



NSA NAPLES WINTER TOWN HALL EARLY Q&A

Questions Submitted from Oct. 20 – Oct. 27

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General Questions

How can community members or organizations to help keep NSA Naples clean?

- NSA Naples Command Master Chief is coordinating efforts to reactivate Pride Zones for our Supported Commands to help keep NSA Naples clean. We are seeking to organize community support and greatly appreciate volunteers willing to help keep NSA Naples facilities clean. If you would like to help maintain a Pride Zone, contact NSA Naples CMC darin.vazquez.mil@us.navy.mil.
- Please separate your recycling from your trash. Recycling regulations in Italy require separation of trash from recyclable material. Separating your trash is a key enabler to ensuring Support Site is clean and ready for the contractor to pick-up. The trash pad containers are color-coded and labeled for waste disposal. View an infographic for trash disposal guidelines.
- Bulk Waste. For the disposal of bulky waste like tables, desks, mattresses, and furniture, call the Housing trouble desk at 081-811-4285/6 or DSN 629-4285/6 to schedule removal.
- Do not bring off-base trash on base. If you live off-base, utilize the trash disposal solution already in place. If it is not working contact your landlord and Housing to assist in issue resolution.
- Report broken facility items. If you notice broken facility items at either Capodichino or Support Site, please contact the Public Works Department Service desk at PWDFullServiceDesk@eu.navy.mil, DSN 626-4981 or +39-081-568-4981.
- For broken facility items in the Housing areas please email naples_housing@navy.mil or contact their service number at 629-4466 or +39 081-811-4466.

- To report overflowing trash containers, contact Housing if it is a container in the trash pads, or the PWD Service desk if it is a container outside of the trash pads.

Can services be made available for Sailors/employees that only access Capodichino normally?

- We are tracking the request for more healthy or diverse food options on Capodichino and will address with the NEX towards the expiration of current contracts.
- What other services are you looking for? Let us know by using ICE to submit your comments for services. We are always looking to improve our Installation.

Is it necessary to have 5 reserved spots for NSA Naples Sailor of the Year in the east garage on Capo?

- The NSA Naples SOY reserved spots are also for the 55 supported commands. Supported Commands often wish to reward their top performing Sailors with premium parking.
- We periodically review our policies for reserved parking, as we understand that parking at the east garage at Capodichino is difficult during operating hours. This review process would also be extended to the NEX and Commissary if we determine that there is a similar necessity to review the parking availability there.

How can civilians influence LQA rates?

- We understand your concern, however Living Quarters Allowance (LQA) is managed and owned by the Department of State, which is the sole authority to change or adjust that allowance.

What is the plan to inspect on-base housing for Radon?

- NSA Naples is required to test the level of indoor radon in family and unaccompanied housing every five years, in accordance with the [Navy Radon Assessment and Mitigation Program Guidebook for Naval Shore Installations](#).
- The base completed radon testing in June 2023, and four homes were found to be above the radon action levels (≥ 4 pCi/L) recommended by the EPA. The [full report is available on our website](#).
- NSA Naples notified residents of the four homes immediately and began implementing mitigation measures in all four residences.
- Elevated radon levels are a highly localized phenomenon, meaning that radon concentrations can vary significantly from building to building. No other family housing has met or exceeded the testing limit during the survey.

- The Navy does not test housing associated with private leases. If you live off-base and have concerns with radon, discuss radon testing options with your landlord, and coordinate with base housing to assist you, if necessary.
- If you have any Life, Health, and Safety questions, email Naples_LHS_questions@us.navy.mil.
- Feel free to email Housing at naples_housing@navy.mil with questions.

Considering the seismic environment, how earthquake proof are our structures?

- All Navy-owned properties are held to Italian and United States building codes and if there were conflicts during construction the more stringent standard was used.
- For non-Navy owned properties, if you are concerned about the adherence to building codes, contact your landlord, you can contact housing to help facilitate that conversation.
- Please utilize the resources on the [Emergency Management webpage](#) to be prepared for earthquakes.

How does the base ensure the safety of children crossing the main road to and from school?

