



**National Emergency
Rental Vehicle -
NERV Overview**





NERV TEAM:

PPS/ESB National Zone Supervisor:

Jeff Gardner

WO/FAM:

Jill Leguineche

Lead Contract Coordinator:

Celina Cash

Contract Coordinators:

Wesley DeVall

Lameshia Anderson

Beth Arsenault (Onboarding Soon)

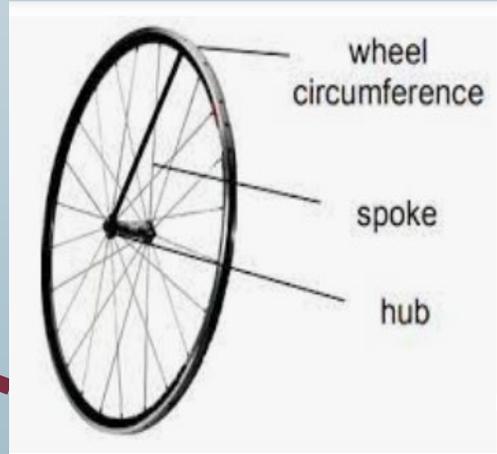
Beth Fildes (ESB NZ Purchasing Agent)





NERV is like a wheel

Each part must work together in order to keep rolling!



Enterprise

- Provider of vehicles
- Receives the reservations through the website
- Handles cancelations
- Sets *their* store locations and hours
- *Provides Rental Agreements

US Forest Service

- Administer the program according to Federal Procurement Regulations
- Administer the NERV website
- Collects user packets and matches with rental invoices
- Pays invoices
- Claim determination and findings
- *Not so obvious – we do not have access to reservations – only Enterprise has that access*

Users & Dispatch working together

- Makes reservation
- Utilize Enterprise vehicles
- Submit user packets
- Document damage

IS NERV FOR YOU?

NERV is for incident personnel with an established need (RO), who have no other means of acquiring transportation for the assignment.

AD Drivers – please read the [Statement of Driver and Supervisor Responsibilities](#)

Pool vehicles (but NOT A SUPPLEMENT TO FLEET) (max rental is 120 days)

NERV is NOT:

for non-emergency use (prescribed fire, training, preparedness)

for self-sufficient Overhead resources without a need for an HD vehicle

Anyone mobilized to an incident with an agency provided means of travel reimbursement should use that system to rent a vehicle for incident use without an HD vehicle.



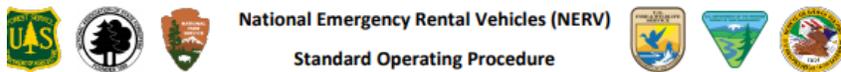
**NERV CANNOT
BE USED FOR RX
BURNS/FUELS
SUPPORT**





BENEFITS OF NERV:

- Accessible to multiple agencies, State, National Parks, Military, and FEMA
- Access to HD trucks – *2hr confirmation during business hours* – for location and hours to include weekend hours for certain locations, please see the website under Reservations
- Claims are processed by the NERV team
- Available to non-self-sufficient users



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)

This guide cannot address ALL situations.

