



BUSINESS INTEGRITY COMMISSION

Shari C. Hyman, Commissioner/Chair

What We Do

The Business Integrity Commission (BIC) regulates and monitors the trade waste hauling 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 ensures that businesses in those industries and markets are protected from unfair competition. BIC also has the authority to regulate the shipboard gambling industry.

Our Services and Goals

Service 1: Regulate the City's commercial waste hauling industry.

- Goal 1a: Ensure that all businesses in the commercial waste hauling industry abide by the law.
- Goal 1b: Process license and registration applications for the waste hauling 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.

How We Performed in Fiscal 2013

Service 1: Regulate the City's commercial waste hauling industry.

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

One of the Commission's core missions is to ensure a level playing field and nurture a competitive marketplace for the commercial waste hauling industry. Thus, it is critical that the agency minimizes unlicensed activity and protect the interests of those that play by the rules. In Fiscal 2013, BIC issued 245 violations to unlicensed or unregistered waste haulers, 10 percent fewer than the 271 issued the previous year, and it issued 1,144 total violations to commercial waste haulers, 29 percent less than the 1,601 issued in Fiscal 2012. However, the agency increased by 27 percent the number of waste hauling background investigations completed in Fiscal 2013, to 1,267, which contributed to an increase in overall denials issued to waste hauling firms. A denial, which prevents a waste hauling operator from working in the City because it fails to meet the integrity standards set by BIC, is a direct signal to bad actors that there is zero tolerance for criminal behavior in this field.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Violations issued to private waste haulers	1,290	1,672	1,280	1,601	1,145	*	*	Neutral	Neutral
★ Violations issued - Other (not licensees or registrants)	482	996	581	271	245	*	*	Neutral	Down
Waste hauling background investigations completed	1,244	1,289	1,088	998	1,267	*	*	Up	Neutral
★ Total waste hauling applications denied (%)	4.0%	3.7%	3.6%	3.6%	3.9%	*	*	Neutral	Neutral
Waste hauling complaints received	495	1,218	592	594	534	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

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

BIC has made strides to improve customer service and provide more timely processing of waste hauling licensing and registration for applicants with sound business records. As a result of improvements to BIC internal review procedures, data management and assignment protocols, Fiscal 2013 average processing times for both licenses and registrations were decreased from Fiscal 2012 to levels significantly under their targets. Overall waste hauling license processing was 22 percent faster in Fiscal 2013, and overall registration processing was reduced 11 percent, as each closed well below its Fiscal 2013 target.

Additionally, the total number of waste hauler applications pending at the end of Fiscal 2013 was reduced 21 percent from Fiscal 2012, as pending figures for both new and renewal applications decreased. BIC expects to maintain its internal commitment to reduce overall pending volumes and surpass the Fiscal 2014 target. While the volume of pending applications was reduced, the age of the remaining ones increased 18 percent, as they include a higher concentration of complex and involved applications. In Fiscal 2013, BIC also better defined its long-term investigation caseload and reduced cases in that category; transferring some of them to pending status contributed to the increase in average age there.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average time to approve waste hauling licenses (days)	142	184	155	175	136	190	190	Down	Neutral
★ Average time to approve waste hauling registrations (days)	122	127	99	112	100	120	120	Down	Down
★ Average age of pending waste hauling applications (days)	123	167	167	168	198	190	190	Down	Up
★ Waste hauling applications pending	628	336	363	419	331	*	300	Down	Down
Waste hauling licenses approved	83	133	95	103	146	*	*	Up	Up
Waste hauling registrations approved	641	943	860	747	960	*	*	Up	Up

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

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.

The number of violations BIC issued to wholesale market businesses decreased 59 percent in Fiscal 2013 to 134, the lowest in a five year downward trend. BIC engaged in large-scale investigations in the public markets in Fiscal 2013, and conducted the agency's first two nuisance abatement actions in the Hunts Point Adjacent Area. These were directed at two unregistered businesses and resulted in denials.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Violations issued at public wholesale markets	378	417	345	323	134	*	*	Neutral	Down
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	93.8%	88.5%	*	*	Up	NA
★ Public wholesale market applications denied (%)	1.7%	2.2%	1.9%	2.2%	3.0%	*	*	Neutral	Up
Public wholesale market background investigations completed	170	265	397	726	593	*	*	Up	Up

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

As mentioned above, BIC has made improving customer service a key executive priority. In Fiscal 2013, BIC approved a total of 85 public wholesale market business registrations, 70 percent more than in Fiscal 2012, while reducing the average approval processing time by 32 percent, to 151 days. While the volume of wholesale market business applications is considerably less than the volume for trade waste hauler applications, the ability to process increased output while reducing processing time is noteworthy. The average age of pending wholesale markets applications for Fiscal 2013 was consistent with that for Fiscal 2012.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average time to approve public wholesale market registrations (days)	226	226	221	221	151	250	200	Down	Down
Average age of pending public wholesale market applications (days)	397	159	267	243	246	*	*	Down	Down
Public wholesale market registrations approved	56	114	80	50	85	*	*	Up	Neutral

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Agency Customer Service

BIC maintained its average customer in-person waiting time at 3 minutes for Fiscal 2013, meeting its target for the year. It also continued to respond to all of its e-mails and letters within 14 days in Fiscal 2013.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	94	100	100	100	100	100	100	Neutral
Letters responded to in 14 days (%)	98	75	100	100	100	100	100	Up
Average customer in-person wait time (minutes)	9	13	4	3	3	3	3	Down
Completed customer requests for interpretation	NA	50	27	218	109	NA	NA	NA
CORE customer experience rating (0-100)	NA	98	98	100	95	100	100	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$6.3	\$6.9	\$6.9	\$6.8	\$7.4	\$7.4	\$7.1	Up
Revenues (\$000,000)	\$2.9	\$5.5	\$6.8	\$5.8	\$7.1	\$6.3	\$6.4	Up
Personnel	65	75	72	72	72	82	82	Neutral
Overtime paid (\$000)	\$77	\$45	\$70	\$57	\$31	\$31	\$24	Down

¹Authorized Budget Level

²Expenditures include all funds.

"NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

None.

For more information on the agency, please visit: www.nyc.gov/bic.

