

Protocol & International Affairs Division

ANNUAL REPORT

MIAMI-DADE AVIATION DEPARTMENT

MAY 2019 - APRIL 2020





Protocol and International Affairs Division
Miami-Dade Aviation Department

Annual Report
May 1, 2019 - April 30, 2020



“Protocol is too important, especially in this community and in view of our efforts to strengthen international ties...what it boils down to is that if we are going to perform a protocol function, we need to do it right and an airport of this type must provide that...”

George E. Spofford

Miami-Dade Aviation Department’s Deputy Director, 1989

Mission Statement

The core mission of the Protocol and International Affairs Division of Miami-Dade Aviation Department (MDAD) is to facilitate the movement of dignitaries, delegations, official guests and VIPs through Miami International Airport, and support the airport’s international programs and initiatives.



I am pleased to present this annual report. I assumed the position of Director, Protocol and International Affairs Division of Miami-Dade Aviation Department in April 2019. It is worth mentioning that my transition from the County’s Department of Regulatory and Economic Resources (RER) to MDAD was very smooth and amicable. I take this opportunity to express my appreciation and gratitude to Lester Sola, Aviation Director and CEO, Arlyn Rull Valenciaga, Chief of Staff and Senior Policy Advisor, MDAD’s executive leaders and staff.

This report features the Division’s operations and activities from May 1, 2019 to April 30, 2020. It highlights the many ways in which the Protocol and International Affairs Division represents the Miami-Dade Aviation Department with various local, state, national and international agencies, the diplomatic community, Embassies, foreign governments and a wide range of strategic partners.

Following the declaration of COVID-19 as a global pandemic, on March 11, 2020 by the World Health Organization (WHO) and the County Mayor’s Executive Order declaring a State of Local Emergency on March 12, 2020, the Protocol and International Affairs Division suspended its operations. We resumed skeletal operations in August 2020, and incrementally since then. We look forward to the abatement of the COVID-19 disease and to returning full-time to providing the range of robust protocol services the public is accustomed to from the Division.

Lastly, I want to extend my appreciation to my team. The staff of the Protocol and International Affairs Division report for duty 365 days a year. They are professionals who are proficient in numerous fields, including: foreign languages, international relations, etiquette, intercultural understanding, diplomacy, and protocol. I am proud of their work and their contributions to MDAD.

I am certain that we shall continue to count on the support and understanding of our partners. Please rest assured of our collaboration as we continue to foster linkages, relationships, and goodwill with existing and new entities.

Respectfully,

U. Desmond Alufohai, CMP, CGBP

pro·to·col defined

/'prōdə kōl, 'prōdə käl/

The body of law, customs and practices governing diplomatic conduct is called *protocol*. It is derived from the Greek words *proto* (first) and *collon* (glued), meaning that the first page of a manuscript, often serving as a summary of a treaty or diplomatic dispatch, must be glued to the outside of the document or volume.

The State Department first appointed a full-time protocol officer in 1916 and established the Office of the Chief of Protocol on February 4, 1928. In 1946, the President commissioned the State Department's Chief of Protocol to also carry the title "Chief of Protocol of the White House." Since 1961, the Chief of Protocol has been commissioned an Ambassador, requiring the President's nominee to be confirmed by the Senate.

Source: Office of the Chief of Protocol, U.S. Department of State

Protocol is the set of rules prescribing good manners in official life and ceremonies involving governments and nations and their representatives. It is the recognized system of international courtesy.

Source: Protocol: The Complete Handbook of Diplomatic, Official and Social Usage, by Mary Jane McCaffree and Pauline Innis, Revised Edition (1995).

A system of rules that explain the correct conduct and procedures to be followed in formal situations. The word derives from French "protocole," the collection of set forms of etiquette to be observed by the French head of state, and the name of the government department responsible for this (in the 19th century).

Source: Merriam-Webster

Protocol comes from Greek and literally means 'to glue things to together,' a perfect analogy for what we do. Simply put, protocol is creating the right conditions for business or diplomacy to succeed.

Source: Chris Young, President of PDI-POA 2008-2014

Diplomatic protocol uses internationally accepted codes of conduct and courtesies at the highest levels of government and business to build trust, strengthen relationships, and facilitate decision-making between world leaders in global matters that affect us all. The purpose of diplomatic protocol is not only to create a controlled environment in which it is comfortable and safe for government and business leaders to conduct candid and civil discourse, but also to develop successful, long-term international cooperative relationships between nations and people, cultures and communities, which are beneficial to everyone involved.

Source: Ann Beard, Founder Protocol Diplomacy International / Protocol Officers Association (PDI-POA)

Diplomatic and Consular Immunity

DIPLOMATIC IMMUNITY

Diplomatic immunity is a principle of international law by which certain foreign government officials are not subjected to the jurisdiction of local courts and other authorities for both their official and, to a large extent, their personal activities. As a matter of international law, diplomatic immunity was primarily based on custom and international practice until quite recently.

In the period since World War II, several international conventions (the Vienna Convention on Diplomatic Relations and the Vienna Convention on Consular Relations) have been concluded. These conventions have formalized the customary rules and made their application more uniform.

U.S. law regarding diplomatic immunity has its roots in England. In 1708, the British Parliament formally recognized diplomatic immunity and banned the arrest of foreign envoys. In 1790, the United States passed similar legislation that provided absolute immunity for diplomats and their families and servants, as well as for lower ranking diplomatic mission personnel. This 1790 law remained in force until 1978, when the present Diplomatic Relations Act (22 U.S.C. 254) was enacted to replace it. These treaties have been formally adopted by the United States and are, therefore, pursuant to the U.S. Constitution, “the supreme law of the land.” The U.S. government is legally bound to ensure that such privileges and immunities are respected by its states and municipalities.

It should be emphasized that even at its highest level, diplomatic immunity does not exempt diplomatic officers from the obligation of conforming with national and local laws and regulations. Diplomatic immunity is not intended to serve as a license for persons to flout the law and purposely avoid liability for their actions. The purpose of these privileges and immunities is not to benefit individuals but to ensure the efficient and effective performance of their official missions on behalf of their governments.

The special privileges and immunities accorded foreign diplomatic and consular representatives assigned to the United States reflect rules developed among the nations of the world regarding the way civilized international relations must be conducted. The underlying concept is that foreign representatives can carry out their duties effectively only if they are accorded a certain degree of insulation from the application of standard law enforcement practices of the host country.

The U.S. benefits greatly from the concept as it protects U.S. diplomats assigned to countries with judicial systems far different than our own. On a practical level, a failure of the authorities of the U.S. to fully respect the immunities of foreign diplomatic and consular personnel may complicate diplomatic relations between the United States and the other countries concerned. It may also lead to harsher treatment of U.S. personnel abroad, since the principle of reciprocity has, from the most ancient times, been integral to diplomatic and consular relations.

Diplomatic missions are traditionally the principal communication link between the country that sends them (sending country) and the host (receiving) country. Accordingly, the staff of diplomatic missions (embassies) are afforded the highest level of privileges and immunities in the host country in order that they may effectively perform their important duties.

Diplomatic agents enjoy the highest degree of privileges and immunities, including:

- * Complete personal inviolability, which means that they may not be handcuffed (except in extraordinary circumstances), arrested, or detained.
- * Neither their property (including vehicles) nor residences may be entered or searched.
- * Complete immunity from the criminal jurisdiction of the host country’s courts and thus cannot be prosecuted no matter how serious the offense unless their immunity is waived by the sending state.
- * Immunity from civil suits except in four very limited circumstances: (a) in connection with real property transactions not conducted on behalf of the mission; (b) in connection with any role they may play as executor for or heir to an estate being distributed in the host country; (c) in connection with the performance of professional or commercial activities outside the scope of their official duties; or (d) in respect of counterclaims on the same subject matter when they have been the initiating party in a suit.
- * Complete immunity from the obligation to provide evidence as witnesses and cannot be required to testify even, for example, if they have been the victim of a crime.

Consular personnel perform a variety of functions of principal interest to their respective sending countries (e.g., issuance of travel documents, attending to the difficulties of their own nationals who are in the host country, and generally promoting the commerce of the sending country). The 1963 Vienna Convention on Consular Relations grants a very limited level of privileges and immunities to consular personnel assigned to consulates that are located outside of capitals. There is a common misunderstanding that consular personnel have diplomatic status and are entitled to diplomatic immunity.

Consular officers are those members of consular posts who are recognized by both the sending and the host country as fully authorized to perform the broad array of formal consular functions. Consular Officers’ have the following rights:

- * Only official acts or functional immunity in respect of both criminal and civil matters. Their personal inviolability is quite limited. They may be arrested or detained pending trial only if the offense is a felony and that the arrest is made pursuant to a decision by a competent judicial authority.
- * They can be prosecuted for misdemeanors but remain at liberty pending trial or other disposition of charges. The property of consular officers is not inviolable.
- * Consular officers are not obliged to provide evidence as witnesses in connection with matters involving their official duties, to produce official documents, or to provide expert witness testimony on the laws of the sending country. Absent a bilateral agreement, the family members of consular officers enjoy no personal inviolability and no jurisdictional immunity of any kind.

Honorary Consuls

Honorary consuls are American citizens or permanent resident aliens who perform consular services on a part-time basis. Honorary consuls, unlike career consuls, are permitted to carry on another business. These persons have “official acts” immunity only and immunity from the obligation to provide evidence as witnesses only in respect of official acts. They do not enjoy personal inviolability and may be arrested pending trial if circumstances should otherwise warrant.

Source: United States Department of State – Office of Foreign Missions Handbook - Diplomatic and Consular Immunity: Guidance for Law Enforcement and Judicial Authorities.

The Importance of Protocol Officers

Protocol Professionals Making a Difference

Protocol, by definition, involves the proper procedures or system of rules used to govern affairs of state or diplomatic occasions. Most often thought of in relation to presidential visits and diplomatic ceremonies, proper protocol helps establish your organization as one that is defined by a good sense of decorum, etiquette and cross-cultural respect.

Whether you are in the world of business, military, or diplomacy, a protocol officer can serve your organization by building valuable relationships with others. Having a protocol officer on your team not only helps build your brand but it ensures your company is represented at its best at all times and in most any situation.

A protocol officer is the person on your team that plans and orchestrates V.I.P. visits, ceremonies, meetings and special events. Each event they plan is driven with the expectation of diplomacy between the principal and invited guests. They are educated and experienced in precedence, titles and forms of address, flag etiquette, international protocol and much more - all of which influences strategic objectives that result in excellent customer relations.

But, a protocol officer also proves valuable to your company for many other reasons. A trained protocol officer can guide your team on leadership skills, knowing how to effectively work with your co-workers in an atmosphere of mutual respect. From teaching your team effective leadership practices to instructing them on how to read emotional intelligence - the ability to perceive, understand and manage emotions of others - business protocol can be a crucial component in building your team and team spirit. Protocol officers can also be an organization's designated ceremony planner, the person who can make your special event memorable by paying attention to such details as seating strategies, how to properly address VIPS and helping to ensure that everyone on the agenda is treated with respect.

The bottom line is that a protocol officer can help your organization facilitate communication, cross-cultural respect and cooperation between individuals, co-workers, clients and cultures. As we all work to build the best team in the modern workforce, a protocol officer can be one of the most important members you never knew you needed. By helping your company enhance its image and embrace respect both internally and externally, you can stand out from the competition and ensure your organization is mindful, respectful and polished at every turn.