<https://nerv.firenet.gov/>

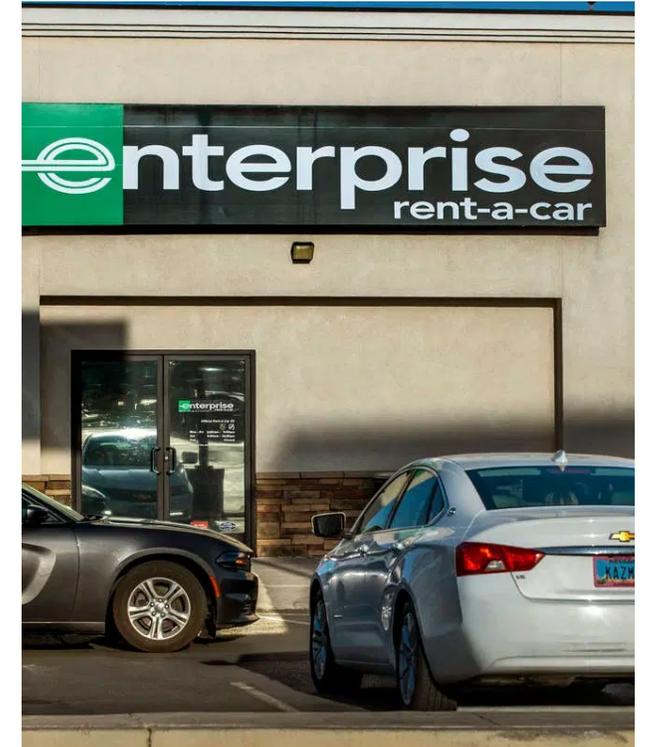
Please consult the NERV Standard Operating Procedures for further guidance.



1. Vehicle reservation/pick up



2. Vehicle use



3. Vehicle return/close out



Three phases of the NERV Rental



PHASE 1: VEHICLE PICK UP/SET UP

1

NERV (National Emergency Rental Vehicle) Payment Cover Sheet

REMIT COMPLETED PACKETS TO:
Scan and email entire package to: SM.FS.NERV@usda.gov

Package must be combined to one PDF format file with naming convention: **AB-CDE-000000_C-1-Plate#**

REQUIREMENTS:
• This cover sheet is to REMAIN WITH THE VEHICLE until it is ready to be returned to Enterprise.
• It is the responsibility of each operator to ensure this sheet is filled out for each incident.
• The fleet operator or user is responsible for submitting this package to NERV.

INCIDENT NAME <i>Always start with the vehicle number</i>	INCIDENT NUMBER (on driver license)	RESOURCE ORDER # (check off vehicle)	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE (on invoice)	OPERATOR/GROUND SUPPORT PRINT NAME & EMAIL

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET:
• Resource Order for each incident the vehicle is utilized on.
• Rental Agreement from vendor (provided at the time the vehicle is picked up or delivered).
• Copy of Inspection from Ground Support (Only if there was inspection done - not required).
• All Documentation of Damage (including pictures, damage report, accident report and contract names/numbers for all involved).

Questions? E-mail: SM.FS.NERV@usda.gov
For additional copies of this sheet or guidance of the form use the NERV website: www.nerv.gov

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Enterprise Rental Agreement

RESOURCE ORDER: OVERHEAD

Customer / Provider Name: Tussock

Resource Order #: AZ-FHD-000455

Resource	Quantity	Unit	Rate	Total
1	1	DAY	100.00	100.00
2	1	DAY	100.00	100.00
3	1	DAY	100.00	100.00
4	1	DAY	100.00	100.00
5	1	DAY	100.00	100.00

Enterprise Rental Agreement

Customer Name: Tussock

Resource Order #: AZ-FHD-000455

Vehicle Description: 2014 Ford Focus

Vehicle License #: AZ-FHD-000455

Vehicle Make and Model: 2014 Ford Focus

Vehicle License #: AZ-FHD-000455

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Vehicle Make and Model: 2014 Ford Focus

Vehicle License #: AZ-FHD-000455

Vehicle Make and Model: 2014 Ford Focus

Vehicle License #: AZ-FHD-000455

RENTAL VEHICLE CHECKOUT

RENTAL VEHICLE RETURNED TO:

VEHICLE INFORMATION

ORDER NUMBER: _____ RENTAL NUMBER: _____ LICENSE / ID #: _____

MAKE: _____ MODEL: _____ 2WD 4WD COLOR: _____

RENTAL COMPANY: _____ PHONE #: _____

ADDRESS: _____ CONTACT: _____

CHECKED OUT TO: _____ DRIVERS LIC #: _____ DATE: _____ POSITION: _____

SIGNATURE: _____ DATE: _____ CELL PHONE: _____

CHECKED IN BY: _____ DATE: _____ CELL PHONE: _____

INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC #: _____ DATE: _____ POSITION: _____

