

BUSINESS INTEGRITY COMMISSION

Elizabeth Crotty, Commissioner and Chair



WHAT WE DO

The Business Integrity Commission (BIC) regulates the trade waste industry and businesses operating in New York City's public wholesale markets. Additionally, BIC has authority to regulate the shipboard gambling industry, although this industry currently does not operate in New York City. The BIC Commissioner is Chair of the Commission with members consisting of the Commissioners of New York City agencies (or their designee) including the Police Department (NYPD), Department of Investigation (DOI), Department of Sanitation (DSNY), Department of Consumer and Worker Protection (DCWP), and the Department of Small Business Services (SBS). The Commission holds public meetings to vote on final determinations regarding such matters as the denial of applications for a license or registration, new or amendments to BIC rules, and resolutions.

Through regulation, BIC ensures the companies in these industries have the requisite business integrity to operate and ensures compliance with the laws and rules, such as those having to do with trade waste truck emissions and safety, particularly traffic safety. BIC carries out its mandate to eliminate corruption and criminality, including organized crime, in these regulated industries by conducting vigorous background investigations of license and registration applicants, conducting criminal and regulatory audits and investigations, establishing standards for services by and conduct of licensed and registered business, and enforcing the rules and laws by issuing violations and denying applications for a license or registration. BIC protects New York City consumers by seeking to ensure that the businesses in these industries and markets act in an honest manner.

FOCUS ON EQUITY

At the core of BIC's mission is the objective to protect New York City customers of the trade waste industry and the City's public wholesale markets through regulation. By keeping corruption and criminality out of these industries and enforcing compliance with BIC rules, BIC fosters an open marketplace for these industry businesses to compete fairly, thereby providing an environment where customers receive equitable treatment. BIC is responsive to the public, as demonstrated by its exemplary performance in responding to inquiries, like letters and emails, within two weeks.

BIC regulation supports a range of City initiatives including improving quality of life and the environment, to promoting public safety. Previously, BIC collaborated with DSNY on waste equity policies to reduce the impacts of commercial waste on historically overburdened neighborhoods, mainly with the passing of Local Law 199 of 2019, which established the DSNY Commercial Waste Zones (CWZ) program. Once fully implemented by DSNY, CWZ aims to reduce trade waste truck traffic, thus lowering the negative environmental impacts such traffic generates, improving safety on New York City streets, and enhancing the quality of life in every New York City neighborhood.

As a member agency of Vision Zero, the City's initiative working towards the goal of zero traffic-related fatalities and serious injuries, BIC participates in various interagency programs to improve street safety. BIC's work strives to make New York City streets safer for the public through the development of vehicle and traffic safety rules for the trade waste industry, as well as the implementation of the Side Guard Law (Local Law 56 of 2015, as amended by Local Law 108 of 2021), which requires large trade waste vehicles be equipped with side guards that aid in preventing cyclists and pedestrians from sliding under rear tires when involved in crashes. Additionally, BIC investigators became certified to perform motor carrier safety inspections, which expanded enforcement abilities to take unsafe vehicles and/or drivers out of operation and off the road. In November 2023 at Vision Zero's annual Research on the Road symposium as part of the safer vehicles panel, BIC presented on the Agency's work to improve street safety and address collisions involving regulated trade waste trucks. BIC also participates in preparation of city-wide events that support safe, equitable, and sustainable communities across the five boroughs, like New York City Department of Transportation's Summer Streets program.

At BIC, leadership is committed to promoting a diverse and inclusive workplace culture for its employees as supported by policies such as BIC's Equal Employment Opportunity Commitment Statement. In addition to ensuring that all BIC staff complete citywide equity and inclusion training (including LGBTQ Inclusion, Sexual Harassment Prevention, and Disability Etiquette), BIC's Chief Diversity Officer encourages staff to participate in various cultural events throughout the year. BIC's public-facing staff receive customer service training and have been recognized for their professionalism by the Mayor's Office of Operations. BIC's multilingual employees volunteer to translate for applicants who are not fluent or proficient in the English language. Relatedly, in Fiscal 2024, BIC completed 115 customer requests for interpretation, nearly four times the amount in Fiscal 2023. In addition, BIC's recruitment efforts utilize best practices to ensure diversity and fairness around hiring and internal promotional opportunities. A tolerant and equitable workplace empowers employees to perform to their full potential and BIC can better communicate with its applicants and the public with a workforce reflective of the City's population.