- We have implemented modern crosswalks with speed bumps and sensor-activated lights to alert drivers to ensure the safety of our community. We will continually assess the situation and implement controls based on those assessments
- Additionally, speed sensors have been installed, and we have increased speeding and parking enforcement to bring safety to the community.
- Though we can reduce risk through these measures, there is no replacement for the driver and pedestrians maintaining their attention during school transit hours. While we set the conditions for a safe walk, please continue to educate your children on roadside safety—and look both ways before crossing.
- For drivers, maintain full attention and awareness as you traverse our base facilities, we take the safety of our community seriously and we will enforce any known speeding violations.

What solution is there to enforce rules for children to obey basic bike and scooter safety laws?

- The Security and Safety departments are currently reviewing our policy on scooters and bikes to make proposed changes related to this topic. [Please submit this question](#) for further updates via an ICE comment.

Why is the TLA time from arrival to off-base housing prolonged and what can be done about it?

- Our Continuous Process Improvement Program has been heavily focused on reducing time spent in TLA to enable a more immediate and rapid settlement for our incoming community members. However, finding a rental home on the economy can be a challenge based on the type of residence chosen by the member.
- With Region's help, we are re-organizing our Economy Housing division to focus on getting people into quality homes as quickly as possible.
- Military service members are directly assigned to Support Site housing upon arrival and can be set up prior to arrival by the sponsor. GS employees can also live on Support Site upon arrival.
- It is a more expedient rental process if the residence has been rented to NSA personnel in the past as the landlord is familiar with the Housing Inspection requirements. GS employees and service members authorized to live on the economy are advised to keep in consideration the additional time required to initially register an unlisted residence if they are interested in renting it.
- Economy Housing customers spend about 47 days in TLA, on average, with 75% of that time spent just finding a home. About 15% of our incoming families spend more than 60 days in TLA.

What can be done and how can we help the command hold people accountable for abandoning pets during PCS?

- It is against base policy to abandon animals. Either secure your pet a new home prior to departure or get your pets registered with the veterinarian clinic and Italy so you can PCS with them. If you feel there are barriers preventing you from bringing your pet with you, talk with our veterinarian clinic about your specific circumstance.
- If you know of an abandoned pet, please contact security. Security investigates cases of pet abandonment and if there is a suspected case, we ask our residents to report it to our Security department.

What can be done to fix the stray cat problem on Support Site?

- Naples does not have a Trap and Release program in place, and any control initiative would have to comply with Italian law which requires trap and release, with the release point being as close as possible to the capture point for the animal. This will also require resources and funds needed to spay or neuter the animal.
- Base residents can help us reduce the population of strays on base by following base policy. It is against base policy to feed stray animals as it makes them associate the housing areas with access to food. Never attempt to poison, harm, or maliciously remove stray cats.
- NSA Naples is looking at alternative ways to control the population, however this is a long-range solution.

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

- 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 improvements to enhance the online experience for those that attend electronically.
- Support Site Theater is the venue that can technically support the town hall and address one-third of our base population that lives there.

What is the dig policy on base?

- Patrons of the U.S. Government do not have the authority to alter or disturb our leased property, this includes digging and treasure hunting. Support Site is a known archeological area. The U.S. Government and its patrons do not have the authority to disturb or remove items that are potentially historic and archeologically significant. Report any unauthorized digging you witness on Support Site to our Security department.

Is there an update/clarification on jobs for spouses?

- [Telework Employment for U.S. companies and for specific home businesses is now authorized](#) in Italy as of early September. Send your specific questions to our Region Legal Service Office for answers: napleslegalassistance@us.navy.mil.

Department of Defense Education Activity and Children's Development Center

Why is the Support Site CDC no longer walking "Sure Start" students to and from the school?

- As part of CDC's ongoing commitment to efficiency and program effectiveness, we closely examined the resource allocation for our program. Maintaining and improving program quality was of paramount importance but this required a reallocation of resources.
- No longer walking the students to Sure Start allows the CDC to refocus on maintaining excellence in providing custodial care in our core area of Child and Youth Programs at the Child Development Center. While the decision to no longer walk children was not taken lightly, it was determined as a necessary cut.
- CDC, however, remains committed to the well-being of our community and as we move into Universal Pre-K options in the next few years, we will be taking measures to support the program's participants in transitioning to alternative services. We want to assure you that it

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is not a reflection of the lack of dedication and hard work of our staff but a hard choice that was taken after consideration.

