

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 FISCAL 2016

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.

During Fiscal 2016, BIC was able to reduce significantly the number of violations issued to private carters and to unlicensed carters by 23 percent and 46 percent, respectively. This was due to the positive impact of increased enforcement activity in Fiscal 2015, which reinforced BIC's presence, reducing the tendency to violate BIC-enforced rules and regulations. BIC also implemented procedures that give licensed carters ample opportunity to address violations prior to the issuance of a summons, while not adversely impacting the public.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Violations issued to private waste haulers	1,601	1,145	888	1,166	892	*	*	Neutral	Down
★Violations issued to legally operating private waste haulers	1,330	897	733	827	709	*	*	Neutral	Down
★Violations issued to illegally operating private waste haulers	271	248	155	339	183	*	*	Neutral	Down
★Total waste hauling applications denied (%)	3.6%	3.9%	3.9%	4.2%	4.4%	*	*	Neutral	Up
Waste hauling complaints received	594	534	519	513	449	*	*	Neutral	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	94.1%	92.3%	90.5%	91.5%	98.0%	*	*	Up	Neutral

★ 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.

In Fiscal 2016, BIC reduced the time taken to approve new waste hauling applications by 34 percent, from 235 to 154 days. In Fiscal 2016, BIC also reduced the number of pending new waste hauling applications by 27 percent, and decreased the average age of pending new applications by 22 percent, thus smoothing the flow for new businesses to enter the marketplace quicker. This was due to BIC's prioritization of this type of applications.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Average time to approve waste hauling applications (days) - New and Renewal	238	180	96	234	235	↓	↓	Down	Up
★Average time to approve waste hauling applications (days) - New	309	212	103	235	154	↓	↓	Down	Down
★Average time to approve waste hauling applications (days) - Renewal	203	166	94	234	254	↓	↓	Down	Up
★Average age of pending waste hauling applications (days)	168	198	221	208	214	180	180	Down	Up
★Waste hauling applications pending	419	331	523	762	600	300	300	Down	Up
Waste hauling applications approved - New and Renewal	850	1,106	770	737	994	*	*	Up	Neutral
Waste hauling applications approved - New	194	209	128	166	187	*	*	Up	Down
Waste hauling applications approved - Renewal	656	897	642	571	807	*	*	Up	Neutral

★ 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.

During the fiscal year, BIC identified several areas of concern with adherence to the Rules and Regulations governing the public wholesale markets. It was therefore necessary for BIC to issue significantly more violations in Fiscal 2016 to ensure that matters related to safety and security do not go unchecked. Despite the increase the overall number of violations issued in the public wholesale markets remains relatively low.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Violations issued at public wholesale markets	323	134	79	45	97	*	*	Neutral	Down
Violations admitted to or upheld at the Environmental Control Board (%)	93.8%	88.5%	94.0%	99.4%	98.3%	*	*	Up	Neutral
★ Public wholesale market applications denied (%)	2.2%	3.0%	3.2%	2.5%	2.5%	*	*	Neutral	Neutral

★ 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.

During the fiscal year BIC approved 27 percent more registration applications for businesses seeking to operate in the public wholesale markets. The average age of a pending wholesale market application dropped 34 percent, and the average time to approve a new registration application of this type was reduced by 55 percent, enabling businesses to start operating in the markets much faster.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Average time to approve public wholesale market applications (days)	221	151	152	382	309	200	200	Down	Up
Average age of pending public wholesale market applications (days)	243	246	256	324	215	*	*	Down	Neutral
Public wholesale market applications approved	50	85	68	49	62	*	*	Up	Neutral

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Up	Neutral
Completed customer requests for interpretation	218	109	56	26	93	*	*	Neutral	Down
Average wait time to speak with a customer service agent (minutes)	2:50	3:00	2:00	3:42	3:02	*	*	Down	Up
CORE facility rating	98	95	93	93	100	*	*	Up	Neutral

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) ³	\$6.8	\$7.0	\$7.3	\$8.1	\$8.7	\$8.6	\$9.1	Up
Revenues (\$000,000)	\$5.8	\$7.1	\$6.3	\$6.6	\$6.9	\$6.0	\$6.4	Up
Personnel	72	72	64	72	77	82	88	Neutral
Overtime paid (\$000)	\$57	\$48	\$43	\$48	\$54	\$43	\$24	Neutral

¹Actual financial amounts for the most 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 in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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