

BUSINESS INTEGRITY COMMISSION

Indicator name:	Violations issued to private waste haulers
Description:	The number of violations issued to private waste haulers for violating the City's laws and rules, ranging from dirty trucks to unlicensed or unregistered trade waste removal activity.
Source:	Trade Waste Enforcement Unit.
Indicator name:	Violations issued to legally operating private waste haulers
Description:	The number of violations issued to parties who are licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source:	Trade Waste Enforcement Unit.
Indicator name:	Violations issued to illegally operating private waste haulers
Description:	The number of violations issued to parties who are not licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source:	Trade Waste Enforcement Unit.
Indicator name:	Total waste hauling applications denied (%)
Description:	The percentage of total waste hauling license and registration applications denied after background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.
Indicator name:	Waste hauling complaints received
Description:	The number of waste hauling complaints received by BIC.
Source:	Trade Waste Enforcement Unit.
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	The number of notices of violation paid without a hearing and the number upheld upon a hearing at OATH as a percentage of all notices of violation issued by BIC to private waste haulers.
Source:	Office of Administrative Trials and Hearing and BIC.
Indicator name:	Average time to approve waste hauling applications (days)
Description:	The average number of days to process and approve new and renewal waste hauling license and registration applications from the date of filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.
Indicator name:	Average time to approve waste hauling applications registrations (days) - New
Description:	The average number of days to process and approve new waste hauling license and registration applications from the date an application is filed until it is approved by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.
Indicator name:	Average time to approve waste hauling applications registrations (days) - Renewal
Description:	The average number of days to process and approve waste hauling license and registration applications for renewal from the date an application is filed until it is approved by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.
Indicator name:	Average age of pending waste hauling applications (days)
Description:	The average age of pending new and renewal waste hauling license and registration applications from the date of the filing of the application to the end of the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).

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Indicator name:	Waste hauling applications pending
Description:	The number of new and renewal waste hauling license and registration applications pending at the end of the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).
Indicator name:	Waste hauling applications approved
Description:	The number of new and renewal waste hauling license and registration applications approved after completion of background investigations on the applicant company, principals and key employees.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Waste hauling applications approved - New
Description:	The number of new waste hauling license and registration applications approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Waste hauling applications approved - Renewal
Description:	The number of waste hauling license and registration renewal applications approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Violations issued at public wholesale markets
Description:	The number of violations issued to wholesalers and businesses operating in the public wholesale markets for violating the Agency's laws and rules, ranging from littering to vehicle engine idling over 3 minutes.
Source:	Security and Enforcement Section; NYC Environmental Control Board.
Indicator name:	Violations admitted to or upheld at the Environmental Control Board (%)
Description:	The number of notices of violation paid without a hearing and the number upheld upon a hearing at ECB as a percentage of all notices of violation issued by BIC at public markets.
Source:	Security and Enforcement Section; NYC Environmental Control Board.
Indicator name:	Public wholesale market applications denied (%)
Description:	The percentage of new and renewal public wholesale market registration applications denied after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Average time to approve public wholesale market applications (days)
Description:	The average number of days to process and approve new and renewal public wholesale market license or registration applications from the date of the filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigation and are subsequently approved.
Source:	Management Information System/Operations.
Indicator name:	Average age of pending wholesale market applications (days)
Description:	The average age of pending new and renewal wholesale market registration or license applications from the date of filing of the application to the end of the current reporting period.
Source:	Licensing Unit/Management Information System/Operations.
Indicator name:	Public wholesale market applications approved
Description:	The number of new and renewal public wholesale market license and registration applications approved after completion of background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.

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Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	Business Integrity Commission.
Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	Business Integrity Commission.
Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	Business Integrity Commission.
Indicator name:	CORE customer experience rating of facilities (0-100)
Description:	An average score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source:	Mayor's Office of Operations.

