

2016 New York City Guide for the Diplomatic & Consular Corps

Published by
The NYC Mayor's Office for International Affairs

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Mayor's Office for International Affairs



Dear Colleague:

It is a pleasure and great honor to serve as Commissioner for the New York City Mayor's Office for International Affairs. New York City is home to the largest diplomatic and consular community in the world—193 Permanent Missions, 114 Consulates, and the headquarters of the United Nations. The office is the primary liaison between the City of New York and the diplomatic community, foreign governments, the United Nations, the U.S. Department of State, and 75 trade missions. Since my appointment in September 2014, my team and I have sought to make the office a global platform from which the City promotes its goals for a more just and equitable society, showcases the diversity of New Yorkers, and shares policies and best practices with the world.

We also proudly support the daily operational needs of our diplomatic and consular corps and are pleased to announce the publication of the 2016 New York City Guide for the Diplomatic & Consular Corps. The Guide provides useful information on accessing a range of City services and addressing City-related issues in an effort to aid Mission and Consular officials as they integrate fully and seamlessly into the fabric of the City of New York.

For your convenience, the *Guide* is available in hard-copy and also online. Not only do we hope that the *Guide* will assist both diplomatic and consular officers in optimally conducting their day-to-day operations in New York City, but we also hope that the *Guide* will serve as a symbol of goodwill and collaboration from the City of New York to its resident diplomatic community. Please enjoy, and employ, the *2016 New York City Guide for the Diplomatic & Consular Corps* with our compliments, and may you always feel at home here in New York City.

Kind Regards,

Penny Abeywardena

Commissioner

The New York City Mayor's Office for International Affairs

The New York City Mayor's Office for International Affairs works to foster positive relations and encourage collaboration between the international community and New York City's agencies and local neighborhoods. The office is focused on sharing New York City's policies and best practices globally, as well as responding to requests from foreign governments, the United Nations, and the U.S. Department of State. International Affairs also advises City agencies on diplomatic and consular matters, and provides guidance to the diplomatic and consular community on City-related issues. The office also administers the City of New York/U.S. Department of State Diplomatic and Consular Parking Program, and creates opportunities to connect the international community with New York City's local communities through New York City Global Partners, Inc., a not-for-profit organization.

Programs:

- Connecting Local to Global helps join NYC's diplomatic and consular community to the City they live in and serve. Working in partnership with our colleagues at City agencies, the office uses CL2G to create opportunities for NYC's Missions and Consulates to learn about the work of NYC agencies and share NYC's programming with the communities they serve, while also helping NYC to learn from their best practices.
- NYC Junior Ambassadors seeks to leverage the United Nations as a resource for NYC seventh graders and empower students in all five boroughs of New York City to become actively engaged with the United Nations and its mission of addressing some of the most pressing challenges in the world.
- Global Vision | Urban Action works to highlight the synergies between the global Sustainable Development Goals (SDGs) and New York City's local sustainability and development initiatives contained within OneNYC: The Plan for a Strong and Just City. By bringing together experts from NYC and the international community, Global Vision | Urban Action is a platform to share information and forge innovative solutions to challenges that can be adopted locally and globally.

Services:

- Parking: In collaboration with the U.S. Department of State, the office administers the New York City diplomatic parking program, issuing parking decals annually and assisting diplomatic and consular offices with parking issues throughout the year.
- **Consular notification:** The office assists Consulates General in obtaining information regarding incidents involving possible injury or casualty to foreign nationals in New York City.
- **Delegation visits:** The office facilitates meetings with New York City officials for visiting delegations of foreign government officials, at the local and federal levels.
- Economic development and International business: The office works to facilitate the sharing of economic development best practices between governments and helps to connect international businesses to New York City. In addition, the office can provide information about programs and services to help bring international businesses to New York City.

Mayor's Office for International Affairs Two United Nations Plaza, 27th Floor New York, New York 10017 Telephone: (212) 319-9300

Fax: (212) 319-3430

Website: http://www.nyc.gov/international

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New York City

I. Living in New York City

A. Police Matters

For emergencies, please call 911

The safety and security of New York's diplomatic and consular corps is of special concern to the City. The Mayor's Office for International Affairs works closely with the NYPD's Intelligence Division to address specific security issues relevant to foreign governments. The NYPD Intelligence Division investigates threats, addresses incidents involving diplomats, and evaluates requests for protective security escorts. Upon request by any foreign government, the NYPD Intelligence Division will also conduct security and crime prevention surveys of foreign government offices and residences located in New York City.

