

WORKING TOGETHER TO FIX THE PENNSYLVANIA CONVENTION CENTER



CLIENT

Pennsylvania Convention Center Authority
1101 Arch Street
Philadelphia, PA 19107

Econsult was retained by the Board of Directors of the Pennsylvania Convention Center Authority to review the operation of the Pennsylvania Convention Center (PCC). Econsult personnel conducted extensive interviews of customers, PCC managers, trade union representatives, show contractors, and others. They also analyzed the center's booking data and conducted an extensive on site examination of the process of installing and dismantling exhibits at the center. The study revealed management, labor relations, and customer relations problems that threatened the competitive position of the PCC. Econsult recommended specific strategies to address the identified problem. All of the recommended strategies received wide support from business, labor, and government and became the template for a new collective bargaining agreement that dramatically changed the way work is done at the Center.

