



National Emergency Rental Vehicles (NERV)

Standard Operating Procedure



The NERV BPA is intended to be utilized by personnel from the NWCG agencies, which include the Bureau of Indian Affairs, Bureau of Land Management, U.S. Fish & Wildlife Service, National Park Service, USDA Forest Service, and the National Association of State Foresters.

The NERV program is an acquisition tool for **emergency** incident rental vehicles. The agency electronic travel system (ETS, BCD, Duluth, Concur, etc.) cannot be circumvented if the resource can use their agency travel systems to reserve (non-heavy duty) rental vehicles.

The use of NERV vehicles for known fleet shortages or non-emergency events; (e.g., training, preparedness, prescribed burns) is prohibited.

NERV is not authorized for season-long rentals.

Ensure that a rental vehicle is authorized on the resource order prior to initiating the rental request through the NERV site.

If employees are authorized for a rental vehicle on the resource order, please follow the ordering process as described in this matrix.

Resource Type	Vehicle Type	Source of Supply	Who Places the Order	Resource Request Number	Payment Processing
Ground Support / Mobilization Center "pool" vehicles (vehicles ordered at time of need and managed by ground support, dispatch, buying team, or local district and used no more than 120 days)	Heavy-duty (HD) 4x4 SUVs & Pickups Cargo vans Box vans Stake-side-trucks	NERV	Dispatch	"E" number with appropriate documentation (one "E" number per vehicle)	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement Checklist (per user) Damage/claims w/complete Information Photos Agency-specific forms (signed)
Self-sufficient overhead	Heavy-duty (HD) pickups (3/4-ton and 1-ton).	NERV	Dispatch	Documentation on "O/C/E/A" number as "Rental Vehicle Authorized"	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement Checklist (per user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Self-sufficient overhead	Follow the Federal Travel Regulations.	Agency ETS, BCD, Duluth, Concur, etc. (NOT NERV)	Dispatch or overhead personnel through ETS, BCD, Duluth, Concur, etc.	Documentation on "O" number as "Rental Vehicle Authorized"	Agency travel charge card
Casuals Hires/AD	Follow the Federal Travel Regulations. Appropriate/approved vehicle for the assignment.	NERV	Dispatch	Documentation on "O" number as "Rental Vehicle Authorized"	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement checklist (per user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Season-long rental (SLR)	4x4 SUVs & Pickups Mini vans Cargo vans Box vans Stake-side-trucks	Agency fleet (holdover, etc.) GSA Short-Term Rental Fed Flex Fleet Incident-only EERA			No longer available through the NERV Program

*In the case of team/group mobilization where Special Needs include multiple approvals (POV/AOV/Rental), it is the responsibility of the sending and receiving dispatch center to ensure vehicle approvals follow Federal Travel Regulations and are the appropriate vehicle for the mission.

Casual Hire/AD

All Casual Hires must be approved to drive Agency Owned Vehicles, including Rentals (e.g., <https://gacc.nifc.gov/nwcc/districts/COIDC/docs/ADweb/Driver-Casual-Responsibilities.pdf>)

Ensure that the Single Resource Casual Hire Information form is appropriately marked for rental vehicle use.

TRAVEL/TRANSPORTATION/SUBSISTENCE
Travel for casual hires will be processed in accordance with Federal Travel Regulations, AD Pay Plan, and agency policy. Casual is entitled to transportation to and from the incident: <input type="checkbox"/> No <input type="checkbox"/> Yes
Transportation method: <input type="checkbox"/> Airline <input type="checkbox"/> POV (mileage reimbursement authorized) <input checked="" type="checkbox"/> Rental vehicle (must be on resource order). Rental provided by: <input type="checkbox"/> Casual or <input checked="" type="checkbox"/> Government. <input type="checkbox"/> Other (such as bus, gov't vehicle, EERA): _____
Subsistence (check one): <input type="checkbox"/> Casual will be subsisted by government. <input type="checkbox"/> Casual will be self-subsisted.
Provide estimate for M&IE and POV mileage reimbursement. Find current rates at https://www.gsa.gov/travel-resources . \$ _____

Fueling

Fuel must be purchased by the traveler (agency travel card or personal credit card) or by another procurement method (agency purchase card, fuel tender at incident, etc.). **FLEET/WEX CARDS ARE NOT TO BE USED ON RENTAL VEHICLES!!**

Incident Reassignment

Any vehicle mobilizing to an additional assignment, subsequent to the initial request will have the "rental vehicle authorized." documented on the new resource order along with the vehicle information.

