



NSA NAPLES SPRING TOWN HALL EARLY Q&A

Questions Submitted from Feb. 1 – Feb. 10

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General Questions

What is the command's plan for parking issues at Capodichino?

- Due to ongoing operations, we have seen a dramatic increase in traffic and personnel on Capodichino that has led towards more limited parking.
- For illegal parking, our Security department is actively enforcing parking regulations and ticketing vehicles that illegally park on base facilities.
- In addition to issuing parking tickets, Security has placed barriers at the ends of parking rows to curb illegal parking.
- We understand that the high traffic has led to reduced availability of parking near Admin I and C4I.
- We understand this causes some frustration, but the ongoing operations are in support of our warfighters and the Navy and DoD's mission to maintain stability and deter aggression.
- While operations continue, we request that our community members traveling to Capodichino consider earlier arrival times or factor in walking time to their office destination.

Will reserve parking be reduced at Capodichino or the Support Site?

- Currently, we do not plan to make any changes to the current number of reserved parking spots. However, we do periodically review the allocation of parking spots.
- NSA Naples has a considerable number of commands that require reserved parking for key personnel.
- We understand this can cause some frustration, so we do evaluate our policy annually but at this time, we plan to keep the number of reserved spots at its current level.
- We are looking into our policy now to create a clearer allocation of reserved parking and increased presence of enforcement for that reserve parking.

What can be done about the vehicles in the parking garages that appear to have been abandoned?

- Security routinely tours the parking garages on Capodichino to check for abandoned vehicles and illegal parking.
- If you find a vehicle that you believe is abandoned, please contact Security with the license plate, make, model and color of the vehicle and we will certainly investigate further.
- You can our security desk contact numbers at the following [link](#).

I have heard bases in Italy and Europe (JFC, Aviano, Vicenza, Ramstein) have VAT exemptions within the host nation's Status of Armed Forces (SOFA) agreement. Does NSA Naples fall into this?

- We worked with our legal team for this question and reviewed our SOFA agreement for articles relating to it.
- VAT exemptions do exist, but the possibility of exemption is based on the nature and use of the purchase in question.
- It is important to distinguish between purchases in the host nation meant for personal use and those meant for official use.
- For our Supported Commands, COMNAVREGEURAFSAW INST 5840.2 is a Region instruction that provides the VAT Exemption Procedures in Italy for official purchases used in the execution of your duties at your command. Please read through the instruction and its associated enclosures thoroughly. If you have questions please reach our team through the PAO inbox: nsanaplespao@us.navy.mil.
- For personal purchases, we can confirm that no exemption from taxes or duties relating to purchases or services chargeable under Italy's fiscal regulations exists for our service members, civilian components, or dependents in the SOFA we hold with Italy.
- We hope this answers your question, but please contact our PAO: nsanaplespao@us.navy.mil if you have follow-on questions about the SOFA agreement or are seeking clarity on anything you have heard.
- We will bring your question to our team to get you an answer.

How do we report damaged facility rooms or assets (i.e. damaged walls in the admin buildings or tables in Capodichino classrooms)?

- If you notice issues with common space items such as tables, projector screens, or other associated items, you can best report this by contacting the space owner/Building manager listed inside the space, contacting Public Works Department Service desk at PWDFullServiceDesk@eu.navy.mil, DSN 626-4981 or +39-081-568-4981 or submitting an ICE comment [here](#).
- If you notice damage to Capodichino or Support Site facilities such as heavily damaged walls, broken restroom utilities, or electrical issues, please contact the Public Works Department Service desk at PWDFullServiceDesk@eu.navy.mil, DSN 626-4981 or +39-081-568-4981.
- NSA Naples Public Works will soon have QR codes located around base facilities to help report discrepancies, which should make it easier, to report, track and correct

I have concerns with some of the burnings that occur around Support Site, is this a normal practice?

- Burnings do occur outside the fence lines for agricultural and other reasons.

- The burning practices have decreased in regularity and intensity compared to the past in part due to discussions between the base and local Italian authorities.
- NSA Naples intends to continue this discussion to reduce these incidents through our partnership with our Italian hosts.
- As always, if you have any individual health concerns, we advise that you discuss it with your primary health care manager.

Can Area Orientation (AO) provide a separate session aimed at dependents and Napoli life?