SIGNATURE: _____ DATE: _____ CELL PHONE: _____

CHECKED IN BY: _____ DATE: _____ CELL PHONE: _____

INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC #: _____ DATE: _____ POSITION: _____

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INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC #: _____ DATE: _____ POSITION: _____

SIGNATURE: _____ DATE: _____ CELL PHONE: _____

CHECKED IN BY: _____ DATE: _____ CELL PHONE: _____

INSPECTED FOR DAMAGE

Page 1 of 1 Prepared by (Ground Support Unit Leader)

NEW

2

When mobilized and NERV is approved:

1. Email the [RO¹ sm.fs.nerv@usda.gov](mailto:RO1_sm.fs.nerv@usda.gov).
2. Set up the [Cover Sheet²](#): Enter the information on the RO on the top line of the Cover Sheet and the boxes on the top right.
3. Take the RO to the local Enterprise Rental Center – Provide the RO to the Agent.
4. KEEP the [Rental Agreement⁴](#) you are given from the rental agent – All pages.
5. Put all three [user documents^{\(1, 2, 3\)}](#) together for use in the next steps. (Envelope/folder?)

4. PDF format is required for all documentation, including pictures

JPEG





Vehicle

2020 RAM B25C SDB4 WHITE

VIN: 3C6UR5DL0LG139934

Pickup:

11/03/2021 @ 2:51 PM

License TX NCF4200

Vehicle: 71054K

ODO: 45816 Fuel: 3/4

Vehicle Condition:

Passenger Quarter Panel

Dent: dent on ps bed

Passenger Rear Wheel

Other: missing hub cap

Driver Quarter Panel

Other: DENT BY GAS LID

Ding: CONTINUOUS DENTS

END DATE ON INCIDENT	JOB CODE (on resource order)	OPERATOR or PERSON RESPONSIBLE FOR VEHICLE (PRINT NAME & EMAIL ADDRESS)
11/9/21	PAN9QV	[REDACTED]
		Vehicle's tail lights - running
		Lights went out - Returned to Enterprise in Bakersfield
		(Per the Reno office where I picked it up)
		Returned @ 1055 on 11/9 mileage was 4608



Summary of Charges



Estimated Bill-To



RESOURCE ORDER	Initial Date/Time	2.Incident / Project Name McCash				3. Incident / Project CA-SRF-000651	Financial Codes P5 N7QM (0510) [P] 73137143 CFAA Approved
OVERHEAD	07-31-2021 1911 PST					4. Office Reference Number 000651	9. Jurisdiction / Agency Six Rivers National Forest
5. Descriptive Location McCash CA-SRF-000651		6. TWN	RNG	SEC	Base MDM	8. Incident Base / Phone Number Expanded Supplies 707-441-3655 24 Hour Phone (707) 441-3644 Expanded Overhead 707-441-3657 Expanded Crews 707 441 3672 Expanded Equipment 707-441-3672	10. Ordering Office North Coast Interagency Communication Center
		14N	7E	SN34	Humboldt, CA		
		LAT. 41° 33' 48" N					
		LONG. 123° 24' 15" W					
11. Aircraft Information							
Bearing	Distance	VOR	Contact Name	Frequency Type	Assigned Frequency	Reload Base	Other Aircraft / Hazards
270.22°	28	FJS		AirTactics	167.8125	UKI	
94.57°	40	CEC		AirToAir	128.1750	RDD	

PHASE 2: VEHICLE USE

NERV (National Emergency Rental Vehicle) Payment Cover Sheet
 This sheet must be filled out and submitted for EACH vehicle rented under the NERV BPA

REMIT COMPLETED PACKET TO:
 Scan and Email entire package to: SM.FS.NERV@usda.gov
 Package must be combined to one PDF format file
 with naming convention:
AB-CDE-000000_0-1-Plate#

RESOURCE HOST DISPATCH OFFICE & PHONE #:
 ENTERPRISE RENTAL AGREEMENT # (on rental agreement from vendor - example: SK820V)
 VEHICLE LICENSE #, MAKE & MODEL:

This cover sheet is to REMAIN WITH THE VEHICLE until it is ready to be returned to Enterprise.
 It is the responsibility of each operator/host to ensure this sheet is filled out for each incident.
 The last operator or host is responsible for submitting the package to NERV.

