City of New York

Public Advocate

Population:
8,478,072 (No. 1)

Govt Employees:
285,000

Address:
David N. Dinkins Municipal Building
1 Centre Street
15th Floor North
New York, NY 10007

Phone:
(212) 669-7250

Email:
gethelp@advocate.nyc.gov

Capabilities Statement:
Link

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474

Site:

https://advocate.nyc.gov/

Mission:

An independently elected public official, the Public Advocate represents the consumers of City services. He reviews and investigates complaints about City services, assesses whether agencies are responsive to the public, and recommends improvements in agency programs and complaint handling procedures; He serves as ombudsman, or go-between, for individuals who are having trouble getting the service, help or answers they need from City agencies; He monitors the effectiveness of the City's public information and education efforts.

Contacts and Stakeholders Information:

Jumaane D. Williams - Public Advocate
(212) 669-7200

General Counsel - Elizabeth Guzman, Esq.
(212) 669-2176

Senior Advisor, Communications - Williams Gerlich
(212) 669-2175

Director of Administration - Josenia Dominguez
(212) 669-4120

Director, Constituent Services - Beverly Gooding
(212) 669-4799

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized