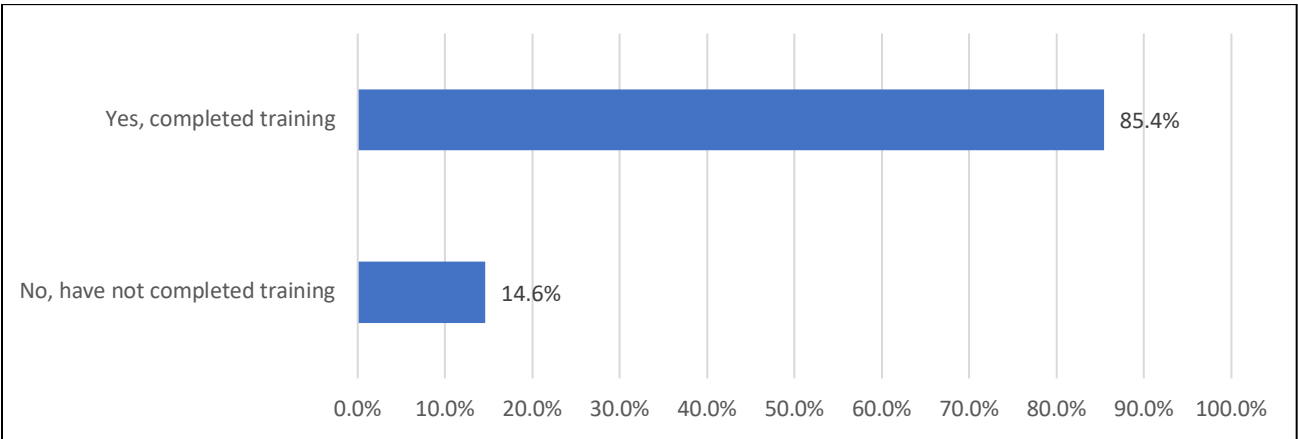
Training Experience and Access

Workplace training for fast food workers is already widespread.

Approximately 85% of respondents indicate they have completed employer-provided workplace training (Figure 1). Employers are required under applicable state and federal laws to provide training and information on topics such as health and safety, workplace conduct, and employee rights related to notice of immigration inspection, protection against unfair immigration-related practices, and their right to organize a union or engage in protected activity in the workplace. As a result, existing requirements may overlap with additional mandated training programs under consideration.

Figure 1. Share of Survey Respondents Completing Employer-Provided Training (%)

Question: Have you ever completed a workplace training provided by your employer? Examples may include food safety or hygiene training, harassment prevention, safety and emergency procedures, customer-service training, or anti-discrimination training.



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

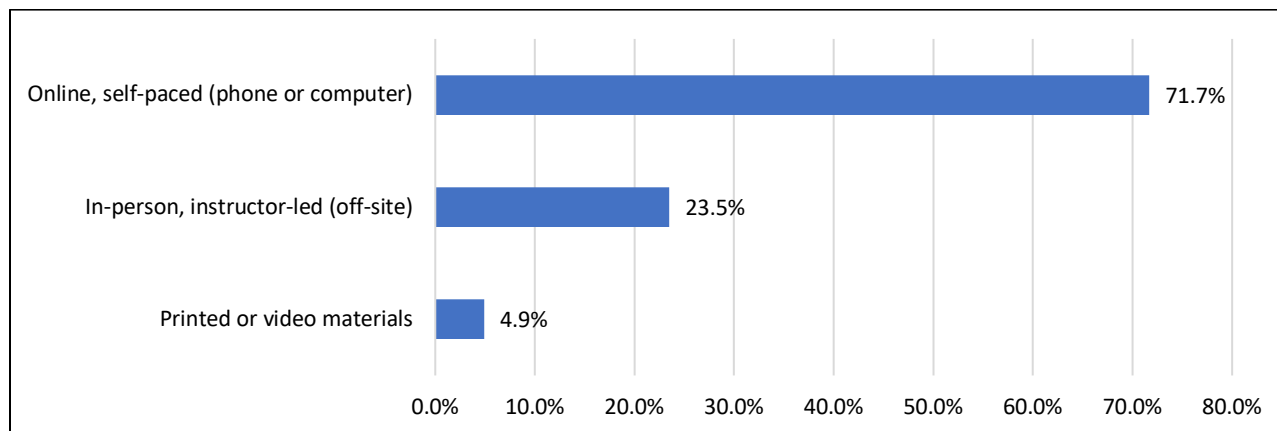
Training Preferences

Fast food workers overwhelmingly prefer flexible, online training over in-person requirements.

Most respondents (71.7%) prefer online training that can be completed on their own time, compared to 23.5% who prefer in-person, instructor-led training at a separate location (Figure 2).

Figure 2. Preferred Training Formats Among Survey Respondents (%)

Question: *If your employer offered multiple workplace training options, which format would you prefer?*