International Affairs staff is available to respond to urgent matters. During business hours, please call the Mayor's Office for International Affairs at (212) 319-9300. After regular business hours, please call the NYPD Intelligence Division at (646) 805-6400.

B. New York City Government Information and Services Hotline (311)

The 311 Customer Service Center provides New Yorkers with one easy-to-remember number that can be used to access non-emergency City government services.

311's mission is:

- To provide the public with quick, easy access to all New York City government services and information while maintaining the highest possible level of customer service.
- To help agencies improve service delivery by allowing them to focus on their core missions and manage their workload efficiently.

To provide insight into ways to improve City government through accurate, consistent measurement and analysis of city-wide service delivery.

Examples of services provided by 311:

- Find out if alternate side of the street parking is in effect;
- Get information on services for the aging;
- Report a loud noise or blocked driveway;
- Learn about volunteer activities in the neighborhood;
- Learn about programs designed for small businesses;
- Report a pothole or street light that needs to be fixed;
- Obtain garbage pickup schedule.

Calls to 311 are answered by a live operator, 24 hours a day, seven days a week, and services are provided in more than 170 languages. Dial 311 from within the city or (212) NEW-YORK outside of the five boroughs or send a text question to 311-NYC (311-692). Teletypewriter (TTY) service is also available by dialing (212) 504-4115. More information is available online at: www.nyc.gov/311.

Remember to dial 911 for emergencies.

C. Services for Immigrants

The Mayor's Office of Immigrant Affairs (MOIA) promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City. In the de Blasio administration, MOIA focuses on three primary objectives: to enhance the economic, civil, and social integration of immigrant New Yorkers; to facilitate access to justice for immigrant New Yorkers; and to advocate for continued immigration reforms at all levels of government in order to eliminate inequities facing immigrant New Yorkers.

MOIA's Constituent Services Team serves as a central point of coordination and information between the public and city government. Constituent Services provides resources on navigating city services and basic information on the immigration process. MOIA can also schedule "Know Your Rights" workshops for immigrant communities on a wide range of topics.

You may contact MOIA Constituent Services at (212) 788-9389 during normal business hours.

Legal Services

Through its legal initiatives, MOIA supports the provision of immigration legal services at scale across New York City; connects immigrants to bona fide legal services as a fraudprevention strategy; connects immigrants to other ancillary services; and builds the City's and the field's capacity for future Comprehensive Immigration Reform. Some undocumented immigrants may be eligible for temporary work authorization and protection from deportation through such programs as Deferred Action for Childhood Arrivals (DACA). Moreover, to encourage people to become citizens and provide them with the necessary resources, MOIA has partnered with USCIS to establish "New American Corners" in all 217 library branches throughout New York City. New Americans Corners offer free resources about citizenship, financial empowerment, and entrepreneurship. For more information please visit www.nyc.gov/immigrants.

IDNYC

IDNYC is a New York City government-issued identification card that is available to all City residents age 14 and older. Immigration status does not matter. The IDNYC card is a safe and secure document that enables residents to access City services and grant admission to City buildings, such as schools. In addition, the card can be presented as proof of identification for interacting with the police and is an accepted form of identification to open a banking account at select financial institutions. Furthermore, a number of additional benefits are available to IDNYC cardholders including the opportunity to sign up for free one-year memberships at the city's leading museums, zoos, concert halls, and botanical gardens.

For more information on how to get an IDNYC and to make an appointment at one of the many enrollment centers throughout the City, please visit www.nyc.gov/idnyc or call 311.

Language Access & Confidentiality

Mayor de Blasio's administration works to ensure access to City services for all New Yorkers. As such, two important Executive Orders require that City Agencies keep immigration status confidential and require all Agencies to provide free language assistance for Limited English Proficient (LEP) New Yorkers. Interpretation is available in over 170 languages and written materials are translated into many languages. New Yorkers may contact 311 to report language access experiences with City Agencies.

D. Emergency Preparedness

New York City Emergency Management (OEM) encourages New York City residents to be ready for all types of emergencies. The City advises that all residents develop a disaster plan that includes establishing meeting places where household members can reunite after a disaster, gathering emergency supplies that can be used at home or on the go, and selecting an out-of-area contact that can be used to communicate with loved ones if separated during a disaster. To learn more about emergency preparedness and how to be informed about the potential hazards that can affect New York City, visit NYC Emergency Management online at: www.nyc.gov/oem.