Source: Culled from The Protocol School of Washington ®



“As modern technology and an expanding global marketplace bring people of different cultures together more than any point in history, human connectivity is at a tipping point. We can no longer be thought of as a citizen of one country, we are now citizens of one planet. And as our world becomes more intimate in new and challenging ways, cultural understanding has never been more important.”

- Protocol School of Washington ®

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Background and Mission Statement

Protocol and International Affairs Division, Miami-Dade Aviation Department

Background and Mission Statement

Miami-Dade Aviation Department (MDAD) is an agency of Miami-Dade County that manages airports. MDAD operates Miami International Airport (MIA), and the four general aviation airports listed below:

- Miami-Opa Locka Executive Airport (OPF).
- Miami Executive Airport (TMB).
- Miami Homestead General Aviation Airport (X51), and
- Dade-Collier Training and Transition Airport (TNT).

Miami International Airport and the General Aviation Airports' annual economic impact is approximately \$32 billion. MIA and related aviation industries contribute more than 276,000 jobs directly and indirectly to the local economy, which equates to one out of every 4.6 jobs. Also, more than forty-six (46) million passengers travelled through MIA in 2019.

The core mission of Protocol and International Affairs Division of Miami-Dade Aviation Department (MDAD) is *to facilitate the movement of dignitaries, delegations, official guests, and VIPs through Miami International Airport and support the airport's international programs and initiatives*. MDAD's Protocol and International Affairs Division was created in 1988 from the airport's International Gateway Receptionist Program to provide a lasting and good impression of our community.

The receptionist program was funded by a grant obtained from the U.S. Department of Commerce - Travel and Tourism Administration (U.S.T.T.A) – to maintain a service recognized worldwide for projecting a positive image of the community to foreign visitors and to meet the demands of the burgeoning local and international diplomatic communities in South Florida. Subsequently, the international receptionists and front-line supervisors under the U.S.T.T.A program were reclassified into the existing County structure and renamed Terminal Operations Specialists.

Miami International Airport was the first airport in the United States, and one of the few major airports in the world, to offer a full array of services specifically tailored to the needs of traveling foreign diplomats, government officials, dignitaries, and VIPs. **Ms. Monique Denes** served as MIA's first Chief of Protocol under the Public Services Section at the airport's Terminal Operations, from 1989 until 1997. The program grew from its original mission to assist arriving international passengers, through the federal inspection process, and expanded into MIA's primary liaison with international organizations, federal, state, local agencies, etc. The Protocol section also became Miami-Dade Aviation Department's liaison and link to the Consular Corps of Miami.

In 1994, the Clinton Administration selected Miami as host city for the First Summit of the Americas for leaders from across North and South America to establish the Free Trade Area of the Americas, (FTAA). The Office of Protocol played a pivotal role during the Summit. It created the outdoor national flag display in front of Concourse E and a Consular Lounge (now located in Concourse F) for the purpose of welcoming the Heads of States during the Summit. The Consular Lounge, unique only to MIA, is a private Miami-Dade Aviation Department-operated facility reserved for the international diplomatic community and members of the Consular Corps of Miami. It provides a full range of services and amenities to official delegations at presidential, ministerial levels, etc.

As the functions of protocol at the airport became highly specialized and elevated to the fine art of meeting, greeting, and assisting heads of states and other dignitaries, the protocol functions were moved to the Marketing and Communications Section. The Office was subsequently renamed - Protocol and International Affairs Division.

Mr. Irving Fourcand was the Division Director from 2001 until July 2018. In April 2019, **Mr. U. Desmond Alufohai** officially assumed the position of the Division Director. He immediately set a vision to solidify MIA's pre-eminence in protocol and international affairs, while ensuring continued and close cooperation with South Florida's diplomatic community. He expanded the Division's strategic role in supporting the airport's international programs and initiatives and collaboration with the following organizations:

- Protocol & Diplomacy International - Protocol Officers Association (PDI-POA)
- The Protocol School of Washington ®
- North American Vexillological Association (NAVA), etc.

Currently, the Protocol Division consist of multi-lingual staff with proficiency in the following languages: Creole, English, French, German, Italian, Polish, Portuguese, Russian and Spanish. The Protocol Division staff members have acquired skills from diverse fields, including customer service, cultural diversity, diplomacy, etiquette, intercultural norms, international relations, and protocol.

We recognize that certain members of the diplomatic community are entitled to diplomatic and consular immunity, as it relates to their personal inviolability at Miami International Airport. The Protocol Division staff members coordinate logistics associated with diplomatic arrivals/departures with representatives of the airlines, U.S. government agencies such as Customs and Border Protection (CBP), Transportation and Security Administration (TSA), U.S. Secret Service, U.S. Department of State - (Office of the Chief of Protocol), (Office of Foreign Missions – OFM), (Diplomatic Security Service - DSS), U.S. Southern Command (South Com), etc. The Protocol Division also collaborates with agencies such as Florida Department of Law Enforcement, Miami Dade Police Department, etc.

The Protocol Division also provides escorts associated with diplomatic mail/pouches (courier) requests and maintains the international outdoor flags located in front of Concourse E. The protocol expedite (escort) service and other assignments are performed 365 days a year from 5:00 AM to 11:00 PM.

Protocol and International Affairs Division
Programs and Services

Protocol and International Affairs Division - Programs and Services

Protocol & Diplomatic Functions

Courtesies of Port

- Coordinate and facilitate the movement of high-level officials, dignitaries, delegates, guests, and VIPs through MIA.
- Provide protocol expedite escort service for important guests and greeters.
- Coordinate the pre-clearance of guests and airport greeters.
- Provide guests/greeters with “*protocol gate passes*” and “*international arrival access (VIP) badges*” to expedite post-security access.
- Provide protocol escorts for diplomatic bags/pouches and couriers.
- Coordinate security details with Federal, State and Local Government agencies.
- Assist MDAD and other agencies with protocol, ceremonial and official event planning.

Consular Corps of Miami, Florida

- Provide airport courtesy parking cards to the Consular Corps of Miami.
- Organize an annual airport seminar for the Consular Corps.
- Organize an annual end-of-year holiday reception for the Consular Corps.
- Assist the Consulates in organizing their national-day event and/or other programs.
- Liaise from time to time with embassies, The United Nations, The White House & U.S. Department of State Protocol Offices, Office of Foreign Missions, U.S. Southern Command, Florida’s Secretary of State, etc.

Professional Affiliation & Educational Opportunities

- Coordinate educational, skills acquisition and professional development programs in furtherance and advancement of international protocol/diplomacy and ceremonial profession.
- Collaborate with the Protocol School of Washington®, Protocol & Diplomacy International - Protocol Officers Association (PDI-POA), Office of Protocol - U.S. Department of State, International Ceremonial and Protocol Organization (OICP), World Federation of Consuls (FICAC), etc.

Consular Lounge

- Operate MIA’s diplomatic lounge located in Concourse F, second level - Door #14.
- Coordinate and assist with activities organized at the lounge.

International Affairs Programs & Initiatives

Official Missions and Delegations

- Support MDAD’s route development and expansion initiatives.
- Participate in out-going missions.
- Host, coordinate, provide briefings and assist with logistics/protocol for in-coming delegations.
- Organize and coordinate airport tours for members of the Consular Corps of Miami and delegations.
- Research and prepare intelligence reports, country-background notes and socio-political conditions of countries, upon request.

Sister Airport Program

- Assist with MIA’s Sister Airport Program. Airport-to-Airport agreements and relationships promote best practices, international understanding, and goodwill.

Events & Outreach Activities

- Support, host, and coordinate conferences, seminars, meetings, and special events, in furtherance of the goals and mission of the Protocol Division.
- Collaborate with strategic partners such as the United Nations agencies, African Union (AU), European Union (EU), Organization of American States (OAS), international diplomatic agencies, foreign governments, NGO’s, etc.
- Participate in local, state, national and international conferences, and events to foster protocol, diplomacy, and international relations.
- Provide translation services upon request.
- Publish a monthly newsletter and an annual report of the Division’s activities.

International Outdoor Flag Display at MIA

- Maintain MIA’s outdoor international flag display by Concourse E, second level.
- Collaborate with the North American Vexillological Association (NAVA).
- Provide flags for ceremonial events and flag etiquette information, upon request.

By the Numbers, Graphs, and Charts

The Protocol Division receives requests for protocol expedite service, protocol gate passes, international arrival (VIP) access badges throughout the year. The following pages show the annual output of services provided by the Protocol Division in numbers, graphs, and charts.

Protocol Requests by Country

By the Numbers

The Protocol Division received a total of **3954** requests for protocol services from May 1, 2019 - April 30, 2020.

11 = Average number of protocol requests per day.

The tables below show the total number of requests by country.

Protocol Requests by Country (April 2019 - March 2020)		
	Country	Requests
1	Jamaica	457
2	United States of America	400
3	Bahamas	277
4	Haiti	238
5	Barbados	236
6	Belize	236
7	Saint Lucia	149
8	Trinidad And Tobago	146
9	Turks And Caicos Islands	122
10	Saint Kitts And Nevis	116
11	Uruguay	95
12	Cayman Islands	94
13	Peru	85
14	Grenada	80
15	Guyana	75
16	Argentina	61
17	Colombia	59
18	Taiwan	56
19	Antigua and Barbuda	55
20	Suriname	52
21	Ecuador	49
22	Saint Vincent And Grenadines	48
23	Brazil	44

24	Dominica	42
25	El Salvador	41
26	Guatemala	41
27	Dominican Republic	38
28	Israel	34
29	Morocco	24
30	Italy	23
31	Sweden	23
32	United Kingdom	22
33	Bolivia	21
34	Bermuda	20
35	Spain (including Canary Islands, Melilla)	20
36	Turkey	20
37	Honduras	19
38	Germany	18
39	Venezuela	16
40	Aruba	15
41	Chile	15
42	Costa Rica	14
43	Qatar	14
44	Nicaragua	13
45	Paraguay	13
46	Bahrain	12
47	Curacao	12

48	Fiji	12
49	Canada	11
50	Sint Maarten (Dutch part)	11
51	Netherlands	10
52	Virgin Islands (British)	10
53	Japan	8
54	Jordan	8
55	Mexico	8
56	Mozambique	8
57	Saudi Arabia	8
58	Democratic Republic of Congo	8
59	Panama	7
60	France	6
61	Poland	5
62	Ethiopia	4
63	Ireland	4
64	Portugal (including Azores and Madeira)	4
65	Switzerland	4
66	United Arab Emirates	4
67	Belgium	3
68	Malta	3
69	Nigeria	3
70	Virgin Islands (US)	3
71	Botswana	2
72	China	2

