

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 the 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 rules and amendments to existing BIC rules, and resolutions.

Through regulation, BIC ensures the companies in these industries have the requisite business integrity to operate and are in compliance with the City's laws and rules, such as those related to 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 City's 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 equal treatment. BIC is responsive to the public, as demonstrated by its exemplary performance in responding to inquiries, such as 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 and particularly those exposed to more truck traffic.

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. At Vision Zero's annual Research on the Road symposium in November 2024, BIC presented on the Agency's initiatives to promote safe vehicles in the trade waste industry. At the annual New York City Department of Citywide Administrative Services (DCAS) Vision Zero Fleet Forum in October 2024, BIC shared its regulatory model and work to advance safe driving and safe vehicles in the trade waste industry. BIC's work strives to make City streets safer for the public through the development of vehicle and traffic safety rules for the trade waste industry. BIC also participates in the preparation of citywide events that support safe, equitable, and sustainable communities across the five boroughs, like the New York City Department of Transportation's Summer Streets program.

BIC commits 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, 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 2025, BIC completed 134 customer requests for interpretation, up 17 percent from Fiscal 2024. In addition, BIC's recruitment efforts utilize best practices to ensure diversity and fairness around hiring and internal promotions. 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 2025

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.

BIC enforcement of the trade waste industry is fundamental to the Agency’s regulatory mission. In Fiscal 2025, the number of violations BIC issued to legally operating private trade waste haulers increased seven percent from 1,163 in Fiscal 2024 to 1,246. This is mainly due to an increase in joint enforcement operations with BIC partners, including the NYPD and the New York State Department of Transportation. The percentage of private waste hauler violations admitted to or upheld at OATH increased six percentage points, the highest since Fiscal 2020.

The number of violations BIC issued to illegally operating trade waste haulers varies year-over-year based on discovered illegal activity, but rose nearly 41 percent from 410 in Fiscal 2024 to 576 in Fiscal 2025. BIC continues its heightened on-street enforcement with the objective of discovering those trade waste hauling companies that operate in the City without a BIC license or registration. These unlicensed or unregistered waste haulers pose both a corruption and safety risk to workers, customers and the public, as BIC has not vetted these entities. In Fiscal 2025, there was a 45 percent increase in waste hauling complaints received compared to Fiscal 2024. This fiscal year, BIC participated in the NYC Small Business Services’ Expo, informing trade waste customers of their rights with carting companies. BIC also conducted outreach by holding multiple town halls for trade waste companies. BIC encourages trade waste companies, employees of the trade waste industry, customers, and the public to submit a complaint to BIC for a wide array of issues.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Violations issued to private waste haulers — Total	648	1,088	2,876	1,573	1,822	*	*	Up	*
★ – Legally operating private waste haulers	412	526	2,008	1,163	1,246	*	*	Up	*
★ – Illegally operating private waste haulers	236	562	868	410	576	*	*	Up	*
Private Waste Hauler Violations admitted to or upheld at OATH (%)	81.0%	83.0%	86.0%	90.0%	96.0%	*	*	Up	Up
★ Waste hauling applications denied	5	1	1	1	2	*	*	Down	*
Waste hauling complaints received	319	292	260	203	295	*	*	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.

In Fiscal 2025, the number of pending waste hauling new applications rose from 72 in Fiscal 2024 to 75, and the average age of pending waste hauling new applications increased to 324 days in Fiscal 2025 compared to 247 days in Fiscal 2024. BIC approved 12 percent fewer waste hauling new applications in Fiscal 2025, and the average time to approve waste hauling new applications increased from 120 to 192 days. These shifts are due to a significant loss of staff involved in the application review and approval process, thus impacting the remaining staff’s workload and added responsibilities. However, BIC will continue to prioritize new applicants as they cannot operate legally before application approval, whereas renewal applicants may continue to operate while their applications are under review.