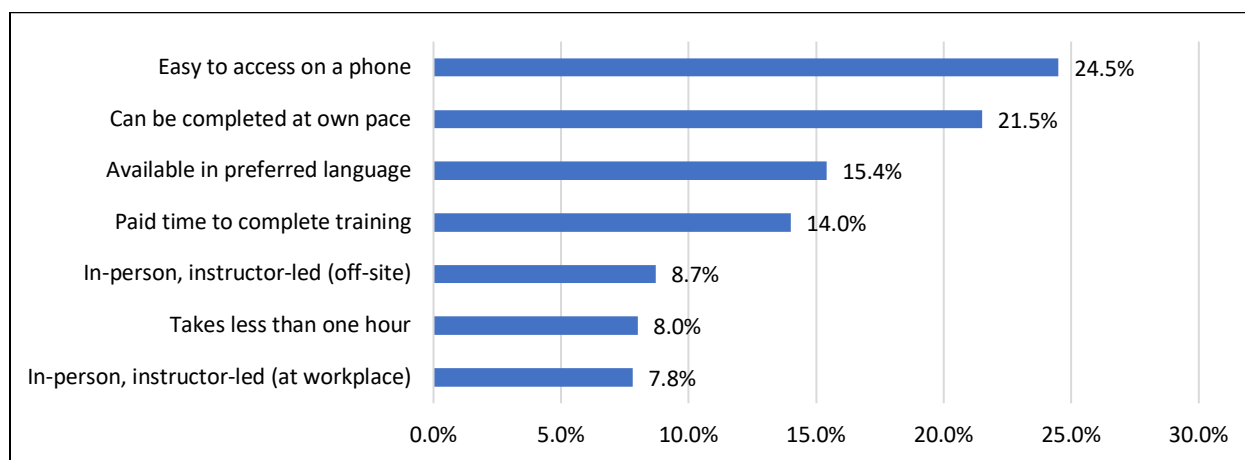


Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Key preferences center on flexibility and accessibility. Ease of access via phone (24.5%) and the ability to complete training at one's own pace (21.5%) rank as the most important features (Figure 3). Availability in a preferred language (15.4%) and paid time to complete training (14.0%) also rank highly. Relatively few respondents prioritize in-person training formats, with fewer than 10% selecting either off-site or workplace-based options.

Figure 3. Preferred Most Important Training Features Among Survey Respondents (%)

Question: *Which training features are most important to you? (Top two selections)*



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Note: Respondents were asked to identify their most- and second-most important training features. Percentages reflect the share of total selections across both responses.

Preferences for training duration further reinforce these patterns. The largest share of respondents prefer one- to two-hour trainings (40.2%), while an additional 27.1 percent prefer two- to three-hour trainings. In contrast, substantially fewer respondents support longer formats, including four hours (14.7%) or five or more hours (5.4%).

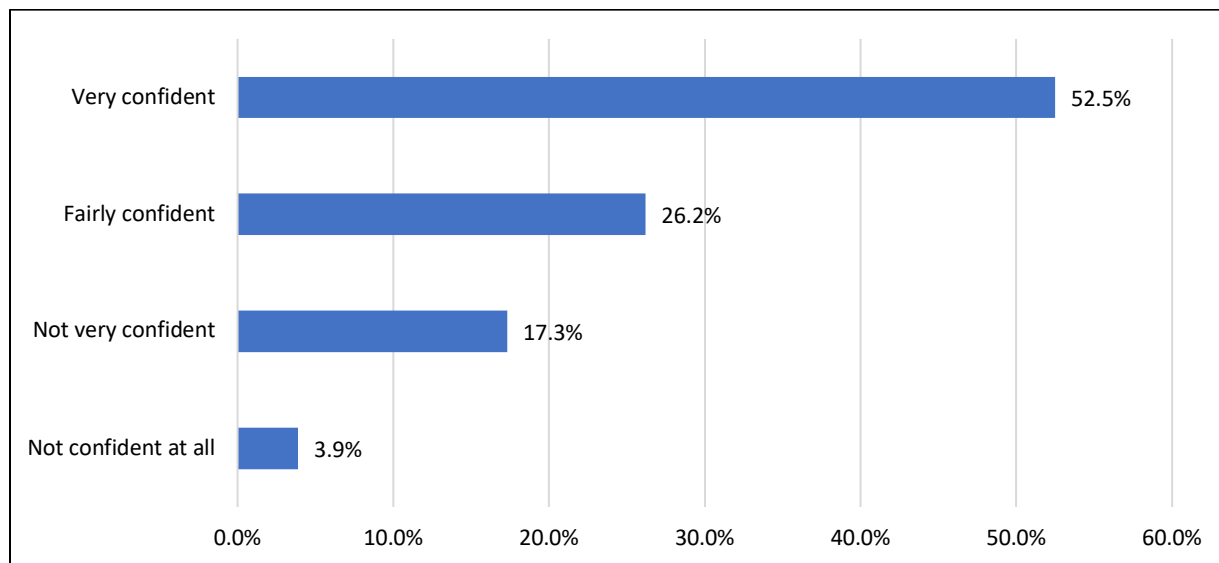
Technology Access and Feasibility

Most respondents report being comfortable completing training electronically, reinforcing the feasibility of online delivery methods.

Approximately 79% of respondents report feeling confident completing training on an electronic device. A majority (52.5%) report being very confident (Figure 4).

Figure 4. Confidence in Completing Training on Electronic Devices Among Survey Respondents (%)

Question: How confident do you feel in completing training on an electronic device, like a phone or computer?



