

Alaska Interagency Coordination Center NERV Standard Operating Procedures

A National Emergency Rental Vehicle Agreement (NERV) Blanket Purchase Agreement (BPA) was awarded to Enterprise Holdings on June 14, 2018.

All who reserve rental vehicles should be familiar with the processes outlined on the NERV website: [NERV - National Emergency Rental](#). All NERV rentals will be reserved by the sending dispatch center unless a Ground Support Unit Leader (GSUL) is assigned to manage a pool of vehicles. The criteria for utilizing the NERV Program are:

1. Vehicle will be driven off-road.
2. A Sport Utility Vehicle (SUV) or 4x4 pickup is required to meet the needs of the incident.
3. The vehicle will be managed by Ground Support Unit and utilized by multiple resources.
4. The renter is not self-sufficient or able to procure the vehicle needed for the assignment through an agency travel reservation system.

Each vehicle rented through the NERV BPA must be requested electronically through the NERV website with a valid resource order. Vehicles obtained through the BPA will be paid by the incident's host agency and reconciled to each resource order associated with the rental by NERV personnel. Fuel must be purchased by the traveler or through other means (i.e., contract fuel tender).

The following process will be used in Alaska for rental vehicles:

- Dispatch will rent all NERV Vehicles for agency employees who meet the criteria and all AD's using the NERV password and billing codes. These codes are not to be given to those outside of dispatch.
- The local dispatch center will provide attachments to the resource of the documents required to be submitted to NERV.

EFF/AD employees and incident pool vehicles will be reserved by the local dispatch center.

- The requesting dispatch will add the proper NERV rental documentation into the resource order. You can check the status of the request using the Dispatch Fill Report on the NERV website. [Current Vehicle Report](#).
- The vehicle operator will do a pre-inspection walk around the vehicle and note any chips or any other damage on the coversheet.
- The vehicle operator will complete and return the completed package (i.e., coversheet, resource orders, rental agreement, and claims documentation) to NERV at **SM.FS.NERV@usda.gov**.
- If there is a GSUL assigned, the incident Ground Support is responsible for returning the completed package (i.e., coversheet, resource orders, rental agreement, and any claims documentation) to NERV after the vehicle has been returned to Enterprise.
- When vehicles change hands, this will be facilitated by the incident dispatch and a new line will be added to the cover sheet for the new user and their request number. A line to the cover sheet, new rental agreement and resource order will need to be added to the NERV envelope.
- Ground Support personnel shall maintain a log of users for pool vehicles. The log shall remain in the fire package upon demobilization.

Questions regarding the NERV process should be directed to NERV@fs.fed.us or to the Alaska Interagency Coordination Center's Equipment desk: 907-356-5687.