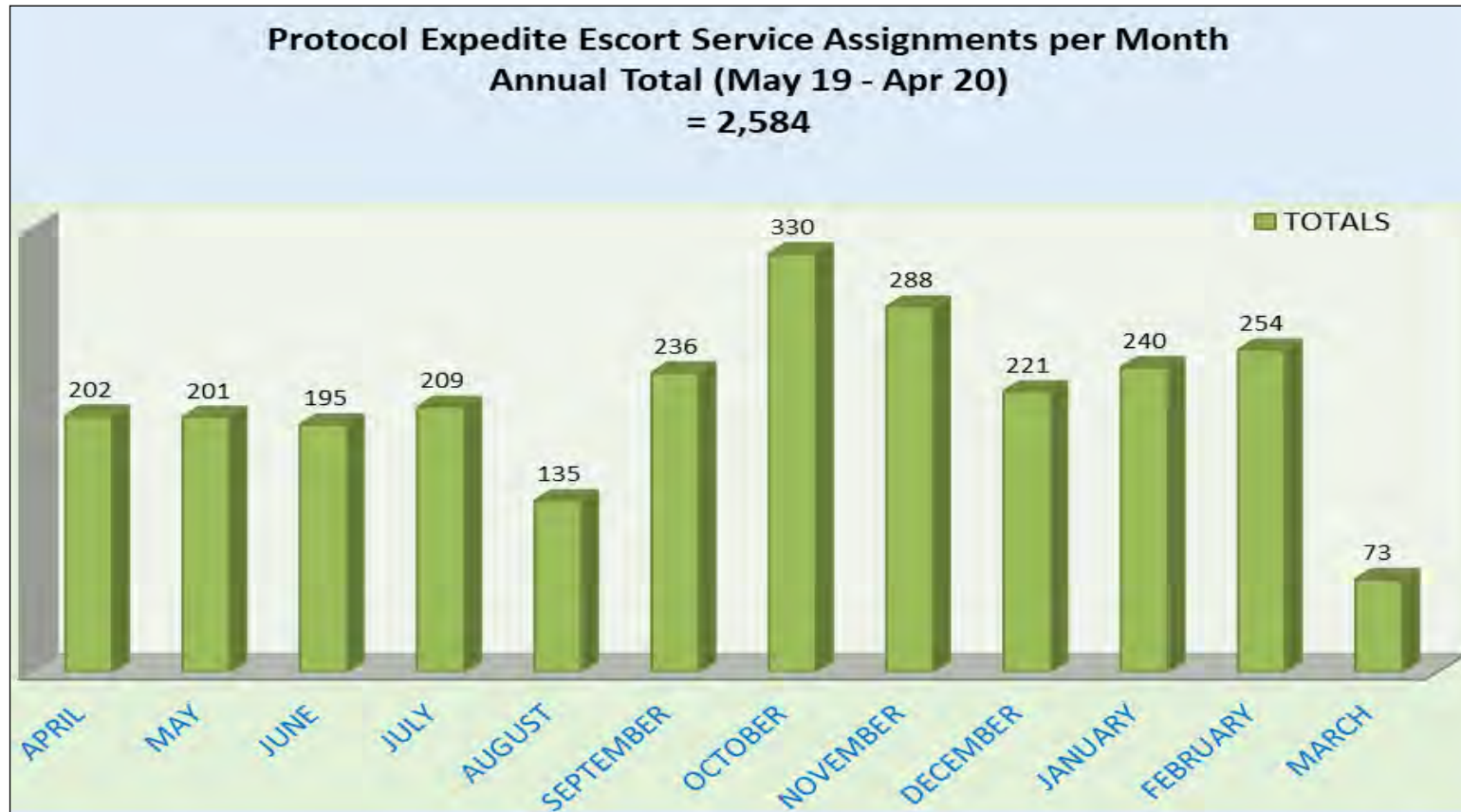
73	Czech Republic	2
74	East Timor	2
75	Finland	2
76	Ghana	2
77	Greece	2
78	India (including Andaman Islands)	2
79	Indonesia	2
80	Kenya	2
81	Norway	2
82	Rwanda	2
83	South Africa	2
84	South Korea	2
85	Tunisia	2
86	Vatican City State	2
87	Vietnam	2
88	Australia	1
89	Democratic Republic of Congo	1
90	Denmark	1
91	Estonia	1
92	Hungary	1
93	Liechtenstein	1
94	Martinique, France	1
95	Romania	1
	TOTAL	3954

Protocol Assignments Conducted by the Protocol Division

The term “protocol expedite escort service” refers to a courtesy of port service extended to dignitaries, VIPs guests, and officials, on official business, in transit, arriving or departing from Miami International Airport or Miami Opa-Locka Executive Airport, from the curbside through security checkpoint to the jet bridge, and vice versa. Upon receiving a request from the sender for protocol expedite escort service, a protocol officer is assigned to the traveler or traveling party after the request has been approved by the Division Director or Protocol Coordinator. The assigned protocol officer will then be responsible for coordinating logistics and facilitating protocol expedite escort service for the traveling party.

The Protocol Division completed a total of **2584** protocol expedite escort assignments from May 1, 2019 - April 30, 2020.

7 = Average number of protocol assignments per day.



Protocol Gate Passes issued by the Protocol Division

PROTOCOL GATE PASS
Valid only for date issued
NON-TRANSFERABLE NO 0001

Date: _____ Concourse: _____

Name: _____


Organization: _____

Airline Flight Number: _____

Name of Protocol Officer: _____

Signature of Protocol Officer _____

Protocol Liaison Office: 305-876-7457



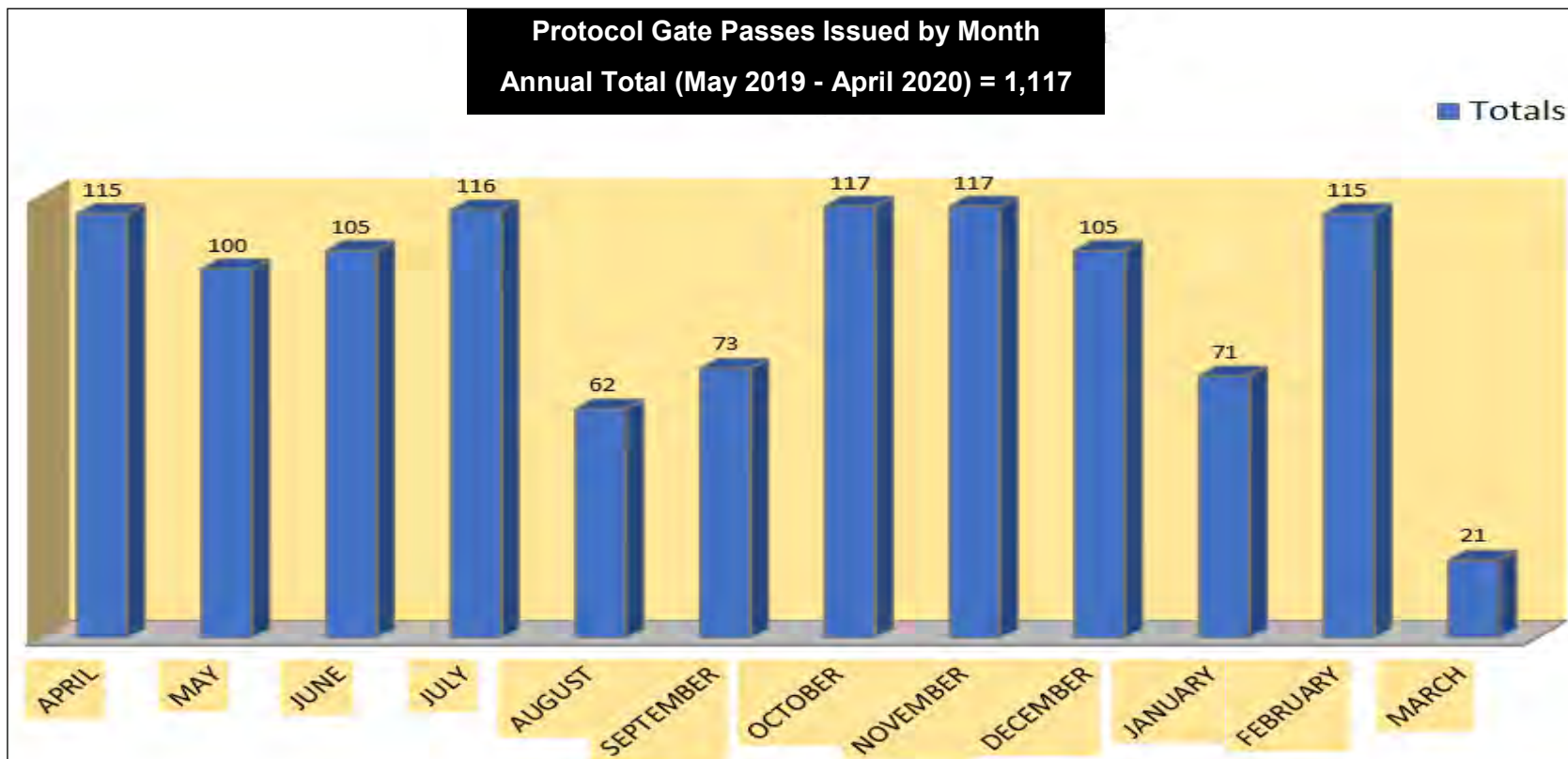
SAMPLE

A protocol gate pass is an official document issued to a greeter/point of contact to accompany their traveling parties through TSA security checkpoints for domestic departures, domestic arrivals and international departures. Upon request from the greeter/point of contact (POC), a gate pass will be issued by the protocol officer after the greeter/POC has cleared appropriate security background checks.

Requests for a protocol gate pass must be sent in conjunction with the protocol expedite request form 24 hours prior to the scheduled time of departure/arrival. Prior to issuing a gate pass, the greeter/POC must provide information pertaining to the traveler/guest.

The table below shows the total number of protocol gate passes issued from May 1, 2019 - April 30, 2020 = **1,117**.

3 = Average number of protocol gate issued per day.

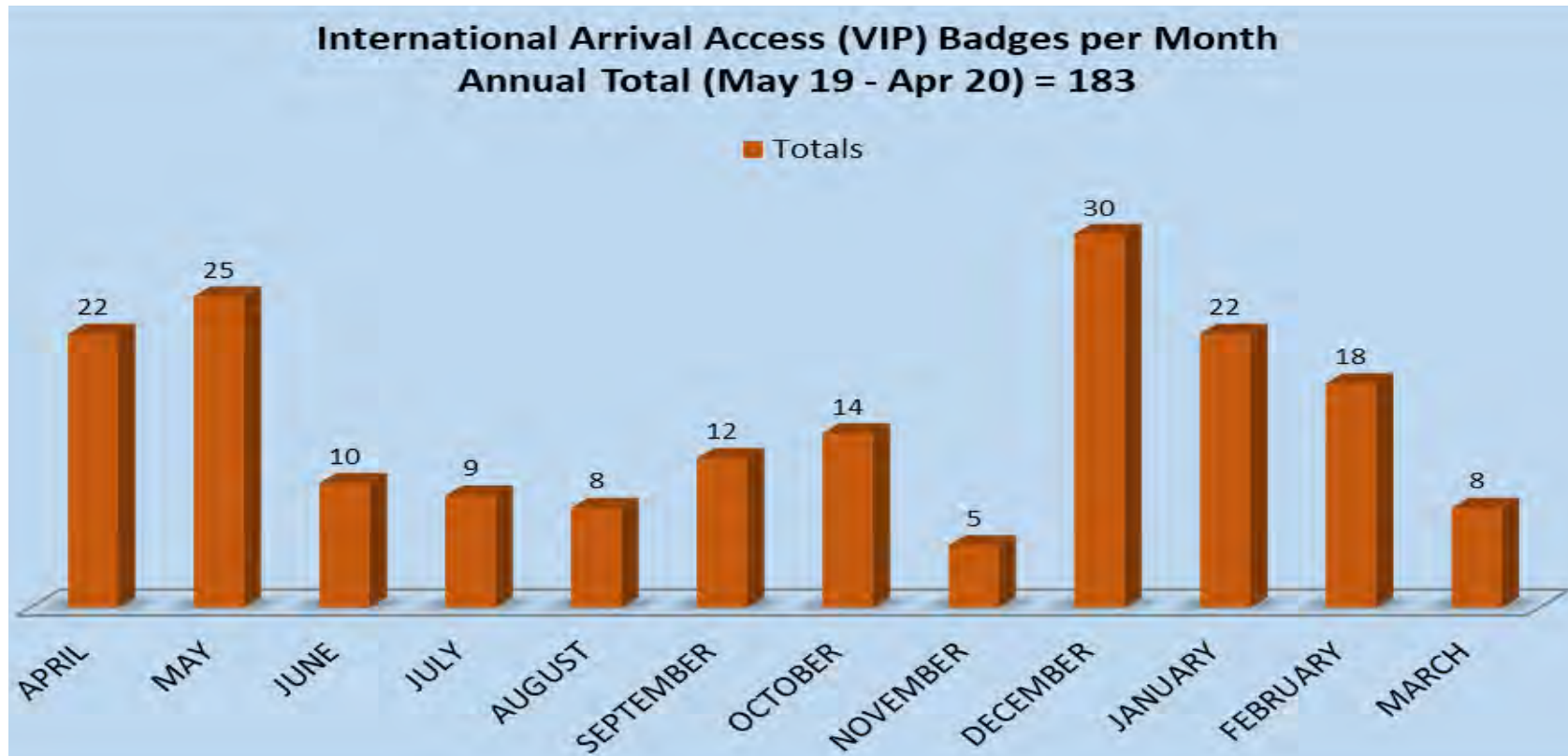


International Arrival Access (VIP) Badges issued by the Protocol Division



An International Arrival Access Badge or VIP Badge is issued to a greeter to access the international arrival areas. Access to the jet bridges for international arrivals is regulated by the U.S. States Customs and Border Protection (CBP). Request for a badge must be sent in conjunction with the protocol expedite request form. Greeters must complete and sign a form presented by a Protocol Officer before being issued a badge.