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Trust and Information Sources

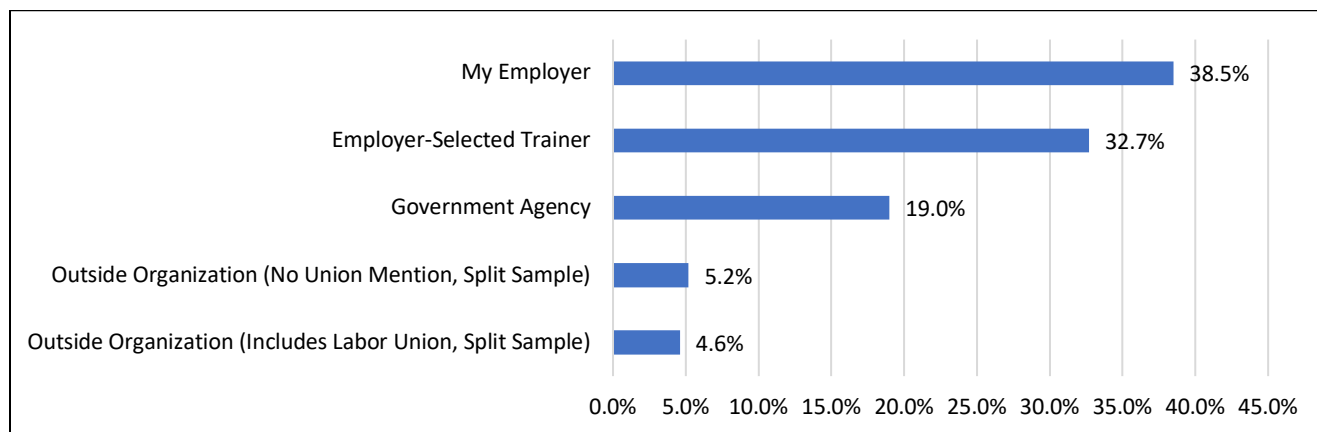
Respondents place significantly greater trust in employer-linked training providers than in external organizations.

Employers are the most trusted source of information on workplace rights and protections, with 38.5% of respondents indicating a high level of trust, followed by employer-selected trainers at 32.7% (Figure 5). Trust in government agencies is notably lower, at 19.0%.

In contrast, relatively few respondents express strong trust in outside organizations, with just 5.2% indicating trust when no union is mentioned and 4.6% when labor unions are explicitly included. This pattern differs from the structure of the proposed policy, which emphasizes training delivered by external, third-party providers.

Figure 5. Trusted Sources for Workplace Training Among Survey Respondents (%)

Question: Do you trust the following organizations a great deal, somewhat, or not at all, to provide accurate, unbiased information about workplace rights and protections:



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Note: Responses for “outside organization” are based on a split-sample design in which respondents were randomly assigned to see either a general reference to outside organizations or a version that explicitly included labor unions.

Flexibility and Scheduling Considerations

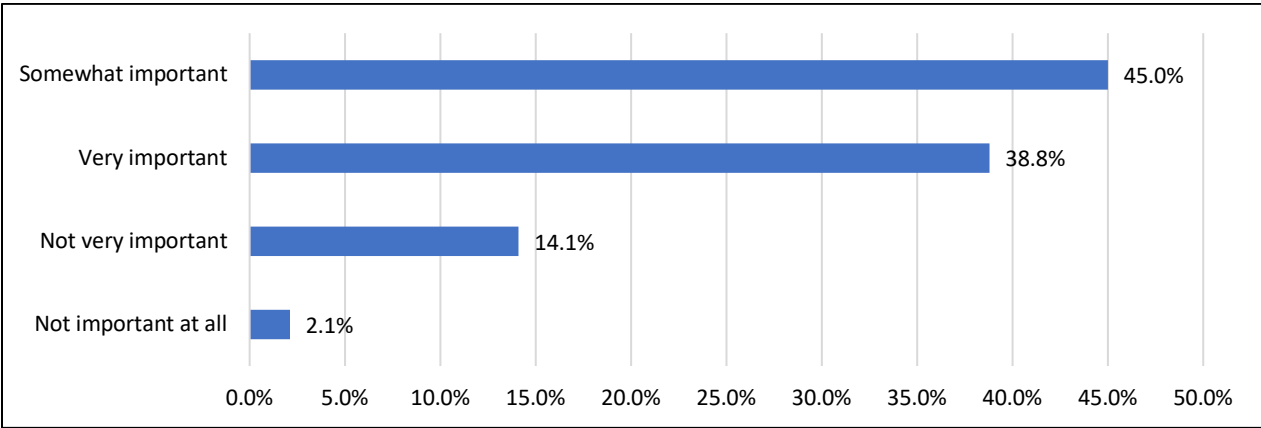
Flexibility is a central consideration for fast food workers when completing required training.

A large majority (83.8%) of respondents indicate that flexibility in when and how training is completed is important, with nearly 39% considering flexibility very important.

These results suggest workers place a high value on completing training in a way that fits with their work and personal schedules.

Figure 6. Importance of Flexibility in Training Completion Among Survey Respondents (%)

Question: How important is flexibility in when and where you complete required training?