What is the official end time for the DoDEA schools?

- The end of the instructional day at Naples Elementary School is 2:20 p.m.
- The Naples Middle High School ends at 2:25 p.m.
- Staggered times have been and are being removed as part of a change in policy.
- The reason for the lines is done by the school to help maintain an ordered flow of foot traffic due to the sheer number of students.
- DoDEA re-evaluates procedures and policies each year. We recommend attending the next SAC (School Advisory Council) to discuss the situation, and our School Liaison sarah.t.dastrup.naf@us.navy.mil can assist.

Environmental

What causes this bleaching effect on clothing and fabrics in the Napoli area, and is this due to a laundry product?

- Water is chlorinated using a different process in Italy than in the US. Italy uses Chlorine Dioxide (gas) & in the US we use either Chlorine (gas) or Sodium hypochlorite (gas). Due to this different process members of our community can see effects such as “spotting” on fabrics or dishes.
- After it was first reported, NSA Naples incorporated water softeners into our base housing facilities which has measurably reduced this issue and led to a higher level of satisfaction for our residents. Laundry product choices do not appear to influence this issue in a measurable way.

What are you doing to address the mosquitoes on base facilities?

- Public Works and Preventive Medicine have monitored mosquito levels all summer and have coordinated additional sprays this year.
- The mosquito population will continue to decline as we move into the winter.
- Due to the climate, they are endemic to the area and residents can help control efforts by reporting standing water, broken sprinkler heads, and other mosquito breeding areas to: naples_housing@navy.mil

Is the water safe to drink from the base?

- Yes, water is safe to drink. The water that enters the Support Site and Capodichino complies with all health and safety standards and is rigidly assessed consistently and with regularity.
- All our findings are used to generate an annual Consumer Confidence report which are sent out to the community and uploaded to the Environmental Services portion of the [NSA Naples website](#).
- Health and safety are a priority for base leadership and consistent water testing and stewardship is how we ensure your water is safe in our facilities. If you have any concerns with your drinking water, please contact [Naples LHS questions@us.navy.mil](mailto:Naples_LHS_questions@us.navy.mil)

Emergency Management

If evacuations occur to seismic events, will the people at JFC or Capodichino be reunited with their family on Support Site prior to evacuating? Or after evacuating?

- Specifically for reunification on Support Site, upon an evacuation order, all noncombatant evacuees should proceed directly to the local Safe Haven location that will be set up at the Support Site.
- The priority for NSA Naples and each of our supported commands and organizations would be to ensure our personnel are safe and accounted for.
- Family reunification will occur in a few ways. It may occur due to your family's emergency plan while enroute to the local Safe Haven, at the Safe Haven, or depending upon the situation, reunification may occur during or after an orderly evacuation.
- There is a myriad of factors that could influence specific situations for our community members but any ordered evacuation would be a joint effort between the Department of Defense, Department of State, and Italian Protezione Civile focused on the ordered and safe relocation of all households that fall within a danger area.
- While NSA Naples and our supported commands will facilitate and provide evacuation instruction during a scenario, we highly encourage all community members to prepare and practice their individual and family's emergency plan to raise your overall readiness.
- This plan should include:
 - As a family, discuss where you will go in the event of an emergency.
 - Discuss where your children will go if they are in school or daycare at the time of the emergency, and make sure they understand where you intend to be.
 - Your plan should also address the needs and care of pets, family members with special needs, and safely shutting off utilities prior to departing your residence.

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- A comprehensive plan as a family for communicating if you are separated during an emergency.
- Create a sheet or card with all the phone numbers and information every individual in the family may need, and make sure every member of the family has a copy of this communications plan.

What are the means for us to conduct a Noncombatant Evacuation Operations (NEO) from Support Site? What is the evacuation plan for support sites?