The number of pending waste hauling renewal applications rose 28 percent, from 531 in Fiscal 2024 to 680 in Fiscal 2025, due to a higher renewal submission cycle mid-fiscal year. Yet, the average age of pending waste hauling renewal applications improved by nearly 11 percent, from 220 days in Fiscal 2024 to 196 in Fiscal 2025. BIC approved 46 percent fewer waste hauling renewal applications in Fiscal 2025, and the average time to approve waste hauling renewal applications increased seven percent to 247 days compared to 230 days in Fiscal 2024. Again, these shifts are due to significant loss of staff, thus impacting the remaining staff’s workload and added responsibilities.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Waste hauling applications pending — New	79	105	74	72	75	*	*	Down	*
Average age of pending waste hauling applications (days) — New	152	165	186	247	324	*	*	Up	Down
Waste hauling applications approved — New	102	134	203	153	134	*	*	Up	Up
★ Average time to approve waste hauling applications (days) — New	191	209	168	120	192	150	150	Down	Down
Waste hauling applications pending — Renewal	1,015	1,071	648	531	680	*	*	Down	*
Average age of pending waste hauling applications (days) — Renewal	230	281	316	220	196	*	*	Down	Down
Waste hauling applications approved — Renewal	267	645	775	872	470	*	*	Up	Up
★ Average time to approve waste hauling applications (days) — Renewal	370	369	316	230	247	210	210	Down	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 2025, BIC issued 30 violations to public wholesale market businesses, an increase from eight issued violations in Fiscal 2024. The increase is due to the untimely submission of renewal applications or other required information by public wholesale market businesses. While there is a rise in violations, the percentage of public wholesale market violations that were admitted to or upheld at OATH decreased to 90 percent, with a five-year average of 95 percent.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Violations issued at public wholesale markets	54	35	25	8	30	*	*	Down	*
Public Wholesale Markets Violations admitted to or upheld at OATH (%)	96.0%	94.0%	95.0%	100.0%	90.0%	*	*	Neutral	Up
★ Public wholesale market applications denied	2	0	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.

BIC is taking fewer days to process renewal and new public wholesale applications. BIC approved 41 public wholesale market renewal applications in an average of 103 days, 44 percent faster than in Fiscal 2024 and half the target of 210 days. BIC approved nine new public wholesale market applications, with an average approval time of 155 days in Fiscal 2025, down from 204 days in Fiscal 2024. Pending public wholesale market renewal applications increased to 48 in Fiscal 2025, compared to 10 in Fiscal 2024, due to the renewal submission cycle, which can fluctuate based on renewal needs. The average age of renewal applications improved by almost 57 percent from 217 days in Fiscal 2024 to 94 days in Fiscal 2025. The average age of pending public wholesale market new applications remained consistent, from 348 days in Fiscal 2024 to 342 days in Fiscal 2025. New public wholesale market applications volumes remained low due to a finite amount of space at the markets.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Public wholesale market applications pending — New	6	3	5	3	5	*	*	Down	*
Average age of pending public wholesale market applications (days) — New	154	170	132	348	342	*	*	Up	Down
Public wholesale market applications approved — New	4	9	9	5	9	*	*	Up	Up
★ Average time to approve public wholesale market applications (days) — New	265	193	95	204	155	150	150	Down	Down
Public wholesale market applications pending — Renewal	25	43	23	10	48	*	*	Up	*
Average age of pending public wholesale market applications (days) — Renewal	205	110	142	217	94	*	*	Down	Down
Public wholesale market applications approved — Renewal	47	78	92	49	41	*	*	Down	Up
★ Average time to approve public wholesale market applications (days) — Renewal	302	170	123	185	103	210	210	Down	Down
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Letters responded to within 14 days (%)	100%	75%	100%	100%	100%	*	*	Up	Up
E-mails responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
Completed requests for interpretation	56	36	24	115	134	*	*	Up	*
CORE facility rating	NA	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
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$8.9	\$8.7	\$9.0	\$8.8	\$8.8	\$8.8	\$8.7	Neutral
Revenues (\$000,000)	\$5.1	\$6.8	\$6.5	\$7.6	\$8.8	\$6.6	\$6.6	Up
Personnel	80	71	70	66	63	74	73	Down
Overtime paid (\$000)	\$149	\$120	\$84	\$24	\$44	\$29	\$0	Down

¹Actual 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. ²Authorized Budget Level ³Expenditures 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 FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$6.3	\$6.3	All
002 - Other Than Personal Services	\$2.5	\$2.5	All
Agency Total	\$8.8	\$8.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Performance data is unavailable for ‘CORE facility rating’ as BIC’s facility was not visited in Fiscal 2025.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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