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Privacy Considerations

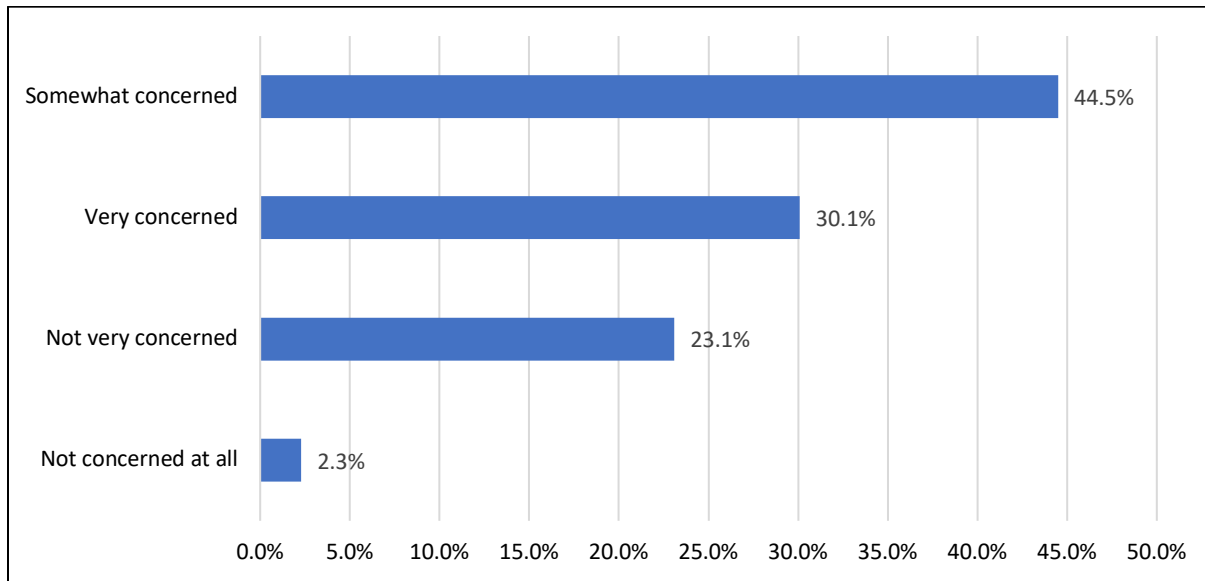
A majority of respondents express concerns about sharing personal information with outside organizations.

Most respondents report concerns about sharing personal information with outside organizations, with 74.6% indicating they are either somewhat or very concerned (Figure 7). Nearly 30% report being very concerned, while 44.5% report being somewhat concerned. Only 2.3% report no concern at all.

These results suggest privacy and data-sharing concerns may play an important role in shaping worker perceptions of externally administered training programs.

Figure 7. Level of Concern About Privacy and Data Sharing Among Survey Respondents (%)

Question: How concerned would you be if an outside group (not your employer) had access to your personal contact information (such as your name, birthdate, phone number, or home address) for training purposes?



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Support for and Preferences of Required Training

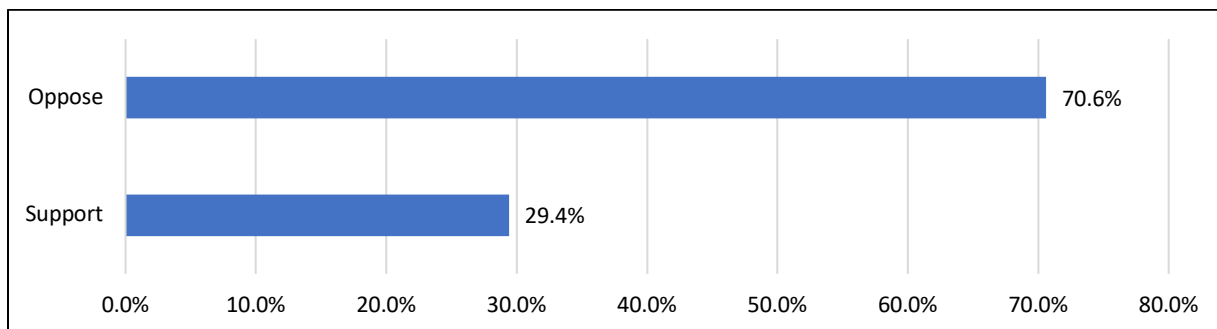
Most respondents oppose the proposed City-mandated training requirement, as structured.

More than seven in ten respondents (70.6%) indicate opposition compared to 29.4% expressing support (Figure 8).

Figure 8. Support for Proposed Training Requirement Among Survey Respondents (%)

Some City governments are considering new training requirements for fast food workers. Under such a proposal, cities would require all fast food workers to attend a six-hour, in-person training session covering topics such as workplace rights, minimum wage, and discrimination laws, each year at an off-site location, led by an outside third-party trainer.

Question: Do you support or oppose this type of City-mandated training?

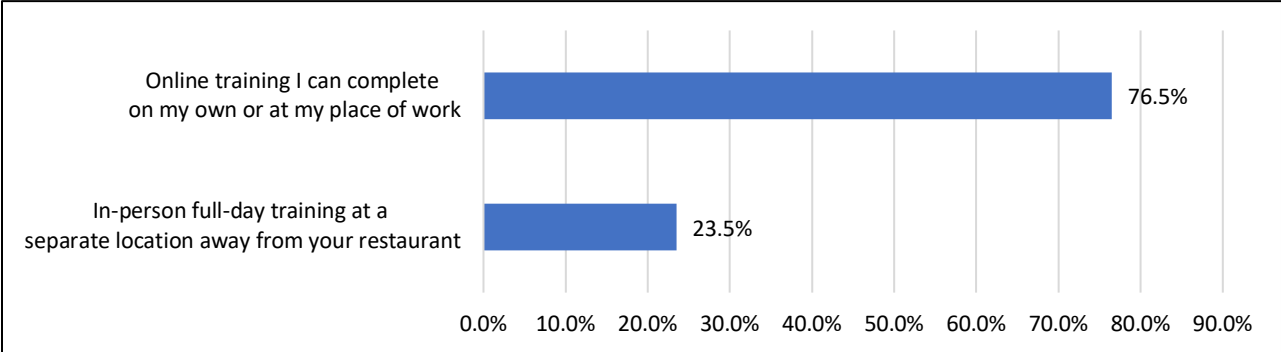


Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Despite this opposition, respondents indicate clear preferences regarding how such training should be delivered if required. A majority (76.5%) would prefer online training that can be completed on their own time or at their place of work, while only 23.5% would prefer in-person, full-day training at a separate location (Figure 9). A recent legislative draft of the proposed policy, which came out after this survey was conducted, proposes “either 2-hour or 6-hour virtual training”.⁸

Figure 9. Preferred Training Requirement Format Among Survey Respondents (%)

Question: *If a City required this training, which would you prefer?*



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Note: Question refers to the proposed City-mandated training described above in Figure 9.