- If an evacuation of U.S. personnel is directed by the NSA Naples Commanding Officer in coordination with the U.S. Department of State and Department of Defense, proceed to the designated Relocation Reception Center on Support Site.
- Depending upon the severity of the emergency event, any means available would be used to evacuate personnel.
- Any evacuating member should report their self and their family's location and status to their command using established communications and accountability procedures.
- You should pre-identify primary and alternate routes from your residence to the Support Site as part of any emergency planning.
- If you are off-base and Italian authorities mandate an evacuation, and you cannot reach the Support Site, follow their evacuation instructions. There is a network of evacuation zones (meeting points) and transport methods that the Italian authorities will use to move individuals out of a danger area.
- If you and your family are instructed to evacuate by Italian authorities, follow their pre-designated evacuation routes to regions/cities across Italy, equipped to accommodate and shelter evacuees.
- Depending on the evacuation zone, transportation may be provided by bus and/or train.
- Specifically with this recent seismic activity, the Italian Protezione Civile's (Civil Protection Agency's) website has the meeting points mapped out for Campi Flegrei. It can be accessed here: <https://mappe.protezionecivile.gov.it/en/risks-maps/national-plan-phlegrean-phield/#>
- When navigating the site, click anywhere on the map & enter your address at the "Look for a place" line at the top right corner of the map.
- Your address will appear as a typical "pin" location on the map, and the closest blue colored square indicates the closest rally/meeting point to your address.
- "Click" on the square and an information box will appear on the screen, and the Latitude & Longitude will be on the top-right corner of the map, below the line where you entered your physical address.
- Community members are advised to know this information to improve their household's overall condition of emergency readiness if a disaster prevents them from accessing the Support Site and they must leave the associated danger zone immediately.
- POC: NSA Naples Emergency Management Officer

Hospital

When will MHS Genesis allow online appointment scheduling?

- The Naval Hospital understands how frustrating it can be when one of the key features of MHS GENESIS is not working as intended. We are aware of the situation and are fixing it. Although we cannot provide a precise timeline for this, the hospital can assure you that they expect this to be a short-term hiccup and not a long-term problem.
- With that in mind, it is important to note that you can still call in to schedule appointments, which will still be the case once we correct the online appointment scheduling.
- The hospital will provide further updates on MHS Genesis as the system continues to improve.

Will the NSA Naples hospital offer COVID booster shots this year?

- We fully understand that some in our community will be wanting to receive the 2023/2024 COVID Vaccination. It is important to note that the COVID vaccine is no longer mandatory for federal employees, and the hospital will only be offering the Pfizer brand vaccine. If that changes, the hospital will provide an update through their official channels.
- The Naval Hospital has also received a limited supply of the vaccine for the 5- to 12-year-old age group. We advise you to check now with your primary care manager regarding availability.
- In early December, they anticipate receiving an additional supply of doses for the 5- to 12-year-olds, as well as doses for the 6 months to 4-year-old age group. Adult doses are also expected to arrive at the same time.
- The rollout plan for the vaccine will start with health care workers, then Active Duty, followed by all other beneficiaries and those dates and information will be provided by the Naval Hospital later.
- You also will not be required to schedule an appointment to get your vaccine, and it will be available at both the Naval Hospital (for all ages) and at the Branch Health Clinic Capodichino (adults only).

Housing

Can our housing contract be changed to require HEPA air filters?

- The filtration systems for family housing are not currently compatible for HEPA filter installation.
- These facilities currently use filters that are rated MERV 7 and filter out common contaminants from the air.
- We will add this to our list of possible future upgrades and evaluate during our budget process.

Are all leasing options done through realtors? Do they work directly for the Navy?

- Housing also offers showing services for economy residences. The agents are realtors who are not the sole source solution but are an option for community members to use.
- Our office can contact landlords and set up times to visit residences during duty hours. (0745-1545) if you would prefer not to use any of the realtors in the area.
- The realtors do not work for the US Navy but supplement our showing services based on their familiarity with the area and expertise with specific areas and landlords.
- They also provide valuable services on weekends and holidays.
- Housing supports you in making informed decisions, so please refer any questions on your house-hunting to the Housing office.