OUR SERVICES AND GOALS

SERVICE 1 Regulate the trade waste industry in the City.

- Goal 1a Ensure that all businesses in the trade waste industry in the City abide by the law.
 - Goal 1b Process license and registration applications for the waste hauling industry in a timely manner.
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SERVICE 2 Regulate businesses in and around the City’s public wholesale markets.

- Goal 2a Ensure that businesses in and around the City’s public wholesale markets abide by the law.
- Goal 2b Process registration applications for businesses in and around the City’s public wholesale markets in a timely manner.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Regulate the trade waste industry in the City.

Goal 1a Ensure that all businesses in the trade waste industry in the City abide by the law.

In Fiscal 2024, BIC issued a total of 1,573 violations to private trade waste haulers, down from 2,876 in Fiscal 2023. This 45 percent decrease is a result of the Violation Unit's strategic and diligent actions to clear a backlog of violations that began during the COVID-19 pandemic, and which had been compounded by the Commission's expanded authority covering safety matters, particularly traffic safety, beginning in Fiscal 2022. With the creation of the Violation Unit in Fiscal 2023 to support and streamline operations, BIC significantly cleared a backlog of violations, resulting in a decrease in the issuance of violations in Fiscal 2024. As a corresponding result, BIC issued 1,163 violations to legally operating private trade waste haulers in Fiscal 2024, down from 2,008 in Fiscal 2023. BIC's regulation also includes the authority to issue violations to those private trade waste haulers found operating within the five boroughs without a BIC license or registration. Those operating illegally pose both a corruption and safety risk to workers, customers, and the public as they have not been vetted by BIC. In Fiscal 2024, BIC issued 410 violations to such companies, down from 868 in Fiscal 2023. This decrease is also due to the Violation Unit's work to clear the backlog. BIC's regular inspections and enforcement practices continue along with conducting joint enforcement operations with BIC partners, including renewed partnerships with NYPD and DSNY, as well as a new enforcement partnership with New York State Department of Transportation. That is part of the reason why BIC's revenue has increased year-over-year over the past five years.

There was a 22 percent decrease in waste hauling complaints received, continuing a downward five-year trend. This trend may be due to a decrease in erroneous complaints as a result of BIC updating its website to clarify the complaint types it is charged to respond to with specific examples.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Violations issued to private waste haulers	746	648	1,088	2,876	1,573	*	*	Up	*
★ Violations issued to legally operating private waste haulers	545	412	526	2,008	1,163	*	*	Up	*
★ Violations issued to illegally operating private waste haulers	201	236	562	868	410	*	*	Up	*
Private Waste Hauler Violations admitted to or upheld at OATH (%)	98.0%	81.0%	83.0%	86.0%	90.0%	*	*	Neutral	Up
★ Waste hauling applications denied	6	5	1	1	1	*	*	Down	*
Waste hauling complaints received	334	319	292	260	203	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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

BIC continued to prioritize new waste hauling applications and approved 153 in Fiscal 2024, with a 29 percent improvement in the average time to approve a new waste hauling application at 120 days, under the target average of 150 days. The number of new trade waste hauling applications approved in Fiscal 2024 was down 25 percent from Fiscal 2023, as the number approved is dependent on the number of applicants, which vary year over year. The average age of pending new waste hauling applications was up 33 percent to 247 days due a reduction of staffing and budget resources in Fiscal 2024. New applicants cannot operate unless their applications are approved, whereas renewal applicants may continue to operate while their applications are under review. In Fiscal 2024, the number of waste hauling renewal applications approved continued to increase to 872 from 775 in Fiscal 2023, with the average time to approve waste hauling renewal applications improving 27 percent in Fiscal 2024. Additionally, the number of waste hauling renewal applications pending decreased to 531 in Fiscal 2024 from 648 in Fiscal 2023 in part due to BIC’s internal process improvement strategies and detailed attention to move forward applications. This also speaks to the 30 percent decrease in the average age of pending waste hauling renewal applications.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Waste hauling applications pending — New	53	79	105	74	72	*	*	Up	*
Average age of pending waste hauling applications (days) — New	157	152	165	186	247	*	*	Up	Down
Waste hauling applications approved — New	134	102	134	203	153	*	*	Up	Up
★ Average time to approve waste hauling applications (days) — New	129	191	209	168	120	150	150	Neutral	Down
Waste hauling applications pending — Renewal	586	1,015	1,071	648	531	*	*	Down	*
Average age of pending waste hauling applications (days) — Renewal	160	230	281	316	220	*	*	Up	Down
Waste hauling applications approved — Renewal	627	267	645	775	872	*	*	Up	Up
★ Average time to approve waste hauling applications (days) — Renewal	241	370	369	316	230	210	210	Neutral	Down
★ Critical Indicator 🌟 Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 Regulate businesses in and around the City’s public wholesale markets.

