



# 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.

### 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.

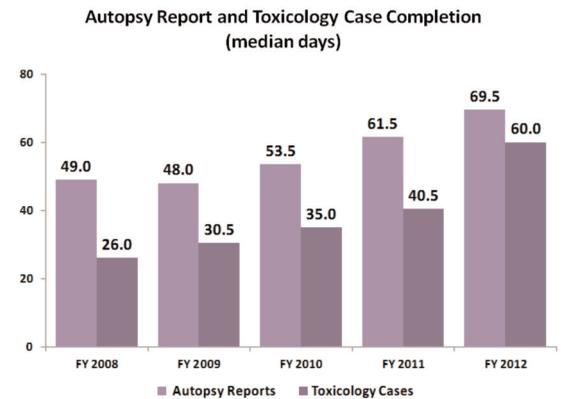
### Critical Objectives

- 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.

### Performance Report

#### ✓ Perform forensic investigations.

- In Fiscal 2012, the continued upward trend in most OCME indicators that measure performance in time, such as autopsy report and toxicology case completion times, resulted from staffing shortage and software changes. Time-consuming pressures on the department should be reduced by a shift away from full-test reliance toward selective test requisitioning beginning in Fiscal 2013.



- The average time required to complete analysis of DNA cases was 88 days in Fiscal 2012, compared to 83 days the previous year. At OCME, DNA case turn-around time fluctuates with attrition and number of evidence submissions, but a recent Mayoral restoration of funding reductions should yield positive results in later Fiscal 2013 as new personnel are added.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ Median time for MLI scene arrivals (hours)	1.5	1.6	1.6	1.7	1.8	*	*	Upward
★ Median time to complete autopsy reports (days)	49.0	48.0	53.5	61.5	69.5	51.0	51.0	Upward
Median time to process cremation requests (hours)	1.4	0.9	1.2	1.2	1.3	1.5	1.5	Neutral
★ Median time to complete toxicology cases (days)	26.0	30.5	35.0	40.5	60.0	28.0	28.0	Upward
Median time to complete toxicology sexual assault cases (days)	16.0	17.5	17.0	21.0	30.5	17.0	17.0	Upward
Median time to complete toxicology DUI cases (days)	12.5	13.5	13.0	16.0	15.0	10.0	10.0	Upward
Average days to complete analysis of a DNA case	49.0	89.8	76.0	83.0	88.0	75.0	75.0	Upward
★ Median time to complete DNA homicide cases, from evidence submission to report (days)	65.0	97.0	112.0	114.0	111.0	90.0	90.0	Upward
★ Median time to complete DNA property crime cases, from evidence submission to report (days)	36.0	70.5	58.0	65.0	68.0	*	*	Upward
★ Median time to complete DNA sexual assault cases, from evidence submission to report (days)	37.0	17.5	19.0	27.0	46.0	50.0	50.0	Upward
DNA matches with profiles in database	1,453	1,264	1,264	1,629	1,791	*	*	Upward

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

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

- OCME continues all World Trade Center victim identification efforts, with 1,630 persons identified of the 2,753 reported missing. OCME continues to monitor all work at the site for recovery of remains.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Remains recovered following a disaster or mass fatality incident (cumulative)	21,741	21,745	21,813	21,818	21,818	*	*	Neutral
Remains identified following a disaster (cumulative)	11,989	12,762	12,770	12,810	13,024	*	*	Neutral

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

## Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	100	100	100	100	NA	100	NA
Percent of letters responded to in 14 days	NA	NA	100	100	100	NA	100	NA
Completed customer requests for interpretation	NA	24	125	469	404	NA	NA	NA

## Agency Resources

Resource Statistics	Actual					Plan <sup>1</sup>		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) <sup>2</sup>	\$68.4	\$79.1	\$65.6	\$62.6	\$68.3	\$60.9	\$62.2	Neutral
Revenues (\$ thousands)	\$5	\$6	\$2	\$39	\$92	\$503	\$503	Upward
Personnel	661	652	652	606	582	691	650	Downward
Overtime paid (\$ millions)	\$2.9	\$1.4	\$1.8	\$1.9	\$2.7	\$0.8	\$1.8	Neutral
<sup>1</sup> Authorized Budget Level "NA" - Not Available in this report <sup>2</sup> Expenditures include all funds.								

### Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013, the Chief Medical Examiner's Office's services and goals are:

Service 1: Perform the processes necessary to certify deaths falling within the agency's jurisdiction.

Goal 1a: Perform autopsies and examinations necessary to issue timely death certificates.

Goal 1b: Respond promptly to scenes of reportable fatalities and conduct related investigations.

Goal 1c: Provide timely and accurate laboratory services.

Goal 1d: Provide timely investigation for all cremation requests.

Service 2: Provide mortuary services to the City.

Goal 2a: Recover and transport decedents to City mortuary facilities in a timely manner.

Goal 2b: Contact relatives, where possible, and provide timely burial for unclaimed or unidentified decedents in City Cemetery.

Service 3: Determine the identity of unidentified decedents.

Goal 3a: Use scientific methods to identify remains in a timely manner, contact relatives where possible, and arrange for proper disposition of those remains.

Service 4: Respond to disasters and emergencies when fatalities are involved.

Goal 4a: Provide rapid response and safe fatality management services to the City.

Goal 4b: Identify victims of disasters and return their remains to families in a timely manner.

Service 5: Provide DNA services to the City for forensic purposes.

Goal 5a: Provide timely and accurate DNA laboratory services for criminal justice purposes.

For more information please visit the website at: [www.nyc.gov/ocme](http://www.nyc.gov/ocme)