Does housing have an approved/industry-standard treatment plan for on-base apartments if bed bugs are found?

- When necessary, Housing has ordered via Indefinite Quantity (IQ) maintenance to Mirabella (SS maintenance contractor) to perform bed bug control. All chemicals used by Mirabella or third-party contractors are approved by Public Works Environmental prior to their use.
- With the news of recent bed bug emergencies in Europe, NSA Naples leadership advises any traveling community members fully review any projected hotel stays as a precaution against bed bugs.

Can a resident receive a maintenance history of the apartment before moving in like PPV in the US provides?

- Yes, a report can be requested prior to acceptance of the unit from the Assignments office.
- This can also be requested for Economy Housing regarding previous tenant comments.

Does Housing have a blacklist for bad landlords and bad houses like other European installations? How can a landlord or property be added to this list?

- Yes, we have an internal method to disqualify a landlord, residence, or realtor based on complaints and situations that place the resident in an unsatisfactory situation that we would not want to happen to future tenants.
- To report a poor landlord or unsatisfactory property condition you have four options:
 - Email Housing at naples_housing@navy.mil
 - Come into the Housing office to report the issue
 - Call the Housing office at 081-811-4466
 - Contact your Referral Counselor (Who completed your rental contract) to report.
- Housing keeps our community members as the number #1 priority, and we endeavor to provide the best transition to overseas life possible. Housing is your advocate so please contact them if you have a concern.

How are appliances updated in Housing and how often?

- Appliances in Support Site are updated on a yearly basis based on life expectancy of the appliance. The appliance purchase date can be found on the Housing Sticker on the back of the appliance.
- The typical life expectancy is 5-7 years based on the appliance. However, we often replace certain appliances sooner due to the “hard water” supplied to the appliance. We are also combating the hard water issue by installing water softeners.
- We want to remind all community members that if you are experiencing a problem with one of your Housing-provided appliances, please call our warehouse and we will send a technician or have your appliance replaced. Our warehouse contact information (as well as our other service POCs), [linked here](#).

What is being done to improve the experience with the Mirabella trouble call desk?

- We hear you loud and clear on this concern and it is something we are working hard to correct. Over the last few months Mirabella has been hiring more English-speaking workers dedicated to answering trouble calls, they have also hired project managers to address systemic issues like hot water heaters, HVAC replacements and plumbing issues
- We have identified that miscommunications, language barriers and misunderstandings can lead to incorrect remedies or delays in maintenance resolution. Understandably, this causes frustration for the customers and overall inefficiencies in the maintenance staff.
- Housing is testing an online method to place trouble calls, which is intended to lead to better reporting and tracking of issues. The pilot program has been active for only one

month, but results are promising, and the feedback received from customers has been positive.

- We implemented a similar process in Unaccompanied Housing in 2022 that raised Maintenance Satisfaction rates significantly.
- Informational flyers with QR codes are posted in all buildings, but you can also go directly to <https://www.navymwrnaples.com/family-housing-service-request> to submit a service request.
- We have some other programs in development to further address this point of community concern and we will provide updates on those as we develop and implement them.
- If you have concerns about multiple issues without a proper fix, please contact your building manager. If your building manager is unresponsive, please contact the housing director, and if the housing director is unresponsive submit an ICE complaint.

Vent cleanings are not a quarterly or bi-annual service. Isn't this a potential fire hazard?

- Dryer vent cleanings are conducted yearly during preventive maintenance (PMI) as recommended by the National Fire Protection Association (NFPA) as well as most manufacturers.
- However, if your dryer vent was not cleaned in the last year (or you suspect it was not), contact the housing office immediately, and they will have it corrected. You can find our POC information here: <https://ffr.cnic.navy.mil/Navy-Housing/Housing-By-Region/Europe-Africa-Central/NSA-Naples/>
- Housing does support scheduled cleanings on a resident's request, just submit a request through Housing to schedule the cleaning.
- PMI (preventive maintenance) actions are an important mission conducted on base to ensure the safety of our residents.
- To support this mission, we remind all community members to please help us by making yourself available for any posted appointments so that our teams may complete the required yearly maintenance.

