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# NSA NAPLES SUMMER TOWN HALL EARLY Q&A

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Questions Submitted from April. 30 – May. 7

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## General Questions

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What solutions has the command been looking at to reduce the issue of limited parking on Capodichino near the Admin buildings?

- Parking analysis is in progress – we are ensuring the parking environment is properly organized based on updated command structures. We are also looking at the amount required and location of reserved parking while maintaining regulations with Commander, Navy, Installation Command (CNIC) requirements on the installation
- Parking instruction update will also address:
  - Electric vehicles
  - Ride share perks
  - Slug Lane
- Security will continue to enforce parking and traffic laws on the installation
- Driving privileges will be revoked for repeat offenders
- We have also requested more bus routes between Capodichino and Support Site

Illegal parking at the installation, especially on Capodichino, what is being done on this?

- Security will continue to enforce parking and traffic laws on the installation and driving privileges will be revoked for repeat offenders
- Since the March 12 Town Hall, over 274 tickets have been issued.
- Six restrictions have been approved barring driving privileges for repeat offenders with no exemptions granted at this time

Can the command leverage relationships to see more enforcement on illegal parking and traffic laws outside the installation (Capodichino and Support Site)?

- We routinely engage with local authorities on this issue.
- Local Polizia and Carabinieri have responded to our requests related to this, however, they have obligations within the city for law enforcement and assist as they can when their priorities allow

What is the command's plan for accommodating or controlling the growth of Supported Commands on the installation?

- NSA Naples is a support activity, and our mission is to help enable these incoming warfighters through our services and support- and we will accomplish that mission
- We are aware of the limitations of space we have on our installations.
- Currently, we are coordinating the demolition of decommissioned facilities on Capodichino to expand available space, as well as leverage available, unused space to support expansions
- We will continue to implement measures meant to support and enable the Team Naples community to succeed in their associated missions

Has the command provided feedback on HR hiring timelines?

- Yes, NSA Naples, Navy Region EURAFCENT and all major commands on base have provided feedback on wait times for certification and approvals of hires to higher echelon command
- For open positions in the Naples area, we are expanding direct spousal hire authorities and hosting a military spouse hiring fair in August to screen resumes and provide contingent job offers
- Please follow our Facebook page as we will be posting more details when we receive them

Is there a plan to provide more overhead protection to our junior MAs standing the gates?

- This was identified as a potential project through Public Works and is being investigated at this time for costs and long-term feasibility

Do I need to sign up for separate ATHOCs for Support Site and Capodichino? What if I don't want to receive specific messages?

- No, you do not need to sign up for separate ATHOCs for Support Site and Capodichino.
- The ATHOC system is an all-encompassing notification system meant for installation wide messaging
- When emergent conditions occur, an ATHOC will be sent to brief the community on the cause for awareness
- This can be as simple as adverse weather or a Support Site gate closure to emergency response to natural disasters and ongoing crises
- The messages are sent to all members in the ATHOC roster regardless of their location to provide awareness and no filter exists to allow us to exclude specific numbers

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- The Navy Life Naples App on [Google Play](#) and [Apple Store](#) is available to provide less emergent notifications, such as the fitness facilities and movie theater service updates

Whether intended or not, it seems the installation focuses on the needs of those on Support Site. What is the ICO doing to improve the lives of those who live off base?

- Please contact the PAO if you would like to provide specific questions.
- If you have concerns or questions regarding off-base life, you are encouraged to voice them in Early Questions and during the Town Hall Q&A so we can work towards addressing them where possible
- Townhalls are designed to cover all of NSA Naples areas. 1/3 of the community and the majority of the support services are located at Support Site which leads to more Support Site conversation
- However, we do negotiate and advocate for all of our residents including those off-base
- One example of this was the [telework agreement for spouses](#), which benefits our entire community both on and off-base
- There are also significant investments we are putting into Carney Park and Capodichino over the next fiscal year to help expand our services

Can the Town Hall venue alternate between Support Site and 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 understand the inconvenience for some of our community and that is why we implemented livestreams for our Town Hall, as well as 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

What is the future with early questions for the Town Hall, such as expanding the character limit for questions?