The international arrival access badge is valid for one day and must be returned to the Protocol Officer upon completion of the assignment. All persons who are issued badges must always be accompanied by a Protocol Officer. The access badge is for the sole use of the person to whom it was issued. The badge can only be used on the specific date and flight. It is not transferable, and it must be returned to the protocol officer upon the completion of the assignment. Greeters must display the badge prominently and they must always be escorted by a protocol officer until the completion of the assignment.

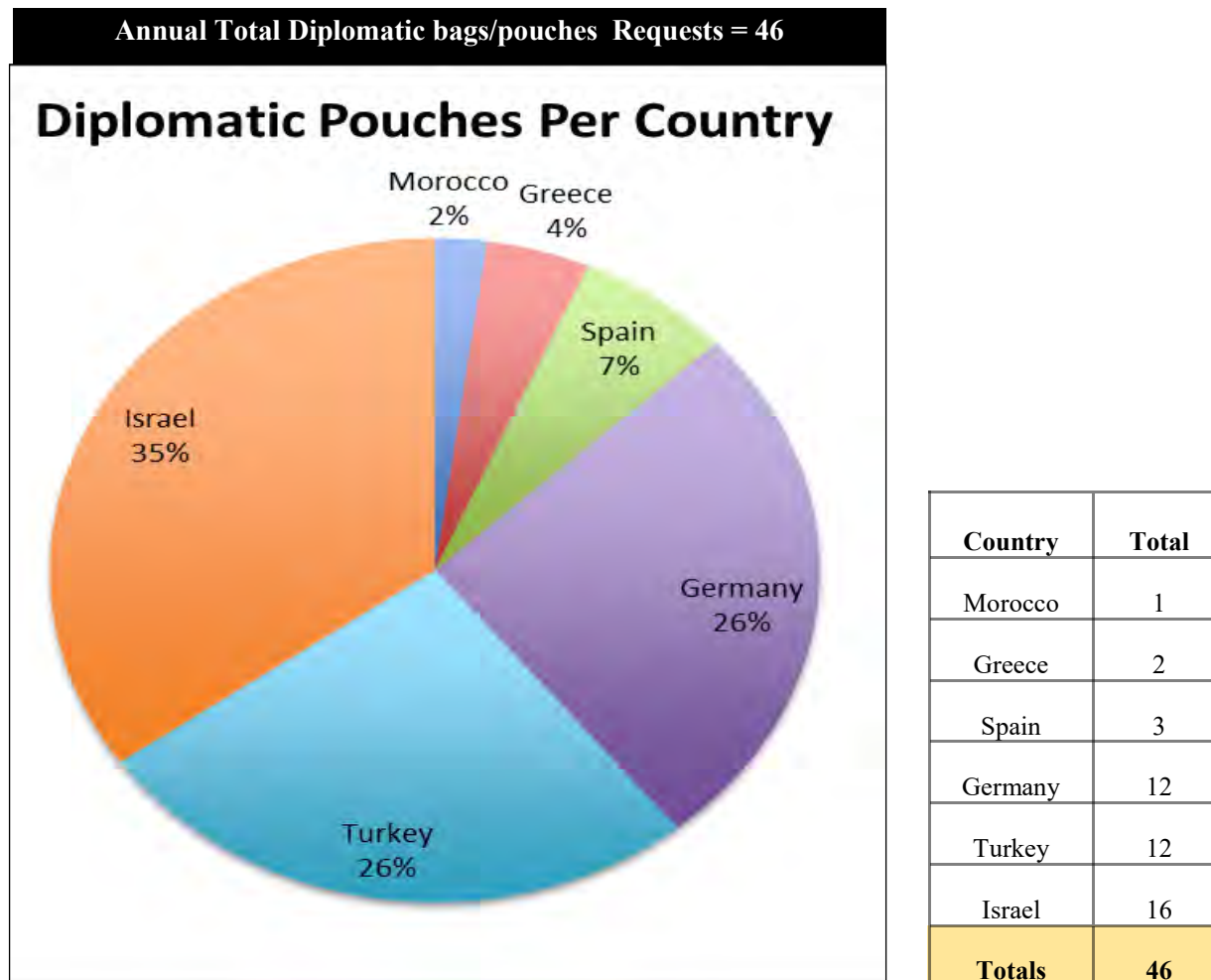


Diplomatic Courier Requests by Country

A diplomatic pouch (or “bag”) is any properly identified and sealed package, pouch, envelope, bag, or other container that is used to transport official correspondence, documents, and other articles intended for official use, between:

- Embassies, legations, consular posts, and the foreign office of any government.
- The headquarters or any other office of a public international organization and its regional offices in the United States or in a foreign country; or
- The foreign office of any country with full membership in a public international organization and its mission to that organization.

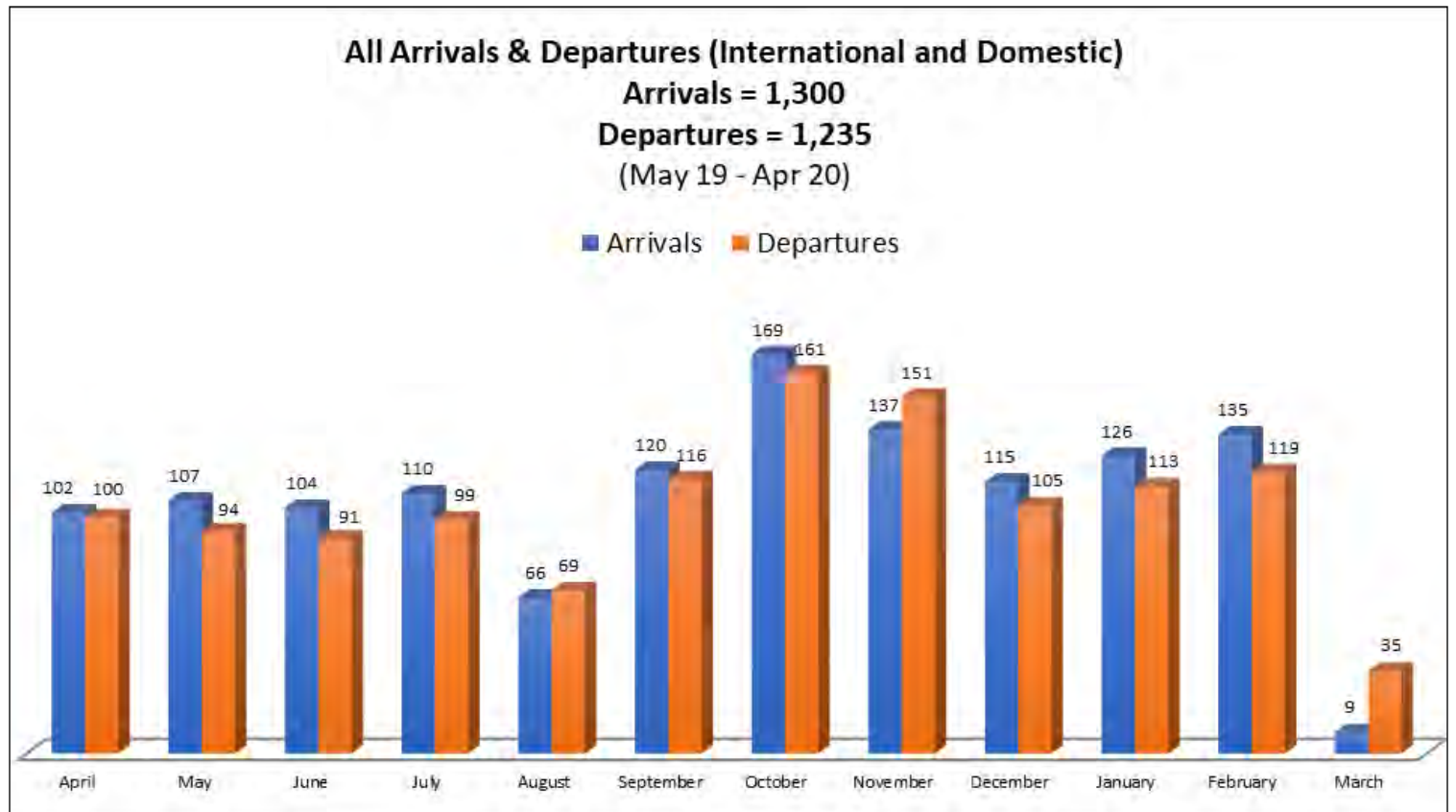
The Protocol Division assists Consular officials with protocol expedite services concerning diplomatic bags/pouches. The chart below shows the total number of diplomatic pouch escorts performed by the Protocol Division.