When will the barracks be updated (New furnishing/Options)?

- All Unaccompanied Housing (UH) furnishings replacements for update are centrally managed by CNIC and are scheduled to occur every 10 years.
- The "Triangle" (UH) was updated in early 2023 and the BEQ (Bldg. 2087) will be updated in 2024.
- The order has already been submitted and we will have more information on scheduled delivery in Jan 2024.

When is the base going to be built outside smoking areas?

- Housing is in the process of drafting a project and submitting request for funds to build shelters for designated tobacco use areas throughout the housing area.

MWR/MWR Services

Does the installation or Region audit MWR?

- Yes, MWR is audited annually by the Region Internal Review Officer and CNIC's Non-Appropriated Fund Fiscal Oversight Review team.
- Prices are based on the cost of providing the service or selling the items. Over the last 3 years, prices for goods and services have risen across the globe. MWR's prices are set to cover non-appropriated costs (Cost of Goods or services, Supplies, Labor, etc.), and to meet CNIC profitability targets.

When is the Support Site Gym going to be upgraded?

- End of Year (FY23) funding was allocated to replace 11 machines in each fitness center over the coming months to enhance the experience of our community and help address these concerns.
- We will be running surveys and data collection over the next year to validate requirements for these gyms, and we request all patrons participate when they see the survey pushed out from the base.
- We want to work towards providing more fitness options whenever possible, so please continue to offer your feedback.
- In addition, NSA has been approved to create functional fitness Navy Operational Fitness & Fueling System (NOFFS) Zones in each facility. You can find out more about NOFFS zones here: <https://www.med.navy.mil/Navy-and-Marine-Corps-Force-Health-Protection-Command/Population-Health/Warfighter-Wellness/Navy-Operational-Fitness-Fueling-System/>
- These NOFFS will include turf, squat racks, Airdyne Bikes, Kettlebells, and more.
- We understand there are windows of time where the gyms are more crowded, but The Naples Fitness centers are open a total of 166 hours per week offering many opportunities to exercise during non-peak times.

Can the installation (or MWR) offer an opt-in ATHOC (or similar) service to notify patrons of facility closures?

- MWR is preparing to roll-out a new iOS/Android App that will offer this service.

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- We are confident this new App will become the community's go-to for QOL (Quality of Life) information and assist in funneling the diverse opportunities and information channels on base into a more singular voice.
- Our team is working hard to start beta testing before Christmas.
- Please watch out for base updates on when we have a public-release version to use.

Can MWR explain more on their pricing how it relates to FAR?

- MWR understands your concerns about the cost of services.
- There is a required "Cost of Goods Sold" target that is set by CNIC and is established to cover the costs of doing business to ensure that services can continue to operate.
- For those that do not know the FAR is the Federal Acquisitions Regulation. The NAFI uses FAR for guidance but follows CNIC NAF Procurement policies (CNICINST 7043.1).
- These costs of goods and services are competitively sourced through contracting officers that solicit from multiple sources and examine the proposals to choose one that is competitively priced to meet MWR's requirements.

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.
- Renovation and expansion of the Dog Park was not included in this year's fiscal budget, but we are including this in our FY25 planning.
- Regarding the walkway, we are currently looking into environmentally friendly and "natural" non-permanent options.

Can the Gym support the offered exercise classes outside of normal working hours?

- Group Exercise class offerings are based on instructor availability and customer demand.
- Historically classes outside of normal working hours have not been successful at the Capodichino Fit Zone.
- There are multiple classes offered outside of working hours at the Support Site Fitness Forum, Monday through Saturday.

Is the gym staffing problem at Capodichino being looked into?

- MWR Fitness budgeted to hire two additional US Flex employees to support the Capodichino Fit Zone, as well as recruiting to fill a vacant US Flex Lifeguard billet to help us avoid pool closures due to staffing shortages.

- As a reminder, the Capodichino Gym does have the option for registered patrons to use the facility outside of staffed hours of operation.
- Patrons need to visit the Capodichino Fit Zone front counter to register for unmanned access.

Is the Support Site gym going to get unmanned access?