- We are looking at other options for early question collection, but we would have to give up a valuable feature such as the "like" capabilities for questions and give us a sense of the most important questions
- We are using these questions to develop a searchable FAQ to help our future community members

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- As a reminder, Early Questions are not meant to replace or supplement ICE comments
- Our Public Affairs team reviews, edits, and combines questions from multiple sources to assist with locating and sourcing answers
- If you wish to expound on a specific incident, please submit using [ICE](#)
- Please contact our PAO ([nsanaplespao@us.navy.mil](mailto:nsanaplespao@us.navy.mil)) if there is something specific you would like to see

### Any update for the Capodichino marquee being fixed?

- We have gone through several vendors to negotiate a repair and maintenance contract and, so far, no vendor has fulfilled all the requirements we need to maintain the marquee until we can get it replaced
- We are planning and budgeting for the removal and replacement of the marquee for a more sustainable alternative

### What can be done about dirty facilities and litter around Support Site?

- We have many programs in place now and on the horizon for general beautification and trash control
- Earth Day – We are planning more office and community trash drop off events again for Earth Day in April of 2025- please remember this date when you start your spring cleaning
- Pride Zone – We have released an updated Pride Zone instruction which will give commands the opportunity take a special interest in one area of the community
- Community involvement – Nothing makes an impact more than personnel following the base policies; No littering, using proper receptacles for pet waste, no smoking outside of approved areas, recycling, and using the trash pads properly
- Education – NSA Naples housing routinely provides education through Area Orientation and newsletters on how and where to dispose of trash and recycling items properly
- Partnerships – The NEX and DECCA now offer city compliant trash bags
- Improved trash cans and locations – We are budgeting for improved trash cans at high traffic areas such as the Navy Lodge/Village Forum area. These new trash cans will be similar to those in front of the NEX which will help encourage proper waste management from both human and environmental factors
- Improved trash pads are funded and will start over the summer which will enclose all the trash pads on Support Site to keep trash from blowing around the base
- Trash can pick up schedule - The pick-up contract was changed to daily for most locations
- Bulk waste – Housing offers free bulk pick-up scheduling. They are budgeting for a 24/7 location to drop off bulk waste

## Child Youth Program (CYP)

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Can there be an exemption to policy for four-to-five-year-olds who completed Sure Start to attend SAC this summer?

- School Age Care (SAC) eligibility is currently for just kindergarten through sixth grade
- OPNAV Instruction 1700.9E Chapter 7. states that SAC programs shall provide safe, supervised, healthy, accountable and age-appropriate activities and environments for children in kindergarten through sixth grade, ages five through twelve
- We look forward to seeing our youth transitioning from Sure Start to kindergarten in our fall program

Can CYP go back to appropriate age groups when building teams? Kids and teenagers on the same team seems inappropriate because of differences in skill level and maturity.

- Yes, we always look to have optimum balance between age groups and number of teams
- Previous data has shown that the disparity between ages and skills based in the seasonal assessments was not a major factor in determination
- We are typically limited due to participants as well
- CYP-youth sports are funded by CNIC to rely on volunteers for coaches so please engage with the CYP center if you are interested in coaching
- If your children are interested this helps us build well-rounded teams as well

## Housing

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Can maintenance appointments be looked at? I've had an experience where the team arrived days after the appointment and were unannounced?

- Housing is working with Mirabella to continuously improve the Maintenance response time and also their communication with the resident to resolve issues like this
- Please report any issues to your Building/Zone Manager, escalate to the housing director, then to ICE if you don't see improvement
- We will communicate directly to Mirabella and our Quality Assurance section to get issues reported, documented, and resolved

When are playgrounds getting a shade system?

- Funding is approved to shade seven Tot-Lots. It is in contract negotiation with Mirabella. The expected completion is late 2024 to early 2025



Would it be possible to get shade sails for the skate park?

- Housing will submit for funding, prioritize, and submit for leadership review during the next fiscal year
- We will provide status to the Community at a later date next fiscal year

What can be done to get a better exchange rate in the Household Services Office?

- The Residential Services Office exchange rate is controlled and regulated by NEXCOM
- The NSA Naples Housing Office is not affiliated with NEXCOM's Residential Services
- This concern has been submitted to the NEX for their awareness, but any change will be based on NEXCOM policy

## MWR/MWR Services

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Does MWR publish their financials to the public? Is this information FOIA and where can that request be sent?

- The MWR's financials are not generally published for public viewing but provided internally to higher echelon management and reviewed for accuracy by financial specialists
- This information is FOIA-able and can be requested by sending a FOIA form to the NSA Naples Staff Judge Advocate for FOIA requests

I have feedback on the programs and activities MWR offers, where should I send this?

- You can always provide feedback to our managers, additionally we have several rotating surveys for feedback provided by the services
- Our Navy Life Naples App will also have a feedback button to co-locate feedback options
- You may also submit comments or concerns via [ICE](#), which is the primary method to provide feedback on events and services directly to the installation

Navy Life Naples: when is it going to be used for push notifications to the community on MWR services?

- Push notifications via the Navy Life Naples platform have begun testing in May and is intended to increase in regularity to cover service updates

What is the plan for summer pool staffing on Capodichino and Support Site?

- The focus of the Aquatics department will shift to the outdoor seasonal pools at the Support Site and Carney Park, which will operate a total of ten days a week throughout the summer
- Capodichino pool operations will be reduced to a single shift 0600-1400 Monday through Friday

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

- This project is still planned to be included in FY25 project list
- We have no further updates at this time from our [March 12 Early Questions](#) but we understand the desire for this project from our community

Will the swim team lanes at the pools be reduced during summer hours?

