

NCA MOBILE OUTREACH VEHICLE

1. REASON FOR ISSUE: To update existing policy regarding the National Cemetery Administration's (NCA) Mobile Outreach Vehicle (MOV).

2. SUMMARY OF CHANGES:

a. This directive updates and clarifies responsibilities for the management of the NCA MOV and includes procedures to request the use of the vehicle in support of outreach and community relations events.

b. This directive clarifies use of VA Form 3075, Motor Vehicle Trip Ticket, Parts I and II and VA Form 10-1281, Motor Vehicle Trip Log, which are included in Appendix A.

c. The Deputy Under Secretary for Management will assume previous responsibilities held by the Deputy Under Secretary for Field Programs and Cemetery Operations for requesting use of the MOV during natural disasters and emergency events.

3. RESPONSIBLE OFFICE: National Cemetery Administration, Office of Engagement and Memorial Innovation (OEMI), 810 Vermont Avenue, NW, Washington, DC 20420, is responsible for the contents of this directive. Questions may be referred to the Chief, Public Affairs and Outreach Division (44A).

4. RELATED PUBLICATIONS:

- a. VA Directive 0637, VA Vehicle Fleet Management Program, May 10, 2013.
- b. VA Handbook 0637, VA Vehicle Fleet Management Program, May 10, 2013.
- c. VA Directive 8500, Public Affairs, October 28, 2019.
- d. VA Handbook 8500, VA Public Affairs, October 28, 2019.
- e. VA Public Affairs Guidelines for Facility Public Affairs Practitioners, August 28, 2018
- f. VA Financial Policy, Vol. XVI, Chapter 3, Fleet Charge Card, March 30, 2020.
- g. NCA Handbook 8500, NCA Public Affairs, June 28, 2010.

December 10, 2020

NCA DIRECTIVE 3005

5. RESCISSIONS: NCA Directive 3005, NCA Mobile Outreach Vehicle (November 18, 2016).

6. RECERTIFICATION: This publication is scheduled for recertification on December 31, 2025.

/s/ Ronald E. Walters
Principal Deputy Under Secretary for Memorial Affairs

Distribution: Electronic

NCA MOBILE OUTREACH VEHICLE

1. PURPOSE AND SCOPE: This National Cemetery Administration (NCA) Directive is revised to reflect updated policy regarding the official business uses for the NCA Mobile Outreach Vehicle (MOV).

2. POLICY:

a. It is NCA policy that the primary use of the MOV is to support community relations and outreach activities to inform Veterans, spouses, family members and other stakeholders of NCA benefits and services. NCA provides presence at pre-determined, on-site public events, including dedication ceremonies at national cemeteries, Veteran Service Organization conventions, Memorial Day and other patriotic holidays, and local community relations activities.

b. NCA leadership will determine on a case-by-case basis whether to use the MOV during natural disasters or for other emergency purposes.

c. The MOV will be based at Quantico National Cemetery to allow NCA Office of Engagement and Memorial Innovations (OEMI, 44) staff members to have optimal positioning to support NCA outreach activities and access.

3. RESPONSIBILITIES

a. **Principal Deputy Under Secretary for Memorial Affairs** is responsible for approving the annual MOV operating plan before the start of each fiscal year and any changes during the year.

b. **Executive Director, Office of Engagement and Memorial Innovation (OEMI, 44)** is responsible for:

(1) Managing the MOV program in accordance with this directive and other VA or NCA policies.

(2) Establishing MOV outreach program goals, updating the Editorial and Outreach Calendar, the Communications and Outreach POAM for MOV activities.

(3) Issuing the Call for the annual MOV operating plan before the start of each fiscal year. Consolidating input and submitting the plan for approval. Coordinating requested changes to the plan during the year and submitting them for approval.

(4) Making outreach products available to meet outreach program goals.

(5) Approving and distributing the NCA Editorial and Outreach Calendar that includes the MOV's schedule to support approved national outreach objectives,

identified in the Communications and Outreach POA&M and field requests to utilize the MOV for local engagement and community relations activities.