For immediate updates on emergency events around the City, sign up for Notify NYC—the City's official emergency communications program—by visiting www.nyc.gov/notifynyc or calling 311. In cases of emergencies or to report life-threatening hazards, call 911.

E. Family and Domestic Relations

The Administration for Children's Services (ACS) is the New York City agency charged with protecting New York City's children and adolescents/young people from abuse and neglect. ACS responds to reports of child abuse or neglect and is required to investigate allegations in those reports. In addition, ACS provides neighborhood-based services to help ensure children grow up in safe, permanent homes with strong families. For more detailed information about ACS, please visit www.nyc.gov/acs. For information regarding child abuse laws, please see the guide to New York State Child Abuse and Neglect Laws.

In a city where diverse populations and newly arrived foreign nationals reside, many cultural differences in childrearing practices are certain to exist. It is important for parents and caregivers to know and understand that what may be permissible for, or expected from, children, parents and caregivers in certain countries can be unlawful under New York State law.

Report Child Abuse

To report suspected child abuse or neglect, call the State Central Register at (800) 342-3720 or go to 311 Online at: www.nyc.gov/311. If a child is in immediate danger, call 911.

Family and Domestic Violence

Domestic violence is a pattern of abusive behavior that occurs between family members and/or intimate partners to gain power and control. Domestic violence can take the form of physical, sexual, psychological, or economic abuse. Domestic violence occurs in every country, in families of all races, cultures, religions, and income levels. It can happen to people of all ages, genders, and sexual orientations.

In the U.S., it is against the law to intentionally injure someone or put someone in fear of physical injury.

If someone is in immediate danger, call 911. To reach the New York City Domestic Violence Hotline call (800) 621-4673; TDD (866) 604-5350) or go to 311 Online at: www.nyc.gov/311.

A Domestic Violence Hotline advocate can help create a safety plan, make referrals for services including emergency shelter. The City also provides one-stop domestic violence services called Family Justice Centers in the Bronx, Brooklyn, Manhattan and Queens, and a special program is available for Staten Island as well. Help is available in all languages and regardless of a person's immigration status.

F. Volunteer Opportunities

NYC Service promotes volunteerism, engages New Yorkers in service, builds volunteer capacity and mobilizes the power of volunteers and service year members to impact NYC's greatest needs. NYC Service has 22 diverse and innovative initiatives that aim to achieve 3 goals:

- Help more New Yorkers connect to service opportunities more easily
- Target volunteers to address the City's greatest needs
- Promote service as a core part of what it means to be a citizen of the greatest City in the world.

A key focus of NYC Service is to heighten accountability within the field and to set a new standard for measuring the impact of volunteerism and service. NYC Service aims to drive volunteer resources to six impact areas where New York City's needs are greatest:

- Strengthening communities
- Protecting the environment

- Helping neighbors in need
- Increasing public health
- Improving education
- Enhancing emergency preparedness

For more information on community participation, including volunteering opportunities, please visit www.nyc.gov/service.

Motor Vehicle

II. Motor Vehicle Information

A. Transportation and Related Regulations in New York City

Like all major cities worldwide, the City of New York faces a high volume of traffic congestion. In order to control the flow of traffic, prevent accidents, maintain good air quality, and provide essential city services, it is imperative that traffic regulations be observed by all drivers and pedestrians.

Moving violations such as speeding or failing to obey a traffic signal are the most serious violations of traffic law that can be incurred by diplomats. Failure to address a violation may lead to a suspension and revocation of New York driving privileges. Prompt payment of all fines associated with such citations is expected.

Due to the difficulty of finding parking space on the streets, most New Yorkers, including those who commute from the suburbs, find it easier and less expensive to leave their cars at home or in a garage and move around the city by public transportation. Public transportation is safe, inexpensive, and less trouble than finding parking on the street. Subway and bus maps are available in any of the City's subway stations, buses and online at: www.mta.info.

When parking on the New York City streets, be sure to observe the parking regulations on each block's sidewalk signs.

