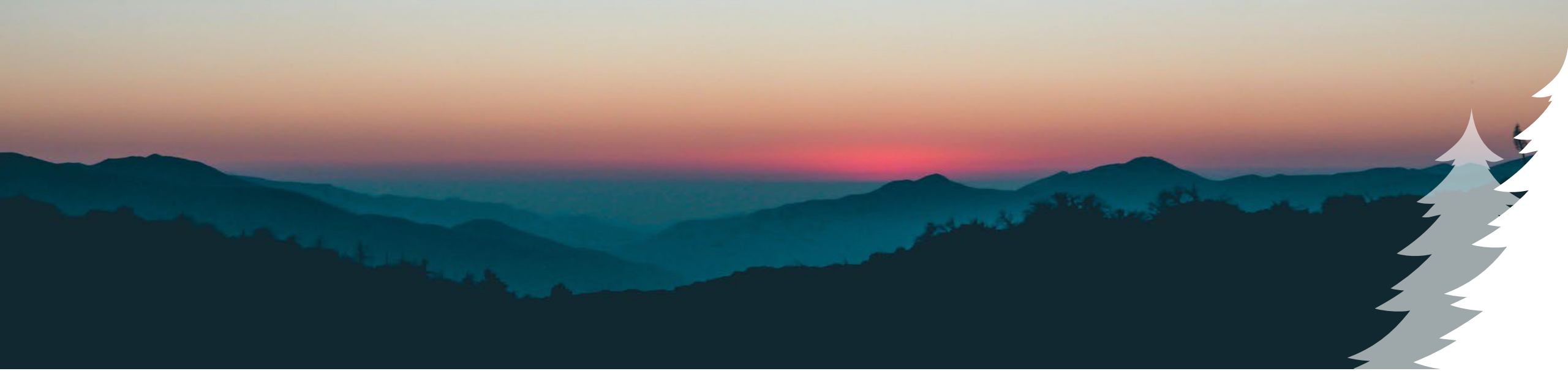




PROCUREMENT & PROPERTY SERVICES

Equipment Service Branch (ESB)
National Zone (NZ)



National Emergency Rental Vehicles (NERV)



NERV Facts

- The National Emergency Vehicle Rental (NERV) I-BPA is for Emergency Use Rental Cars managed by USFS Equipment Service Branch (ESB) - National Zone (NZ).
- Oversight by USFS Fire and Aviation Management (WO FAM).
- Enterprise is the vendor. **They are not NERV.**

Scope and Utilization of the I-BPA

The NERV I-BPA is intended to be utilized on incidents by personnel from the NWCG agencies which include:

Bureau of Indian Affairs

Bureau of Land Management

U.S. Fish & Wildlife Service

National Park Service

U.S. Wildland Fire Service

USDA - Forest Service

The National Association of State Foresters

State and Local Cooperators are authorized to use NERV.

AD/Casual Hires are authorized to use NERV.

Contractors (VIPR, EERA, etc.) are prohibited from NERV rental use to include operating NERV vehicles.

NERV Use

- NERV must be reserved via IROC by a Dispatch. **NERV is not authorized as a counter walk-up and will not be covered!**
- The NERV program is an acquisition tool for **emergency** (Incidents, Support, Severity, All Hazard) incident rental vehicles. NERV is **not** to be used, for example, training (including instructing), preparedness, staff rides, etc. even if on a Resource Order (RO).
- NERV is intended for emergency response situations when one or more of the following needs exist:
 - **Standard vehicles** for personnel who do not have a Government Travel Card
 - **Incident Pool** vehicle requirements
 - **Heavy-Duty (HD)** vehicles including:
 - Trucks requiring higher ground clearance and higher-rated tires such as $\frac{3}{4}$ and 1 Tons
 - Box Trucks, Cargo Vans and Stakeside
 - Large SUVs and $\frac{1}{2}$ -ton trucks
 - Note: These are ordered under "Standard" in IROC. In addition, will most likely not have the higher clearance or higher rated tires.