- We will consider your request at our Area Orientation Working group, which meets bi-weekly to focus on continually upgrading Area orientation.
- You can provide direct feedback to nsanaplesao@us.navy.mil.
- [ICE](#) is also an option.
- We're also updating our Area Orientation section of the NSA Naples CNIC webpage, so all the briefs are accessible 24/7 and receive regular updates.

Are there plans to add electric vehicle charging areas at the parking garages or Support Site homes?

- Our current policy is charging Private EVs on any of NSA Naples is not authorized
- We understand that EVs are growing in popularity, and we are looking into our policies and instructions to provide more information to prospective gains and residents to help with their PCS planning.
- Legal Review – Currently, charging by using base facilities outlets at Capodichino or Support Site is not authorized and is a misappropriation of government resources
- Safety Review – plugs Don't necessarily = rated for charging EV, need to be evaluated, need to evaluate the Fire Hazard with known battery runaway
- We're also looking at ways to bring this capability to our community, more to follow as we prioritize this into our budget strategy
- Charging stations exist and are accessible in Napoli and usable with commercially available adapters for U.S. EVs
- If you have concerns related specifically to your manufacturer and European charging, we advise you speak with them to address that concern.

Is the command able to address traffic congestion and illegal parking that occurs outside of Capodichino?

- The day-to-day traffic congestion and illegal parking are all under the purview of Italian authorities to enforce.
- We do want to highlight that we have modified back gate hours at Capodichino to help reduce outbound traffic congestion at Capodichino.

- Security now opens the back gate at 2:30 p.m. - 5:30 p.m. Monday through Friday.

What does the command intend to do about feral cats?

- NSA Naples has policy banning the feeding stray cats. Feeding cats provides a food source and the incentive for feral cats to come to the base.
- Trash can be another food source, we have a project starting in April to cover and fence all trash pads, which we hope will cut down on access for cats and provide a much-needed upgrade to the trash pads.
- Part of the project will include a bulk trash pick-up area and more trash pads to prevent overflowing bins.
- NSA Naples doesn't have a trap and release program as its prohibited by The Chief of Naval Operations, policy letter preventing feral cat and dog populations on navy property, Dtd 10 Jan 2002
- Italian law also prevents the relocation of feral cats from Support Site.

Is it possible to have the Town Hall venue alternate between SS and Capo?

- Support Site Theater is the venue that can support the town hall's technical requirements and offer convenience for one-third of our base population that lives there.
- We understand the inconvenience for some of our community and that is why we implemented livestreams for our Town Hall and the ability to electronically send your questions before and during the event.
- We will continue to find enhancements to the online experience for those that attend electronically, and we request you provide your feedback after each town hall to assist us.
- You can access our current feedback survey [here](#)
- Despite the location, we do address off-base questions at any of our town halls, feel free to send them as early questions or speak to us during the live Q&A segment.

Could the base promulgate more information off the command Facebook?

- While we understand Facebook is not everyone's first choice of social media platform, it enables us to reach a combined audience of more than 20,000 profiles, including official command accounts to share any updates we provide.
- In the future, a specific NSA Naples IOS/android APP "Navy Life Naples" will be available for mobile devices that will be used to assist with providing updates to many of our quality-of-life services.
- Information will also be promulgated via NSA Naples CNIC Website.
- Please contact our PAO (nsanaplespao@us.navy.mil) if there is something specific you would like to see, and we will do our best to enhance messaging on that subject.

Is there an update/clarification on jobs for spouses?

- While the local economy does not offer employment options, spouses can now both telework for U.S. companies and continue to apply for open GS positions at NSA Naples.
- [Telework Employment for U.S. companies and for specific home businesses is now authorized](#) in Italy as of early September 2023. Send your specific questions to our Region Legal Service Office for answers: napleslegalassistance@us.navy.mil.
- NSA Naples is always hiring for positions as well. You can review your local GS jobs [here](#).

Can more meeting spaces for the community and events be added?

- Request more information on this question – are you looking for space on Support Site more than the community center or outdoor spaces can offer. If you let us know any specifics, we are happy to look into possibilities.
- We do understand community interest in spaces such as these and we are investigating renovating current community center spaces on Support Site to better support shared common areas for our community to host events at.
- You can provide more information by contacting our PAO at: nsanaplespao@us.navy.mil

When is the Capodichino marquee being fixed?

