



DEPARTMENT OF HEALTH AND MENTAL HYGIENE

OFFICE OF CHIEF MEDICAL EXAMINER

Charles S. Hirsch, M.D., Chief Medical Examiner

Key Public Service Areas

- ✓ Perform forensic investigations.
- ✓ Recover and identify remains of decedents following a mass fatality incident.

Critical Objectives

- Provide prompt issuance of death certificates, completion of autopsy reports, and response to requests for cremation.
- Provide timely and accurate forensic laboratory services for toxicology and DNA analysis.
- Provide prompt and timely response to the scene of a fatality.

Scope of Agency Operations

The Office of Chief Medical Examiner (OCME) is responsible for investigating deaths resulting from criminal violence; accident or suicide; that occur suddenly, when in apparent good health; when unattended by a physician; in custody; or occurring in any suspicious or unusual manner. The Office also investigates deaths where an application for cremation is made. The Office provides additional forensic services, including DNA testing, to support criminal investigations. The Office also manages all functions of the City mortuary, including the retrieval and processing of deceased bodies; assistance with autopsies; and body preparation for City burial.

Preliminary Performance Highlights

- In the first four months of Fiscal 2012, most OCME performance indicators declined, with median time for completing an autopsy report increasing by 43 percent (attributable to longer turn-around for toxicology reports). DNA reporting times also increased in most areas, with the laboratory beginning to have a slight backlog in the processing of sexual assault cases, its first in years. Only the time to process DNA homicide cases and the number of DNA matches with profiles in the database improved compared to the comparable Fiscal 2011 period. As it expected, OCME is not meeting its targets for most indicators, and is not likely to do so in the remainder of the year. OCME attributes the declines in its metrics to reduced staffing throughout the agency. Numerous measures have been applied to stabilize critical areas, and OCME will continue to seek efficiencies to avoid service cuts.



Performance Report

✓ Perform forensic investigations.

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
★ Median tme for MLI scene arrivals (hours)	1.6	1.6	1.7	*	*	1.6	1.8
★ Median time to complete autopsy reports (days)	48.0	53.5	61.5	51.0	51.0	50.5	72.0
Median time to process cremation requests (hours)	0.9	1.2	1.2	1.5	1.5	1.0	1.2
★ Median time to complete toxicology cases (days)	30.5	35.0	40.5	28.0	28.0	29.5	64.0
Median time to complete toxicology sexual assault cases (days)	17.5	17.0	21.0	17.0	17.0	15.0	23.0
Median time to complete toxicology DUI cases (days)	13.5	13.0	16.0	10.0	10.0	14.0	13.5
Average days to complete analysis of a DNA case	89.8	76.0	83.0	75.0	75.0	74.0	78.0
★ Median time to complete DNA homicide cases, from evidence submission to report (days)	97.0	112.0	114.0	90.0	90.0	116.0	90.0
★ Median time to complete DNA property crime cases, from evidence submission to report (days)	70.5	58.0	65.0	*	*	54.0	57.0
★ Median time to complete DNA sexual assault cases, from evidence submission to report (days)	17.5	19.0	27.0	50.0	50.0	22.0	36.0
DNA matches with profiles in database	1,264	1,264	1,629	*	*	521	598

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

✓ Recover and identify remains of decedents following a mass fatality incident.

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
Remains recovered following a disaster or mass fatality incident (cumulative)	21,745	21,813	21,818	*	*	21,813	21,818
Remains identified following a disaster (cumulative)	12,762	12,770	12,810	*	*	12,770	12,811

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

Agency Customer Service

The Office of Chief Medical Examiner provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	OCME	Citywide	OCME	Citywide	OCME	Citywide
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Change Jul-Oct FY11 to FY12	Change Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	1	5	1	8	0%	60%
Average response time for letters/mail correspondence (days)	13	11	14	9	8%	-18%
Number of 311 inquiries (to MMR agencies)	737	2,467,532	679	2,245,344	-8%	-9%



311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of OCME Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of OCME Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Top OCME-related Inquiries						
<i>Death Inquiries</i>	478	65%	1	432	64%	1
<i>Proof of Death</i>	106	14%	2	124	18%	2
<i>Autopsy Report</i>	98	13%	3	73	11%	3
<i>Cremation Inquiries</i>	47	6%	4	45	7%	4
<i>World Trade Center DNA Samples</i>	8	1%	5	5	1%	5

Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
<i>Expenditures (\$ millions)²</i>	\$79.1	\$65.6	\$62.6	\$60.9	\$69.1	\$59.3	\$16.0	\$22.9
<i>Revenues (\$000)</i>	\$6	\$2	\$39	\$503	\$503	\$503	\$1	\$36
<i>Personnel</i>	652	652	606	691	675	620	625	596
<i>Overtime paid (\$000)</i>	\$1,383	\$1,791	\$1,897	*	*	*	\$452	\$735

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/ocme