Transferring Vehicles

Person-to-person vehicle transfers are prohibited. Dispatch centers are the only facilitators of a vehicle transfer. Only HD vehicles are eligible for transfer. Dispatch centers reserve the right not to facilitate transfers.

Dispatch will:

1. Document the transfer on both travelers' resource orders in IROC.
2. Fill in the dispatch transfer portion of the Traveler Rental Vehicle Checklist.
3. Copy the **NERV Package** and give a copy to the initial traveler:
 - a. The **NERV Cover Sheet**, the Traveler Rental Vehicle **Checklist**, the **Resource Order(s)**, a copy of the **Commercial Rental Agreement**, and all other documents pertaining to the rental such as **pre-/post-inspection sheet or damage/accident forms (if applicable)**.
 - b. All documents must be in PDF format and combined into one file with the correct naming convention (AB-CDE-000000_O-1-Plate#) and emailed to your host dispatch and the NERV program.
sm.fs.nerv@usda.gov
4. Issue the complete NERV Package to the new traveler.
 - a. Instruct new traveler to fill out a new Traveler Rental Vehicle Checklist, continue to update the Cover Sheet with new Incident information, and add new Resource Orders to the Package.
 - b. Remind the new traveler to email the completed NERV Package to the NERV once the vehicle has been returned to Enterprise.
5. The new traveler will need to submit their Traveler Rental Vehicle Checklist to the NERV prior to mobilization, so Enterprise can be notified of the change.

Damage/Claims

If any damages/claims occur during use, please follow your agency's procedures, include photos of the damage, complete all appropriate agency forms (e.g., SF-91, SF-94), and any police report. Additionally, ensure that your home unit supervisor, incident unit supervisor, and home dispatch center are notified in the event they are contacted for follow-up information. All documents will be included in the NERV Package and submitted to the NERV email:

SM.FS.NERV@usda.gov

Payment

The NERV payment cover sheet will be used to track vehicles by users per incident and submitted with all appropriate documentation combined and scanned as one PDF file with the correct naming convention (AB-CDE-000000_O-1-Plate#) to the NERV email: SM.FS.NERV@usda.gov

- Payment Cover Sheet (filled out in completion)
- Traveler Rental Vehicle Checklist (per driver)
- Commercial Rental Agreement (from Enterprise)
- Resource Order (for each assignment and driver)
- All Inspection sheets
- Damage/Claims Information
 - o Photos
 - o Agency-specific forms (completed and signed)

Non-Pool Vehicles – It is the responsibility of each user to ensure all documentation above is accounted for and submitted electronically to the NERV email for payment. Submittals are required after the vehicle has been returned to Enterprise or every 30 days the vehicle is out. Vehicles cannot be rented for more than 120 days consecutively.

Pool Vehicles – Users will return vehicles to Dispatch, Ground Support or the Buying Team and ensure that all referenced documentation listed above is provided when the vehicle is returned. These documents will be submitted electronically to the NERV email. Submittals are required after the vehicle has been returned to Enterprise or every 30 days while the vehicle is out. Vehicles cannot be rented for more than 120 days consecutively.

Rental Return

Ensure the gas tank is full and the vehicle is clear of all personal belongings (including trash) prior to return.

Vehicles must be returned to Enterprise or to a government facility. They will not be held for single resources unless they are taking mandatory days off in place on the assignment with the intent of returning to the same incident.

ALL USERS/DISPATCH/GROUND SUPPORT SHALL MAINTAIN A COPY OF ALL DOCUMENTATION.

**ALL NERV RENTALS ARE CENTRALLY BILLED AND DO NOT REQUIRE ANY FORM OF PAYMENT AT THE TIME
OF PICKUP.**

CONTRACTORS ARE NEVER AUTHORIZED TO OPERATE NERV RENTAL VEHICLES!

Questions pertaining to the NERV process should be directed to:
email to: SM.FS.NERV@usda.gov