City of Los Angeles Results

The oversample of 800 fast food workers in the City of Los Angeles allows the analysis to be conducted separately for City respondents. Overall, findings among City respondents are consistent with Countywide findings, reinforcing patterns seen in the full sample. Opposition to a City-mandated training requirement is identical at 70.6%. City respondents report slightly higher levels of prior training, with over 90% indicating they have completed employer-provided training, and preferences for training delivery are practically identical, with a majority favoring online, self-directed formats over in-person, off-site training. When framed as required training, most City respondents prefer online options to full-day, in-person formats.

Flexibility remains a central consideration, with a majority of City respondents counting flexibility in when and how training is completed as important. Respondents also showed confidence in completing training

⁸ Report of Chief Legislative Analyst, Council File No. 19-0229-S2 (April 22, 2026)
https://cityclerk.lacity.org/online/docs/2019/19-0229-s2_rpt_cla_4-22-26.pdf

electronically, reinforcing the feasibility of online delivery methods. Trust patterns are similar but more pronounced, with most City respondents choosing their employer as the most trusted source for training and relatively low levels of trust in external organizations, including those framed with or without union involvement. Overall, the City-specific results reinforce the broader conclusion that workers strongly favor flexible, employer-linked training over externally administered models.

Table 2. Comparison of Key Findings: City of Los Angeles vs. Rest of Los Angeles County (%)

Metric	County	City
Oppose City-Mandated Training Requirement	70.6%	70.6%
Completed Employer-Provided Training	81.4%	90.4%
Prefer Online, Self-Directed Training	74.2%	68.5%
Prefer In-Person, Off-Site Training	20.2%	27.5%
Flexibility is Important (Very + Somewhat)	82.0%	86.0%
Confident Completing Training Electronically (Very + Somewhat)	78.5%	79.1%
Trust Employer Most	26.5%	53.3%
Trust Employer-Selected Trainer	37.9%	26.2%
Trust Government Agency Most	23.8%	13.1%
Trust External Organizations (No Union Mention)	6.1%	4.3%
Trust External Organizations (With Union Mention)	5.8%	3.1%

Source: 2026 survey of fast food workers, including a subset of respondents in the City of Los Angeles (n = 800) and 446 respondents in the other cities within Los Angeles County. Analysis by Beacon Economics.

Conclusion

Survey responses from 1,246 fast food workers in Los Angeles County suggest a misalignment between the City-mandated workplace training requirement currently under consideration by the Los Angeles City Council and the preferences of the workforce it is intended to serve. While the proposal is designed to expand awareness of workplace rights and labor protections, 70.6% of respondents indicate they would oppose the requirement as currently proposed. Respondents also place a strong emphasis on flexibility in how and when training is completed, with most expressing a preference for online, self-directed formats that can be completed on their own time. The findings further suggest that workers strongly prefer shorter training formats, place greater trust in employer-linked training providers than outside organizations, and express substantial concerns regarding the sharing of personal information with external entities.

These findings highlight several considerations for the Los Angeles City Council as it evaluates potential policies. First, respondents report higher levels of trust in employer-provided or employer-selected training compared to training delivered by external organizations, suggesting that the choice of provider may influence participation and engagement. Second, requirements that involve fixed schedules and travel to off-site locations may present practical challenges for workers with variable hours or limited scheduling flexibility. Third, training requirements that involve third-party administration or external data sharing may raise privacy concerns among workers. Finally, to the extent that training requirements do not align with worker preferences, there may be implications for participation rates and overall program effectiveness.

The results indicate that, if pursued, workplace training requirements may be more effective when designed to prioritize flexibility, accessibility, shorter training formats, digital access, and implementation approaches that minimize concerns over scheduling, logistics, and privacy.

Appendix

Appendix A. Workforce Characteristics

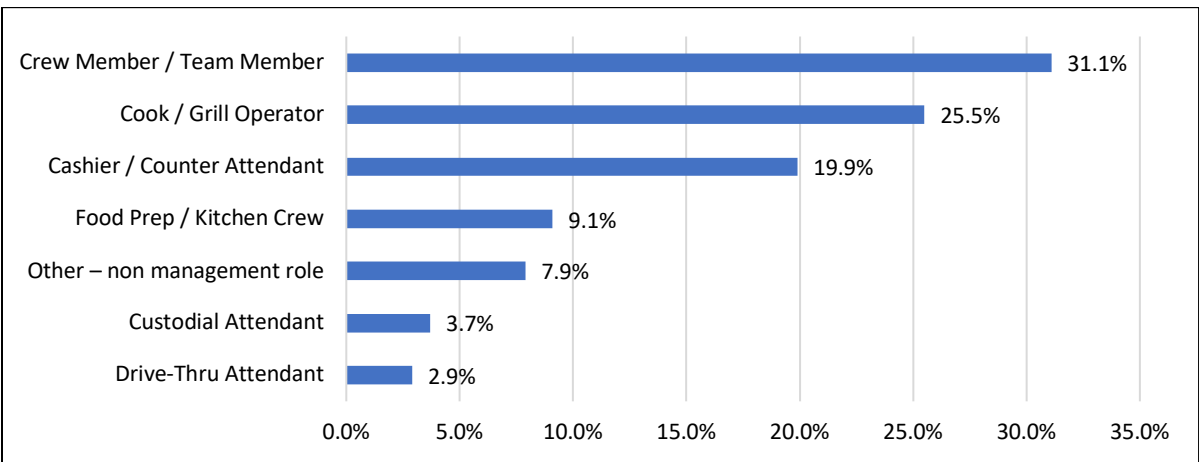
Survey Respondent Workforce Characteristics

Weighted survey responses indicate that respondents represent a predominantly full-time, frontline fast food workforce with substantial industry experience across Los Angeles County. Approximately 73% of respondents report working full-time, while 27% work part-time.⁹ Respondents are concentrated in core operational roles, including crew members (31.1%), cooks and grill operators (25.5%), and cashiers (19.9%), which represent the frontline positions most directly affected by workplace training requirements.