(6) Requesting NCA Central Office travel authority for employees assigned to support the MOV at approved events included on the NCA Editorial and Outreach Calendar.

(7) Prioritizing requests from the NCA Emergency Preparedness Coordinator to use the MOV in support of NCA operations during natural disasters or emergency events.

c. **Chief, Public Affairs and Outreach (44A)** is responsible for:

(1) Identifying key national and regional outreach events in the Communications and Outreach POA&M and in the NCA Editorial and Outreach Calendar for 44's approval.

(2) Estimating staffing requirements and outreach products funds to support the MOV in meeting outreach program goals for 44 approval.

(3) Reviewing and responding to District Executive Director-approved requests for the MOV deployment for community relations and outreach events.

(4) Coordinating with the District Executive Directors for staff and resource support at outreach events included in the NCA Editorial and Outreach calendar and at which the MOV is scheduled to be deployed.

(5) Stocking the MOV with NCA benefit outreach products as identified on the property inventory list kept in the MOV.

(6) Collaborating with the Cemetery Director, Quantico National Cemetery, in developing and tracking internal controls for the MOV for review during the formulation of NCA's Annual Statement of Assurance.

(7) Tracking the MOV's official use in support of national and regional outreach events or for natural disasters or emergency events.

d. **Deputy Under Secretary for Finance and Planning** is responsible for:

(1) Coordinating with NCA Finance Service in the formulation of NCA's Annual Statement of Assurance for the MOV and processing and maintaining a record of the completed statements.

(2) Coordinating with NCA Budget Service in reviewing the North Atlantic District Resource Management Tool (RMT) funding requests to support planned use of the MOV as shown in the approved annual MOV operating plan, and approved NCA Annual

Editorial and Outreach Calendar, for approved community relations events and for approved support during natural disasters or emergency events.

e. **NCA Emergency Preparedness Coordinator** is responsible for:

- (1) Reviewing annually the emergency preparedness requirements of the MOV with 44.
- (2) Assisting NCA leadership with emergency preparedness decisions related to the MOV.

f. **District Executive Directors** are responsible for:

(1) Reviewing requests from Cemetery Directors to use the MOV for local outreach and community relations activities, and forwarding approved requests to the Chief, Communications and Outreach (44A) for review and approval and possible inclusion in the annual MOV operating plan.

(2) Ensuring that local travel funds are available to support local outreach events that are requested by a cemetery director.

(3) Supporting the MOV with an operator holding a valid state issued driver's license and fleet card authority when utilizing the MOV.

(4) Providing input on the annual MOV operating plan before the start of each fiscal year and any changes during the year.

g. **Executive Director, North Atlantic District**, is responsible for supervising the Director, Quantico National Cemetery, to ensure the responsibilities for storage, maintenance, servicing and other actions related to supporting the MOV are accomplished in accordance with provisions of this Directive.

h. **Cemetery Directors** are responsible for:

(1) Supervising field program personnel who support approved events on the NCA Editorial and Outreach Calendar and the Communications and Outreach POA&M.

(2) Submitting requests for use of the MOV for a community relations event to District Executive Director for review and approval.

(3) Providing safe and secure facilities for storing the MOV when assigned to their geographic area.

(4) Certifying the property inventory of MOV (including outreach materials) before and after each use and providing their certified property inventory list to the Director, Management and Communication Service.

(5) Coordinating with the Cemetery Director, Quantico National Cemetery, as needed, to maintain and service the MOV when it is at a designated national cemetery for an outreach event or is in transit between events by maintaining records that document its maintenance, and operation.

(6) Providing, as needed, a MOV Operator defined in this director to transport the MOV to the cemetery for approved uses.

(7) Ensuring that expenses associated with the operation of the MOV are properly documented when utilizing the vehicle.

i. **Cemetery Director, Quantico National Cemetery (QNC)**, is responsible for:

(1) Providing dedicated safe and secure storage of the MOV when it is not in use.

