

BUSINESS INTEGRITY COMMISSION

Daniel D. Brownell, 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 crime and other forms of corruption. 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.

FOCUS ON EQUITY

The mission of the Business Integrity Commission (BIC) is to eliminate organized crime and other forms of corruption from the industries BIC regulates: the wholesale food markets and the commercial trade waste industry. By fostering an open marketplace, BIC ensures that the regulated businesses are able to compete fairly and that the marketplaces are free from the criminal activity that once dominated them. By ensuring businesses in our regulated industries operate with good character, honesty and integrity, BIC helps maintain a fair marketplace for all businesses that have contact and work with our regulated companies.

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 continuation of the Commission’s initiative to uncover potential corruption in unauthorized subcontracting in the trade waste industry, during the first four months of Fiscal 2015 BIC reached decisions on 51 subcontract applications and 182 additional subcontracting applications were in progress with investigation underway. Although BIC received no additional resources to investigate and resolve these applications, in addition to reviewing and investigating hundreds of subcontract applications, all license renewal applications were given an additional level of scrutiny – reviewers analyzed customer register information in order to ascertain if unauthorized subcontracting arrangements were in place. If so, BIC took further investigative steps and made requests for documentation, thereby directly increasing the time for processing trade waste licensing applications. By allocating resources here, the time to process all other applications increased.
- During the first four months of Fiscal 2015 the agency began a full reorganization and restructuring, including mandatory case reviews on every pending application. The work to reduce BIC’s backlog efficiently while providing thorough, quality investigations is ongoing. The Commission expects to make significant reductions in its backlog, while increasing the number of licenses and registrations approved, but it also expects that the closing of these older cases, some as old as two years, will continue to increase average approval times.

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 Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Violations issued to private waste haulers	1,601	1,145	883	*	*	245	513
★Violations issued - Other (not licensees or registrants)	271	245	203	*	*	22	199
Waste hauling background investigations completed	998	1,267	911	*	*	371	168
★Total waste hauling applications denied (%)	3.6%	3.9%	3.9%	*	*	3.9%	4.2%
Waste hauling complaints received	594	534	519	*	*	166	205

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Average time to approve waste hauling licenses (days)	175	136	148	175	175	137	234
★Average time to approve waste hauling registrations (days)	112	100	86	105	105	79	181
★Average age of pending waste hauling applications (days)	168	198	221	180	180	176	230
★Waste hauling applications pending	419	331	523	300	300	351	583
Waste hauling licenses approved	103	146	92	*	*	42	23
Waste hauling registrations approved	747	960	678	*	*	246	149

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Violations issued at public wholesale markets	323	134	79	*	*	32	29
Violations admitted to or upheld at the Environmental Control Board (%)	93.8%	88.5%	94.0%	*	*	94.9%	98.2%
★ Public wholesale market applications denied (%)	2.2%	3.0%	3.2%	*	*	3.2%	2.3%
Public wholesale market background investigations completed	726	593	217	*	*	161	7

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

Goal 2b

Process registration applications for public wholesale businesses in a timely manner.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average time to approve public wholesale market registrations (days)	221	151	152	200	200	114	231
Average age of pending public wholesale market applications (days)	243	246	256	*	*	227	375
Public wholesale market registrations approved	50	85	68	*	*	32	7

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Letters responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
Completed customer requests for interpretation	218	109	56	*	*	NA	NA
Average wait time to speak with a customer service agent (minutes)	2:5	2:57	2	*	*	NA	NA
CORE facility rating	98	95	93	*	*	NA	NA

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$6.8	\$7.0	\$7.3	\$7.0	\$8.7	\$7.4	\$3.2	\$3.0
Revenues (\$000,000)	\$5.8	\$7.1	\$6.3	\$6.0	\$6.0	\$6.0	\$2.9	\$2.6
Personnel	72	72	64	81	81	80	73	70
Overtime paid (\$000)	\$57	\$48	\$43	\$24	\$28	\$24	\$14	\$13

¹February 2015 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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