INCIDENT NAME <small>Always start with the underlying incident</small>	INCIDENT NUMBER <small>(on OR DEF-000046)</small>	RESOURCE ORDER # <small>(On OR or on insurance order)</small>	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE <small>(on invoice order)</small>	OPERATOR/GROUND SUPPORT PRINT NAME & E-MAIL

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET

- Resource Order(s) for EACH Incident the vehicle is utilized on.
- Rental Agreement from vendor (provided at the time the vehicle is picked up or delivered) - not required
- Copy of Inspection from Ground Support (Only if there was inspection done and contact names/numbers for all involved)
- ALL Documentation of Damage (include pictures, damage report, accident report and contact names/numbers for all involved)

Questions? E-mail: SM.FS.NERV@usda.gov
 For additional copies of this sheet or guidance of this BPA visit the NERV website: <https://sites.google.com/a/firenet.gov/nerv/>

- If you and the vehicle are re-assigned to another incident, complete the next line of the Cover Sheet with the new incident information. Continue to record re-assignments as necessary.
- Keep a copy of the RO from EACH incident with the existing package.
- Vehicles in rental status for over 30-days – see “[Vehicle Rented Over 30 Days](#)” slide.
- If and accident occurs with your vehicle while in use, complete an SF-91, SF-94 or the host agency’s damage documentation form and/or police report. Keep a copy with your user documents. See [Damage Slide](#).
- Remember – only dispatch can [transfer](#) a vehicle to another user!

PHASE 3: RETURN/CLOSE OUT

- When the assignment is over, return the vehicle to an Enterprise location.
- KEEP the package of documentation you have been compiling.
- Scan all the documents to one PDF format file in this order:
 - Cover Sheet(s)
 - Rental Agreement (all pages)
 - Resource Order(s)
 - Damage documentation
 - Incident inspection sheets if available (not mandatory)
- Send all documents in ONE PDF file to sm.fs.nerv@usda.gov.

MOTOR VEHICLE ACCIDENT REPORT

SECTION - FEDERAL VEHICLE DATA

RESOURCE ORDER

Enterprise

NERV (National Emergency Rental Vehicle) Payment Cover Sheet

Package must be filled out and submitted for EACH vehicle rented under the NERV BPA**

RESOURCE COMPLETED PACKET TO:
Scan and Email entire package to: SM.FS.NERV@usda.gov

Package must be combined to one PDF format file with naming convention:
AB-CD-E-00000-0-1-Plate#

INCIDENT NAME	INCIDENT NUMBER	RESOURCE ORDER #	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE	OPERATOR/GROUND SUPPORT
Always start with the vehicle incident.	(or CR-CD-00000)	(or NERV-00000)			(or resource order)	PRIVY NAME & E-MAIL

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET

- Resource Order(s) for EACH incident the vehicle is utilized on.
- Rental Agreement from vendor provided at the time the vehicle is picked up or delivered.
- Copy of Inspection from Ground Support (Only if there was inspection done - not required).
- ALL Documentation of Damage (include pictures, damage reports, accident reports and contact names/numbers for all involved).

Questions? E-mail: SM.FS.NERV@usda.gov

For additional copies of this sheet or guidance of this BPA visit the NERV website: <https://sites.ersos.com/usfresnet.gov/nerv/>

Vehicles rented longer than 30 days

- A user package MUST be submitted every **30-days** (not month, not 4 weeks, ~ **30-days**)
- Maximum rental duration = 120 Days
Vehicle must be returned before then.
- **Routine maintenance on a NERV vehicle does not restart the 120 day limit.**

Rental payments are due every 30-days – so your user package is needed every 30 days.



