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# NSA NAPLES FALL TOWN HALL Q&A

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Town Hall Questions submitted between June 24- July 2  
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## General

### Why is there no Town Hall on Capodichino?

- 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 will continue to find enhancements to the online experience for those that attend virtually, and we request you provide your feedback after each town hall to assist us
- 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 Town hall Q&A segment

### Can there be an expected timeline to hear feedback from ICE comments?

- Addressing ICE comments is a priority for the installation commander, as such, all command stakeholders make it a priority to read and address ICE comments in a timely manner depending on the nature of the ICE submission. 7-14 days is the standard depending on the complexity of the situation.
- Since submissions on the ICE system is anonymous, you will only receive Individual feedback if you indicated that at the time of submission by providing your contact information.

### Is it possible for the ICE comment system to send a receipt email of the original ICE comment to the submitter?

- Our information systems office submitted a ticket to the ICE headquarters to inquire about this. Currently it is not an option. ICE HQ said it will submit this suggestion to the ICE developers for consideration of future ICE versions

## HR

### Is there a protocol for workplace violence and how is HR accountability managed?

- Yes, any incident of workplace violence should be reported through the supervisory chain-of-command
- HR works with management, the Equal Employment Opportunity office, and the attorney's when addressing allegations of workplace violence
- Each incident is reviewed independently to ensure the appropriate level of accountability when claims have been substantiated

### When resolving HR issues that result in consequences, why is it standard practice that local nationals are suspended from work on days they already do not work?

- The purpose of the suspension is to ensure progressive discipline is documented in the employee's record
- Management, at their discretion, can choose to suspend employees on business days or non-business days. This practice is very common with U.S. personnel suspension actions

### The fire department is severely understaffed. What can be done about this?

- The fire department and its personnel continue to do a job of keeping NSA Naples safe. Efforts are being made through multiple Get Real Get Better initiatives to hire and onboard employees outside the contiguous United States (OCONUS).
- Reservists are on station to support.

## Housing

### What is being done to improve customer service at the housing office?

- Housing is currently severely undermanned due to the OCHR hiring issues facing the entire NSA Naples area, (50% GS employees).
- 20 of our staff have been trained and practitioners of Lean Six-Sigma and the Continuous Process Improvement initiatives at NSA Naples
- 7 employees to the MWR sponsored “Star Service” Customer Service course
- Created new Standard Operating Procedures and ensured all team members were part of the process to enhance communication channels and ensure that there are multiple ways to reach out to our customers and provide assistance, such as phone and email.
- Hired 3 new Italian supervisors and provided 10 hours of focused team building and supervisory training from an outside contractor located in Milan
- We continue to empower employees to seek and promote customer feedback through our Housing ICE QR code, which we posted in each working area

### Could a water spigot be installed in the small dog park (grass dog park along the fence line) on Support Site?

- We will add that to our budget and work with Naval Facilities Command to modify the lease with Mirabella and submit during next year's submission cycle for completion within 14-20 months

### Why does it take more than 2 weeks to get a TLA form back?

- 2 weeks is not normal, from time to time we have an isolated incident that occurred due to circumstances beyond our control
- In most cases, this happens when the TLA claims are incomplete or missing signatures or supporting documents which cause delays
- Our team understands the importance of completing the process in a timely manner and strive to meet our standard/goal of a 48-hour turnaround on submissions

### It's difficult to communicate with maintenance on Support Site due to the language barrier. What can be done about hiring an English translator?

- We have incorporated the use of the Maintenance QR code, in which you can provide all required information in English as well as submit photos to give the maintenance contractor a more complete description of the issue you are experiencing
- Please call the housing office if you are having issues communicating

### Why did housing decide to change the requirement for houses to have steel shutters?

- There has never been a requirement for Economy houses to have metal shutters

## What is the process for those of us who live off base to receive residential permits to allow for street parking in designated parking zones?

