



WHAT WE DO

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.

FOCUS ON EQUITY

The OCME has always been equitable in its treatment of New Yorkers. In an effort to provide greater service to those who may not be able to afford certain funerary rites, we are developing a decedent viewing policy for those who place their loved ones in the City Cemetery. The OCME also serves as the independent pathologist to families with valid concerns who cannot afford to hire a consultant when they have suspicions over a cause of death.

OUR SERVICES AND GOALS

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

- Goal 1a Respond promptly to scenes of reportable fatalities and conduct related investigations.
- Goal 1b Perform autopsies and examinations necessary to issue timely death certificates.
- Goal 1c 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.

SERVICE 3 Respond to disasters and emergencies when fatalities are involved.

- Goal 3a Provide rapid response and safe fatality management services to the City.
- Goal 3b Identify victims of disasters and return their remains to families in a timely manner.

SERVICE 4 Provide DNA services to the City for forensic purposes.

- Goal 4a Provide timely and accurate DNA laboratory services for criminal justice purposes.

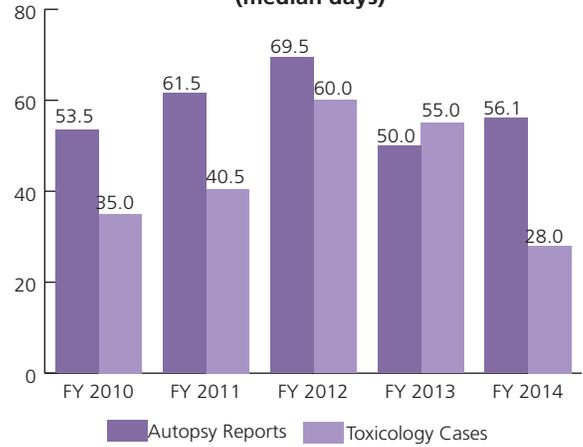
HOW WE PERFORMED IN FISCAL 2014

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

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

In Fiscal 2014 the OCME took jurisdiction in 7,109 cases, consistent with the 7,095 it handled in the previous year. The OCME responded to death scenes in a median time of 1.8 hours in Fiscal 2014, down slightly from the time of 1.9 hours in Fiscal 2013, and approaching the target response time.

Autopsy Report and Toxicology Case Completion (median days)



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Median time for scene arrivals by medicolegal investigators (MLIs) (hours)	1.6	1.7	1.8	1.9	1.8	1.7	1.7	Down	Up
Deaths reported	26,105	26,503	25,941	27,265	27,505	*	*	Neutral	Neutral
Cases where Chief Medical Examiner takes jurisdiction	7,135	7,114	7,152	7,095	7,109	*	*	Neutral	Neutral

★ Critical Indicator "NA" - means Not Available in this report ⇅ shows desired direction

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

The OCME performed 5,176 autopsies in Fiscal 2014, a slight increase from the 5,097 performed in Fiscal 2013. However, the median time to complete OCME autopsy reports increased 12 percent in 2014, to 56 days, from 50 days the previous year and away from the target.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Median time to complete autopsy reports (days)	53.5	61.5	69.5	50.0	56.1	51.0	51.0	Down	Neutral
★Median time to complete toxicology cases (days)	35.0	40.5	60.0	55.0	28.0	28.0	25.0	Down	Neutral
Median time to complete toxicology DUI (driving under the influence) cases (days)	13.0	16.0	15.0	14.0	18.0	10.0	10.0	Down	Up
Median time to complete toxicology sexual assault cases (days)	17.0	21.0	30.5	27.0	26.0	17.0	17.0	Down	Up

★ Critical Indicator "NA" - means Not Available in this report ⇅ shows desired direction

Goal 1c Provide timely investigation for all cremation requests.

In Fiscal 2014, the OCME handled 14,618 cremation requests, an increase of four percent from the previous year. The median time for OCME to process cremation requests increased by 14 percent in Fiscal 2014, to 2.4 hours, compared with 2.1 hours in Fiscal 2013.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Median time to process cremation requests (minutes)	70.2	69.0	78.6	123.9	141.1	90.0	90.0	Down	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

SERVICE 2 Provide mortuary services to the City.

