

Comment from Harriet Howlett-Smith

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addressed in the Agency Information Collection Activities. Once a potential CIREN candidate was identified, they were approached about participation. Sometimes that meant a brief description of the program and then the consent was left with them to read. This took 5-10 minutes. We returned at a later time to discuss the program further and answer questions, adding an additional 10-15 minutes of time. Once the participant was consented the interview took approximately 5-10 minutes. The photographs took 5-20 minutes depending on the number of injuries and the condition of the participant. Obtaining a police report was complicated by the fact that some jurisdictions took up to 3 weeks to post a report. This meant checking the database daily, which took approximately 5 minutes each time. By far, the most time-consuming activity was obtaining insurance approval to have the crash investigator inspect the vehicle, once the vehicle was moved to the salvage yard. The process involved calling the insurance company to find out who the adjuster was and asking to be transferred to that person. Most times this meant leaving a message for the adjuster to call you back. If the car was deemed "totaled" the case was then transferred to a total loss adjuster. You would then have to get the information for that person and speak with them, which most time meant leaving a message and getting a return call. The insurance approval process could take anywhere from a few hours to several days. I would estimate the amount of time spent getting insurance approval to be 30 minutes to 4 hours collectively.