Total Number of all Arrivals and Departures

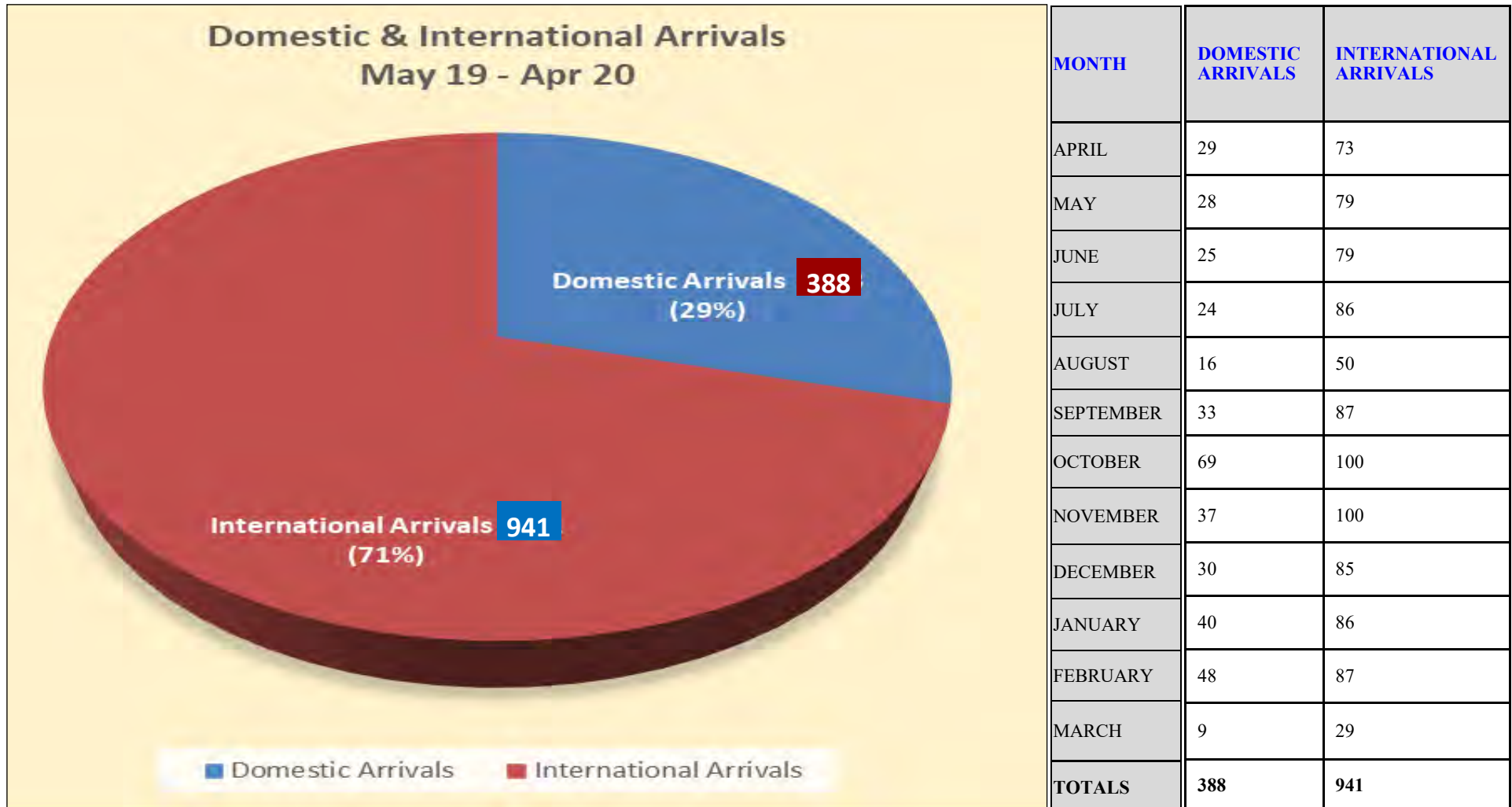
The Protocol Division assisted **1,300** arriving and **1,235** departing, guests as shown in the table below.

Month	Arrivals	Departures
April	102	100
May	107	94
June	104	91
July	110	99
August	66	69
September	120	116
October	169	161
November	137	151
December	115	105
January	126	113
February	135	119
March	9	35
TOTAL	1300	1253



Domestic and International Arrival Expedite Escorts Conducted by the Protocol Division

Domestic vs. International Arrivals



Protocol Services for the Consular Corps of Miami, Florida

The diplomatic community in Florida plays robust and unique roles in our community, that enrich our region's international footprint and provide tangible economic impact (jobs, foreign direct investments, tourism, etc.). Consulates, foreign trade offices and bi-national chambers of commerce boost, develop and enhance business, economic, commercial, cultural, scientific, healthcare, trade and bi-lateral relations between our region and the countries they represent. According to Enterprise Florida Inc., "Florida is the 4th ranked State for Foreign Direct Investments in the U.S. The value of foreign-owned affiliates in Florida amounted to \$78.3 billion in 2016, and more than 955,500 jobs in the state can be attributed to global investment/FDI, including direct and indirect jobs."

The Protocol and International Affairs Division continues to foster and solidify strong working relations with the diplomatic community by providing the following array of services:

- Two (2) Miami International Airport courtesy parking cards: One card issued to the Consul General and the second card to the Consulate. Honorary Consuls General receive only one courtesy parking card.
- A temporary 4-hour limit VIP parking area reserved for Consuls on official business at the airport.
- An annual airport seminar for members of the Consular Corps to familiarize them with airport operations, etc.
- An annual end-of-year holiday reception for the Consular Corps of Miami.
- Assist the Consulates in organizing their national-day or Independence Day event, and other programs.
- Provide protocol services upon request.

Consular Corps Airport Operations Seminar (September 18, 2019)

The 2019 Airport Operations Seminar was organized by the Protocol Division in conjunction with the Office of Foreign Missions (OFM). The day-long event was held at the Miami International Airport Conference Room, Concourse E, 7th Floor Conference with about 70 guests in attendance. The purpose of the seminar was to provide an opportunity for members of the Consular Corps of Miami to learn about Miami Airport Operations and engage with federal, state, and local agencies at the airport.

Attendees received presentations from Miami-Dade Aviation Department (MDAD) Director Lester Sola, and MDAD's Assistant Director for Public Safety and Security, Assistant Director Mark Hatfield. Representatives from the following agencies also gave presentations: U.S. Department of State – Office of the Chief of Protocol in Washington DC, Diplomatic Courier Division, Diplomatic Security, U.S. Customs and Border Protection; United States Secret Service, Transportation and Border Protection, Immigration and Customs Enforcement, and Office of Foreign Missions (OFM). Participants toured the airport to gain better insights and understanding of the arrival procedures and secondary inspections, etc. The luncheon was sponsored by Baptist Health South Florida.



Consular Corps End-of-Year Holiday Reception (December 4, 2019)

The Protocol and International Affairs Division hosted an end-of-year holiday reception for members of the diplomatic community, international agencies, business, and community leaders in South Florida on December 4, 2019. The event was held at the Consular Lounge, Concourse F, Miami International Airport. Financial and in-kind support for the event came from the following: Greater Miami Convention and Visitors Bureau, Travelers Aid International, MDAD Marketing Division, MDAD Customer Initiatives Division, Hyatt House, Baywood Hotels, Royal Air Maroc and Turkish Airlines.



September 18, 2019 - Dignitaries at the Consular Corps of Miami Airport Operations Seminar at MIA Hotel Conference Room,



December 4, 2019. End-of-year holiday reception for diplomats, business and community leaders at MIA's Consular Lounge, Concourse F.



Incoming Delegations

The Protocol and International Affairs Division supports and assists in-coming delegations that visit the Airport, including:

- * Coordinate logistics and protocol for incoming delegations.
- * Provide tailored or customized briefings.
- * Arrange airport security clearance for visiting guests.
- * Arrange tours of the airport facilities.

June 4, 2019

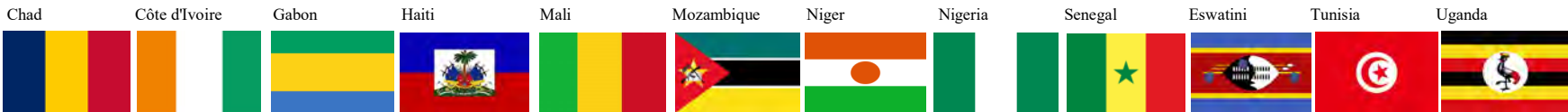
The Florida Chamber of Commerce in conjunction with the U.S. Department of Commerce, U.S. Export Assistance Center of Florida and MDAD's Communication and Digital Division coordinated the visit of U.S. Commerce Secretary Wilbur L. Ross to Miami International Airport. Secretary Ross discussed the virtues of the United States-Mexico-Canada Agreement and its impact to businesses and the export community of South Florida at a business town hall meeting at the airport. More than 100 local businesses attended the event.



L-R: Juan Kuryla, PortMiami, Ken Pyatt, Miami-Dade Aviation Department (MDAD), Alice Ancona, Florida Chamber of Commerce, Glenn A. Wiltshire, Broward County Port Everglades Department, Manny Mencia, Enterprise Florida, Inc., United States Secretary of Commerce Wilbur Ross, Kristen Bodenstedt, Vice President - Governmental Relations at Bacardi, Glenn M. Cooper, Partner at Nelson Mullins, U. Desmond Alufohai, and Greg Chin, MDAD's Communications and Digital Marketing Director.

June 6, 2019

The Protocol Division welcomed a delegation from Haiti and several African countries. The delegation's program in Florida was coordinated by [Global Ties Miami](#) under the auspices of the U.S. Department of State's International Visitor Leadership Program. The delegation met with MDAD officials and received briefings about the airport's operations. The delegation, pictured below, were representatives from the following countries: Chad, Côte d'Ivoire, Gabon, Haiti, Mali, Mozambique, Niger, Nigeria, Senegal, Swaziland (Eswatini), Tunisia and Uganda. Among them are U. Desmond Alufohai (middle back row), Mark Henderson, MDAD's Communications and Digital Division Community Liaison (extreme far right), Annette Alvarez, Executive Director of Global Ties Miami (back row in white top, third person to the right of Mr. Henderson), Mrs. Kaleba Ngoie-Kasongo, President of Hear Congo Inc., (standing next to Ms. Alvarez on the right).



September 10, 2019

MIA hosted a delegation from the city of Maputo, Mozambique's Aviation sector.



The delegation was led by His Excellency Carlos dos Santos, Ambassador of Mozambique to the United States (dark suit, front center row), with Ernesto Rodriguez, MDAD's Marketing Division, standing on the left side of His Excellency and Maria Dreyfus-Ulvert, Miami-Dade County International Trade Consortium (grey suit) to his right.

July 6, 2019. A delegation from The Gambia, West Africa, visited MIA. They toured the airport facilities and also visited the Greater Miami Convention and Visitor Bureau in Brickell for a lunch presentation.



Representatives of the Greater Miami Convention and Visitors Bureau, led by its President and CEO Bill Talbert, seated in front row (white hair) with the Gambian delegation, GMCVB and MDAD Protocol staff members.

January 26, 2020 - The Protocol Division welcomed representatives from the Port of Matadi, Democratic Republic of Congo to MIA. The Congolese delegation met with PortMiami officials during their visit.



L-R: Jean-Marc Coulbary, Innocent Mavungu Nzinga, Desire Yat Kat Muchail, Basil Binns, II (PortMiami) and Medard Nsimba Ntsiama.

July 19, 2019

A 24-member delegation from Hainan Province, People's Republic of China visited MIA. They toured MIA and received briefings about the airport, its economic impact to Florida and preeminence as a global gateway. They were welcomed to MIA by MDAD executives.



Ken Pyatt, MDAD's Deputy Director (seated in front row, 4th from the left and to his right is Dan Agostino, MDAD's Assistant Director for Operations, Chris Mangos, MDAD's Marketing Director (seated, front row, 2nd from right).

October 7, 2019 A delegation of Kenyan Women Business Group visited Miami International Airport. The mission was organized by Ikapamedia East Africa, Limited. The delegation met with County officials and attended Florida International Trade & Cultural EXPO and the Minority Enterprise Development Conference (MEDWeek).



L-R: U. Desmond Alufohai, Catherine Kariuku, Florence Sugut, Emily Nuange and Salome Muriuki

October 8, 2019

The Protocol Division coordinated the visit of a delegation from Benin city, Edo State of Nigeria. The delegation visit Florida International University.



L-R: Mrs. Aina Omo-Ojeonu, Benin Chamber of Commerce, Industry, Mines & Agriculture, Percy Hintzen, Ph.D., Director, Program in Africa and African Diaspora Studies at FIU, MacFred Ileoggen, Nigerian Export Promotion Council and Pablo G. Ortiz, Ph.D., Vice President for Regional & World Locations and Vice Provost at FIU's Biscayne Bay Campus.