- Yes! MWR is coordinating with PWD to setup the SS Fitness Forum to allow unmanned access.
- Currently we do not have an estimated completion date but expect this option to be available in Q2 or Q3 of FY24.
- We are in the process of going through two steps to implement this unmanned access. First is securing additional funding to pay for requirements and the next is finalizing the contract and beginning work to implement the requirements to support unmanned access.
- We know this is a matter of great interest for the community, and we look forward to providing an update on this project's status in a future town hall.

Is there an update to the exception to policy initiative to CNIC's unmanned fitness policy that was being sort for NSA Naples?

- Those discussions are still ongoing, and we do not have any recent updates, but we will pursue an answer to this and provide an update.

NEX/Commissary

The auto hobby shop hours be extended and be open for Sunday?

- The NEX regularly evaluates hours and days of operation at the Auto Skills Center, and it has changed to support longer operational hours and Sunday operations. In each case, customer usage has not been able to support extended hours or opening on Sundays.
- However, NEX will be seeking customer input over the coming weeks to determine if the response indicates there is sufficient support for changes to hours & days of operation. Follow their social media and keep an eye out for base updates on this as we move forward.

Could the NEX & Commissary hours be extended?

- For the NEX and Commissary they regularly evaluate store hours based on the volume of customers.

- They will be evaluating sales volume from 6pm-7pm to see if there is an opportunity to stay open later than their current hours.

Why does the NEX charge a \$10 transaction fee for any payment? When is automatic pay returning?

- The \$10 service charge is to cover the costs of processing the payments per the NEX
- The NEX understands the frustrations caused by the loss of automatic payments and has reinstated them, please contact residential services for more information: # 081-813-5372 / 5277

Could a "ship to store" type option to order things from the main NEX or Commissary to be delivered to Capodichino be supported?

- The NEX supports this option right now. Once on mynavyexchange.com, choose Capodichino as your store preference. Your items will be delivered to the Capodichino NEX Mart.
- The Commissary also supports this for groceries to the Capodichino NEX Mart.
- If you order a bulk amount, it would be handled in the same way as how the commissary orders bulk items and it would take approximately 7 days to arrive if the product is available at their distribution center

Are there any plans for those of us on Capodichino to get new food options?

- As contracts expire, we will evaluate potential new vendors on Capodichino.
- The NEX is aware of this desire and encourages feedback on its current services to help shape its decision-making. Please use ICE to make specific requests to the NEX.

Is there any way to get the commissary to open earlier, even if it is one or two days a week?

- The commissary has changed its hours to open at 0930 and is currently in the process of changing its billboard to reflect the new hours of operation.
- The commissary encourages you to continue sending feedback (such as operating hours) as this helps with decision-making for their organization's leadership.

Is there any updated information on the new restaurant where Bambusa was?

- The former Bambusa site is now under technical evaluation and review.

- The NEX hopes to have a new contract awarded by the spring of 2024 to add to our new food options being brought on base.

Security

Why have base residents been stopped on base while driving e-scooters?

- We have been made aware of this concern and we understand the frustration this may cause.
- Currently, DoDI 6055.04 requires these motorized scooters to be equipped with both left- and right-hand rear-view mirrors when operated on a roadway, as well as headlights utilized in both on and off-road settings.
- In addition, PPE in the form of helmets, eye protection, and protective clothing are also required. NAVSUP 5100.11D identifies motorized scooters in the same category as mopeds and motorcycles when operated on the roadway.
- Security and MVRO have been in recent discussions on relevant updates to the traffic and safety instructions (including motorized scooters) which comply with Italian law. All community members are requested to follow the regulations in the above instructions to ensure safe and approved operation of motorized scooters on base facilities.

Dogs are in parks and tennis courts, if they're not allowed can this be reported to security?

- Residents are encouraged to report violations to security, please be specific when reporting (Where the issue is, a description of the individuals, etc.).
- Citations have been and will be issued to personnel violating base policy when Security witnesses the violations.
- Security will not take possession of unattended animals.

Does security enforce traffic violations at all like speeding or crosswalk safety?

