



BUSINESS INTEGRITY COMMISSION

Shari C. Hyman, Commissioner/Chair

Key Public Service Areas

- ✓ Regulate commercial carting industry.
- ✓ Regulate businesses in the City's public wholesale markets.

Scope of Agency Operations

The Business Integrity Commission (BIC) regulates and monitors the trade waste/commercial carting industry and the wholesalers and businesses operating in the City's public wholesale markets, and ensures the integrity of businesses in these industries. Through vigorous background investigations of license and registration applications, the establishment of standards for services and conduct of business, and long-term criminal investigations, BIC carries out its mandate to make certain that these regulated industries and businesses remain free of organized criminal behavior. BIC protects New York City consumers by ensuring that businesses in certain industries and markets act in an honest way. By fostering an open marketplace, BIC also ensures that businesses in those industries and markets are protected from unfair competition. BIC also has the authority to regulate the shipboard gambling industry.

Critical Objectives

- Issue determinations on license and registration applications for commercial carters.
- Enforce commercial carting regulations.
- Resolve commercial carter consumer complaints.
- Issue determinations on registration applications for public wholesalers and businesses.
- Enforce public wholesale market regulations.

Performance Report

✓ Regulate commercial carting industry.

- During the reporting period BIC oversaw an 8 percent increase in licenses approved. Overall, the average time to approve both registration and license applications increased by 13 percent during Fiscal 2012; however, both approval times were well within target for Fiscal 2012. During the end of Fiscal 2012 and the beginning of Fiscal 2013, BIC made critical administrative changes to improve the efficiency of the application work flow, while preserving its commitment to thorough investigative and legal review. The agency continues to address a backlog.
- As a result of greater focus on enforcement activity and monitoring of the regulated industries, the total number of violations issued to private carters increased by 25 percent in Fiscal 2012. This represents a 43 percent increase of violations issued to licensees and a 185 percent increase in violations issued to registrants.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Carting background investigations completed</i>	743	1,244	1,289	1,088	998	*	*	Upward
<i>Carting licenses approved</i>	100	83	133	95	103	*	*	Neutral
<i>Carting registrations approved</i>	485	641	943	860	747	*	*	Upward
★ <i>Average time to approve carting licenses (days)</i>	206	142	184	155	175	190	190	Downward
★ <i>Average time to approve carting registrations (days)</i>	116	122	127	99	112	120	120	Downward
<i>Carting applications pending</i>	274	628	336	363	419	*	*	Neutral
★ <i>Average age of pending carting applications (days)</i>	130	123	167	167	168	190	190	Upward
★ <i>Carting license applications denied (%)</i>	10.3%	9.9%	9.6%	9.3%	9.3%	*	*	Downward
★ <i>Carting registration applications denied (%)</i>	2.1%	2.3%	2.3%	2.2%	2.4%	*	*	Neutral
★ <i>Total carting applications denied (%)</i>	4.1%	4.0%	3.7%	3.6%	3.6%	*	*	Downward
<i>Violations issued to private carters</i>	620	1,290	1,672	1,280	1,601	*	*	Upward
★ <i>Violations for unlicensed activity</i>	180	482	996	581	271	*	*	Upward

★ Critical Indicator "NA" - means Not Available in this report

✓ Regulate businesses in the City's public wholesale markets.

- Continuing an upward trend over the past five fiscal years, BIC increased the number of background investigations by 83 percent compared to Fiscal 2011 even though the number of public wholesale market registration applications decreased 38 percent. This decrease in applications was mainly due to weaker economic conditions. The more expansive investigatory oversight did not impact the average time to approve market registrations in Fiscal 2012, which remained the same as the previous year.
- The number of violations issued in the wholesale markets decreased by 6 percent reflecting decreased activity in the markets. As in years past, engines idling over three minutes, a quality-of-life violation, accounted for the majority of the violations issued.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Public wholesale market background investigations completed</i>	158	170	265	397	726	*	*	Upward
<i>Public wholesale market registrations approved</i>	40	56	114	80	50	*	*	Upward
★ <i>Average time to approve public wholesale market registrations (days)</i>	280	226	226	221	221	250	250	Downward
★ <i>Public wholesale market applications denied (%)</i>	2.1%	1.7%	2.2%	1.9%	2.2%	*	*	Neutral
<i>Violations issued at public wholesale markets</i>	551	378	417	345	323	*	*	Downward

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Customer Experience</i>								
<i>Percent of e-mails responded to in 14 days</i>	NA	94	100	100	100	NA	100	NA
<i>Percent of letters responded to in 14 days</i>	NA	98	75	100	100	NA	100	NA
<i>Average customer in-person wait time (minutes)</i>	NA	9	13	4	3	NA	3	NA
<i>Completed customer requests for interpretation</i>	NA	NA	50	27	218	NA	NA	NA
<i>CORE customer experience rating (0-100)</i>	NA	NA	98	98	100	NA	100	NA

Agency Resources

Resource Statistics	Actual					Plan ¹		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) ²	\$5.8	\$6.3	\$6.9	\$6.9	\$7.2	\$7.2	\$7.1	Upward
Revenues (\$ millions)	\$2.5	\$2.9	\$5.5	\$6.8	\$5.8	\$5.8	\$5.9	Upward
Personnel	64	65	75	72	72	81	80	Upward
Overtime paid (\$ thousands)	\$81	\$77	\$45	\$70	\$34	\$20	\$22	Downward
¹ Authorized Budget Level "NA" - Not Available in this report ² Expenditures include all funds.								

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 BIC's services and goals are:

Service 1: Regulate the City's commercial carting industry.

Goal 1a: Ensure that all businesses in the commercial carting industry abide by the law.

Goal 1b: Process license and registration applications for the carting industry in a timely manner.

Service 2: Regulate businesses in and around the City's public wholesale markets.

Goal 2a: Ensure that businesses in and around public wholesale markets abide by the law.

Goal 2b: Process registration applications for public wholesale businesses in a timely manner.

For more information please visit the website at: www.nyc.gov/bic

