

consultations

To assist and inform the diplomatic and consular communities

To the Diplomatic and Consular Communities

Almost three years ago I wrote an introduction to the first edition of *Consultations*. In that column, I described this publication's purpose as providing information in a style that would be more readable and informative than traditional methods. Based on the many favorable comments received from readers in Alaska, Puerto Rico and other parts of the United States, that goal appears largely to have been met.

That first column also served as my personal welcome to OFM's diplomatic and consular "customers" throughout the United States.



DAS Theodore Strickler

I had been overseeing OFM's operations for a year and was looking forward to further enhancing our services and to establishing more direct contact with the multiple embassies, consulates, missions and honorary consuls that we support. *Consultations* is one of a number of outreach projects OFM has developed to that end. These projects seek to reflect the interests, questions and ideas of you, our "customer," and your support, and feedback, has been much appreciated. You have helped us to perform one of our most important functions at OFM, that of keeping you informed.

Now, after four years as OFM's Deputy Assistant Secretary, I am saying farewell to the hundreds of friends and colleagues I have been privileged to meet and work with on a variety of important issues. I leave OFM at the end of August to take up a new and challenging assignment. I approach that new venture with great interest and anticipation, but it will not replace the fond memories of my service in the Office of Foreign Missions. To all of you who made those memories possible, thank you. Now, until we meet again,

Theodore (Ted) Strickler
OFM, U.S. Department of State

MORE ON PAGE 2

New Service Center Opens

The recent opening of the new Office of Foreign Missions' Customer Service Center is a welcome innovation for both its staff and its clients. Part of the continuing commitment by OFM to providing the best possible service to the missions and their members, the Center is dedicated to fulfilling the numerous service requests it receives in the most efficient and timely manner possible.

The Customer Service Center (CSC), fully operational since the end of August, will now serve as OFM's primary interface with the foreign mission community.

As OFM's central clearinghouse for incoming mission requests, the Center will also coordinate queries regarding the status of requests and the distribution of finished products. In addition, the Center will strive to eliminate the backlog of queries, walk-in and telephonic, from separate, individual applicants. Toward that goal, the Center has instigated new service procedures. *Effective immediately, each mission is asked to designate a primary and, at least, one alternate mission member to serve as the mission's internal coordinators for requests directed to OFM, and as points of contact with the CSC.* Each mission has also been asked to provide the names of those persons authorized to deliver and pick up distribution for the mission. The Customer Service Center will no longer respond to walk-in requests for service *with the exception of individual vision testing.*

It is most important that each mission's personnel are aware of who their internal coordinator is and that individual walk-in service is no longer available, vision testing excepted (requests for driver license may be submitted upon completion of testing). In addition, the following procedures apply:

1. Incoming applications will be accepted only from designated mission representatives or a commercial messenger service that has been designated by the mission.
2. Except for vision testing, *walk-in service for individual applicants* is discontinued. Individual applicants may submit

CONTINUED ON PAGE 4

inside this issue

Service Center Opens	1
DAS Strickler Departs	2
New Consular parking Program	2
Faces of OFM.....	3
OFM Regional Activities.....	3



DAS Strickler Departs OFM

Theodore E. Strickler, Deputy Assistant Secretary of State, OFM, has been selected to serve as the State Department's Political Advisor (POLAD) to Admiral James O. Ellis, Commander-in-Chief, US Strategic Command (STRACOM), Offutt Air Force Base, Omaha, Nebraska.

As Deputy Director of the Office of Foreign Missions, DAS Strickler initiated an unprecedented number of innovative and imaginative changes to better serve the members of the foreign diplomatic community and the American public. Working to strengthen OFM's management structure in order to improve customer service and minimize waiting periods, he created a senior Managing Director position to oversee and improve OFM's day-to-day efficiency. He then upgraded Regional Director positions and established Deputy Regional Director positions to allow more travel and outreach within the regions. Finally, to reduce the number of consulates serviced by each regional office, he reapportioned regional boundaries, established new offices in Hawaii (1999) and Miami (2001), and initiated a seventh regional office in Houston, Texas, scheduled to open soon.

