

# National Multi-Agency Coordinating Group

3833 South Development Avenue; Boise, ID 83705

---

NMAC Correspondence M2025-04

June 02, 2025

To: Geographic Area Coordination Center Managers  
From: National Multi-Agency Coordinating Group  
Subject: National Emergency Rental Vehicle (NERV) Program Changes

The NERV program provides rental vehicles for interagency emergency incident response via a Blanket Purchase Agreement (BPA). The program has recently undergone changes to ensure the reservation portal has enhanced security while improving operational efficiency and tracking. All orders for NERV must now be placed in the Interagency Resource Ordering Capability (IROC) system which will allow the rental to be more directly linked to the user, ensuring greater accountability.

The NERV website is now hosted by the Wildland Fire Application Information Portal and can be accessed at this location: <https://www.wildfire.gov/page/national-emergency-rental-vehicle-nerv>. This site hosts the Current Vehicle Report that is updated daily and made available for use by Incident Management Teams. Users are encouraged to familiarize themselves with the intended use of the program outlined in the Standard Operating Procedures [SOP](#) located on the new NERV website. Dispatchers will find links to IROC Knowledge Based Articles [KBA's](#) related to NERV posted here as well.

As part of the ongoing effort to improve accountability for use of vehicles under the NERV program, both pre and post inspections are now required for each rental (Pool Vehicles as well as individuals NERV rentals). It is an expectation of all Incident Management Teams (IMTs) to ensure that these inspections are performed at the incident and documented on an OF-296. Damage of any kind that occurs during the rental period must be reported and included in the package documentation. Any accident/damage paperwork is required to be submitted to the payment team at: [SM.FS.NERV@usda.gov](mailto:SM.FS.NERV@usda.gov). Packages (completed payment cover sheet, resource order(s), pre/post inspections, accident/damage, commercial agreement) for vehicles that were managed as part of a pool are also **required** to be submitted using the [SM.FS.NERV@usda.gov](mailto:SM.FS.NERV@usda.gov) email.

Users that experience problems or have questions regarding their NERV are encouraged to contact the NERV program at 208-390-4868 or [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov).

/s/ Shane McDonald  
Chair, National Multi-Agency Coordinating Group

cc:  
- Geographic Area Coordinating Group Chairs

