

International Visitors Services and Information

PITTCON 2020

Co-Chairs, Fu-mei Lin and Allen Sharkins

Chair-Elect, Barbara Manner

Committee

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Special Assistance

Nick Barsic

Yvette Genova

Penny Gardner

Rieko Ishima

John Sember

Shelly Simpson-Forget

International Visitors Services Room

The International Visitors Services Room is mainly a welcome area for international conferees. It serves as a rendezvous location with an obvious designation, and one with an inviting atmosphere to network with colleagues. There is also a small draped area for a time limited meeting.

Attendees are greeted, given “International Visitor” ribbons for their registration badges, an offer to make them laminated luggage tags, and a reminder to them of the opportunity to enter the drawing for a free Registration for the 2021 PITTCON. The ribbons are supplied by the Registration committee. PITTCON apples are popular and appreciated.

Translations

In the past it was a gift (needed) to have students with special language skills. Presently the need for translations appears to be reduced. In addition to translation APPS, this year we provided a list of 3 commercial translator companies to serve the need for more technical or legal matters.

Scheduling

Fundamental scheduling for essential services such as room set-up, furniture, electric power for luggage tag laminators and water coolers, computers or tablets etc., is made convenient by way of the various committees, such as Meetings Coordination, Communication Technology, Security and PIE, providing timely forms for the scheduling of their services.

Room Design

The design of this office is dependent on the host city. The office can be constructed on site, such as in Chicago, or it can be an existing permanent room such as in Atlanta.

The room usually has 16-20 full size international flags on display on the outside wall. The flags are positioned in alternate order based on the number of country attendees from the previous year. The flags are provided by the drayage contractor.

An additional attraction for the International Service is a combination of laminated printed international country and state flags that are pinned on poster boards located close by. These flags present up-to date attendance data. Either students or Conference Week Staff do the daily update. They are available as souvenirs at the end of the Conference. Fu-Tyan Lin has been the provider for these laminated flags.

Information Booths

Information booths were located on level 1 and level 3 of the West building and on level 1 in the South building. Each year an information sheet is designed for the particular convention center. The booths were supplied with the information sheets (known as cheat sheets) that listed approximately 66 items of potential interest such as Registration, Exposition, Program, Security, 1st Aid---. The booths also had access to Tablets containing the PITTCON APP which would be useful in navigating details of the Program and Exposition. Graciously, conferees got excellent directions to their points of interest.

Also of value for the Information Service was the semi-isometric floor plan views of the West hall. They clarified directions to specific locations. Chicago had an unusual connection between rooms on the 1st floor, some of which were accessed only thru the 3rd floor. Although there is building signage, the Information booths eased such questions. The floor plan attached to this report was designed by Rieko Ishima.

Comments

The location and type of the Information booths are influenced by previous times in that city, and the input from the drayage contractor. A major impact on these two items is the bus drop-off configuration and the design of the lobby and public

spaces. It would be useful if the current Information chairperson could previously evaluate the operating conditions under a real time operation, prior to our convention. This year the Information booth on the 1st floor looked good in theory, but in practice it was not good. (Chicago wins the prize for diesel fumes) The booth got moved to a more livable location after observing the current exhaust conditions.

Other Comments

The Committee, Conference week Staff, and students were all a joy with whom to work. What a blessing.

. The following “cheat sheet” was distributed to the Information Booths and the International Room workers

PITTCON 2020 FAQ's (Questions in Alphabetical Order)