As Deputy Director, DAS Strickler enhanced OFM outreach to include the issues of consular notification, community relations and increased training and liaison with federal, state, city and local law enforcement agencies. To better inform and educate members of the diplomatic community, he published OFM's quarterly newsletter *Consultations* and created an *Annual Report* to track OFM's achievements.

In 2000, he initiated "SOS for DOS", a grassroots reform campaign calling for "the support, involvement and leadership needed to undertake a long-term bipartisan effort to modernize and strengthen the Department of State." Secretary Powell and staff warmly received his call for reform. For speaking out, Mr. Strickler was presented with the American Foreign Service Association's Christian A. Herter Dissent Award to a senior Foreign Service Officer by the Hon. L. Bruce Laingen, Director, American Academy of Diplomacy (pictured above).

Deputy Assistant Secretary Strickler's leadership and vision will be missed by the Office of Foreign Missions, the diplomatic community and those of us who have worked with him these past four years. ■

Q & A

Frequently Asked Questions

Is there a new Consular Parking Program in New York?

Note: Over time, certain issues have emerged surrounding New York City's on-street parking policies and the Consulates located in the city. On August 21, the Office of Foreign Missions in New York, assisted by OFM Managing Director John Arndt, briefed approximately 100 consular corps representatives on a recently negotiated Consular Parking Program addressing those issues. The focus now is upon implementation. The following questions and answers address that subject.

Q: When will the new Consular Parking Program be in effect?

A: According to the Memorandum of Understanding (MOU) signed by the Department of State (DOS) and City of New York, the consular parking program is effective upon signature. The MOU was signed on August 21, 2002.

Q: Does the program apply to UN foreign missions?

A: No. However, the U.S. Mission to the United Nations is briefing the Host Country Committee on a separate program for diplomatic vehicles.

Q: How will the Program work?

A: Spaces — The City will provide one or two designated, on-street, 24-hour parking consular spaces located within reasonable proximity of each consulate. These spaces will be in place no later than November 1, 2002. They are intended for official business use only by vehicles displaying a special decal, also provided by the City. They are not intended for use as parking spaces for commuting staff. All other consulate vehicles should be in off-street parking. The specific location of each designated consulate parking space will be passed to the concerned consulate as soon as possible. Decals will be provided at that time.

The City will also provide a limited number of "delivery spaces" to assist the Consulates and UN Missions with the loading or unloading of official items. Special decals will be issued for the use of these delivery spaces, and the spaces may be occupied for no more than 30 minutes.

Tickets — The Department of State expects parking tickets received by consulate vehicles to be paid or contested within 30 days. The City has a procedure for this purpose.

In the event a consular vehicle has three or more tickets issued after November 1, 2002 that are unpaid or uncontested for more than 100 days (or, if contested, for more than seven days after the City denies the appeal), the Department of State will suspend the registration of said vehicle—if no applicable bilateral agreement exists. Vehicles with suspended registrations may not be operated and the Department will seek return of the license plates if the matter is not resolved promptly. If an applicable bilateral agreement exists, the Department of State will not renew the registration of the vehicle in question or, if

the registrant has multiple vehicles, the registration of the next vehicle due for renewal. (Notwithstanding this provision, the Department will not suspend or refuse to renew or issue, as the case may be, a registration for the sole remaining vehicle registered to a consulate.) The City may also withdraw a consulate's parking spaces and decals if that consulate has a large number of tickets in this category.

Q: What about tickets issued before this program?

A: The Department of State will suspend the registration of consular vehicles with more than \$230 of outstanding tickets as of August 30, 2002, provided no applicable bilateral agreement exists. Consulates must work with the City's Department of Finance to address this issue.

Q: When can a consular vehicle be ticketed by the City of New York?

A: Any consular vehicle parked in a manner that violates the regulation governing that parking location is subject to ticketing (e.g., "expired meter," "no standing except trucks loading and unloading," etc.). Towing is restricted to violations for health and safety, but ticketing is not.