- Each municipality has its own guidelines on this process
- Parking permits are generally assigned to vehicles and not to the owner or tenant of dwellings
- The owners/ landlords should communicate or assist our residents/ tenants with the delegated offices of the City Hall

## How can housing ensure that their Preventative Maintenance Inspections (PMI) executions are more thorough? Some items on the checklist were not inspected or completed according to the checklist.

- If you suspect your PMI was not complete immediately inform our QA team by emailing Housing at [Naples\\_Housing@us.navy.mil](mailto:Naples_Housing@us.navy.mil). We will investigate and inform Mirabella leadership to engage the PMI maintenance teams
- We are constantly working to improve the PMI process, this year we provided a checklist of work to be completed, we will continue to improve the quality of work.



## DoDEA

How can DoDEA be held accountable to fixing issues brought up at Town Hall meetings?

- Issues brought up at base town hall meetings will be forwarded to DoDEA for review and resolution
- You should consider submitting ICE comments to the School Liason to report DoDEA issues since the installation can NOT see DoDEA ICE comments.

What is DoDEA doing to provide better sound equipment at NMHS for musicals?

What is the timeline to do so?

- DoDEA purchased sound equipment in May 2024.

## Security

### What is the base doing to encourage the local authorities to enforce their own laws?

- Base Security is in constant communications with our local law enforcement partners, and we have built a great working relationship with them
- Like many of our law enforcement entities in the states, the Italian authorities are resource constrained

### What forums are available with the local authorities for us to voice our concerns directly with local police?

- The best way to communicate concerns with local police is to bring your concerns up to your chain of command
- Then, command Antiterrorism Officers can bring these concerns up to the installation for discussion and potential resolution at the quarterly Threat Working Group meetings
- Additionally, triads can bring these concerns up to the command triad meetings

### What can we do about long-term parked vehicles in guest spaces, with or without AFI plates, at Support Site housing?

- Report any challenges you may be having with your neighbors to the housing office
- If you think a vehicle has been abandoned, or is parked illegally, please contact NSA Security

### Should dependents get their base ID at age 10 or 14?

- Dependents should get their ID at age 10 to meet NSA Naples instructions. There has been recent confusion about this because during COVID, the age was raised by DOD to 14
- NSA Naples has been working with TSC Naples to get back to issuing dependent IDs at the age of 10

### Could the dog policy for Capodichino be reconsidered for a new specific access request? Specifically asking for limited access to the front gate (west) parking garage to and then immediately transit off-base to other transportation.

- Current policy prevents pets from coming on to Capodichino with the exception of those pets getting on the rotator flight
- The primary reason for this is because our Military Working Dogs are housed on Capodichino and they are constantly training at different areas of the base to meet their training and certification requirements

## Legal

### Can the RLSO office (at both Caserta and Naples) process Sojourner's Permits at a rate faster than once a month?

- The RLSO does not have offices in Caserta and Naples, and we do not process the Permits. A Sojourner Permit is an Italian government document that certifies that a NATO-Force military dependent or member of the civilian component can temporary and legally stay in Italy. Italian law requires all foreign personnel entering Italy, other than an active-duty member under military orders and European Citizens, to obtain a Sojourner Permit. The requirement to get a Sojourner Permit exists in addition to the Missione Visa that is already in your passport
- The program is owned/handled by the Italian authorities, specifically the Immigration Offices, which belong to the Italian Police force
- The Region Legal Service Office, Europe, Africa, Central (RLSO EURAFCENT) Legal Assistance Office assists in the preparation of Sojourner Permit applications and oversees the acquisition of a Sojourner Permit for all personnel attached to U.S. Navy commands in the Naples/Caserta area. The RLSO has an in-office Sojourner's Permit specialist who is constantly in touch with the Caserta and Naples Immigration Offices' POCs and visits these offices to submit applications and pick up newly generated permits
- Processing of Sojourner Permit applications by the Italian authorities normally takes six weeks to three months, or more - depending on the workload of the Immigration Offices and the period of the year - summertime is generally a very busy period. The RLSO has no control over their processing and approval procedures