Where can I find?	Location (s)	
ABSTRACTS	On Mobile APP, Agenda Builder, Pittcon Web Site	
Activities Booth (no tours)	West Level 3 Outside Hall F	
Airport Shuttle	South Building, Level 1 Gate 3 area	
Apple/Souvenir Booth	Expo floor, Booths #1243 and #4443	
ATM Machines	1) North level 2, McDonald's 2) South level 2.5, 24 hr Convenience Center 3) West level 1, MLK entrance; 4) West level 1, Indiana entrance	
AV Office	Room W191	
Badge/Badge Replacement	Registration Area, EXPO main entrance	
Baggage and Coat Check	West Hall, Level 1, Permanent:	
Bus Drop off/Pick up area	West Hall Level 1	
Business Center	West Hall, Level 2 & South Hall, Level 2.5	Fax available
Camp PITTCON	West Building (312) 949-8720 W476	
Coat/Baggage Check	West Café, Level 1, near Gate 44	
Comm. Arrangements Office	W471B	
Committee Lunch	W375E	
Communications Tech. Office	With Employment, Hall F1A	
Conferee Networking	West Level 1, W186B	
Coulter Lecture	Skyline Ballroom Monday March 2, 2020 5PM	
Currency Exchange	1. Airport 2. ATM 3. Hotel Concierge	
Emergency (Fire or Medical) 24 Hours Public Safety Base Emergency Security	EMERGENCY: Dial (312) 791-6060, or 6060 from House phone. Call first, before 911 PITTCON Security (Room W475B.) 791-6730	
Employment Bureau	Hall F1A	
Exhibitor Lounges	EXPO Floor, behind Restaurant & behind Booth 5252	
Exhibitor Meeting/Luncheon	Thurs, March 5, 1 :30 AM - :30 PM in W196A	
Expo Floor	West Building Level 3	
Expo Office (Show Management Office)	Expo floor Booth 1132	
Final Programs	PITTCON APP	

First Aid Room	EMERGENCY: Dial(312)791-6060 or 6060 from any house phone) First Aid station in West Hall level 1, near Gate 43. PITTCON Security (Room W475B)	
Food Court	West Level 2	
Housing & Transportation	Outside Hall F	
Information Booths	West Bldg, Level 1 and Level 3, and South Bldg	
International Visitor Center	Level 3 next to Registration	
Internet Café Tech Hub	Booth 4229	
Labor Pool Office	W471B	
Lactation Room	Near First Aid Room	
Lead Retrieval Area	Registration Hall F2A	
Live Demos	Expo Floor, See Program App	
Lost and Found	PITTCON Security (Room W475B.)	
Meetings Coordination Office	W471B	
Mixers on Expo Floor	After Coulter Lecture, and Tuesday 2 to 4	
Opening Ceremony	Tuesday 8:45 AM Hall F1	
PIE Office	W187C	
PITTCON Heritage Award	Skyline Ballroom Monday March 2 4:45 PM	
Post Office	Discontinued	
Poster Sessions	Expo Floor Aisle 4500-4600	
President & Vice President	W471B	
Press Room/Media/Publicity	W192	
Program Office	West Level 1, Room W180	
Product/Program Locators Agenda Builder	Use PITTCON App or Tech Hub Booth 4229	
Registration	West Level 3 in front of Expo Hall	
Security Office (PITTCON)	W475B	
Seminar Rooms (SR)	Perimeter EXPO Floor, or see the APP	
Service Center (GES)	Center EXPO Floor Food pod, down 1 floor	
Short Courses Office	S100C South building	
Shuttle Buses	West Level 1	
Scooter/Wheelchair	Scootaround (888) 441-7575 W185A	
Student Coordinator Office	S100C South building	
Sunday Poster Session & Mixer	After Coulter Lecture	
UBER Pick-up	Gate 41 West Hall	
Webmaster Office	Registration area	
WiFi	Complimentary in all public areas PITTCON 2020	

**PITTCON 2020 Lottery/Raffle Ticket for PITTCON 2021 Complimentary
Registration**

Drawing Time: 8:30AM, Thursday, March 5, 2020 at International Center

International Conferee Only!

2020	
Name:	Pittcon Registration Number:
E-mail Address:	
Country:	

Please print clearly!

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2020	
Name:	Pittcon Registration Number:
E-mail Address:	
Country:	

Please print clearly!

INTERNATIONAL VISITORS Lottery/Raffle for Complimentary PITTCON 2021 FREE Registration

PITTCON 2021 President Dr. Neal Dando is pleased to announce:
20 International Conferees will receive Complimentary Registration
for PITTCON 2021 in New Orleans, LA.

Please get your entry ticket here and fill out the following:

YOUR NAME, EMAIL ADDRESS, PITTCON REGISTRATION ID, and
COUNTRY of ORIGIN.

Please put the raffle ticket into the Red Lottery/Raffle Box in the
International Visitor Services Office by 4:30p.m. Wednesday,
March 4, 2020.

Drawing will be **8:30a.m. March 5, 2020**

PITTCON 2020 President Dr. Jane Chan and 2021 President Dr. Neal
Dando will draw 20 lucky Winners!

Winners will be posted at the International Visitors Office. Also,
winners will be notified by email from the Pittsburgh Conference
Registration Committee by March 30, 2020.