(2) Maintaining and servicing the MOV in accordance with all manufacturer requirements and providing the NCA Vehicle Fleet and Equipment Manager with copies of MOV maintenance records.

(3) Ensuring the Fleet Purchase Cardholder (FPCH) at Quantico National Cemetery has received two levels of approval prior to procurement of goods and/or services and that all fleet purchase card orders are submitted in the appropriate financial management system no later than 10 days after the close of the billing cycle.

(4) Requesting sufficient funds to maintain and operate MOV through the regular budget process

(5) Maintaining blotter entries for Fiscal Year tracking of MOV expenditures.

(6) Ensuring approvers and card holders attend required Purchase Card Training session and FPCH Training requirements.

(7) Maintaining a file containing each completed Motor Vehicle Trip Ticket (VA Form 3075) and Motor Vehicle Trip Log (VA Form 10-1281). See Appendix A for VA Form information.

(8) Conducting an in-person or telephonic maintenance and operation briefing with CVOs and their supervisors prior to releasing the MOV for travel to support outreach activities.

j. **NCA Vehicle Fleet and Equipment Manager** is responsible for:

(1) Establishing standard operating procedures (SOP) document for safe MOV operation and maintenance that will be used for NCA MOV training purposes and kept in the MOV as a user manual.

(2) Coordinating with the NCA Training & Safety (43F1) Officer to develop the MOV training requirements for vehicle operators.

k. **NCA Director, Training & Safety (43F1)** is responsible for supporting the NCA Vehicle Fleet and Equipment Manager by identifying safety and other training requirements for MOV Operators.

l. **MOV Vehicle Operators (MOVOs), including the Executive Driver,** are responsible for:

(1) Understanding and complying with requirements established by the NCA Vehicle Fleet and Equipment Manager and the Cemetery Director, Quantico National Cemetery; relevant Federal and State laws pertaining to the proper operation of a motor vehicle; and VA policies on the use of government vehicles, including properly securing the MOV while it is not in use and maintaining control of the MOV keys and fleet cards at all times.

(2) Completing training requirements to include viewing the manufacturer's custom video and training materials, and applying knowledge regarding the prudent use, care, and operation of all features and components of the MOV while it is assigned to the MOVO.

(3) If encountered while utilizing the MOV, promptly reporting maintenance or operational issues within 24 hours of discovery to the NCA Vehicle Fleet and Equipment Manager, the QNC Director, and the Executive Director of OEMI.

(4) Completing the Motor Vehicle Trip Ticket (VA Form 3075) and Motor Vehicle Trip Log (VA Form 10-1281) every time the MOV is driven. See Appendix A for form references.

4. REFERENCES

- a. VA Directive 0637, VA Vehicle Fleet Management Program, May 10, 2013.
- b. VA Handbook 0637, VA Vehicle Fleet Management Program, May 10, 2013.
- c. VA Directive 8500, Public Affairs, October 28, 2019.
- d. VA Handbook 8500, Public Affairs, October 28, 2019.
- e. VA Public Affairs Guidelines for Facility Public Affairs Practitioners, August 28, 2018.
- f. VA Financial Policy, Vol. XVI, Chapter 3, Fleet Charge Card, March 30, 2020.
- g. NCA Directive 8500, NCA Public Affairs, June 28, 2010.

- h. VA Form, 3075, Motor Vehicle Trip Ticket.
- i. VA Form, 10-1281, Motor Vehicle Trip Log.

VA FORM 3075, MOTOR VEHICLE TRIP TICKET, PARTS I AND II

NOTE: This form is accessible for download and use on the VA Publications page, <https://vaww.va.gov/vapubs/>.