- Swim team will have access to two lanes in the Capodichino pool from 0800-1000 starting in July

Any update on unmanned access at the Support Site gym since the March Town Hall?

- Limited unmanned access is still scheduled for the end of June as per our last update at the [March Town Hall](#)

## U.S. Naval Hospital Naples

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When will dependents be seen at the dental clinic for cleanings again?

- For child dependents, the dental clinic can still do cleanings
- For adult dependents, there is no timeline at the moment on when this can be supported again
- The hospital understands any frustration but there are several Dentists in the area that participate in the Tricare Dental program
- You can visit <https://www.tricare.mil/TDP> to get more information on Tricare Dental

When can we expect timely medical appointments be available again?

- Some clinics are in very high demand, and it is based on the hospital's resource how quickly you can be serviced

- The hospital requests your patience and understanding on this matter and to keep some things in mind:
  - Appointment availability is on a monthly basis
  - For some specialties, like Dermatology or Podiatry; those Doctors are shared between Naples, Rota, and Sigonella; they visit on a quarterly basis
  - Appointments can be scheduled online through the MHS GENESIS Patient Portal
  - The immunizations clinic is open on a walk-in basis
  - The appointment line can be contacted to find availability during Sick Call hours

## NEX/Commissary/Theater

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The service quality at the NEX Auto Port has not been up to the standards the community and command needs it to be, what is being about this?

- The NEX takes all customer issues with the Auto Port very seriously and is actively working with the owner and operator on ensuring that work performed is brought up to standard
- The Auto Port has a 3-month Warranty on all work and parts once completed
- We encourage everyone that if you have had work done and are unsatisfied, to please return to the Auto Port to file a claim, please elevate any issues directly to the NEX Manager by using [ICE](#)

Can the NEX 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](#) and [Spring 2024 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 Support Site has received several food court upgrades recently. When will Bella Napoli receive changes and upgrades to dining options?

- We are now planning a refresh for the Capodichino food court and the possibility of mobile food concepts to give our community more choices
- To provide feedback on our services at Bella Napoli and elsewhere, please use [ICE](#)

## Region Legal Service Office (RLSO)

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Does RLSO contract Local National attorneys to offer legal advice on civil matters outside base? Are these attorneys also bilingual?

- Yes, RLSO has contracted a bilingual Italian attorney, and their job is to offer legal advice on civil matters outside of the base
- For civil concerns, contact RLSO at +39-081-568-4576 to inquiry on these services

## Security/MVRO

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Does the base have an organic capability to boot and/or tow vehicles?

- Security has the ability to boot vehicles in accordance with our security instruction
- There is no organic capability for towing at this time
- Vehicles will be towed at the owner's expense

Can the vehicle inspection requirements be adjusted to match standards the Italian government sets for its domestic drivers?

- Inspection requirements are dictated by NSA Naples instructions, which fall under the umbrella of CNIC instructions
- These CNIC instructions guide what installations can and cannot do and, at the time, there is no intent for vehicle inspection requirements to be changed

What is the plan for a new license printer at MVRO on Capodichino?

- This printer was shipped to Germany for repairs. We expect this will resolve the issue and we are looking forward to providing this service again on Capodichino

Can the command look at more MAs during peak hours at the Support Site Main Gate to reduce traffic backup?

- Gate manning during high traffic hours is taken into account and available manpower is split between all four gates to assist with traffic movement
- Security also has additional functions and priorities that are constantly occurring and require manpower and resources
- We understand the potential frustration, but we are working as efficiently as possible to properly move traffic on base

## Public Works (PWD)/Environmental

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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
- Beyond the fence-line there is little the installation can do
- 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 submit an [ICE](#) comment card with a detailed description of the location.
  - 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 [ICE](#) with the location and the time of day
  - We can test for mosquitos, find the cause, and provide insecticide

Can the base implement a way to easily report maintenance issues in common areas on base?

- QR codes will be added to PWD Janitorial Services signs and other common areas located throughout buildings on base
- These QR codes bring you directly to the [PWD website](#), where the trouble desk phone number and email are located
- Call or send an email with a detailed description of the problem and location

When the Capodichino metro station is completed, do we expect that traffic will still come through the main gate still?

- NSA Naples is working with Italian Civilian and Military leadership; multiple courses of action are being explored at this time and sent for leadership review

Will the base population have the opportunity to provide feedback to the Support Site 2.0 project (NSA2 2.0)?

- There is a project in progress named NSA Naples 2.0.
- This project focuses on the long-range future of all NSA Naples areas
- All major commands are involved

- We are open to feedback, but at this time we are still too early in the process to implement any public feedback