Respondents also report substantial industry experience. Nearly 48% have worked in the fast food sector for more than three years, and more than 80% have worked in the sector for at least one year.¹⁰ Overall, the survey sample reflects the workforce directly affected by the proposed policy, making these findings particularly relevant for understanding worker perspectives on the training requirements.

Figure A1. Distribution of Respondents by Job Role (%)

Question: Which of the following best describes your role in the restaurant industry?



Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

⁹ Survey Question: Which of the following best describes your employment status?

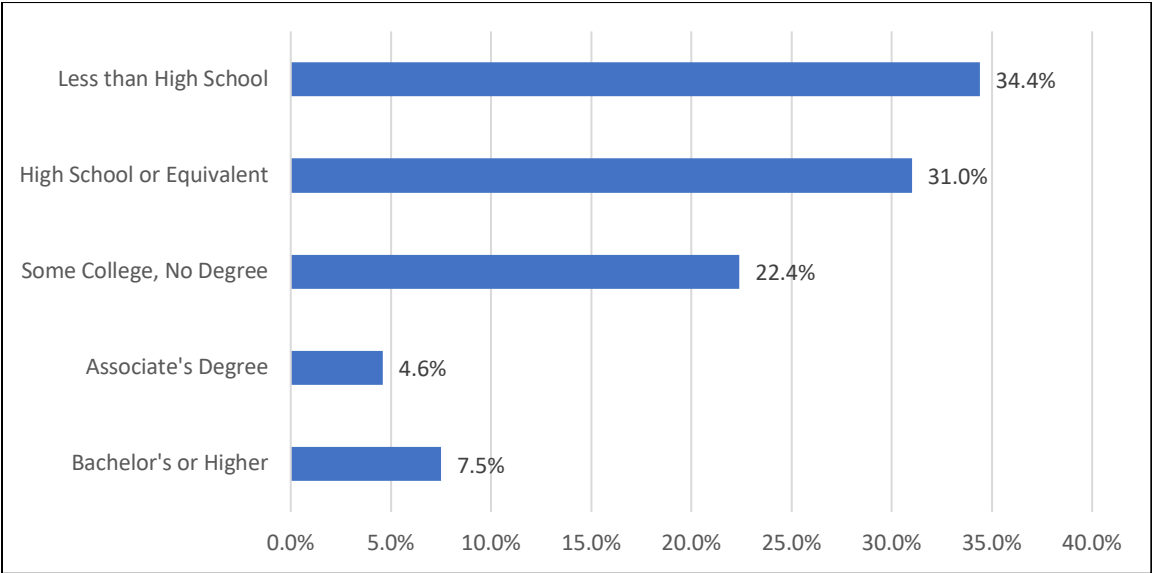
¹⁰ Survey Question: How long have you worked in the quick-service or fast food industry?

Fast Food Industry Workforce Characteristics

The fast food workforce analyzed in this study represents frontline workers employed in quick-service and limited-service restaurants across Los Angeles County, as defined by American Community Survey (ACS) Public Use Microdata Sample (PUMS) data. Based on this, the fast food workforce in Los Angeles County is estimated at approximately 148,889 workers. This population reflects the group most directly affected by potential policy changes, including proposed workplace training requirements.

Educational attainment levels indicate that a substantial share of workers have a high school degree or less. Approximately 34.4% of workers report having less than a high school education, while 31.0% have a high school diploma or equivalent. An additional 22.4% report some college experience without completing a degree, while 4.6% have an associate degree and 7.5% have a bachelor's degree or higher.

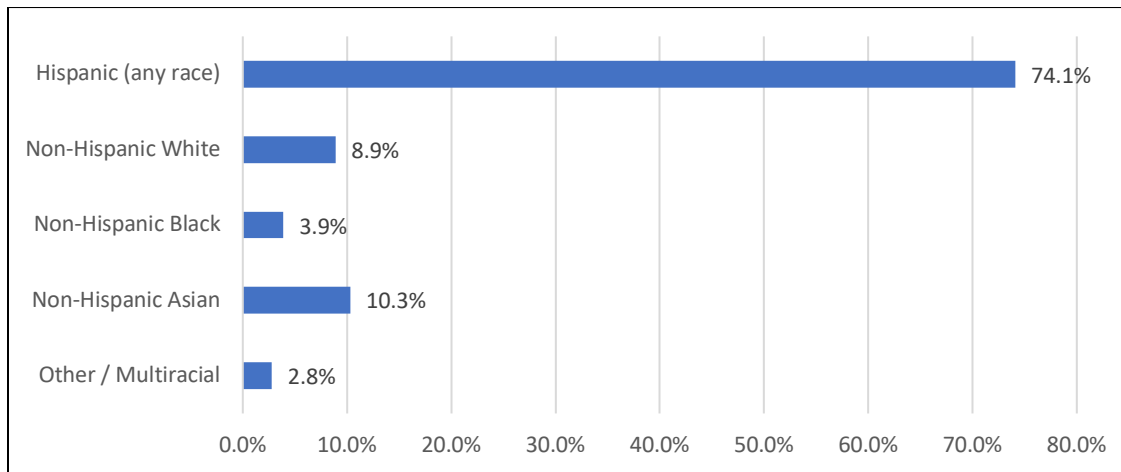
Figure A2. Educational Attainment of Fast-Food Workers in the County of Los Angeles (%)



Source: U.S. Census Bureau, 2024 American Community Survey (ACS) 5-Year PUMS. Analysis by Beacon Economics.