October 9 - 10, 2019

The 5th Florida International Trade and Cultural Expo (FITCE2019) was organized by Broward County at the Greater Fort Lauderdale / Broward County Convention Center in Fort Lauderdale, Florida for a unique opportunity to engage high level government leaders, international trade experts and delegations from around the world to participate in dialogues relating to international trade, foreign direct investment and culture. The annual event attracted over 2,500 attendees including: local and international businesses, multi-cultural global trade representatives from over 60 countries, federal, state and local trade agencies, and government leaders from around the world.



L-R: U. Desmond Alufohai, Mrs. Aina Omo-Ojeonu, Benin Chamber of Commerce, Industry, Mines and Agriculture (BENCCIMA), Kemi Arosanyi, World Trade Center Miami, Yinka Tella, Ph.D., Global Tell Inc., Mrs. Shola Tella, Global Tell Inc., Marilyn Lameck, United Nations Association-Broward County Chapter, Fola Amole, United Nations Capital Development Fund (UUCDF) and Afie Braimoh, President and Founder of SacFruits.

November 18, 2019

Martinique Spice event organized by CCEM Martinique, at the Marriott Hotel Biscayne Bay in Miami.



L-R: Consul General Laurent Gallissot, Consulate General of France in Miami, Denis Antoine-Herault, CCEM, Martinique, Beth Sobol, Founder & CEO, Global Fashion Business Alliance and U. Desmond Alufohai.

December 6, 2019

The Consulate General of Uruguay in Miami organized a “Tribute to the Artist Pablo Atchugarry” event at Pinta Miami Auditorium at MANA Wynwood during Art Basel Week.



L-R: Artist Pablo Atchugarry, Consul General Maria Lourdes Bone Dadalt, Consulate General of Uruguay in Miami, Miami-Dade County Commissioner Daniella Levine Cava (District 8) and Mr. Alufohai.

January 31, 2020. Ms. Kimberly A. Reed, President and Chairman, Export-Import Bank of the United States visited South Florida for a Minority Business Town Hall Meeting with Small and Medium Enterprises. The Town Hall, held at Miami International Airport’s Consular Lounge, was organized by the EXIM Bank, Florida Export Finance Corp (FEFC), Minority Enterprise Development Agency Miami in conjunction with MDAD’s Protocol and International Affairs Division and Customer Initiatives Division.



Top Photo on the left:

Senior MDAD Officials welcome Ms. Reed to MIA - Jenny DeBlois, Chief of Staff, Office of the Deputy Director shake hands with Ms. Reed. Alicia Riesgo, MDAD’s Customer Initiatives Director (behind Ms. DeBlois) with Ken Pyatt, MDAD’s Deputy Director and Marie Gill, President & Founder of M.Gill & Associates, Inc.



Middle photo on the left:

Ms. Reed addressing participants at the Town Hall Meeting



Bottom Photo on the left:

U. Desmond Alufohai welcoming guests to the Consular Lounge.



Welcome address by Ken Pyatt, MDAD’s Deputy Director



L-R: Daisy Ramos-Winfield, Executive Vice President of the Florida Export Finance Corp, and Marie R. Gill, President and Founder of M.Gill & Associates, Inc., and operator of MBDA Export Center in Miami.

February 22, 2020

The Protocol Division hosted representatives of Enterprise Florida, Inc., (EFI) at MIA's Consular Lounge during the annual meeting of EFI International Offices to Coral Gables, Florida. EFI manages a network of representative offices around the globe, focused on advancing Florida's commercial relationships with some of the world's largest and most dynamic economies. Enterprise Florida, Inc.

EFI is a public-private partnership between Florida's business and government leaders and is the principal economic development organization for Florida. EFI's mission is to expand and diversify the state's economy through job creation. In pursuit of its mission, EFI works closely with a statewide network of [economic development partners](#) and is funded both by the State of Florida and by private-sector businesses.



L-R: Carlos Guerra, EFI's Manager, Foreign Direct Investments, Stephan Engle and Howard Kwong of EFI Asia/Pacific Office, Joe Kulenovic, EFI's VP for International Operations, U. Desmond Alufohai, Abigail Ellary, Director, EFI Southern Africa, Ana Arroyo, EFI Mexico Office, Elizabeth Moss, Miami-Dade County International Trade Consortium, Emmanuel Mbevi, EFI Kenya Office and William Herrera, Airport Protocol Officer, Protocol & International Affairs Division of MDAD.

Educational Opportunities and Professional Affiliations

Professional development and advancement fosters a culture that encourages, supports and invests in the acquisition of new skills and development of personnel to improve efficiency, productivity, morale, and motivation in the workplace. The world is constantly changing and technological advancements are dynamic and versatile. Individuals must therefore continue with the process of learning to gain new skills to equip themselves with the latest and updated information and be proficient in their respective fields. Miami-Dade County provides many training and professional development opportunities for its workforce, ranging from basic employee development, continuing education, certificate courses, e-learning, professional development, etc. The staff of the Protocol Division are encouraged to take advantage of learning opportunities germane to their personal and professional growth.

July 22 - 25, 2019

U. Desmond Alufohai, Vera Philoctete and Moraima Mercade-Meijaard attended PDI-POA's 18th Annual Education Forum held in San Diego, CA. The Theme of the Forum was: *"The Health and Wellness of Your Principal, Your Office and You."* The Forum provided opportunities to refresh, enhance professional expertise, and expand protocol networking opportunities. The 2019 Forum program was designed to provide practical, thought provoking information useful to protocol professionals from around the world. Participants engaged with colleagues from around the globe, shared best practices and gained new insights from experts. Forum attendees included a wide variety of fields, including - national, state/provincial, regional, and city governments, NGO's, intergovernmental agencies, cultural and academic institutions, public and private corporations as well as training and consulting practices. About **173 attendees** from **18 countries** participated in the San Diego Educational Forum.

PDI-POA's Mission

We promote the protocol profession and raise awareness of its central role in business and diplomacy through education and networking. Our mission is to share the highest level of collective expertise, training, information, and advice regarding accepted rules of protocol. We are committed to facilitating communication, understanding and cooperation among individuals, governments, and cultures around the globe. Founded in 2002, the Protocol and Diplomacy International – Protocol Officers Association (PDI-POA) is an international association of protocol professionals dedicated to issues of protocol service to our communities. It was established at the first international protocol meeting held at the United States Department of State in Washington, D.C. PDI-POA holds the highest level of collective expertise, training, information, and advice regarding internationally and nationally accepted rules of protocol.



Delegates at the 18th Annual PDI-POA Educational Forum, Plenary Session in San Diego, CA.

L-R: Vera Philoctete, Sr. Protocol & International Affairs Administrator, Mayté Agosto, Chief, Joint Engagement Visitors Bureau (JEVB) USSOUTHCOM, U. Desmond Alufohai, Protocol & International Affairs Director, and Moraima Mercade-Meijaard, Airport Protocol Officer in San Diego, CA.



PDI-POA: Protocol Officers Association

Protocol & Diplomacy International - Protocol Officers Association / PDI-POA

March 2, 2020

MDAD's Protocol and International Affairs Division organized a protocol workshop at the Miami International Airport Auditorium located in Concourse D. The event was held in collaboration with PDI-POA. More than 65 attendees participated in the workshop from South Florida organizations and government agencies.



L-R: Alicia Riesgo, MDAD's Director for Customer Initiatives, Mark Hatfield, MDAD's Asst. Aviation Director for Security & Public Safety, Melissa Warner, PDI-POA's Vice President for Events, Leslie Lautenslager, PDI-POA's President, and U. Desmond Alufohai, MDAD's Protocol & International Affairs Director.



Cross-section of workshop participants



November 14 - 19, 2019

U. Desmond Alufohai is a graduate of the Protocol School of Washington® (PSOW). He participated in PSOW's Intercultural Etiquette and Trainer Course in Washington D.C., last Fall. The five-day interactive course provides expert, hands-on instruction preparing you to train others on business protocol, executive entertaining, professional image, and cultural awareness. The comprehensive training course is designed to train individuals to teach business etiquette, international protocol, and dining seminars. The Protocol School of Washington® is accredited by the Accrediting Council for Continuing Education & Training (ACCET.org) - the first and only nationally accredited school of its kind. ACCET is officially recognized by the U.S. Department of Education.

PSOW's Mission

The Protocol School of Washington provides expertise in protocol, business etiquette and communication skills around the world using the highest educational standards.

PSOW's Vision

We envision a world where people create professional relationships through cultural understanding, communication, and respect.



Mr. Alufohai at PSOW's Trainer Course with other participants.



L-R: U. Desmond Alufohai receiving his Certificate of Course Completion from Ms. Pamela Eyring, President, The Protocol School of Washington® in Washington D.C.

Community Engagement and Outreach Activities

The staff of the Protocol and International Affairs Division recognize that effective community engagement fosters collaboration, relationships, dialogue, exchanges, goodwill, and cultural understanding. To that end, the staff of the Protocol Division are often encouraged to participate in community events to promote MDAD, to build partnerships, and to enhance and improve communications.

July 13, 2019

The Protocol and International Division Director participated in the Bastille Day Reception organized the Consulate General of France at PortMiami.



L-R: Consul General Tassa Jean, Consulate General of St. Lucia in Miami, U. Desmond Alufohai and Consul General Susan Harper, Consulate General of Canada in Miami.

September 19, 2019

4th Annual Top 20 Under 40 Haitian Professionals Awards Ceremony

The Haitian-American Chamber of Commerce of Florida (HACCOF) organized the event in celebration of significant professional contributions by a diverse group of emerging young leaders and recognition of the top 20 under 40 Haitian Young Professionals (YoPros) spanning the areas of law, business, education, health, etc. The Annual Top “20 Under 40” award honors Haitian American young professionals in Florida, aged 40 and under, for their commitment and contributions both professionally, civically, academically and personally.



L-R: Vania Laguerre, Local Market Executive, Bank of America in Miami, Emmanuella Fleurimont, President & CEO MJD - Wellness and Community Center, Dr. Lumana Joseph - Vice Chairwoman of HACCOF (by the lectern), Jeff Lozama - Past Chairman of HACCOF, Paola Pierre - HACCOF's Chairwoman, Pierre Saliba - HACCOF's Treasurer and Past Chairman and U. Desmond Alufohai.

September 23–24, 2019

23rd Americas Food and Beverage Show & Conference, organized by World Trade Center Miami at the Miami Beach Convention Center. The Protocol Division in partnership with World Trade Center Miami coordinated the donation of relief items donated to the Consulate General of Bahamas in Miami to assist the victims of Hurricane Dorian, a Category 5 Hurricane that devastated The Bahamas on Sept. 1, 2019, and caused flooding and mass destruction on the northwest islands of Abaco and Grand Bahama.



U. Desmond Alufohai and Aviation Protocol Coordinator Israel Avila at the collection point for the Bahamian relief materials during the Americas Food & Beverage Show, Miami Beach Convention Center.



September 26, 2019

U. Desmond Alufohai addressed the South Florida Federal Executive Board during their Board of Directors Meeting held in Miramar, Broward County.



September 30, 2019

More than twenty youths from the Greater Harvest Baptist Church in Liberty City visited Miami International Airport. The Protocol Division organized a breakfast briefing, tour of the airport and presentation about careers in Aviation for the visiting youths. The group was led by Rev. Kenneth McGee (extreme right) and Minister Arlene Griffin (3rd from the left).