- Both the Capodichino and Support Site marquees are projects we are working on to reduce outages and facilitate immediate repairs through reworking our existing instructions and procedures governing them.

Department of Defense Education Activity and Children's Development Center

Can the school parking and drop-off pattern be addressed? Can the traffic pattern be reshared to our community as well?

- NSA Security is working with DODEA to ensure a safe and efficient process is in place. Including traffic enforcement.
- DoDEA has instituted a program to help with school drop-off and pick-up traffic referred to as the Safety Patrol.
- The Safety Patrol assists the parking and drop-off pattern by putting up a safety chain
- DoDEA include an overview of the traffic pattern in both the NES and NMSHS Newsletters
- We're also happy to reshare the traffic pattern to the community, we now have pinned it to our Facebook page feed and it can be accessed [here](#).

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Housing

Can a double gate be installed at the new dog park to prevent 'gate dashers'?

- Yes, this will be included in Phase 2 of the dog park plan which will include double gates, animal waste stations, and signage.
- We are also working to convert two play areas to dog parks to give people more options.
- We will provide more updates on this and other projects through our future Town Hall and Housing Newsletter.
- We also want to thank the community for their feedback so far.
- We received many comments that will help us in the future design of our dog parks.

If we find damage to the dog parks (such as the fence line or benches) who do, we report this to?

- You can report any issues with the dog parks, streetlights, and almost anything on support site to Housing.
- You can call, use the [QR code](#), or use housing link through the "Navy Life Naples" phone app under the Housing button.
- Repair timelines are being investigated to ensure issues are corrected as quickly and efficiently as possible.

Has the base considered air purifiers for base housing units?

- After investigation, we have uncovered that air purifiers are not a part of the CNIC-approved Housing Furnishings Program that we can purchase and provide to our housing units at Support Site.
- We understand the desire for this item by some of our community members, but we cannot provide them at this time using our fiscal year budget.

Are the toddler parks being turned into dog parks or playgrounds for older children?

- We have plans to change two "Tot Lots" into dog parks based on the feedback our community has been providing to us through [ICE](#) and other avenues.
- We will provide updates and timelines in the housing newsletters and on Facebook.

When is possible for some shades to be installed on the playgrounds?

- A project for seven areas is in the design phase and being prepared to be submitted for approval, and the expected completion is late 2024 to early 2025.

I have noticed holes in our building that feral cats are using to get into the basements, where do we report this to so it can be fixed?

- Thank you for bringing this to our attention, but we will want to get more information on the building in question to investigate.
- The best way to help us is submit a maintenance call by using the [QR code](#).
- You can also contact us at Housing or discuss this with your building manager.
- Once we have these details, we will investigate the building and see what can be done to restrict animal access.

MWR/MWR Services

Can the Carney Park pool hours be extended to weekdays or Friday? When can we expect the pool to open, and will it be this summer?

- The Carney Park is scheduled to be open for the summer season starting May 24.
- We are currently exploring options for staffing the pool, and we expect at a minimum to return to a Friday-Sunday pattern.
- We may possibly add another weekday if funding is available and will provide that update if it occurs to the community.

Can we expect events to return to Carney Park (such as Festa Americana and Halloween)?

- Yes, we can expect to see a return of events to Carney Park.
- The space and facilities make it the preferred venue for many of the larger events.
- Festa Americana will be at Carney Park this year and will be paired with a significant NATO anniversary celebration.
- We are excited to bring you more details later this spring.
- For other events, we will have to examine other potential audiences and turnout, but we always endeavor to provide convenient and fulfilling recreation to as large an audience as we can entertain while focusing on our #1 priority- serving active-duty military families.

Is Carney Park going to see renovations (such as the facilities like the tennis courts and entry road)?

- Yes, Carney Park will be the recipient of a number of infrastructure renovations.
- Many of these have been awarded and schedules will be finalized over the coming months.
- The first renovation projects will see many improvements ranging from the Electrical system to the pool & bath house, and to the recreational playgrounds.
- The following phases will address the court surfaces, public restrooms, pavilions, field lights, and much more.
- The entry road has been a topic of discussion within the command and will require additional work through leveraging our Italian partnership and allocating the necessary funding to execute it.
- At this time, we cannot estimate a timeline for the entry road project, but we will be working on enhancing Carney Park over the foreseeable future.