The City of New York will tow a diplomatic vehicle when it is parked illegally in a manner that presents a hazard to health and safety; its registrant is no longer properly accredited or whose diplomatic or consular duties have been terminated; the vehicle has been reported stolen or displays lost or stolen license plates; or the U.S. Department of State has authorized the towing of such vehicle after inquiry from the City.

The following is a list of health and safety parking violations, for which the City of New York may tow parked vehicles without operators:

- No Stopping (Anytime)
- No Standing (Snow Emergency)
- No Standing (Anytime)
- No Standing (Bus Lane)
- No Standing (Bus Stop)
- No Standing (Commuter Van Stop)
- No Parking (Except Handicap Plates/Permits)
- Fire Hydrant
- Traffic Lane (No Parking, No Standing, or No Stopping)
- Double Parking
- Bike Lane (No Parking, No Standing, or No Stopping)
- Excavation (Vehicle Obstructing Traffic)
- Crosswalk (No Parking, No Standing, or No Stopping)
- Sidewalk (No Parking, No Standing, or No Stopping)
- Intersection (No Parking, No Standing, or No Stopping)
- Tunnel/Elevated Roadway (No Parking, No Standing, or No Stopping)
- Railroad Crossing
- Obstructing Driveway/Pedestrian Ramp/Curb-Cut

Vehicles with U.S. Department of State-issued license plates that are towed by the City of New York will be moved to the nearest NYPD tow facility for the protection of the vehicle. In Manhattan, the NYPD tow facility is located at Pier 76 on the West Side at 38th Street. To locate towed vehicles at Pier 76, please call (212) 971-0771 or (212) 971-0772.

B. New York City Diplomatic & Consular Parking Program

Since 2002, there has been an agreement between the City of New York and the U.S. Department of State establishing the NYC Diplomatic and Consular Parking Program. The goal of this agreement is to ensure public safety, regulate traffic and enforce traffic safety laws, while also facilitating the ability of diplomats and consular officers to conduct their official business. The Mayor's Office for International Affairs, along with the U.S. State Department, administers the Program and assists diplomats and consular officers with diplomatic parking issues.

Parking Spaces and Decals

- Service Vehicle Decal: Each Mission or Consulate that is allocated two parking spaces may designate two vehicles to bear a service vehicle decal and each Consulate allocated one parking space may designate one vehicle to bear the service vehicle decal. The driver of a vehicle bearing a non-transferable Service Vehicle Decal may wait only in (a) an area where the driver of an ordinary passenger vehicle is permitted to wait, (b) a parking space assigned to his or her Consulate, or (c) a parking space assigned to another Mission or Consulate, with the permission of such Mission or Consulate.
- Delivery Vehicle Decal: Each Mission or Consulate may designate one U.S. Department of State plate vehicle to bear a nontransferable delivery vehicle decal, which authorizes the vehicle to stand temporarily (no more than 30 minutes) for the purpose of delivering, loading, or unloading for official business in either (a) the parking space or spaces assigned to the consulate, (b) the parking space or spaces of the consulate to which the delivery is being made, with the permission of such consulate, or (c) the 35 spaces designated for exclusive use by vehicles bearing nontransferable delivery vehicle decals. A Mission or Consulate may also dual-designate a vehicle as both its service and delivery vehicle and place both decals on it.
- Replacement Decal: Missions and Consulates seeking to acquire replacement non-transferable Service and/ or Delivery Decals for vehicles acquired after the annual issuance of non-transferable decals must attach the original decal (even if said decal is damaged) to their completed decal applications. The Mayor's Office for International Affairs will refuse to issue replacement non-transferable decals to any diplomatic or consular vehicle without the return of the original, valid decal, with no exceptions granted under any circumstance. Additionally, any parking tickets accrued due to the failure to properly and timely acquire replacement decals will be the responsibility of the respective Mission or Consulate.
- Temporary Decal: If a designated service or delivery vehicle bearing a non-transferable decal is out of service, the Mission or Consulate may designate, for a period not to exceed five business days, an alternate vehicle to bear the decals. The Mission or Consulate

shall immediately notify the Mayor's Office for International Affairs in writing of the return to service of the previously out-of-service vehicle. Please contact the Mayor's Office for International Affairs via email, or via printed letter, to request a temporary decal.

