



NSA NAPLES FALL 2025 TOWN HALL EARLY Q&A

Town Hall Questions submitted between June 23-30, 2025
for Aug 12, 2025 Town Hall

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General

Is it possible to include voter registration information/ table at area orientation?

- Your suggestion is greatly appreciated. We will review it with all stakeholders, including the Voting Assistance Officer, to assess its feasibility.

Child and Youth Programs

Due to the childcare center closing an hour early with very little notice, families are struggling to pick up their children on time. The current proposed solution of allowing 5-year-olds to self-checkout is unacceptable and unsafe. What alternatives are being considered to ensure the safety and well-being of these children and to support working families?

- Thank you for your understanding regarding our recent early closures due to short staffing. We understand this creates an inconvenience, and we are working diligently to address the staffing challenges and return to our regular operating hours as quickly as possible. In the meantime, we appreciate your patience.
- Regarding the self-release policy for children, NSA Naples regulations stipulate that children must be at least 6 years old to self-release. This policy is in place to ensure the safety and well-being of all children in our care. We understand this may present difficulties for some families, and we encourage you to explore alternative arrangements for your child's care during these early closure periods.
- If you have any further questions or require additional information, please don't hesitate to contact us at: NaplesCYP1@us.navy.mil

DoDEA

What's the school's plan to ensure a consistent learning environment with qualified teachers from day one, given the vacancy of the principal and other open positions, to avoid the disruptions experienced last year? We want qualified educators not substitute teachers.

- We fully understand the importance of providing students with a stable and high-quality learning environment from the very first day of school. We are pleased to share that all teaching vacancies, except one at each school to date, have been filled, with educators selected and hopefully set to arrive before the start of school. While these selections are complete, their start dates depend on visa issuance timelines, which are outside of our direct control. That said, we've been working closely with the appropriate agencies to expedite and support the visa process to minimize any delays.
- We acknowledge the challenges faced last school year and are fully committed to ensuring a consistent start this year. We have prioritized hiring qualified educators, not relying on long-term substitutes, and we're confident in the strength and experience of our incoming staff.

Housing

Off-Base Housing Security Deposit Policy Change: Customers who made cash deposits at the base cash cage are receiving electronic transfer refunds that are €300-€400 less than their original deposits due to unfavorable conversion rates. This means they are not receiving 100% of their initial cash amount. Since the base required cash deposits, a full cash refund should be provided. The discrepancy appears to be an issue that needs to be resolved. Someone is potentially profiting from this difference.

- We sincerely share your concern and want to clarify that this is not just a base policy change, rather, it is directed by higher headquarters, Commander, Navy Region Europe, Africa, Central (CNREURAFCENT) to align NSA Naples with all other DoD bases across the world. The exchange rate fluctuates on a daily basis and each tenant may realize a positive or negative difference between transactions depending on when the transaction occurs. No one is profiting from this.
- The off-base housing lease agreement is a transaction between the tenant and the landlord to include payment and receiving of security deposit from either party. This change is consistent with Italian law and removes NSA Naples housing office acting as the escrow agent for private lease contracts between U.S. personnel and landlords.
- Electronic return of security deposit is the best course of action as the money will already be in your account to electronically transfer back to your landlord, especially if you are already using EFT for rent payments. It also eliminates the need for personnel to take trips to the housing office to collect cash, another trip to the bank to deposit said cash. As such, electronic return of security deposit is safer (low risk of theft/lost), faster (no trips to bank and housing office), and more convenient for all parties involved in this transition.

What is the process for requesting new nets for the outdoor basketball courts?

- This process falls under the housing lease. For new nets, residents should contact their Zone Manager, who will coordinate the replacement with the Housing Real Estate team and Mirabella, as this is not considered standard maintenance. You can also use the Navy Life Naples App to submit a trouble ticket.

Public Works Department (PWD)

Can the base add a 1400 bus run from Capo to SS that allows riders to arrive in time for school pick-up?

- Thank you for your suggestion, we appreciate hearing from the community as we continually look to improve our shuttle service.
- The shuttle is primarily funded for single sailors and PCS transition personnel. Other patrons are welcome on a space-available basis, which helps alleviate Capodichino parking and gate congestion.
- The shuttle schedule is aligned with primary work shifts at Capodichino and based on the ridership data we continue to collect. Our data indicates low ridership in the early afternoon, as it falls outside typical work hours. Therefore, we cannot justify adding a shuttle at this time due to insufficient demand, and the very limited transportation funding available.

Morale, Welfare, and Recreation (MWR)

Can MWR review the TV functionality and station selection at the Capo Fit Zone?

Recently, only 1 out of 5 TVs was working properly, with the others displaying errors or being off. The working TV showed entertainment instead of news or AFN, even during a period of significant news event.

- The TV issue has been corrected, and all TVs are currently operational. The TVs will be on during unmanned hours and each TV will play a different channel (Sports, News, Entertainment, etc.). If there is a specific channel that you wish to watch, please make a request to the Fitness staff and they will be happy to help.

What options are being considered to improve food and beverage availability at the SS pool, such as opening the snack bar, partnering with NFEs, or relocating vending machines? Providing food and drinks would benefit the community and could be a valuable fundraising opportunity for NFEs.

- Thank you for raising this important question about food and beverage options at the SS Pool. We recognize the benefit to the community and the potential fundraising opportunities for Non-Federal Entities (NFEs).
- Regarding the snack bar, Morale, Welfare, and Recreation (MWR) is open to exploring partnerships with NFEs to operate and support it. This could be a mutually beneficial arrangement, providing a valuable service to our patrons while offering a fundraising avenue for NFEs.
- If your NFE is interested in collaborating with MWR on this opportunity at the Support Site Pool snack bar, please contact Austin Holmes at austin.l.holmes2.naf@us.navy.mil . We welcome your proposals and look forward to discussing how we can work together to enhance the pool experience for everyone.
- While exploring the NFE partnership for the snack bar is our primary focus, we will also consider other options such as relocating vending machines to more convenient locations. However, our priority is establishing a more robust and reliable food and beverage service through the snack bar, and we believe the NFE partnership is the best way to achieve this.

NEX

What are the regulations regarding Local Nationals (LN) and Italian citizens shopping at the Navy Exchange (NEX) and Commissary on base?

- All patrons are identified by card before purchases are made. If you suspect otherwise, please let a manager know at the register and the time or provide an ICE comment.
- The shopping community reaches very far outside the gates. To include NATO, Dependents and Spouses of Active Duty and Retired Veterans.
- Keep in mind that some of our service members are also married to non-Americans which makes their spouses and dependents eligible to shop at the NEX. Often times, perception may not be reality.

Security

What is the plan to address the issue of drivers going the wrong way in the Capo parking lot particularly at the garage entry points?

- We appreciate the concern regarding traffic flow in the Capo parking lot, particularly at the garage entry points.
- Security is actively enforcing parking and traffic regulations throughout the installation. Repeat offenders are subject to having their driving privileges revoked, which is a measure we take seriously to ensure the safety of everyone.
- Additionally, we have a robust traffic and safety plan in the works which include requesting funding for better signage, electronic enforcement, speed bumps, and one way enforcement strips such as dragon-teeth. When these plans are funded, we will update the community.