[Return to Phase 2 side](#)

Examples of 30 Days =
July 1 through July 30 OR
July 7 through August 6



HAVE YOU SEEN ME?

PLEASE ENSURE ALL NERV VEHICLES ARE RETURNED TO ENTERPRISE



ACCIDENT/DAMAGE LIABILITY

Please be aware that you could be held financially responsible for the damage to the NERV Vehicle and to a 3rd party vehicle?

*for Gross Negligence. **Gross negligence is a heightened degree of negligence representing an extreme departure from the ordinary standard of care. Falling between intent to do wrongful harm and simple negligence, gross negligence is defined as willful, wanton, and reckless conduct affecting the life or property of another.***

for Non-Official Use of the Vehicle. This could be by deviating from your travel without approval, Domiciling the NERV (i.e. taking it home), prohibited activities.

Did you realize that NERV is considered a Fleet Vehicle of the Operators agency? Self-Insured and doesn't have GARS like a vehicle rented from ETS2/Concur!

3rd Party Accident/Damage, NERV Operator Possibly at Fault

- NERV Operators Agency is responsible for settling any claims. NERV is self-insured and considered an agency vehicle of the NERV Operator. For Federal Employees, including Administratively Determined (AD), follow the TORT Claim Process. For State, contact the State or Fire Department for their process. Some States/Fire Departments might carry insurance that may cover NERV. TORT claims are not handled by the Incident!
- USFS Employees only: Give them 1-877-372-7248 There is a USFS Proof of Insurance you should have prior to operating NERV.
- DOI (BLM, BIA, NPS, FWS, BOR) Employees: Direct them to their Home Unit District TORT Claim Coordinator, in some case will be the Supervisory Admin Specialist. There is a DOI Proof of Insurance you should have prior to operating NERV.
- State Employees/Fire Departments: Will need to follow their State procedures. Not all States authorize employees to operate NERV due to NERV being self-insured. There is a State Proof of Insurance you should have prior to operating NERV.
- Never admit fault or promise anything. Govt. (Federal/State) Solicitor will make determination.
- Still make sure all accident/damage documentation is turned into Dispatch when you return NERV. NERV Operator please keep a copy. Do not leave with Enterprise.
- Please include a police report, if available.