Mayor's Office for International Affairs Two United Nations Plaza, 27th Floor New York, New York 10017 Telephone: (212) 319-9300

Fax: (212) 319-3430

Website: http://www.nyc.gov/international

To apply for service or delivery vehicle decals, submit a Service Vehicle Decal Request Form or Delivery Vehicle Decal Request Form to the Mayor's Office for International Affairs along with a copy of the vehicle's U.S. Department of State vehicle registration and proof of insurance. For a delivery vehicle decal, certification that reserved off-street parking has been arranged for the vehicle in a garage or other legal parking is also required. When not in delivery service, such vehicles must park in such off-street or other legal parking spaces. The Mayor's Office for International Affairs will not issue any parking decal to a vehicle that has three or more unpaid, past due parking tickets.

Service and Delivery Vehicle decals may be withdrawn and the privileges associated may be cancelled by the City of New York at any time if such privileges are abused.

If a Mission or Consulate finds that a non-authorized vehicle is parked illegally in one of its reserved spaces, the Mission or Consulate should:

- Note the make, model, color, and license plate of the vehicle, along with a description of any parking placard the vehicle may display and any number shown on that placard.
- Call the NYPD Traffic Management Center immediately at (718) 706-6062 to request that the illegally parked vehicle receive a summons, and that a tow truck be dispatched to remove the vehicle from the reserved parking space.
- Note the date and exact time the call was made to the NYPD Traffic Management Center for purpose of future documentation.

Responding to Parking Violations

All diplomats and consular officers are liable for their summonses and are expected to respond within 30 days of their issuance. Failure to respond for more than 100 days may result in suspension or non-renewal of registration by the U.S. Department of State, withdrawal of parking decals or removal of parking spaces. To keep the Mission or Consulate informed about its outstanding summonses, the New York City Department of Finance mails each Mission

and Consulate a monthly report of its unpaid notices of parking violation that have been unanswered for more than 100 days from issuance or unsatisfied for more than seven days after the decision.

 Payment: To pay a summons in person at any Finance Business Center, online, or by phone at (212) 504-4041. Payments by mail (check or money order only) may be sent to:

Fleet/Rental Unit 66 John Street. 3rd Floor New York, N.Y. 10038 Phone: (212) 291-4666

Website: http://www1.nyc.gov/nyc-resources/

service/2195/pay-a-parking-ticket

Note: If mailing a payment or paying in person, include a list of tickets covered by the payment.

Adjudication: To challenge a parking violation issued to a vehicle with U.S. Department of State "A"
 "C" or "D" series license plates, submit a Parking Violation Response Form for review by mail or fax to a special Diplomatic Parking Review Panel at the NYC Department of Finance.

Diplomatic Parking Review Panel City of New York Department of Finance 66 John Street, 3rd Floor FAX: (212) 361-8233

The Parking Violation Response Form can be found at:

http://www1.nyc.gov/assets/finance/downloads/pdf/01pdf/pvo_diplo_response.pdf

If a vehicle's registration has been or is about to be suspended, adjudications may be done on a walk-in basis. For further information, please contact the Department of Finance (DOF) at (212) 361-8296.

If a parking ticket is issued to a diplomat or consular officer who is parked in an alternate space because the assigned space is occupied by another vehicle, use the Diplomat/Consular Illegal Parking Report Form to inform the Diplomatic Parking Review Panel. The Form can be found at: http://www1.nyc.gov/site/finance/about/contact-by-email/contact-us-illegal-parking-report.page. The alternate space must be within a two-block radius of the designated space. The vehicle must park at a meter during hours in effect (no payment required) or at truck loading and unloading zones.

Disagreement with the Review Panel's decision can be processed by filing a Notice of Parking Violation Appeal for Diplomats, which can be found at http://www1.nyc.gov/site/finance/vehicles/forms-diplomat-consular.page.

The following rules apply:

- The appeal must be filed within 30 days of the Review Panel's decision date.
- Only the registered owner/operator of the vehicle or the registered owner's authorized representative can request an appeal.
- Appeals are conducted by mail or in person. Mail the Notice of Parking Violation Appeal for Diplomats form to the address on the form. For an in-person hearing, check the box on the form for an in-person hearing and there will be notification of the time and date.
- If there is a conflict with a scheduled appointment time, notify the Diplomatic Parking Appeals Panel, in writing, at least three days before the review date.

Any registrant of a U.S. State Department plate vehicle may contact the New York City Mayor's Office for International Affairs at (212) 319-9300 for an appointment to discuss outstanding parking violations or to settle all outstanding parking debt owed by the Mission or Consulate.



