



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 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.

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: July–October

- BIC administrative improvements have led to increases in output capacity. The number of trade waste hauling license and registration approvals granted increased 8 percent and 17 percent, respectively, when compared to the same period in Fiscal 2012. Background investigations conducted as part of all trade waste applications increased 24 percent. BIC continues to focus on workflow and operational solutions to reduce processing time and increase output.
- BIC continues to actively ensure regulatory compliance and combat unlicensed activity in the industry and has pursued targeted enforcement efforts that focus on the most problematic trends and areas. As a result, violations issued to all private waste haulers increased 45 percent this reporting period, including 306 percent growth in violations issued for unlicensed activity, when compared to the same reporting period in Fiscal 2012.
- Ongoing administrative improvements at BIC have resulted in improvements in output capacity and processing time in regulation of public wholesale markets, as well. Approvals for registration of businesses in the regulated areas rose 214 percent and background investigations of employees in such businesses increased 27 percent from the same period in Fiscal 2012. Additionally, the average time to process market registrations was reduced by nearly 50 percent.

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Violations issued to private waste haulers	1,672	1,280	1,601	*	↑	439	638
★Violations issued - Other (not licensees or registrants)	996	581	271	*	↑	34	138
Waste hauling background investigations completed	1,289	1,088	998	*	*	336	417
★Total waste hauling applications denied (%)	3.7%	3.6%	3.6%	*	*	3.6%	3.6%
Waste hauling complaints received	1,218	592	594	*	*	228	182

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Average time to approve waste hauling licenses (days)	184	155	175	190	175	169	141
★Average time to approve waste hauling registrations (days)	127	99	112	120	120	92	116
★Average age of pending waste hauling applications (days)	167	167	168	190	190	163	194
★Waste hauling applications pending	336	363	419	*	300	321	337
Waste hauling licenses approved	133	95	103	*	*	49	53
Waste hauling registrations approved	943	860	747	*	*	258	303

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Violations issued at public wholesale markets	417	345	323	*	*	129	55
★Public wholesale market applications denied (%)	2.2%	1.9%	2.2%	*	*	2.5%	2.3%
Public wholesale market background investigations completed	265	397	726	*	*	157	200

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Average time to approve public wholesale market registrations (days)	226	221	221	250	225	235	121
Average age of pending public wholesale market applications (days)	159	267	243	*	*	260	264
Public wholesale market registrations approved	114	80	50	*	*	7	22

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	100%	100%
Letters responded to in 14 days (%)	75%	100%	100%	100%	100%	100%	100%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$6.9	\$6.9	\$6.8	\$7.1	\$7.4	\$7.0	\$3.3	\$3.3
Revenues (\$000,000)	\$5.5	\$6.8	\$5.8	\$5.9	\$6.3	\$6.2	\$2.0	\$2.3
Personnel	75	72	72	80	82	81	77	70
Overtime paid (\$000,000)	\$0.0	\$0.1	\$0.1	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0

¹January 2013 Financial Plan *NA" - Not Available in this report
²Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The term “carting” was changed to “waste hauling,” and “carter” to “waste hauler,” for every relevant indicator; data was not affected.
- The indicators ‘Carting license applications denied (%)’ and ‘Carting registration applications denied (%)’ were removed. The indicators ‘Waste hauling complaints received,’ ‘Average age of pending public wholesale market applications (days)’ and ‘Public wholesale market registrations approved’ were added.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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