Department of Veterans Affairs		
MOTOR VEHICLE TRIP TICKET		U.S. GOVERNMENT TAG NO.
PART I - REQUESTING AND APPROVING OFFICES USE ONLY		
REQUESTED BY <i>(Organization or individual)</i>	USER'S NAME <i>(Print or type)</i>	
OFFICIAL PURPOSE <i>(See note on reverse side of form)</i>		
PLANNED ITINERARY		
FROM ¹	TO	ESTIMATED DURATION OF STOP
¹ First entry must be the place vehicle is to report.		
REQUESTED FOR <i>(Date and time)</i>	RETURN PICK-UP <i>(Date and time)</i>	
REQUESTING OFFICIAL <i>(Signature)</i>	APPROVED BY <i>(Signature)</i>	
SIGNATURE	SIGNATURE	
PART II - DISPATCHER, DRIVER, AND USER		
TRIP DESTINATIONS OR LOAD RECORD	NO. PASSENGERS OR WEIGHT	ODOMETER READING
FROM		
TO		
TIME	DATE	ODOMETER READING
IN	IN	IN
OUT	OUT	OUT
TOTAL TIME OF TRIP	TOTAL MILES DRIVEN ON TRIP	
HOURS MINUTES		
CERTIFICATION: This motor vehicle has been used for the official purpose stated above. (See note on reverse side of form.)		CERTIFICATION: I have reported all services and supplies procured from commercial facilities, performed the preventive maintenance services listed, and reported any accident.
SIGNATURE OF USER(S)	SIGNATURE OF DRIVER	
SIGNATURE	SIGNATURE	

 Department of Veterans Affairs			U.S. GOVERNMENT TAG NO.	
MOTOR VEHICLE TRIP TICKET				
PART II - DISPATCHER, DRIVER, AND USER <i>(Continued)</i>				
SERVICES AND SUPPLIES PROCURED FROM COMMERCIAL FACILITIES				
ITEM	UNIT	QUANTITY	COST	
			UNIT	TOTAL
PREVENTIVE MAINTENANCE SERVICES <i>(Indicate condition of items listed below by "S" - Satisfactory, or "U" - Unsatisfactory.)</i>				
FUEL		BRAKES		ENGINE CONTROLS
CRANKCASE		CLUTCH		FENDERS AND BODY
WATER		SF 91, OPERATOR'S REPORT OF MOTOR VEHICLE ACCIDENT		TIRES
LEAKS - GENERAL		WINDSHIELD WIPERS		VEHICLE LOAD
INSTRUMENTS		GLASS		TOOLS AND EQUIPMENT
HORN		LIGHTS AND REFLECTORS		
REMARKS <i>(Explain unsatisfactory condition of items marked "U" above; describe any other defects noted while performing "before - operation," "during - operation," and "after - operation" services; and in event of accident, make reference to attached Standard Form 91.)</i>				
NOTE: Any officer or employee of the Government who willfully uses or authorizes the use of any Government-owned passenger motor vehicle . . . for other than official purposes . . . shall be suspended from duty by the head of the department concerned, without compensation, for not less than one month, and shall be suspended for a longer period or summarily removed from office if circumstances warrant.				

VA FORM 3075, MAR 1995 (R), REVERSE

VA FORM 10-1281, MOTOR VEHICLE TRIP LOG

NOTE: This form is accessible for download and use on the VA Publications page, <https://vaww.va.gov/vapubs/>.

MOTOR VEHICLE TRIP LOG		MONTH OF		PAGE		OF		PAGES		U.S. GOVERNMENT TAG. NO.		
		NAME OF DRIVER		OFFICIAL PURPOSE		PERIOD OF USE		TOTAL TIME OF TRIP		ODOMETER READING		TOTAL MILES DRIVEN ON TRIP
		TIME	DAY	HOURS	MIN.					YES	NO	
1	OUT							OUT				
	IN							IN				
2	OUT							OUT				
	IN							IN				
3	OUT							OUT				
	IN							IN				
4	OUT							OUT				
	IN							IN				
5	OUT							OUT				
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11	OUT							OUT				
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12	OUT							OUT				
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13	OUT							OUT				
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VA FORM 10-1281
MAR 1991