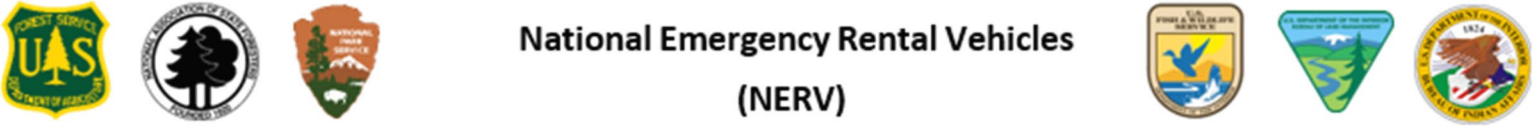
NERV Use (Cont.)

- **NERV must be on an IROC Request the duration of the rental with no gaps.**
- Rx's: NERV is currently only open to single resources in support on USFS land.
- The NERV I-BPA prohibits rentals in Canada or to be driven to Canada!
- Cannot be kept beyond 120 days! Around the 90 day mark start the process to turn in and if needed, request a NERV.
- Do not reserve or have operator accept a 2-door coupe or a luxury Car. The one below was \$4700 in damages!



NERV SOP

2026 SOP Available on the NERV website: <https://www.wildfire.gov/page/national-emergency-rental-vehicle-nerv>



National Emergency Rental Vehicles (NERV)

Enterprise Mobility (EM) Holdings Standard Operating Procedure

Key 2026 Updates:

- Clarification on NERV use by State and Local Cooperators.
- **NERV Packages (Coversheet, RO and Rental Agreement (RA)) will no longer be required since IROC now tracks the reassignments within the NERV Request.**
- In the FAQs, updated the Tire Language to have the first option as contacting Enterprise for an Auto/Tire Location and then the second option as the S number route.
- In the FAQs, R&R changed to mandatory days off and added amplifying information.
- In the FAQs, the towing language has been changed to authorize towing of government trailers, including contracted trailers (i.e. Light towers, UTVs etc.) and prohibits towing of personal trailers.

NERV Inspections

- Per the 2025 NMAC memo, Vehicle/Heavy Equipment Safety Inspection Checklist (OF-296) are required for all NERV. Local forms are acceptable. [NERV Team developed a NERV Inspection Sheet located on the Website.](#)
- Main purpose is to document damage so the NERV office can determine whether we should or should not pay a claim based on possible pre-existing damage.

National Emergency Rental Vehicle (NERV) Inspection Sheet

Name of Operator/POC: _____

Name of Inspector: _____ Write Same, if self inspection is the only option.

Vehicle Info:

- Pre-Inspection Date: _____
- Incident # (XX-XXX-XXXXXX): _____
- Request Number (E-1, O-1 etc.): _____
- Rental Agreement: _____
- License Plate #: _____
- Make & Model: _____
- Beginning Odometer Reading: _____

Pre-Inspection Checklist

Please complete this checklist and note any damage or imperfection both in the **REMARKS** section below AND on the **Vehicle Diagram on the second page**. Photograph any damage not previously listed on the Rental Agreement, and attach photos of said damage to this sheet.

- Damage documentation: Photo's/Rental Agreement with pre-existing damage
- Keys – Preferably 2 sets
- Windshield in good condition (no large cracks, chips, or obstructions)
 - o ****Cracked Windshields are a reason to refuse to accept a vehicle upon delivery from Enterprise. ****
- All lights in working order
- Seat-belts functional
- No obvious Mechanical Issues
- Dents/Noticeable Defects
 - o Please do a 360 degree walk around and note any and all dents, scratches, etc., in the REMARKS section below, and indicate location of defect on the diagram.

REMARKS:

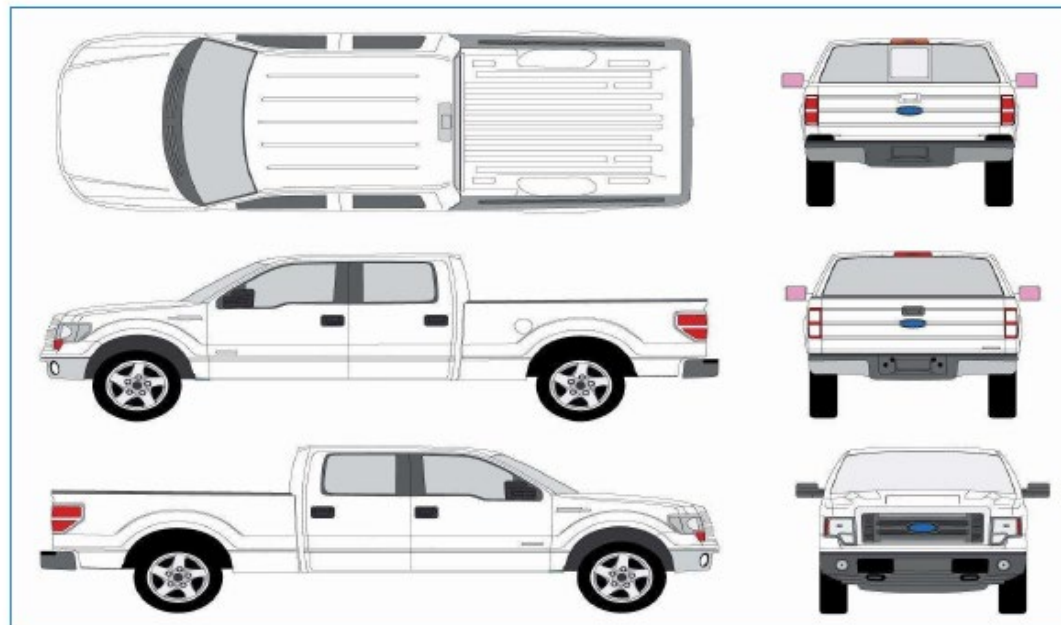
Post Inspection:

Name of Inspector: _____

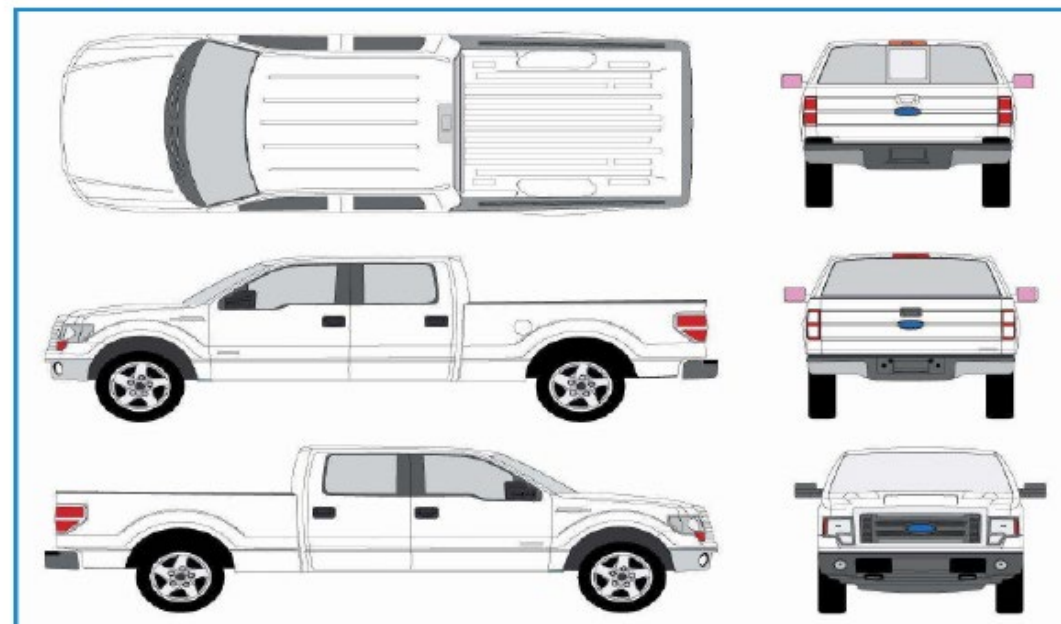
- Post Inspection Date: _____
- Ending Odometer Reading: _____

List any new damage since Pre-inspection:(forward along with damage/accident documentation to sm.fs.nerv@usda.gov)

Pre-Inspection:



Post Inspection:



NERV Inspection – Helpful Tips

Helpful tips:

1. Looking for damage to be documented. If a safety issue (windshield, brakes, light etc.), please contact Enterprise to get a replacement if the rental has already been accepted.
2. Make sure it is easy to determine which is pre-use/existing and which is release damage if using the OF-296.

Section V—REMARKS	(Describe all unsatisfactory items and identify by line number)
Pre-Use: 5/2/2025 no damage noted.	
Release: 5/17/2025 Scratches down both sides and cracked windshield. No documentation turned in prior. Photos attached.	