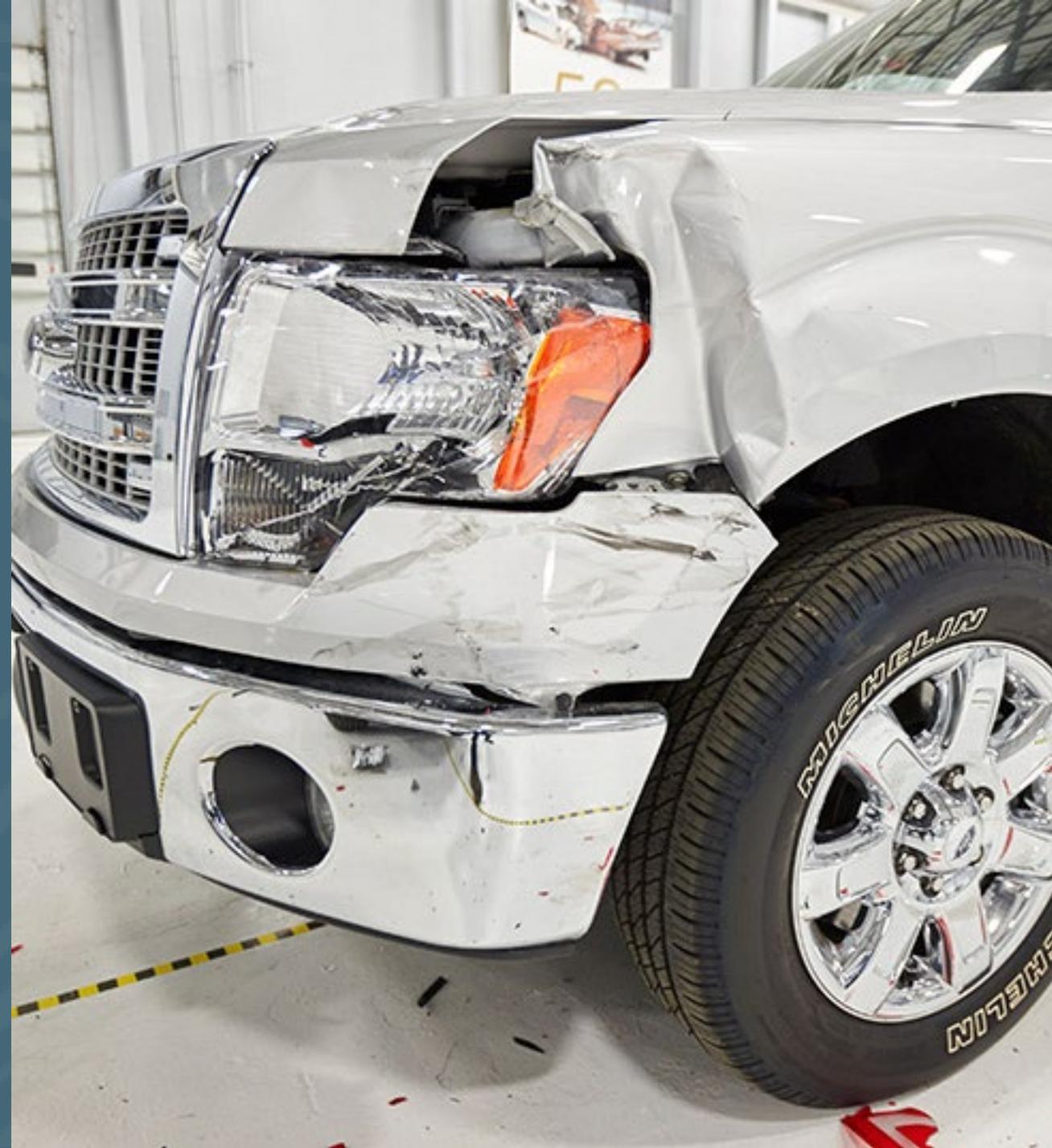
OOPS!

- If your vehicle is an accident during your rental, complete the SF-91 or SF-94 or agency required damage documentation. 2022 only 55 of 312 Claims had damage documentation!
- Submit the Accident/damage documentation with the user package.
- If a third party is involved or at fault, make notes on the damage documentation. Obtain a copy of the police report. Insurance Company/Policy #
- Ensure that your home unit supervisor, incident unit supervisor, and home dispatch center are notified.
- Please include a police report, if available.

Accidents happen – make this situation better by reporting it.