Q: When can a consular vehicle be towed by the City of New York?

A: Under the program, the City of New York is authorized to tow parked consular vehicles without operators for designated health and public safety violations (e.g., "no parking," "double parking," "no standing," etc.). The City will not tow vehicles bearing "C" tags for outstanding parking tickets. Procedures for the recovery of towed vehicles remain largely the same.

Q: Can a legally parked (unattended) consular vehicle be removed for public hazard reasons?

A: Yes. The City may remove a parked DOS plated vehicle when it is creating a public hazard for which a notice of parking violation does not apply. In this case, the car will be removed from the scene (at no charge) to a nearby street but not towed to the impoundment lot.

Q: What if an unauthorized vehicle is in designated consulate space(s)?

A: If the vehicle is not a State Department registered vehicle, the

New OFM Faces



Jeffrey B. Seely

Jeffrey Seely has been named Deputy Director, OFM Los Angeles Regional Office, effective June 2002. Under Director David van Valkenburg, Mr. Seely will focus on providing support to the consular community and visiting diplomats in the southwestern states. He utilizes his former military experience and skills learned as an attaché, coming to the Department of State after 15 years as an Army officer, retiring with the rank of Major. During his service, he held Defense Attaché positions in both Vienna and Bonn, and most recently served as Dean of Students, Middle East School, at the Defense Language Institute in Monterey, California. Mr. Seely speaks French and German. ■

OFM Regional Activities:



Left to right: Tim Beckler, Sharon Powers, Emmett Koehler. Standing: Blair Townsend

Welcome Change

The Chicago Regional Office of Foreign Missions now has on-site production of driver's licenses and tax cards for consular personnel in the Central Region. This change significantly shortens the waiting period for those tax card and license applications that are submitted directly to the Regional Office with all the necessary information.



OFM at LA Job Fair. Los Angeles Office Regional Director David van Valkenburg and Deputy Director Jeff Seely joined Recruitment officers Dawn Scott and Tony Fernandes to represent the Department at the ACT-10 Job Fair, organized by Asian American Economic Development Enterprises at the LA Convention Center.

Chicago Hosts Consular Seminar

OFM Chicago Regional Director Denise Duclon hosted Consuls General and consular representatives from 45 countries at two briefings in Chicago in May. The meetings focused on the U.S. Department of State's effort to work with law enforcement agencies to improve consular notification, as well as efforts by the State of Illinois and the City of Chicago to support consular notification. Other areas of interest addressed included airport security procedures and parking issues.

Both federal and state government leaders were present. U.S. Department of State speakers included Jim Lemarie, Special Agent-in-Charge, Diplomatic Security (DS), Chicago Field Office; Lawrence Dunham, Assistant Chief of Protocol, and Clyde Howard, Chief of Consular Notification and Outreach Division. Senior representatives from the Immigration and Naturalization Service were there to answer questions. Penny Kendall, Chief of Protocol from the Illinois Governor's Office spoke, as did Mayor Daley's Director of Protocol, Eileen Hubbell, and Commander Dave Dougherty of the Chicago Police Department. U.S. Department of State facilitators continued the consular notification theme the following day at a well-attended law enforcement briefing co-hosted by the DS Chicago Field Office. ■

OFM Outreach

Two of OFM's many outreach programs are the popular internship program and the annual Global Young Leaders Conference. Both help spread understanding of OFM and its mission. In turn, these young people, particularly the interns with their creative ideas and fresh outlooks, energize OFM programs.

Pictured below are summer interns Candice Newman and Marlon Herrera sharing their experiences with attendees at this year's GYL Conference. More than 50 high school students from throughout the U.S. and abroad participated in the Conference held annually in Washington. This fall, the internship program welcomes to the Managing Director's office Joseph Morbach, a second year graduate student at the School of Diplomacy and International Relations, Seton Hall University, New Jersey.