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

In Fiscal 2024, BIC issued 8 violations to public wholesale market businesses, a decrease from 25 issued violations in Fiscal 2023. The decrease can be attributed to improved compliance by public wholesale market businesses. While violations have decreased, 100 percent of public wholesale market violations were admitted to or upheld at OATH, with an average of 97 percent being admitted to or upheld over the past five years.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Violations issued at public wholesale markets	54	54	35	25	8	*	*	Down	*
Public Wholesale Markets Violations admitted to or upheld at OATH (%)	100.0%	96.0%	94.0%	95.0%	100.0%	*	*	Neutral	Up
★ Public wholesale market applications denied	0	2	0	0	0	*	*	Down	*
★ Critical Indicator 🌟 Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None									

Goal 2b

Process registration applications for businesses in and around the City's public wholesale markets in a timely manner.

In Fiscal 2024, BIC approved 49 public wholesale market renewal applications at an average time to approve of 185 days, that while up 50 percent, remains under the target average of 210 days. Pending public wholesale market renewal applications decreased to 10 in Fiscal 2024, compared to 23 in Fiscal 2023, due to the renewal submission cycle which can fluctuate based on renewal needs. The average age of these applications increased to 217 days in Fiscal 2024 from 142 days in Fiscal 2023 due to shifting priorities and a reduction of staffing and budget resources at the Agency. BIC approved 5 new public wholesale market applications. Due to the low volume of new public wholesale market applications approved, two outliers caused a significant impact to the average number of days to approve. This resulted in an average of 204 days in Fiscal 2024, from an average of 95 days in Fiscal 2023. The average age of pending public wholesale market applications increased from 132 days to 348 days. New public wholesale market applications volumes remained low due to a finite amount of space at the markets.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Public wholesale market applications pending — New	3	6	3	5	3	*	*	Neutral	*
Average age of pending public wholesale market applications (days) — New	278	154	170	132	348	*	*	Up	Down
Public wholesale market applications approved — New	11	4	9	9	5	*	*	Down	Up
★ Average time to approve public wholesale market applications (days) — New	178	265	193	95	204	150	150	Down	Down
Public wholesale market applications pending — Renewal	42	25	43	23	10	*	*	Down	*
Average age of pending public wholesale market applications (days) — Renewal	174	205	110	142	217	*	*	Neutral	Down
Public wholesale market applications approved — Renewal	100	47	78	92	49	*	*	Down	Up
★ Average time to approve public wholesale market applications (days) — Renewal	263	302	170	123	185	210	210	Down	Down
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Letters responded to in 14 days (%)	100%	100%	75%	100%	100%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	99%	100%	100%	100%	100%	*	*	Neutral	Up
Completed customer requests for interpretation	44	56	36	24	115	*	*	Up	*
CORE facility rating	100	NA	NA	NA	NA	*	*	NA	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$8.8	\$8.9	\$8.7	\$9.0	\$9.2	\$8.4	\$8.5	Neutral
Revenues (\$000,000)	\$5.5	\$5.1	\$6.8	\$6.5	\$7.6	\$8.6	\$6.6	Up
Personnel	82	80	71	70	66	74	73	Down
Overtime paid (\$000)	\$172	\$149	\$120	\$84	\$15	\$0	\$0	Down
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$6.3	\$6.6	All
002 - Other Than Personal Services	\$2.7	\$2.6	All
Agency Total	\$9.0	\$9.2	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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