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

In Fiscal 2014 the OCME improved the median time required to remove a decedent from a non-hospital scene after investigation to 40 minutes. This was the second consecutive year of reducing this time and 27 percent lower than in Fiscal 2012, when the OCME transport vehicle took 55 minutes to complete these removals to City mortuary facilities.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Number of decedents' remains transported and stored by OCME	9,620	9,714	9,558	7,803	6,976	*	*	Neutral	Down
Median time to remove decedents from scene (non-hospital) after investigation (minutes)	43.2	54.6	55.2	42.1	40.0	*	*	Down	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

SERVICE 3 Respond to disasters and emergencies when fatalities are involved.

Goal 3a Provide rapid response and safe fatality management services to the City.

The OCME responded to one major disaster in Fiscal 2014, involving the explosion and collapse of a building on Park Avenue. The eight disaster victims were recovered and identified by the OCME within two days.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Remains recovered following a disaster or mass fatality incident (cumulative)	21,813	21,818	21,818	21,906	21,914	*	*	Neutral	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 3b Identify victims of disasters and return their remains to families in a timely manner.

The OCME continues to identify remains of the victims of the 9/11 WTC attacks, and succeeded in identifying 340 remains of 9/11 victims in Fiscal 2014. The OCME will continue this effort on behalf of the City until all decedents have been identified and returned to their families.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Remains identified following a disaster (cumulative)	12,770	12,810	13,024	13,639	13,979	*	*	Up	Up

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SERVICE 4 Provide DNA services to the City for forensic purposes.

Goal 4a

Provide timely and accurate DNA laboratory services for criminal justice purposes.

There were marked improvements in performance throughout the OCME Forensic Biology (DNA) Laboratory, where the median time to analyze DNA cases was 108 days in Fiscal 2014, a reduction of 22 percent from 138 days in Fiscal 2013. This decrease reflects the reduction to 100 days in the median time it OCME took to complete DNA homicide cases in Fiscal 2014, a 38 percent improvement from 161 days in Fiscal 2013. The median analysis time for DNA sexual assault cases was also reduced, to 59 days in Fiscal 2014 from 89 days the previous year, a 34 percent improvement. Additionally, the median time to complete DNA property crime cases was reduced 14 percent in Fiscal 2014. These improvements are also notable considering that the OCME received 2,000, or 14 percent more evidence submissions for DNA analysis in Fiscal 2014 than in Fiscal 2013. OCME expects additional progress in this area as the restructuring of its forensic laboratory is completed in later Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Median days to complete analysis of a DNA case	76.0	83.0	88.0	138.0	108.0	75.0	75.0	Down	Up
★ Median time to complete DNA homicide cases, from evidence submission to report (days)	112.0	114.0	111.0	161.0	100.0	90.0	90.0	Down	Neutral
★ Median time to complete DNA sexual assault cases, from evidence submission to report (days)	19.0	27.0	46.0	89.0	59.0	50.0	50.0	Down	Up
★ Median time to complete DNA property crime cases, from evidence submission to report (days)	58.0	65.0	68.0	139.0	119.0	70.0	70.0	Down	Up
DNA matches with profiles in database	1,264	1,629	1,791	1,618	2,621	*	*	Neutral	Up

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience									
Completed customer requests for interpretation	125	469	202	164	188	*	*	Neutral	Down
Letters responded to in 14 days (%)	100%	100%	100%	98%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Up	Neutral

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$65.6	\$62.6	\$60.9	\$64.8	\$69.7	\$68.0	\$63.6	Neutral
Revenues (\$000)	\$2	\$39	\$92	\$67	\$77	\$100	\$100	Up
Personnel	652	606	582	583	556	674	646	Down
Overtime paid (\$000,000)	\$1.8	\$1.9	\$2.5	\$3.0	\$2.1	2,0	\$2.0	Up

¹Authorized Budget Level "NA" - Not Available in this report

²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Two indicators of OCME performance time - for the time to remove a decedent from a non-hospital investigation scene and for the time to process cremation requests - that were previously reported in hours are now reported in minutes to improve accuracy.

ADDITIONAL RESOURCES

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