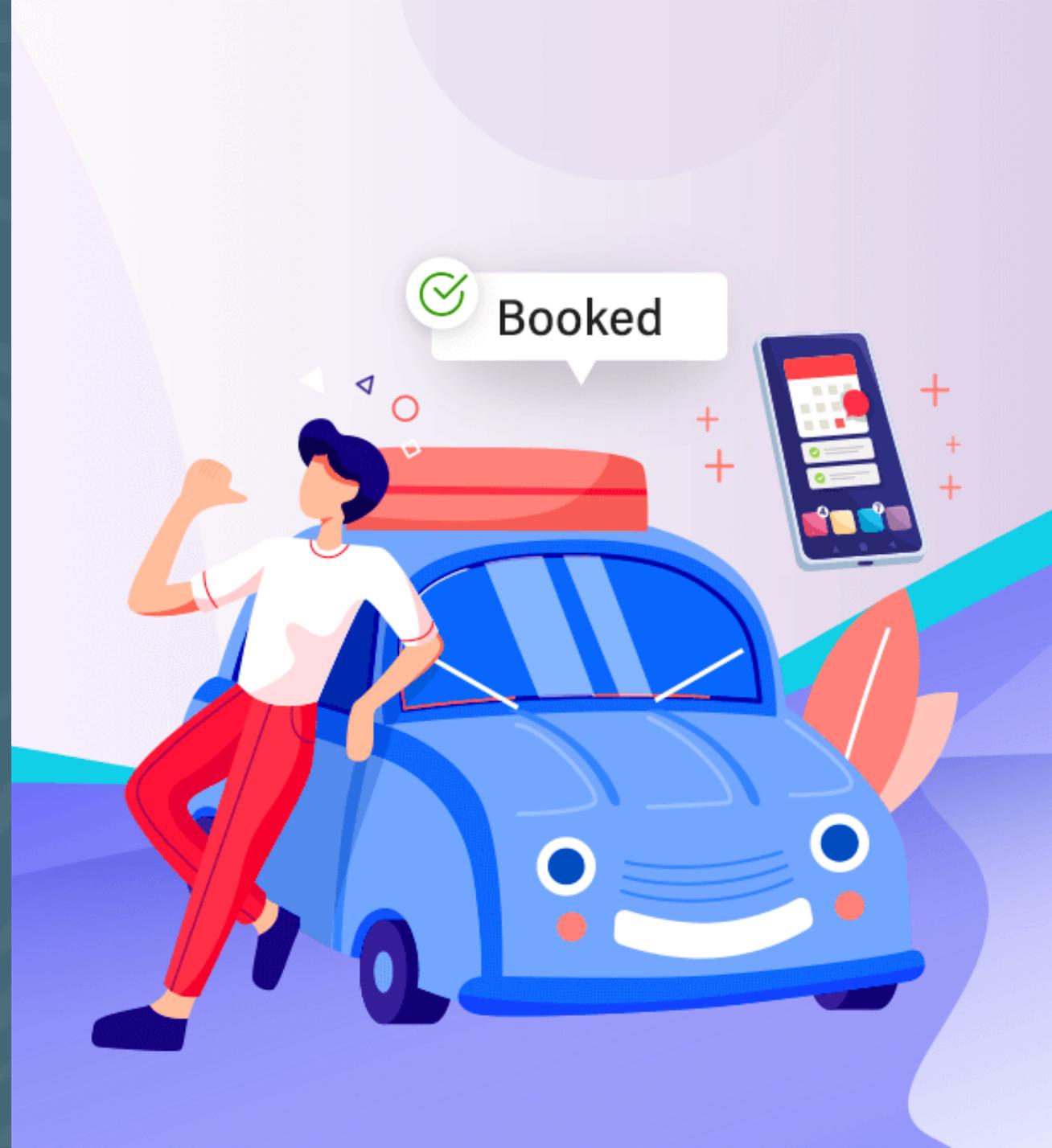
[Return to Phase 2 side](#)



Reservations

- As of June 2021, all NERV reservations will need to be made through the dispatch center.
- If you are self sufficient or have a government issued travel card and access to a travel reimbursement system such as (ETS, BCD, Duluth, Concur, etc); you are required to book your reservation through your standard travel reservation process.
- If there are issues with the reservation, call the Enterprise help desk at 844-665-4702

More on reservations in the
[NERV UPDATED SOPs](#)



