



BUSINESS INTEGRITY COMMISSION

Shari C. Hyman, Commissioner/Chair

Key Public Service Areas

- ✓ Regulate the commercial carting industry.
- ✓ Regulate businesses in the City's public wholesale markets.

Scope of Agency Operations

The Business Integrity Commission (BIC) regulates and licenses the trade waste/commercial carting industry and the wholesalers and businesses operating in the City's public wholesale markets, and ensures the timely determination of applications and renewals. Through vigorous background investigations of license and registration applications, the establishment of standards for services and conduct of business, and criminal investigations, BIC carries out its mandate to make certain that these industries and businesses remain free from the influence of organized crime. BIC fosters an open and honest field for competition in the regulated industries so that customers do not face threats, violence, rackets, or anti-competitive practices. The Commission also has the authority to regulate the shipboard gambling industry.

Critical Objectives

- Ensure timely determinations on license and registration applications for commercial carters.
- Enforce commercial carting regulations.
- Resolve commercial carter consumer complaints.
- Ensure timely determinations on registration applications for public wholesalers and businesses.
- Enforce public wholesale market regulations.

Preliminary Performance Highlights

- During the reporting period, BIC completed 12 percent more background investigations of carting applicants. BIC also increased the number of carting registrations and carting licenses approved, by 6 percent and 63 percent, respectively, while shortening the average time to process registrations. However, the average time to approve carting licenses increased to 169 days due to an increase in total applications received, including a 33 percent increase in renewal applications.
- The average age of pending carting applications decreased by 7 percent, although there was a slight increase in the total number of applications pending (from 318 to 321).
- Due to the strategic diversion of enforcement resources to long term investigations, the number of carting violations issued decreased by 29 percent.
- The number of public wholesale market registrations approved as well as the number of market background investigations completed decreased compared to last period. BIC is committed to expeditiously processing all wholesale market registration applications, and expects the number of applications processed and approved to be comparable to Fiscal 2011 by the end of Fiscal 2012.
- The number of violations issued in the public markets increased by 63 percent. Engines idling over three minutes, a quality-of-life violation, accounted for the majority of the violations issued.



Performance Report

✓ Regulate the commercial carting industry.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
<i>Carting background investigations completed</i>	1,244	1,289	1,088	*	*	300	336
<i>Carting licenses approved</i>	83	133	95	*	*	30	49
<i>Carting registrations approved</i>	641	943	860	*	*	243	258
★ <i>Average time to approve carting licenses (days)</i>	142	184	155	190	190	154	169
★ <i>Average time to approve carting registrations (days)</i>	122	127	99	120	120	119	92
<i>Carting applications pending</i>	628	336	363	*	*	318	321
★ <i>Average age of pending carting applications (days)</i>	123	167	167	190	190	176	163
★ <i>Carting license applications denied (%)</i>	9.9%	9.6%	9.3%	*	*	9.5%	9.2%
★ <i>Carting registration applications denied (%)</i>	2.3%	2.3%	2.2%	*	*	2.3%	2.3%
★ <i>Total carting applications denied (%)</i>	4.0%	3.7%	3.6%	*	*	3.7%	3.6%
<i>Violations issued to private carters</i>	1,290	1,672	1,280	*	*	691	491
★ <i>Violations for unlicensed activity</i>	482	996	581	*	*	295	86

★ Critical Indicator "NA" - means Not Available in this report

✓ Regulate businesses in the City's public wholesale markets.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
<i>Public wholesale market background investigations completed</i>	170	265	397	*	*	215	157
<i>Public wholesale market registrations approved</i>	56	114	80	*	*	42	9
★ <i>Average time to approve public wholesale market registrations (days)</i>	226	226	221	250	250	204	235
★ <i>Public wholesale market applications denied (%)</i>	1.7%	2.2%	1.9%	*	*	2.0%	2.5%
<i>Violations issued at public wholesale markets</i>	378	417	345	*	*	79	129

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

The Business Integrity Commission provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	BIC Jul-Oct FY11	Citywide Jul-Oct FY11	BIC Jul-Oct FY12	Citywide Jul-Oct FY12	BIC Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
<i>Average response time for email correspondence (days)</i>	2	5	2	8	0%	60%
<i>Average response time for letters/mail correspondence (days)</i>	1	11	2	9	100%	-18%
<i>Number of 311 inquiries (to MMR agencies)</i>	987	2,467,532	718	2,245,344	-27%	-9%



311 Customer Service Center Inquiries

Top BIC-related Inquiries	Total Jul-Oct FY11	% of BIC Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of BIC Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Commercial Waste and Private Carters Information</i>	577	58%	1	388	54%	1
<i>Sanitation Complaint - Private Carter</i>	325	33%	2	263	37%	2
<i>Trade Waste License Registration</i>	85	9%	3	67	9%	3

Agency Resources

Agency Resources	A c t u a l			September 2011 MMR	Updated		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	FY12	FY12 ¹	FY13 ¹	FY11	FY12
<i>Expenditures (\$ millions)²</i>	\$6.3	\$6.9	\$6.9	\$7.2	\$7.3	\$7.1	\$3.2	\$3.3
<i>Revenues (\$ millions)</i>	\$2.9	\$5.5	\$6.8	\$5.8	\$6.0	\$6.5	\$2.5	\$2.0
<i>Personnel</i>	65	75	72	81	81	80	76	77
<i>Overtime paid (\$000)</i>	\$77	\$45	\$70	*	*	*	\$13	\$28

¹ January 2012 Financial Plan

"NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: www.nyc.gov/bic