- Yes, Security does enforce traffic violations when the violations are witnessed by our Security personnel, as well as issue citations for parking infractions.
- During the months of September and October, 133 tickets were issued for violations related to traffic or parking.
- Repeat parking or speeding violations have and will continue to result in suspension or revocation of on-base driving privileges to the repeat offender.

Is security aware of any theft that has occurred at the storage area of base housing? What should we do if we are made aware of a crime?

- Once you are aware of them, report any crimes to NSA Naples Security department immediately. The Security desk contact numbers, as well as emergency dispatch is located at <https://cnreurafcen.cnic.navy.mil/Installations/NSA-Naples/About/Installation-Guide/Department-Directory/N34-Security/>
- Currently, we have received no reports of theft in that area, and we strongly encourage any residents to report any activity of the sort for Security to investigate if you are aware that it occurred.

Public Works

Is it possible to get more buses added to the bus schedule from Support Site to JFC?

- The buses from Support Site to JFC are intended for home-to-work transportation of Single Sailors who live at Support Site and are assigned to NCTS in Lago Patria. The shuttles are not intended as a replacement for personal vehicles, buses, or taxis.
- Public Works is open to feedback, If the existing schedule does not meet the requirements of the Single Sailors' duty schedule or shifts, we advise that the Sailors' Command Master Chief or Officer-in-Charge contact Public Works Transportation regarding potential changes that will support their Single Sailors getting to and from their place of work.

Was the new electrical substation meant to reduce power load for Support Site?

- The Support Site is not part of the grid improvements the new sub-station assists in.
- However there have been improvements in the last five years as ENEL has made, which has notably reduced power interruptions and flickering at Support Site compared to where it was in the past.

Could the public works team please explain why we experience brownouts?

- For awareness, the power provided to NSA Naples sites is within the established European and Italian Standards. We are fed the same energy as anywhere else in Naples.
- We are aware of these brownouts and understand the frustration you are experiencing.

- ENEL has confirmed with us that these recent events have been caused by multiple, large commercial clients fed by the same distribution system.
- We are working with them to find solutions to minimize these potential interruptions and ensure as much uninterrupted service as possible.
- Public Works has been tracking these occurrences and contacted the ENEL Area Manager during brownouts and other unscheduled interruptions so this issue can be tracked.

Is it possible to add more times to the bus schedule?

- We hear your suggestion, for some background, the shuttle is funded and authorized for group home-to-work transportation of Single Sailors and PCS-Transitioning personnel.
- It is not authorized nor funded to be a RideShare or commuter service, nor a replacement for POV, bus or taxi.
- Because of this, the schedules are built to accommodate those categories of individuals instead of car owners.
- We have adjusted the schedule before to accommodate shift hours for Single Sailors.
- If your command has single Sailors who require a schedule change because of a duty or work shift, Public Works Transportation would be happy to speak with the Command Master Chief or Officer-In-Charge regarding potential changes that will enable their Single Sailors to get to and from duty on time.

Is anything going to be done differently this coming summer regarding the Support Site's multiple pool closures?

- Public Works recognizes the significant impact on the community and is working with Mirabella on a way forward for next summer.
- Specifically, it will be for modifications to the pool that will help keep it clean
- This includes a new maintenance schedule to ensure it is cleaned properly and that the chemical levels are to regulations.
- This past summer we ran into issues with the pool which required rebalancing the chemical levels to prevent algae growth.
- Unfortunately, the only way to fix it was to empty the pool and refill it.
- Additionally, the temperature outside dropped and did not warm up the water fast enough for the pool to open back up in time.
- We apologize for any issues this caused you and we believe the modifications we are working to implement will prevent a repeat of this issue.

Why does the bus pick up/drop off single sailors last if the bus is for them?

- Bus Stop "F", just behind Single Sailor Housing apartment block, is the first stop on the route at Support Site.

- The bus stop route is designed to be as efficient as possible but also maximize availability of seats for single Sailors.
- For Unaccompanied Housing at the Hospital, Bldg. 2087- that is one of the last stops because Sailors living in that facility are assigned to the Navy Hospital, which is within a short walking distance.