Can we expect to see an expansion to Carney Park such as a drive-in theater or some more facilities (such as a mini NEX)?

- At this time, all facilities and programs at Carney Park are being evaluated for expansion or changes to serve our community.
- In regard to creating a full-service Drive-In Theater, this is unlikely to occur, however we do a “Movies in the Park” program we are sure you will be interested in, and you can find that information on current MWR social media and advertising outlets.
- For a Mini-NEX, we appreciate the suggestion and we have passed this feedback over to the NEX’s leadership.
- The NEX will need to evaluate if a Mini-NEX store could be sustainably run on Carney Park.

When is the dog park at Carney Park supposed to be upgraded?

- Fence and gate inspection and repair recently took place on November 7, 2023.
- Work done at that time included the following: repaired rusted handle, holes filled in near the fence caused by dogs digging, holes in fence repaired, and the grounds were reseeded.
- Renovation and expansion of the dog park was not included in this year's fiscal budget, but we are considering including this in our FY25 planning.
- Regarding the walkway, we are currently looking into environmentally friendly and "natural" non-permanent options.
- If you have further feedback, we ask you to provide it via [ICE](#) to help with our decision-making for the future of Carney Park’s dog park.

Can MWR events and services have time adjustments for those residents who live out in the economy?

- Please provide feedback on event hours you would like direct to our MWR team or through our survey system via [ICE](#).

- We do have constraints we have to adhere to with available staffing and hours, but we will examine what we can do to enhance our services based on your feedback.

Can we bring back scheduled fitness classes to Carney Park?

- Currently, we do not have any plans to teach classes at Carney Park, however MWR Fitness is always accepting new instructor applications.
- If you are interested, please contact MWR Fitness Director, Austin Holmes at: austin.l.holmes2.naf@us.navy.mil

Any update on unmanned access at the Support Site gym or relaxation on unmanned restrictions?

- Limited unmanned access is scheduled for the end of this upcoming quarter (June).
- We intend to start unmanned access for our shift workers in security and the fire department and expand as we add CCTV cameras to meet requires for unmanned fitness.
- During unmanned hours, there will be certain restrictions in place that align with what is currently practiced during Capodichino's unmanned gym hours.
- This is one of our top priorities to resolve for the community, so we request your patience as we continue forward to open the Support Site gym to unmanned fitness.
- As of March 8th, CNIC just released some revised guidance on unstaffed fitness center restrictions that positively impacts our efforts enabling unmanned fitness at Support Site.
- We are still going through this guidance, but expect to hear from us soon during the Spring on unmanned fitness at Support Site.

Any update on improvements and renovations to the gyms' equipment and staffing?

- A large fitness equipment order is expected to arrive in April.
- This will include updates and renewals for our cardio machines (treadmills) at the Support Site Fitness Forum this spring.
- This is part of the machine refresh to address community requests and MWR looks forward to providing it to you.

When will the gym (and base services in general) issue notifications via a sign up-able ATHOC style system?

- You can download the "Navy Life Naples" phone app tonight on IOS and Android.
- This is in beta-testing at this time, and we are adding new features every day.

- Expect a final product in the next 6 months.
- Please provide us feedback on the app to N9 as you use it through [ICE](#).
- This is for the community, so please voice your feedback on it so we can provide you the best product when we launch the final version.

Is MWR able to offer those living off-base pickup and drop off locations in common living locations for activities?

- Unfortunately, MWR is not budgeted to provide pick-up and drop-off to residents in town.
- Current pick-up and drop off points are at Capodichino and Support Site for “Tickets and Travel Trips” and at Support Site for large scale events at Carney Park Events.
- We apologize for any inconvenience this can cause for you, but we ask for your understanding and to come join us for any trips you may be interested in.

NEX/Commissary/Theater

Can the movie theater on Support Site be open on federal holiday Mondays for families who do not travel every long weekend?

- Thank you for your suggestion. We are always evaluating our services for our customers.
- After careful consideration and review of our operational capabilities, we currently do not have the staffing resources to extend our operating days to include federal holiday Mondays.
- We have focused our efforts on being open during the later end of the week, including weekends, to support the communities’ needs.
- Our commitment is to exceptional service and a memorable movie-going experience.
- This requires a full team which we cannot provide that for federal holidays at this time.
- We will certainly keep your suggestion in mind for future consideration.