3. **Fire Extinguishers/Reflectors are not required per the NERV BPA with Enterprise.**
4. Always turn in a clean vehicle. This will help on cleaning charges!
 - ❖ **Cleaning can be done while you're still in travel status.**



Damage/Accident Liability

- Please be aware that Operator's could be held financially responsible for the damage to the NERV Vehicle and to a 3rd party if determined to be gross negligence or non-official use of the vehicle.
- NERV is considered a Fleet Vehicle of the Operators agency. Self-Insured (meaning no insurance) and does not have GARS like a vehicle rented from ETS2/Concur! **3rd Party Claims must be submitted to the Operator's agency. Claims are not handled by the Incident or the NERV Office!**
- Make sure all accident documentation is turned into sm.fs.nerv@usda.gov . Please keep a copy. Do not leave with Enterprise or Comp/Claims/FSC to process.
Accident/Major Damage: SF-91, SF-94, Photo's, Police Report. SF-91 needs to be fully filled out and signed!
Damage Only: Statement and Photo's

Tires

- Contact the Enterprise branch where the vehicle was picked-up from for an auto/tire retail establishment affiliated with Enterprise.
- If this is not an option (distance, small town) you will need to request an S# and pay with a purchase card or have a local micro-purchaser pay for it. **Do not put the cost on a travel card.**



Fuel - NERV

- NERV users are required to refuel their vehicles prior to returning the vehicle back to Enterprise!

- Refueling can be done while in travel status and helps to avoid the fuel charge by Enterprise.

- NERV users must be cognizant of the type of fuel required for the vehicle they are driving.

- Not all HD Trucks are Diesel!

- Watch out for BP Gas stations and the color of their handles.. Green is Gas and Black is Diesel!

Pool Vehicle Custody Log

Pool Vehicles need to have a Pool Vehicle Custody Log when being used on the same incident with multiple drivers.

This becomes very important when with regards to claims and camera citations.

RENTAL VEHICLE CHECKOUT	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
RENTAL VEHICLE RETURNED TO:	1. CITY, STATE	2. DATE RETURNED	3. TIME RETURNED

VEHICLE INFORMATION			
ORDER NUMBER _____	RENTAL NUMBER _____	LICENSE / ID # _____	
MAKE _____	MODEL _____	<input type="checkbox"/> 2WD <input type="checkbox"/> 4WD	COLOR _____
RENTAL COMPANY _____	PHONE # _____		
ADDRESS _____	CONTACT _____		

CHECKED OUT TO: _____ DRIVERS LIC # _____ O # _____
 SIGNATURE _____ DATE _____ POSITION _____
 CHECKED IN BY: _____ DATE _____ CELL PHONE _____
 INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC # _____ O # _____
 SIGNATURE _____ DATE _____ POSITION _____
 CHECKED IN BY: _____ DATE _____ CELL PHONE _____
 INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC # _____ O # _____
 SIGNATURE _____ DATE _____ POSITION _____
 CHECKED IN BY: _____ DATE _____ CELL PHONE _____
 INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC # _____ O # _____
 SIGNATURE _____ DATE _____ POSITION _____
 CHECKED IN BY: _____ DATE _____ CELL PHONE _____
 INSPECTED FOR DAMAGE

CHECKED OUT TO: _____ DRIVERS LIC # _____ O # _____
 SIGNATURE _____ DATE _____ POSITION _____
 CHECKED IN BY: _____ DATE _____ CELL PHONE _____
 INSPECTED FOR DAMAGE

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Who do I contact?

NERV Support	IROC Support	Vendor Support
<p>NERV : 208-390-4868</p> <p>NERV Email: <u>sm.fs.nerv@usda.gov</u></p>	<p>Issues with IROC: IIA Help Desk 866-224-7677</p>	<p>Additional Enterprise Support: enterprisesupport-usfs@em.com</p> <p>Reservations</p> <ul style="list-style-type: none"> • Enterprise Standard Reservations/Cancelations 855-266-9565 • HD Vehicle Rental Support Reservations 844-665-4702 <ul style="list-style-type: none"> ▪ (Mon - Fri 8:00 - 17:00 CST) <p>Roadside Assistance Phone Numbers</p> <ul style="list-style-type: none"> • 1/2-ton trucks, SUV's, mini vans and sedans: 1-800-307-6666 • HD Pick-up Trucks and Box Trucks: 1-888-736-8287 ext. 3