The racial and ethnic composition of the workforce reflects the diversity of Los Angeles County, with a large share of workers identifying as Hispanic or Latino, alongside representation from other racial and ethnic groups. This distribution is consistent with broader labor force patterns in service-sector employment across the region.

Figure A3. Race and Ethnicity of Fast-Food Workers in the County of Los Angeles (%)

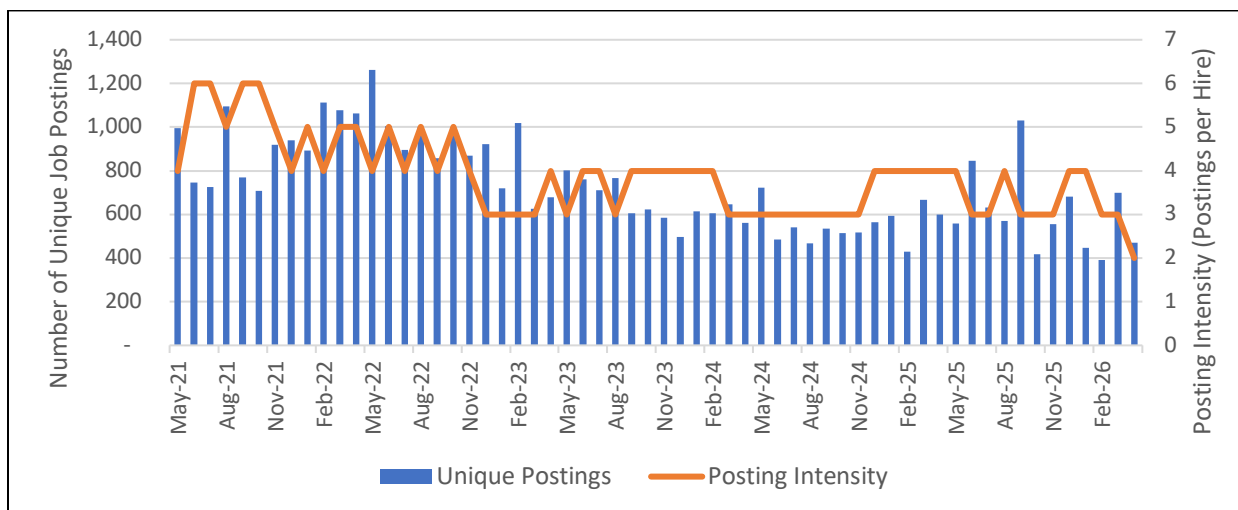


Source: U.S. Census Bureau, 2024 American Community Survey (ACS) 5-Year PUMS. Analysis by Beacon Economics.

Job postings data provide additional insight into labor demand and hiring conditions in the fast food sector. Both the volume of job postings and posting intensity have evolved notably over time. Posting intensity was particularly elevated in the period immediately following the pandemic, reflecting a tight labor market in which employers faced difficulty attracting workers and often needed to post multiple times to fill positions. Over time, posting intensity has moderated, indicating some easing in hiring challenges.

The total number of job postings has also declined from peaks in 2021 and 2022 and appears to have stabilized at lower levels in the period surrounding and following the April 1, 2024, implementation of California’s AB 1228 fast food minimum wage policy, which increased wages to \$20 per hour.

Figure A4. Job Postings and Posting Intensity in the Fast-Food Sector, Los Angeles County



Source: Lightcast Job Postings Data. Analysis by Beacon Economics.

Appendix B. Unweighted Survey Results

Table B1. Unweighted Survey Results: Training Experience, Preferences, and Policy Views (%)

Question	Response	Share (%)
Have you ever completed a workplace training provided by your employer?	Yes	87.2%
	No	12.8%
If your employer offered multiple workplace training options, which format would you prefer?	Online, self-paced (phone or computer)	70.5%
	In-person, instructor-led (off-site)	24.9%
	Printed or video materials	4.6%
How confident do you feel completing training on an electronic device?	Very confident	53.5%
	Fairly confident	25.4%
	Not very confident	17.7%
	Not confident at all	3.5%
How long do you think a typical training should take?	1–2 hours	40.4%
	2–3 hours	24.5%
	4 hours	16.1%
	Less than 1 hour	13.6%
	5+ hours	5.4%
Which training features are most important to you? (Top two selections)	Easy to access on a phone	25.6%
	Can complete at own pace	22.0%
	Available in preferred language	14.1%
	Paid time to complete training	13.6%
	In-person, instructor-led (off-site)	9.6%
	Takes less than one hour	8.0%
	In-person, instructor-led (at workplace)	7.2%
How important is flexibility in when and where you complete training?	Very important	39.9%
	Somewhat important	44.7%
	Not very important	13.6%
	Not important at all	1.8%
If training were available both in-person and online, which would you choose?	Online	71.7%
	In-person	28.3%
How concerned would you be about sharing personal information with an outside organization?	Very concerned	31.9%
	Somewhat concerned	45.3%
	Not very concerned	20.8%
	Not concerned at all	2.1%
Which organization do you trust to provide workplace training the most?	My employer	43.7%
	Employer-selected trainer	30.4%

	Government agency	16.9%
	Outside organization (no union mention)	4.9%
	Outside organization (with union mention)	4.1%
Do you support or oppose a City-mandated training requirement?	Oppose	70.6%
	Support	29.4%
If required, which format would you prefer?	Online (self-paced or workplace)	75.1%
	In-person, full-day (off-site)	24.9%

Source: 2026 survey of fast food workers in Los Angeles County (n = 1,246). Analysis by Beacon Economics.

