National Emergency Rental Vehicle - NERV Overview
NERV is like a wheel

Each part must work together in order to keep rolling!

Enterprise
- Takes reservations
- Cancel reservations
- Provides vehicles
- Sets 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
- Uses vehicle
- Submits user packets
- Documents 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.
**BENEFITS OF NERV:**

- Accessible to multiple agencies, State, National Parks, Military, and FEMA
- Access to HD trucks – 2hr confirmation weekdays (closed on weekends)
- Claims are processed by the NERV team
- Available to non-self-sufficient users
This guide cannot address ALL situations.

Please consult the NERV Standard Operating Procedures for further guidance.

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Vehicle Type</th>
<th>License Plate</th>
<th>Mix Fleet</th>
<th>Resource Receipt Number</th>
<th>Resource Processing</th>
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<tbody>
<tr>
<td>Normal Support</td>
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Three phases of the NERV Rental

1. Vehicle reservation/pick up
2. Vehicle use
3. Vehicle return/close out
PHASE 1:
VEHICLE PICK UP/SET UP

1. Email the RO \(^1\) sm.fs.nerv@usda.gov.
2. Set up the Cover Sheet \(^2\): 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 Agreement \(^4\) 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?)

When mobilized and NERV is approved:

1. Email the RO \(^1\) sm.fs.nerv@usda.gov.
2. Set up the Cover Sheet \(^2\): 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 Agreement \(^4\) 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
Vehicle

2020 RAM B25C SDB4 WHITE
VIN: 3C6UR5DL0LG139934
License: TX NCF4200
Vehicle: 7Z054K
ODO: 45816 Fuel: 3/4

Pickup:
11/03/2021 @ 2:51 PM

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

Summary of Charges

END DATE ON INCIDENT | JOB CODE | OPERATOR or PERSON RESPONSIBLE FOR VEHICLE (PRINT NAME & EMAIL ADDRESS)

11/9/21 | PAN9QV |

Vehicle’s tail lights running
Lights went out - Returned to Enterprise in Bakersfield
(Per the Reno office where I picked it up)

Estimated Bill-To

RETURN TO COVER SHEET

NERV USA OVERHEAD GSN1501888
<table>
<thead>
<tr>
<th>RESOURCE ORDER</th>
<th>Initial Date/Time</th>
<th>2. Incident / Project Name</th>
<th>3. Incident / Project</th>
<th>Financial Codes</th>
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</thead>
<tbody>
<tr>
<td>OVERHEAD</td>
<td>07-31-2021 1911 PST</td>
<td>McCash</td>
<td>CA-SRF-000651</td>
<td>P5 N7QM (0510) [P]</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>73137143</td>
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<td></td>
<td></td>
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<td>CFAA Approved</td>
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5. Descriptive Location
McCash CA-SRF-000651

6. TWN | RNG | SEC | Base MDM |
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</thead>
<tbody>
<tr>
<td>14N</td>
<td>7E</td>
<td>SN34</td>
<td>Humboldt, CA</td>
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</table>

7. LAT. | LONG. |
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>41° 33' 48'' N</td>
<td>123° 24' 15'' W</td>
</tr>
</tbody>
</table>

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

11. Aircraft Information

<table>
<thead>
<tr>
<th>Bearing</th>
<th>Distance</th>
<th>VOR</th>
<th>Contact Name</th>
<th>Frequency Type</th>
<th>Assigned Frequency</th>
<th>Reload Base</th>
<th>Other Aircraft / Hazards</th>
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<tbody>
<tr>
<td>270.22°</td>
<td>28</td>
<td>FJS</td>
<td></td>
<td>AirTactics</td>
<td>167.8125</td>
<td>UKI</td>
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<tr>
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<td>CEC</td>
<td></td>
<td>AirToAir</td>
<td>128.1750</td>
<td>RDD</td>
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</table>
PHASE 2: VEHICLE USE

- If the 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 any damage occurs to 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.
Vehicles rented longer than 30 days

- A user package MUST be submitted every **30-days** (not month, not 4 weeks, ~**30-days**)
- After submitting, the updated cover sheet and package can continue to be used and submitted at the 60- and 90-day mark too.
- Maximum rental duration = 120 Days Vehicle must be returned before then.

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

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

Return to Phase 2 side
HAVE YOU SEEN ME?

PLEASE DO NOT DUMP VEHICLES
OOPS!

- If your vehicle is damaged during your rental, complete the SF-91 or SF-94 or agency required damage documentation.
- Submit the 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.
- 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.

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

• Person-to-person vehicle transfers are PROHIBITED.
• Dispatch centers are the only facilitators of a vehicle transfer.
• Only HD vehicles are eligible for transfer via dispatch.

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/firenet.gov/nerv/home](https://sites.google.com/a/firenet.gov/nerv/home)
- Enterprise 855-266-9565 – Roadside Assistance – 800-307-6666