PHONEBOOK

Key Personnel

Managing Director for Operations
John R. Arndt
(202) 895-3500

Director of Property and Travel
Richard Massey
(202) 647-4554

**Director of Diplomatic
Motor Vehicles**
Jacqueline Robinson
(202) 895-3521

**Director of Duty-free Customs
Entry and Tax Exemption**
Winkle Nemeth
(202) 895-3563

Legal Counsel
Ron Mlotek
(202) 895-3501

Chicago Regional Office Director
Denise Duclon
(312) 353-5762

Honolulu Regional Office Director
Nancy "Sam" Finn
(808) 522-8125

**Los Angeles Regional Office
Director**
David Van Valkenburg
(310) 235-6292

**Miami Regional Office
Director**
Terry J. Daru
(954) 630-1100

**New York Regional Office
Director**
Jim Bond
(212) 826-4500

**San Francisco Regional Office
Director**
Leroy Dal Porto
(415) 744-2910

**Protocol: Diplomatic and
Consular Liaison**
Lawrence Dunham
(202) 647-1985

**Diplomatic Security
Protective Liaison**
Director Johnny Guy
(202) 647-7277

Visa Office: Diplomatic Liaison
William Bent
(202) 663-3211



At OFM's Service Center there's a world of difference before (below) and after (left).



Service Center CONTINUE FROM PAGE 1

requests for a driver's license upon completion of their vision testing.

3. Outgoing distribution (driver licenses, vehicle registrations, etc.) will be released *only* to designated mission representatives or a commercial messenger service designated by the mission.

4. Queries regarding the status of applications or requests for expedited processing should be submitted to the *Customer Service Center*, telephone: (202) 895-3571 (between 9:00 AM and 3:00 PM daily), or via email to ds/ofm/customersvc@state.gov.

5. Exceptions to the foregoing will be made only if they have been prearranged

between the mission's designated point of contact and the CSC supervisor.

These new procedures are designed to streamline customer service and to assist the Center in responding more rapidly. They are another step forward in meeting OFM's objective of excellent service for the missions and their members. ■

Excellence!



Kathy Nagle is pictured receiving the Office of Foreign Missions Deputy Assistant Secretary Award for Excellence from OFM Deputy Director Theodore Strickler. Ms. Nagle received the award for her outstanding work in editing OFM's quarterly newsletter, *Consultations*, *The Annual Report* and countless training and informational materials.

After 16 years with the Office of Foreign Missions, Editor Nagle now moves on to new challenges. Named as her replacement is **Carol Lund**, a seasoned editor who assumes responsibility for OFM publications with this issue of *Consultations*. Ms. Nagle will be missed. ■

Parking CONTINUE FROM PAGE 3

consulate should call the NYPD Traffic Management Center (formerly known as the Diplomatic and Consular Towing Hot Line) at (718) 706-6062 to report the vehicle and have the vehicle issued a notice of parking violation and removed. The caller should note the color, make, model, license plate number and exact location of the vehicle.

If the vehicle bears State Department issued license plates, the consulate should call the Consul General or Administrative Officer of the concerned diplomatic/consular entity to resolve this problem.

Note: *The Diplomatic Parking Review Panel* is moving in fall 2002 to 66 John street, 3rd Floor, New York City, New York 10038, telephone 2120 361-8290. However, we are advised that for the time being, registrants should continue to use the current address to settle outstanding tickets. That address is: Diplomatic Parking Review Panel, City of New York City, Department of Finance, 210 Joralemon Street, 5th Floor, Brooklyn, New York 11201, telephone 718-802-4749. ■

Consultations

Office of Foreign Missions
DS/OFM Room 2238
2201 C Street NW
Washington, DC 20520



Produced by the Office of Foreign Missions
Four issues each year

Printed by Regional Printing Center, Manila

Editor-in-Chief: Lynwood Dent
Editor: Carol Lund

Questions and Correspondence should be addressed to:
Consultations, c/o Joseph Morbach
Phone: (202) 895-3502
Email: morbachjm@state.gov