Note: Results are unweighted and reflect the raw distribution of survey responses.

Appendix C. Survey Instrument

This appendix provides the full survey instrument used to collect responses from fast food workers in Los Angeles County. The survey was administered in English and Spanish and includes screening questions, demographic items, and questions related to training experience, preferences, technology access, trust, and policy views.

A. Screening and Qualification

S1. Which of the following best describes your employment status?

- Full-time (30 or more hours per week)
- Part-time
- Contract, freelance, or temporary employee
- Retired
- Unemployed
- None of the above

Terminate if S1 = Contract, Retired, Unemployed, or None of the above.

S2. Which of the following best describes the industry for which you work?

- Advertising/Marketing
- Agriculture
- Automotive
- Banking/Financial Services
- Construction/Contracting
- Education
- Food/Beverage/Restaurants (qualify)
- Healthcare/Medical
- Real Estate
- Retail
- Transportation
- Travel/Hoteling/Hospitality
- Utilities
- Other

Terminate if not Food/Beverage/Restaurants.

S3. Which type of food establishment do you work for?

- Coffee shop
- Fast food / quick-service restaurant (qualify)
- Take-out only restaurant (qualify)
- Diner
- Upscale establishment
- Primarily dine-in establishment
- Breakfast café

S4A. What state is the restaurant located in?

- Open-ended

Terminate if not California.

S4B. What city is the restaurant located in?

- Open-ended

Terminate if not in qualifying list.

S5. Which of the following best describes your role in the restaurant industry?

- Crew Member / Team Member
- Cashier / Counter Attendant
- Food Prep / Kitchen Crew
- Cook / Grill Operator
- Drive-Thru Attendant
- Custodial Attendant
- Other – non-management role
- Manager (terminate)
- Owner (terminate)

B. Background and Demographics

Q1. Which of the following best describes your role in the restaurant industry?

- Crew Member / Team Member
- Cashier / Counter Attendant
- Food Prep / Kitchen Crew
- Cook / Grill Operator
- Drive-Thru Attendant
- Custodial Attendant
- Other – non-management role

Q2. How long have you worked in the quick-service or fast food industry?

- Less than one month
- 1 to 3 months
- Over 3 months to 6 months
- Over 6 months to 1 year
- Over 1 year to 3 years
- Over 3 years or more

Q3. On average, how many hours per week do you work?

- Open-ended (hours)

Q4. What is your age?

- Open-ended

Terminate if under 18.

Q5. What is your gender?

- Male
- Female
- Non-binary
- Other

C. Training Experience and Preferences

Q6. Have you ever completed a workplace training provided by your employer?

(Examples: food safety, harassment prevention, safety procedures, customer service, anti-discrimination)

- Yes
- No

Q7. If your employer offered multiple workplace training options, which format would you prefer?

- Online training you can complete on your own time on a phone or computer
- In-person, instructor-led training at a separate location away from your restaurant
- Printed or video materials

Q8. How confident do you feel completing training on an electronic device, like a phone or computer?

- Very confident
- Fairly confident
- Not very confident
- Not confident at all

Q9. How long do you think a typical training should take?

- Less than 1 hour
- 1–2 hours
- 2–3 hours
- 4 hours
- 5+ hours

Q10. Which one feature is most important to you in a workplace training?

- Easy to access on my phone
- Can do it at my own pace
- Takes less than an hour
- Available in my preferred language
- Paid time to complete it
- In-person, instructor-led training at a separate location
- In-person, instructor-led training at my workplace

Q11. And which one feature is the second most important?

(Same response options as Question 10)

D. Flexibility and Scheduling

Q12. How important is flexibility in when and where you complete required training?

- Very important
- Somewhat important
- Not very important
- Not important at all

Q13. If training were available both in-person and online, which would you choose?

- In-person
- Online

E. Privacy and Data Sharing

Q14. How concerned would you be if an outside group (not your employer) had access to your personal contact information for training purposes?

- Very concerned
- Somewhat concerned
- Not very concerned
- Not concerned at all

Q15. Which of the following organizations do you trust the most to provide accurate, unbiased information about workplace rights and protections?

- My employer
- A qualified trainer selected by my employer
- A government agency
- An outside organization not affiliated with my employer (shown to half of respondents)
- An outside organization not affiliated with my employer, such as a labor union (shown to half of respondents)

Note: Split-sample design used for external organization responses.

F. Policy Scenario

Prompt: Some city governments are considering new training requirements for fast food workers. Under such a proposal, cities would require all fast food workers to attend a six-hour, in-person training covering topics such as workplace rights, minimum wage, and discrimination laws each year at an off-site location, led by an outside third-party trainer.

Q16. Do you support or oppose this type of City-mandated training?

- Support
- Oppose

Q17. If a city required this training, which would you prefer?

- Online training I can complete on my own or at my place of work
- In-person, full-day training at a separate location away from your restaurant