III. International Airport Arrivals

Airport operations and security are controlled by the United States Government and the Port Authority of New York and New Jersey.

Arriving passengers holding "A" and "G" visas at JFK International Airport may use a special immigration line for expedient processing. "A" and "G" visa holders may be diplomats, consular officers, other foreign government officials, international organization personnel, and their family members. Missions and Consulates can coordinate with the airline passenger service department to facilitate the entry of "A" and "G" visa holders.

Vehicles with diplomatic and consular plates may **park free of charge at JFK International Airport for up to 24 hours**. However, if a vehicle with diplomatic or consular plates parks for a longer period, parking fees may apply to the entire time the vehicle is parked at the airport. This policy does not apply to vehicles with staff ("S") plates, which will be subject to all parking fees.

For information on daily parking availability, please contact:

Port Authority Duty Manager's Office JFK International Airport Building 14 Telephone: (718) 244-4110



IV. Tax Information

Missions and Consulates are generally not required to pay social security taxes for their employees (whether United States citizens or foreign nationals). A diplomatic or consular officer is not required to pay social security taxes on any household employee with an "A" visa. If the employee has any other type of visa or is a permanent resident of the United States, the diplomatic or consular officer may be required to withhold and pay social security taxes on that employee's behalf. In this event, it is recommended to consult an accountant or a tax attorney, or the IRS directly. Letters should be addressed to:

District Director of Internal Revenue Internal Revenue Service 110 West 44th Street New York, New York 10036

For information on New York City property tax exemptions, please consult the NYC Department of Finance website at http://www1.nyc.gov/site/finance/taxes/taxes.page.

For additional instructions, please contact the Mayor's Office for International Affairs at (212) 319-9300.

V. Contact Information

Useful Telephone Numbers

For Emergencies: Police, Fire, or Ambulance	911
For Non-Emergencies: Government Information and Services	311
New York City Numbers	
The Mayor's Office for International Affairs Police Department Headquarters Fire Department Headquarters Domestic Abuse Hotline Department of Health & Mental Hygiene Department of Parks & Recreation	(212) 319-9300 (646) 610-5000 (718) 999-2000 (800) 799-7233 311 311
Towing	
To locate towed vehicles at Pier 76 (24 hours) To have a non-diplomatic vehicle towed from a diplomatic space: Towing Hotline (24 hours)	(212) 971-0771 (212) 419-3737 (718) 706-6062
New York City Police Department (NYPD)	
Intelligence Division (24 hours)	(646) 805-6400
17th Precinct (24 hours) Located at 167 East 51st Street, between Lexington and Third Avenues	(212) 826-3211
19th Precinct (24 hours) Located at 153 East 67th Street, between Lexington and Third Avenues	(212) 452-0600
Midtown South Precinct (24 hours) Located at 357 West 35th Street, between Eighth and Ninth Avenues	(212) 239-9811
Midtown North Precinct (24 hours) Located at 306 West 54th Street, between Eighth and Ninth Avenues	(212) 767-8400
New York State Numbers	
Department of Motor Vehicles Department of Taxation and Finance	(212) 645-5550 (800) 225-5829
<u>United Nations</u>	
General information number	(212) 963-1234
United States Department of State	
Office of Foreign Missions United States Mission to the United Nations	(646) 282-2825 (212) 415-4000

MAYOR'S OFFICE FOR INTERNATIONAL AFFAIRS STAFF

Penny Abeywardena

Commissioner

Deanna Bitetti

Deputy Commissioner for Policy and Communications

Hillary Schrenell

Deputy Commissioner for Operations and Strategic Partnerships

Aissata Camara

Strategic Relationships Manager

Julian de Mayo

Social Media and Communications Associate

Matt Graham

Special Assistant to the Commissioner

Aarthi Gunasekaran

Policy Associate

Travis Hardy

Acting Executive Director for NYC Global Partners, Inc.

Marissa Jackson

General Counsel

Danny Kadishson

Director for Economic Development

Mina Nabizada

Strategic Relationships Manager

Leslie Slocum

Protocol Officer

Austin Wise

Operations Manager

For detailed information on City, State, and Federal Government agencies, please refer to The Green Book, the official directory of the City of New York. The Green Book can be obtained online at http://a856-gbol.nyc.gov/GBOLWebsite/home.aspx.