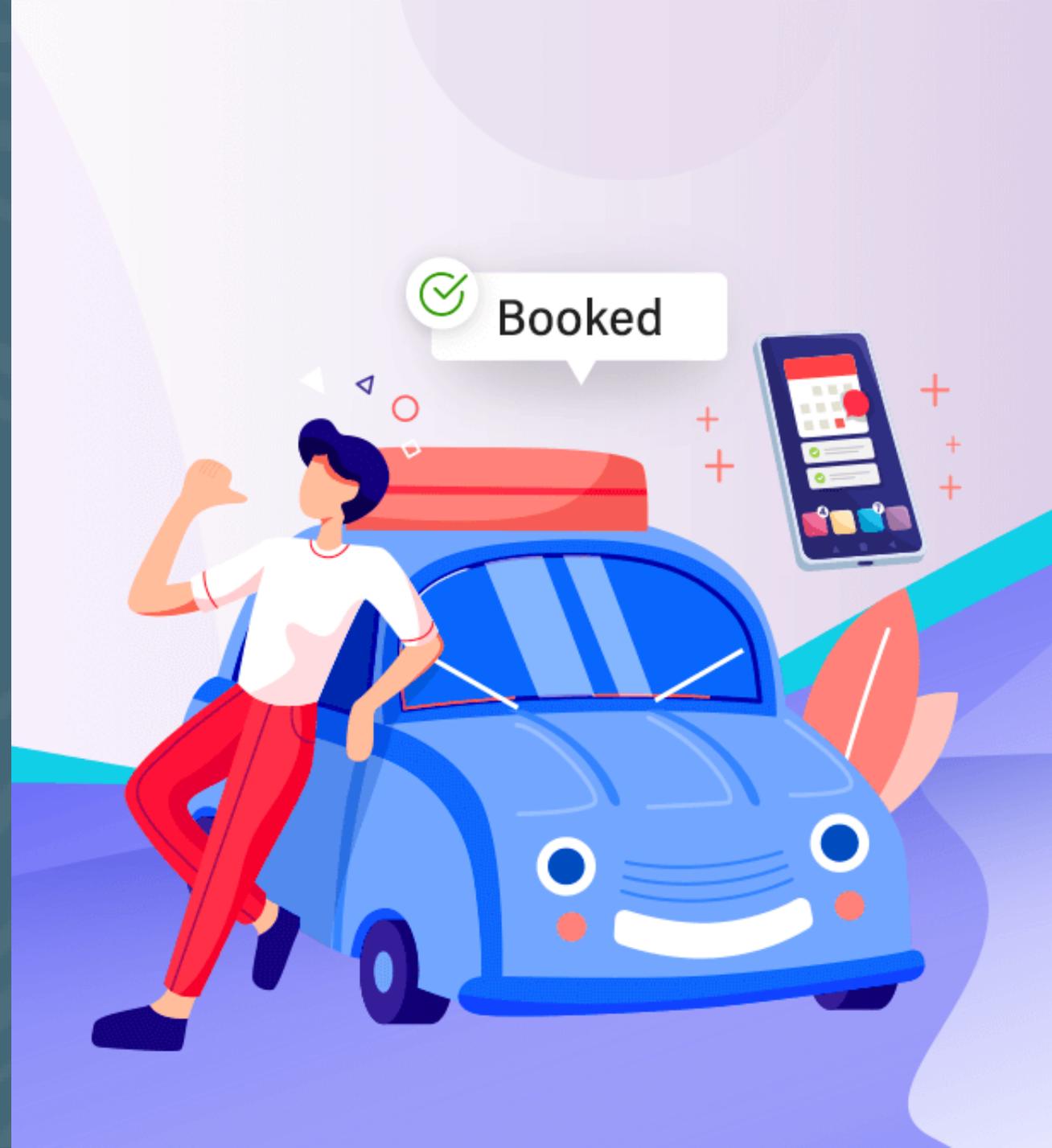
Transferring Vehicles

- Only pool vehicles are eligible for transfer. (Equipment – E resources)
- Dispatch and ground support are the only authorized facilitators of the transferring of vehicles. Please include the transfer log in the required cover sheet package.

More on transferring vehicles in the [NERV UPDATED SOPs](#)



[Return to Phase 2 side](#)



Questions? **CONTACT US!**

If you need help, please reach out for assistance!



sm.fs.nerv@usda.gov



208-390-4868 - NERV



<https://sites.google.com/a/fir/enet.gov/nerv/home>



Enterprise 855-266-9565
-Roadside Assistance -
800-307-6666