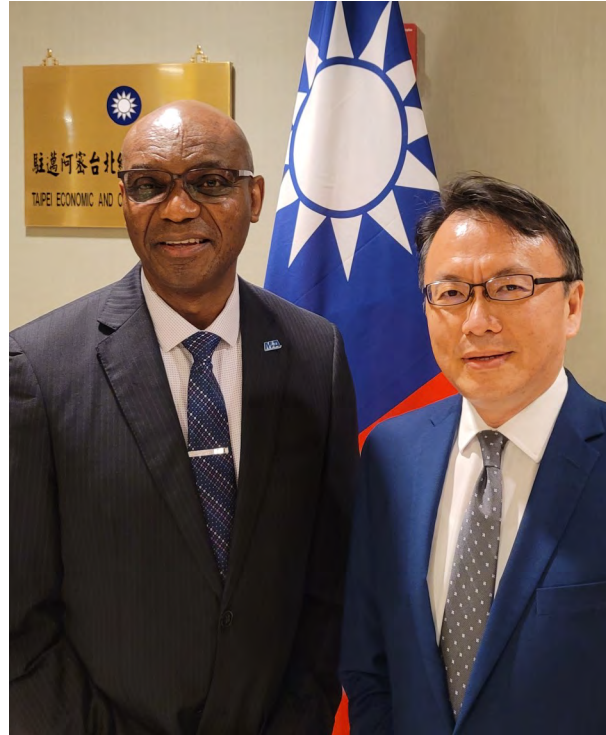


October 3, 2019 - Day of German Unity
Festivities held at the Biltmore Hotel in Coral Gables.



L-R: Consul General Andreas Siegel, Consulate General of Germany in Miami and U. Desmond Alufohai

October 3, 2019 - National Day Anniversary
Reception of the Republic of China (Taiwan) at Miami
Dade College, Downtown Miami.



L-R: U. Desmond Alufohai and Director General David Kuan-Chou Chien, Taipei Economic and Cultural Office in Miami.

October 29, 2019 - The 96th Anniversary of the Proclamation
of the Republic of Turkey at Island Gardens, Miami.



L-R: Consul General Burç Ceylan, Consulate General of Turkey in Miami and U. Desmond Alufohai.

October 20, 2019

The 74th Anniversary of the Charter of the United Nations, Scholarship & Awards Luncheon, held at Signature Grand Hall in Davie, FL. The United Nations Association of the USA (UNA-USA) is a movement of Americans dedicated to supporting the United Nations. With over 20,000 members (60% under the age of 26) and more than 200 chapters across the country, UNA-USA members are united in their commitment to global engagement and their belief that each of us can play a part in advancing the UN's mission and achieving the Sustainable Development Goals.



L-R: Mrs. Gloria Boateng, Executive member, United Nations-USA Broward Chapter and U. Desmond Alufohai.

October 31, 2019

The Protocol Division participated in MDAD's Making Strides Against Breast Cancer (MSABC) Raffle Campaign.



Ms. Ofelia Ferreiro, Aviation's VIP Coordinator and winner of the raffle (center), receives her prize from U. Desmond Alufohai (left) and Cristine Keller, Aviation Protocol Officer (right).

November 30, 2019

The Protocol Division supported the first Miami Modest Fashion Week (MMFW), hosted at the InterContinental Hotel, Downtown Miami, during Miami Art Week. The showcase brought exquisite designs, art, brands, and renowned global fashion experts. The highlights of the opening night delivered unique designs by, US Olympian Ibtihaj Muhammad and her line, Louella, Victoria Andreyanova from Russia, and French Moroccan Designer, Nora Sahraoui, among others. The event was organized by The Connector Group International, founded by Ms. Norsham Garcia Blasko. MMFW provided an impressive platform for visual presentations and panel discussions covering the elegance and affinity found in the diversity of Modest culture, its avant-garde approach to design, and ways to preserve the long-standing history by spinning Modest motifs with contemporary practice. Ms. Norsham Garcia Blasko is pictured below in white outfit (holding flowers).



November 25, 2019 - The Republic of Suriname Independence Day. Courtesy visit to the Consulate General of Suriname in Miami.



Left: Consul General Marsha Renfurm, Consulate General of Suriname in Miami and U. Desmond Alufohai.

December 3, 2019 - 101th National Day Anniversary of Romania at the Biltmore Hotel.



L-R: Consul General Catalin Ghenea, Consulate General of Romania in Miami and U. Desmond Alufohai.

December 19, 2019 at the Consular Corps of Miami Holiday Luncheon, Biltmore Hotel.



Left: Ambassador Gilbert Boustany, Consulate General of Antigua and Barbuda in Miami, and the Dean of the Consular Corps of Miami, Florida., with U. Desmond Alufohai.

December 14, 2019 - At the Miami-Dade Chamber of Commerce Annual Holiday Gala, Hilton Downtown Miami.



L-R: U. Desmond Alufohai, Vera Philoctete and G. Eric Knowles, President & CEO, Miami-Dade Chamber of Commerce.



L-R: Marc Henderson, Vera Philoctete and U. Desmond Alufohai, at the Chamber's gala.

December 16, 2019 - U.S. Department of Commerce, South Florida District Export Council (DEC) Holiday Reception held in Wynwood, Miami.



L-R: Carlos Somoza, Kaufman Rossin, Rufus James, City of Fort Lauderdale Executive Airport, Eduardo Torres, U.S. Export Assistance Center, U.S. Department of Commerce, Honorary Consul General Carolina Rendeiro, Consulate General of Portugal in Miami and U. Desmond Alufohai.

December 19, 2019 - Protocol Division Staff visit the new office of Royal Air Maroc in Miami



L-R: Vera Philoctete, U. Desmond Alufohai, Israel Avila, Cristine Keller, Meryam El Boury, Director of Sales for Royal Air Maroc, USA, Magaly Vazquez, James Carlin and William Herrera.

January 19, 2020

Dinner reception for visiting African Ambassadors organized by the Miami-Dade Aviation Department at Miami International Airport on behalf of Congresswoman Frederica S. Wilson for the 5000 Role Model of Excellence Project and Dr. Martin Luther King, Jr., Birthday festivities.



L-R: U. Desmond Alufohai, Mayor Oliver Gilbert, III, City of Miami Gardens, HE Carlos dos Santos, Ambassador of Mozambique to the U.S., Congresswoman Frederica S. Wilson, Chairwoman Audrey M. Edmonson, Lester Sola, MDAD's Aviation Director & CEO, HE Matilda Mukantabana, Ambassador of Rwanda to the U.S., The Honorable Kojo Oppong Nkrumah, Minister of Information and Members of Parliament, Republic of Ghana, Queen Mother Freddie Young and Chief High Priest Nathaniel Styles.

January 20, 2020

At the Miami Airport Convention Center, venue for Dr. Martin Luther King, Jr., Scholarship Breakfast and Fundraising event for the 5000 Role Models of Excellence Project, organized by Congresswoman Frederica S. Wilson. The 5000 Role Models of Excellence Project is a dropout prevention, mentoring program committed to closing the minority male achievement (access) gap by guiding minority male students along a carefully charted path through grades K-12 and college or ensuring the attainment of other post-secondary credentials, and increasing their employability in higher wage, high skills jobs within high demand industries.



L-R: U. Desmond Alufohai, Fercinta Louisy, Consul at the Consulate General of St. Lucia in Miami, United States Senator Marco Rubio, Tassa Jean, Consul General of the Consulate General of St. Lucia in Miami and Femi Adeniji, CEO Tropical Arctic Logistics.

February 23, 2020

St. Lucia's 41st Independence Day Anniversary Festivities



Photo on Left: U. Desmond Alufohai and Consul General Tassa Jean, Consulate General of St. Lucia in Miami during a courtesy visit on February 22, 2020 to commemorate the 41st Independence Day Anniversary of St. Lucia.



Photo on Right: Elizabeth Moss, U. Desmond Alufohai and Consul General Tassa Jean, Consulate General of St. Lucia in Miami being presented with Miami-Dade County Proclamation to commemorate the 41st Independence Day Anniversary of St. Lucia. The festivities was held on Feb. 23, 2020 at the Holy Family Episcopal Church, Miami Gardens.



L-R: Elizabeth Moss, Miami-Dade County - International Trade Consortium, Charles Scott, II, Office of Congresswoman Frederica S. Wilson, U. Desmond Alufohai, The Honorable Hazelle Rogers, Mayor of Lauderdale Lakes, The Honorable Dale Holness, Mayor of Broward County, Sharron Burrell, Consulate General of Jamaica, Consul General Tassa Jean, Consulate General of St. Lucia in Miami, Consul Terry Archer, Consulate General of the Commonwealth of the Bahamas, and Consul General Susan Harper, Consulate General of Canada in Miami.

February 19 – 21, 2020

The Protocol Division hosted the support staff for the Food Network South Beach Wine and Food Festival (SOBEWFF Talent) Ambassador Program at the Consular Lounge.



L-R: Leslie Cassel, Program Coordinator and U. Desmond Alufohai, addressing student volunteers.

February 21, 2020 - On the occasion of the Birthday of His Majesty the Emperor of Japan at the Sky Lobby, Miami Tower.



L-R: Consul General Kenji Hirata, Consulate General of Japan in Miami, William Herrera, Aviation Protocol Officer, and Mrs. Hirata.

February 28, 2020 - Farewell Reception for Consul Terry Paul Archer, Consulate General of The Bahamas in Broward.



L-R: Ms. Linda Mackey, Consul General of The Bahamas in Miami, His Excellency, The Most Honorable Cornelius Alvin Smith, Governor-General, O.N., of The Bahamas, Terry Paul Archer, Consul General of The Bahamas, Ms. Elizabeth Moss, Miami-Dade County - International Trade Consortium, Yolanda Cash Jackson, Esq., Shareholder, and U. Desmond Alufohai.

March 6, 2020

At the International Women's Day Award event organized by World Trade Center Miami at the Miami Airport Convention Center.



L-R: Ms. Charlotte Gallogly, President & CEO - World Trade Center Miami and U. Desmond Alufohai

March 14, 2020

Farewell Reception for Consul Joseph Hunte, Consulate General of Barbados in Miami.



L-R: Ms. Tassa Jean, Consul General of St. Lucia in Miami, Mr. Joseph Hunte and Mrs. Hunte (holding the plaque, with their children behind), U. Desmond Alufohai and Mr. Neval Greenidge, Consul General of Barbados in Miami

The Consular Lounge at Miami International Airport

MIA's Consular Lounge, located on the second level of concourse F (Door #14), offers the diplomatic community and other VIPs the opportunity to relax before boarding a flight. The traveling guest can fully enjoy its amenities provided with a special touch of class which proudly reflects our destination and our famed hospitality. The charming and entrancing ambiance of the Lounge gives you the feeling of being home away from home and the feeling of being miles away from the hustle and bustle of the major hub that is Miami International Airport. Elegance joins with a host of specially tailored amenities to provide what it takes to make the experience of the guests the most rewarding, comfortable, and memorable, observed at most major international airport facilities of its class.