## Public Works

### Who is responsible for and what is being done about base cleanliness, especially parking garages?

- Our current funding level for cleaning services unfortunately do not cover the frequency required to keep the garage completely clear of debris, as well as various areas around base.
- However, this brings up a good point as we, the public works office, have been receiving more complaints about base cleanliness lately
- This problem needs a holistic approach as the garbage is left by the tenants across the base. Pride in our facilities from each individual will be required to keep the base neat and tidy as well as updates to our ongoing base cleaning contract
- Without a change to the funding level to this portion of the contract, we must hold one another accountable on keeping our base, and all facilities clean and not leave our waste anywhere other than the receptacles that are places all around base for trash
- NSA Naples CMC recently reinvigorated the Pride Zone program, The instruction was updated in the Spring of 2024, over 20 commands and organizations have signed up for PRIDE ZONES to take care of. Additionally, the Junior Enlisted association conducted a Support Site clean up on 9 August

### With all the new money dedicated to Carney Park, can some of those funds go towards upgrading the Dog Park and enhancing the surrounding area?

- We appreciate the recommendation and will incorporate it into our list of potential improvements at Carney Park
- Right now, we are prioritizing critical infrastructure improvements required to keep the park operating, while accomplishing the impactful improvements where we can

### Is it possible to upgrade outdated water fountains for public use?

- Yes, PWD Naples has already upgraded some of our fountains to the type that allows for water bottles to be filled
- We will evaluate current fountains for those that are potentially unserviceable and program them for replacement

### Is it possible to add a public restroom at the Pass & ID buildings?

- We appreciate the recommendation. While this is a possibility, it will require a minor construction project to be funded
- We do not anticipate this requirement being prioritized against other critical infrastructure improvements for the community

### Where can we report water system leaks?

- You can report the water system leaks to the PWD Service Desk via email [PWDFullServiceDesk@eu.navy.mil](mailto:PWDFullServiceDesk@eu.navy.mil), phone: +39-081 568-6609/4981, or DSN: 314-626-6609/4981
- Use the "Submit Feedback Request" Button on the Navy Life Naples App for IOS or Android

### Where can we report mosquito, wasp, bee, etc. Risks?

- If you experience an abundance of mosquitos in a specific area, please submit a detailed ICE with the location and the time of day
- Use the “Submit Feedback Request” Button on the Navy Life Naples App for IOS or Android

### Where can we find data that water isn't safe to drink off-base in the greater Naples area?

- The water off base meets Italian standards and is safe to drink per Italian regulations. During the Naples Public Health Evaluation conducted in 2009 - 2011 it was determined that the historical lack of back flow preventers in the local water system, particularly from private wells, provided opportunity for potentially contaminated water to be siphoned into the drinking water system
- However, the Navy could not sample nor has the authority to sample every location. For this reason, bottled water is provided by landlords under lease agreements
- For more information, please visit: <https://cnreurafcnt.cnic.navy.mil/Installations/NSA-Naples/Naples-Public-Health-Evaluation/>

### Why do the buses to JFC not run on the weekend? Is there a way to supply more than one bus?

- The shuttle bus is approved and funded to provide home-to-work service for single service members living in unaccompanied housing (UH) at Support Site and PCS-transitioning personnel residing in the Navy Lodge. It is not a replacement for a privately owned vehicle or other public transportation
- To date, there has been no requirement for single service members in UH to be transported from Support Site to JFC on weekends for official business or duty. If a requirement exists, recommend the Command Master Chief of the single service members working at JFC contact PWD Transportation at 081-568-6866 to further discuss need and funding