Are dual gas cards for two vehicles (gas or diesel) possible for us to have?

- For background, fuel cards are only issued to authorized patrons for the primary vehicle registered with MVRO based on fuel type and engine size.
- These fuel cards are meant to be used by the sponsor (owner of the vehicle) only for home to work and work to home commuting only.
- This is a part of agreements we have with the Italian government through the SOFA.
- We understand the interest in procuring a second card for another vehicle or moped, but at this time we cannot issue those.

Can the NEX and Commissary hours be modified to stay open later for those of us who live off-base (such as from 0900-2000)?

- The NEX provided comments on this during our [Winter 2023 Town Hall Early Q&A](#).
- We will continue to take input through [ICE](#) and customer comments and explore hourly changes that they deem financially viable.
- The Commissary has recently extended its opening hours starting at 0900 every day because of this.

The Support Site has received several food court upgrades recently. When will Bella Napoli receive changes and upgrades to dining options?

- We are currently in the process of planning a refresh for the Capodichino food court and the possibility of mobile food concepts to give our community more choices.
- As always, we are looking for feedback on our services at Bella Napoli and elsewhere, so please use [ICE](#) to deliver that feedback.
- That ICE feedback directly helps us with decision-making, so we want to thank you for any past feedback you've provided as that helps up enhance the quality of our services.

Security/MVRO

Can the back gate be open on the Support Site to accommodate POV traffic during high traffic periods, such as after 1600?

- Unfortunately, Security does not have the manpower to support opening the back gate to facilitate high traffic at the end of the workday for Support Site.
- Our Security professionals will continue to do the best they can with our current resources.
- We will continue to evaluate evening traffic and adjust as resources become available.
- Through evaluation, we were able to support earlier hours for the back gate at Capodichino (1430-1730) with our current staffing which began on March 4th.

Who do I call if I suspect a theft or crime has occurred on base?

- Report any crimes to NSA Naples Security department immediately.
- The Security desk numbers, as well as emergency dispatch are located [here](#).

Is the command going to focus more enforcement to stop feral cat feeding?

- We will continue to enforce base regulations for no stray animal feeding.
- We ask that our community members inclined to potentially feed strays look into adoption options and cease feeding for any strays as this activity is against base regulations.

Can vehicle inspection requirements be relaxed to allow inspections at off-base facilities?

- Inspection requirements are dictated by Italian law and the Motor Vehicle Registration Office (MVRO) was established to make the procedure as easy as possible for our community members while complying with host nation requirements.
- We do understand your interest in off-base facility option, and we appreciate you sending in the suggestion.
- However, there are numerous obstacles that prevent us from enabling off-base facilities for inspections.
- One of these obstacles is that the Italian inspection database is not linked to ours which creates an issue in ensuring a complete record of inspections done on vehicles.
- Another issue is that Italian inspection timelines differ from U.S. timelines with the vehicles age influencing required inspections.
- Therefore, we cannot offer it at the alternative at this time, but if this changes we will provide an update to the community.

Public Works

Can more buses be made available for Capodichino to Support Site and Support Site to JFC?

- We addressed this during our [Winter 2023 Town Hall Early Q&A](#).
- The buses are intended as an option for unaccompanied Sailors that do not have a vehicle.
- If your command could wholly benefit from the addition of a bus running outside of the current scheduled times, please have your CMC contact PWD Transportation to begin that conversation.
- We ask for your patience after that conversation is started as we do have a limited budget for contracting buses.

Related to buses, I haven't been able to ride them at times due to them being completely full. Is there a priority system for unaccompanied Sailors?

- NSA Naples has been made aware of this issue and are currently planning to develop a priority system or some other measure to curb this issue as soon as possible.
- We ask that if you have a vehicle, you drive to Capodichino or Support Site as parking is available on base.
- The buses are for unaccompanied Sailors who do not have the means to purchase a vehicle and require bus assistance to reach their place of work.

When will the East Parking Garage 5th floor lights be fixed? They have not been activating in the evening.

- If you notice broken facility items at either Capodichino or Support Site, always remember to contact the Public Works Department Service desk at PWDFullServiceDesk@eu.navy.mil, DSN 626-4981 or +39-081-568-4981.
- A work order was initiated upon receiving this question and our PWD team will investigate this issue.