Lounge amenities include:

- * Free Wi-Fi
- * Business Center with computers, internet access and faxing capabilities
- * Conference/meeting Room
- * Tele-Conferencing (upon advanced request)
- * Use of Mini-library
- * Ability to host special functions (upon advanced request)
- * LED televisions

The use of the Consular Lounge is further enhanced by the assistance of the staff of MDAD's Protocol and International Affairs Division that the diplomatic community is accustomed to at this airport. The Lounge also offers the diplomatic community and other VIPs the opportunity of hosting their special events, meetings, receptions, etc. The Lounge received a rebranding facelift in November 2019, sponsored by the Greater Miami Convention and Visitors Bureau. For additional information regarding the use of the Consular Lounge please contact the Protocol and International Affairs Division at Protocol@Miami-Airport.com or 305-876-7457 between the hours of 8:00 AM and 5:00 PM weekdays.



International Outdoor Flag Display at Miami International Airport

International Outdoor Flag Display at Miami International Airport

The Protocol and International Affairs Division maintains the international outdoor flag display at Miami International Airport, located in front of Concourse E, departure level. MIA's international outdoor flag display does not constitute an official flag display representing the countries (and nations) with whom the United States, and more precisely the state of Florida, maintain diplomatic relations. The flag display was originally installed in November 1994 to commemorate the Summit of the Americas held in Miami from December 4 to 11, 1994, in honor of the participating countries representing all 34 nations of the Americas. Subsequently, the national flags of the countries represented by the members of the Miami Consular Corps were added. The flags of countries whose national carriers provide air service into MIA (passenger and cargo services) were also included. The current flag display does not convey the appearance of official recognition of foreign diplomatic presence in Miami-Dade County, Florida.

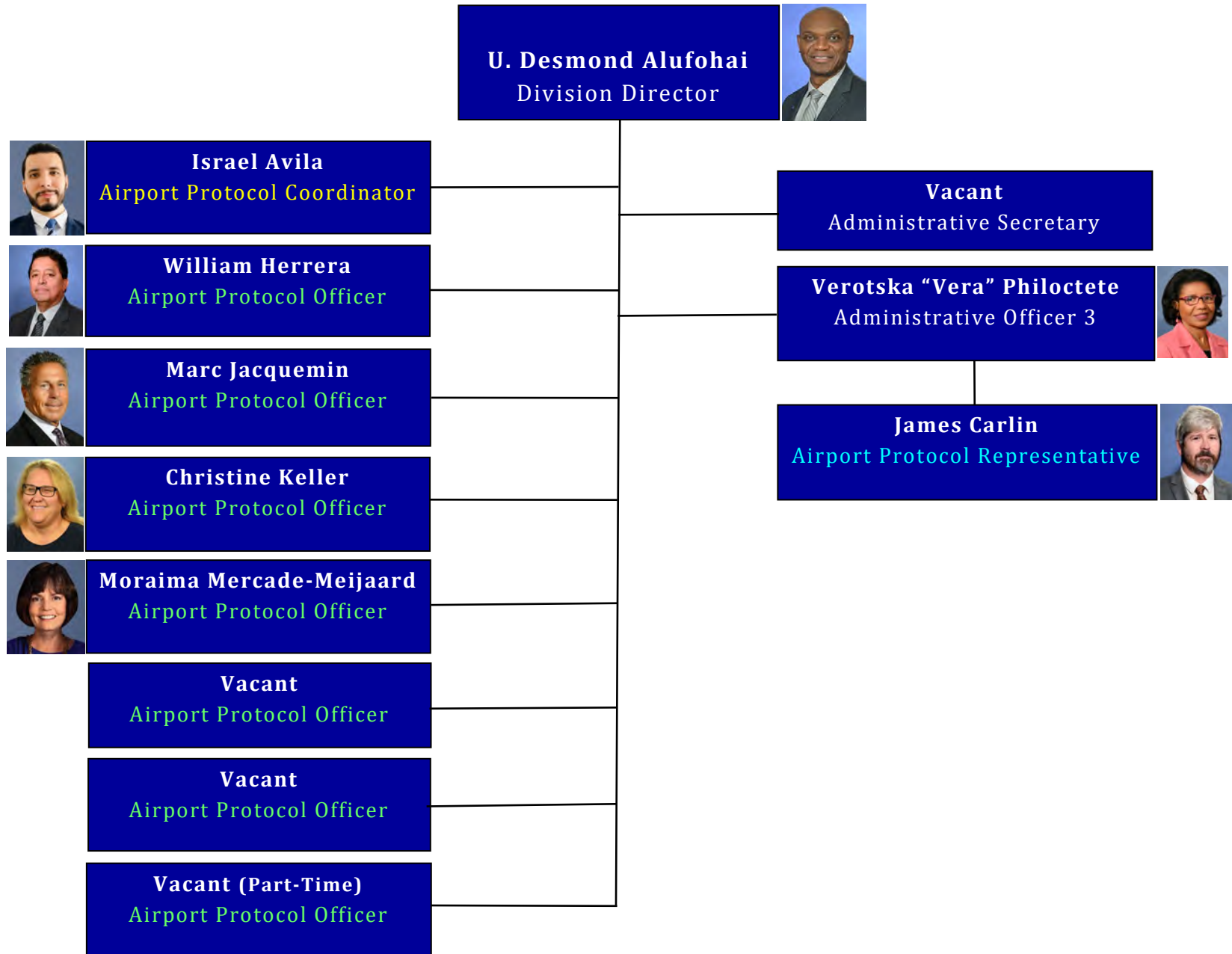


International Outdoor Flag Display at Miami International Airport, Concourse E, Departure (2nd) Level

Protocol and International Affairs Division Personnel

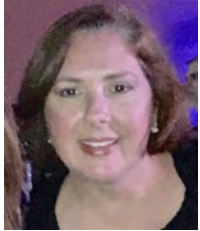
Protocol & International Affairs Division of Miami-Dade Aviation Department

Table of Organization

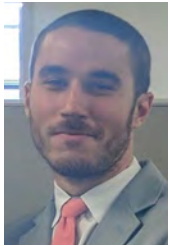


Appreciation and Gratitude

We extend our gratitude and appreciation to the following members of our team for their support and professionalism during their tenure at the Protocol Division. We wish them success in their new endeavors:



Magaly Vasquez, was Administration Secretary to the Division Director from 2008 until December 2019. Thereafter, she served as the Executive Secretary to Mr. Ken Pyatt, Aviation Deputy Director, until her separation from the Miami-Dade County government in December 2020.



Christian Garcia served as an intern prior to joining the Protocol Division as an Airport Protocol Officer (Part-time) in June 2017. He relocated to the Northeast area in September 2019, after he obtained a Master's degree in Latin American Studies from Florida International University, Miami, Florida.

In Memoriam

We continue to mourn the loss of our friend and colleague, Airport Protocol Officer - **Marek Wojcik**. He passed after a brief illness on Tuesday, May 26, 2020 at the age of 56. Mr. Wojcik joined Miami-Dade Aviation Department in 2005. He was proficient in Polish, German, Russian and Italian languages. He also had a broad intercultural expertise, a critical element in succeeding on the global stage. He lived in Poland, Germany, and Italy prior to emigrating to the US. He obtained a master's degree of economics and a business administration degree. His hobbies were - traveling, ecology, linguistics, music, and foreign films. He was a valued member of the Protocol Division team and he will surely be missed. He is survived by his parents Mr. Roman Wojcik and Mrs. Teresa Wojcik.



Past Protocol & International Affairs Division Directors

Monique Denes



Ms. Denes was MDAD's first Chief of Protocol and International Affairs. Ms. Denes worked at the United Nations prior to joining the Miami-Dade Aviation Department. She started the International Gateway Receptionist Program at MIA in 1972. In 1988 the Office of Protocol and International Affairs was established under her supervision. She subsequently became the Chief of Protocol and International Affairs under the helm of Mr. Amaury Zuriarrain, Deputy Director, Marketing and Air Service Development at MDAD.

Ms. Denes expanded the services provided by the Office of Protocol to include the following activities:

- a) Facilitate the transit of diplomats through Miami International Airport.
- b) Assist the airlines by providing, or helping to provide, special services to dignitaries.
- c) Improve the image of our community by providing customer service to departing/arriving dignitaries.
- d) Liaise with the Consular Corps of Miami, Federal, State, and Local agencies.

By 1994 the Office of Protocol was receiving more requests for protocol service due to:

- The growing number of consulates in the Greater Miami Metro area.
- A greater awareness of the importance of protocol services provided by MDAD.
- The increasing number of simultaneous arrivals at the FIS North and South areas at Miami International Airport.
- The growing demand for assistance to dignitaries in the early and late evening hours.

Ms. Denes was responsible for the expansion of the Protocol Office to include additional staff members to meet the increasing demands. She retired from County service in 1997.

Irving Fourcand



The late Irving Fourcand was Director of Protocol and International Affairs Division, Miami-Dade Aviation Department (MDAD) from 2001 until his passing in July 2018. He was responsible for overseeing programs that served the needs of traveling diplomats and other dignitaries. MDAD's Protocol and International Affairs Division serves as departmental liaison for the U.S. Secret Service, the U.S. Department of State, the Florida State Department, the U.S. Air Force, the U.S. Southern Command, and the White House Protocol office, among many others. This Protocol Division holds the distinction of being the first and only protocol and diplomatic liaison office operating at any airport in the nation, including Washington, D.C.

In 1993, Mr. Fourcand was appointed Aviation Coordinator for the first Summit of the Americas, held in Miami in December 1994. He was responsible for the coordination of all details and logistics pertaining to the arrival, reception, and departures of 34 heads of state from the Americas. The success of the Summit brought forth the creation of a number of international business initiatives, such as the Free Trade Area of the Americas (FTAA) and other major world events. Since then, MDAD's Protocol Division has provided strong collaborative efforts and support to all other nations in the Americas that held the subsequent Summits.

Mr. Fourcand joined MDAD in 1980 as an international operations specialist, and through the years held succession of positions, including International Operations Supervisor, Airport Protocol Officer, and Executive Assistant to the Deputy Director. In 1997, he became Associate Director of Protocol and International Affairs while serving as Executive Assistant to the Deputy Director. His responsibilities encompassed the formulation of agenda for international aviation visitors at Miami International Airport, serving as liaison to the International Affairs Committee of the Florida Department of State and several other similar initiatives. He was also responsible for the creation of the International Sister Airport Program for MDAD. From 2001 to 2006, he took on the duties of Manager of the Customer Service Division, which was then the umbrella under which the Protocol Section operated, as well as the Volunteer Information Program (VIP) and the Airport Tour Program.

He was instrumental in the creation of several departmental customer service initiatives and programs, including the development and implementation of a Volunteer Information Program (VIP). VIP is a full-time volunteer program at MIA consisting of individuals recruited throughout the South Florida community who assist customers in the Terminal and occasionally for functions held in the Greater Miami metropolitan area.

Mr. Fourcand also represented MDAD on several task forces and committees, such as Sister Cities International and Diplomacy International, whose objectives and goals are to promote stronger collaboration and goodwill between our community and our foreign trade partners, and to develop trade and cultural opportunities between Miami-Dade County and other nations.

Mr. Fourcand earned a Bachelor of Science degree in Architecture from Florida International University in 1981. He also obtained a Baccalaureate degree in International Studies from the Ecole Blaise Pascal in Paris, France. He was fluent in French, English, Spanish, Haitian Creole and Italian languages.

**Miami-Dade County
Mayor and Board of County Commissioners**



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District 8



Dennis C. Moss
District 9



Sen. Javier D. Souto
District 10



Joe A. Martinez
District 11



José "Pepe" Díaz
District 12



Esteban L. Bovo, Jr.
District 13



Harvey Ruvin
Clerk of Courts



Pedro J. Garcia
Property Appraiser

**County Mayor and Board of County Commissioners
as of April 30, 2020**



Carlos A. Gimenez
Mayor

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