### What is being done about mosquito control on Support Site?

- The Public Works Environmental Department is working in conjunction with preventative medicine again this year to monitor mosquitos
- The purpose of monitoring is to identify those species of mosquitos which are known to carry diseases that infect humans
- Residents can help the PWD and themselves by doing the following:
  - If you see a broken sprinkler or one that is watering the concrete/asphalt report it with a detailed description of the location via the “Submit Feedback Request” Button on the Navy Life Naples App for IOS or Android
  - Report any situations where the water is forming a puddle (this could be in the grass as well) that is persistent beyond two-to-three days
  - Take a look around your housing units and offices for plants with a water catch trays and regularly empty it every two-to-three days
  - Pet water dishes should be rinsed and refilled at least once a day
  - Children's toys can accumulate standing water which is not always clearly visible. Rinse daily
  - Always remember standing water is a prime mosquito egg-laying environment

- If you experience an abundance of mosquitos in a specific area, please submit a detailed Report with the location and the time of day
- We can test for mosquitos, find the cause, and provide insecticide

## MWR

### Is Tickets and Travel able to be open for business on Saturdays?

- Our new Tickets and Travel Manager will look into this option with staffing and Saturday trips taking place

### Will MWR be able to expand their range of trips according to affordability, including discounted venue tickets?

- Yes, MWR has an interim MWR Director, and he is bringing in the Military Ticket Program (MTP). This program will be able to offer thousands of tickets worldwide at a discount to include Disney, Universal and a long list of options
- The Go City pass is a great way to get discounts on tours in cities all throughout the world and several cities in Europe. Look for this in the next 4-6 weeks, MWR will market with the Tickets and Travel Office is ready to start selling these new ticket options
- The new Tickets and Travel Manager will be looking at ways to reduce the local tour prices in Naples

### Can the MWR ticket office partner with Rome?

- Yes, the new MTP that was mentioned above has Rome as a city that offers the Go City passes with lots of tour options
- Through the Tickets and Travel Office you will be able to get at a discounted rate

### Will there be other ways we can sign up for the unmanned access to the gym besides the link on Facebook?

- You can sign up in person at the fitness centers: The Fit Zone at Capodichino or the Fitness Forum at support site

### The Capo gym has a lot of equipment in disrepair or broken. When can we expect new equipment to be installed?

- All fitness equipment at both Capo and Support Side Fitness Centers will be replaced within the next 6 months

### Why do we only clean the gym facilities on a quarterly basis?

- MWR is working on a solution to get the gym cleaned more often with additional staff who will focus on this. We hope to get them on board in the next few months

### Are there any plans to provide a childcare area at the gyms?

- No, there is no plan to provide childcare, CYP offers hourly care as an option

### Although the Liberty program is funded specifically for single active-duty members, is there a way for non-active-duty members to join, even if charged a membership fee?

- Unfortunately, this will not be an option. With Tickets and Travel adding to their inventory and Community Recreation Programming there are still plenty of options for those who do not fall under the status required with Liberty to participate in MWR programs

Is it possible to add more tables, electric fans, and umbrellas outside Bella Napoli on Capodichino?

- Good news! We purchased new and more furniture for the outside eating area at Bella Napoli



## Navy Life Naples App

Can the post office hours that are published on the CNIC website be corrected?

- Thanks to your feedback, the Public Affairs Office worked with the Supply Department to update the Post office hours on the CNIC website that is linked to the NSA Naples app
- Continue to send us your feedback using all available methods to include ICE and Navy life Naples app. Together, we make our community better

## NEX/ Commissary

### When will NEX have self-checkout?

- We are slated to implement Self Check Out options late 2024 - early 2025. Project timelines are subject to change

### When will the Support Site food court be opening?

- Estimated opening time is mid-august 2024

### Any update about the restaurant coming by the Navy Lodge?

- Eat by Tenuta Fontana will open on 12 August at 1700

### Can the NEX and Commissary expand its hours to open at 08:00 and remain open until 20:00?

- At this time there is not enough evidence to support opening that early and staying open until 2000
- However, with an addition of Self Check Outs as previously answered, there are more viable options to fulfill those requests