



NSA NAPLES SUMMER 2025 TOWN HALL EARLY Q&A

Town Hall Questions submitted between April 1-7, 2025
for May 27, 2025 Town Hall

Table of Contents

Table of Contents

Table of Contents	2
General	4
When will the metro stop at the Capodichino Airport open?	4
Air Operations	5
Community Liaison	6
Has there been any progress for EU dependent spouses living on Support Site to register at the local Commune?	6
Child and Youth Programs	7
Given the limited summer activity options for children aged 8-12, primarily geared towards younger children or teenagers through facilities like the CDC and Teen Center, could the base explore establishing additional clubs and programs for this age group? Examples include art, chess, running, book clubs, computer science, pen pals, or STEM activities. To address potential resource constraints, volunteer support and parent-provided supplies could be considered. This would provide a safe and engaging environment for children during the summer months while addressing a need expressed by many parents.	7
When will the shading for the playgrounds be built?.....	7
Housing	8
Are electric grills such as Traeger grills authorized on base housing balconies?	8
MVRO	9
Is it possible to have a teen driving program on support site? It could be something simple as a driver's education course and to obtain a learners permit where they could drive only on support site instillation with a licensed driver. Some of us have teens that have grown up overseas and are ready to leave for college and do not have the opportunity to attend any type of driver's education. Kadena Air Base in Okinawa has a similar program.....	9
Morale, Welfare, and Recreation (MWR)	10
Can SS pool consider lap swim for adults (seeking exercise opportunities) during morning hours?	10
Why are patrons unable to access the pool from 6:00-12:00? We understand the need for lessons, but it is very difficult to find space and time in the 2 lanes provided during opening hours. Could we consider after hours as well, like the gym provides?.....	10
Can the indoor pool be accessible to dependents of all ages to practice swimming year-round?	10
Is there a way to reserve courts in the gym online instead of having to go in person to fill out a form and get a signature?.....	10
Why can't the base gym stay consistently clean? The floors in the gym and fitness rooms are covered with hair and dust.	10

NEX 11

 Why does the base still allow the NEX Autoport to run after so many complaints from the military members and their families for years now? Is there nothing that can be done about the lack of quality service? Can the base not hire a few mechanics who are military spouses who could potentially produce better quality service? 11

 Why does the NEX not provide the breakdown on Telepass billings? I would like to know the charges specially if I use the Telepass for parking. I have asked the NEX Customer Service Representative, and they couldn't give me a proper answer. 11

Public Works Department 12

 The mosquito population in quads 2121, 2122, 2123, and 2124 is rising due to rainwater pooling on uneven ground. This creates breeding grounds and poses health risks. What immediate plans are in place to level the ground and eliminate these hazards on base? 12

 When can the streets be repainted? In particular, the yield signs have faded over time, and I see confusion daily. 12

 At a semi-recent town hall (probably within the last year) it was stated that curb cutouts/stroller accessibility was not an issue as the leader of public works had personally walked the whole base and didn't find this an issue. It is a huge issue, many crosswalks on base do not have curb cutouts, some areas of sidewalks have poles/signs in the middle of the sidewalk causing anyone with a stroller to need to move into the roadway. Can a better inspection be completed or a survey sent out to residents so these areas can be addressed? 13

Security 14

 What is being done to mitigate the traffic congestion leaving the front gate (CAPO) in the afternoons? 14

 Are you working with the local authorities to work on the traffic congestion outside of the front gate to the traffic circle? At what point is it considered a security risk to personnel? 14

General

When will the metro stop at the Capodichino Airport open?

- According to public information sources, the Capodichino metro station is expected to be completed and opened to the public towards the end of 2026, according to the mayor of Naples, Gaetano Manfredi, who announced this in late February 2025. This is part of the wider project to connect the Naples-Capodichino international airport with the city center via Metro Line 1.

Air Operations

Military families stationed in Naples, Italy are expressing concern and frustration over the impending removal of the "rotator" program, which provided a more affordable way to transport pets to and from this location. With the program's cancellation, pet owners are left with limited and expensive options: local airlines that don't always accommodate pets or commercial shippers charging exorbitant fees (5k-7k) When is the rotator actually going away and what will be the alternate PCS travel options for personnel and families?

- Discussions regarding the future of the Rotator service are ongoing at higher levels.
- No decisions have been made at this time.
- We will provide an update when more information becomes available.

Community Liaison

Has there been any progress for EU dependent spouses living on Support Site to register at the local Commune?

- The base is still in talks with Mayor of Gricignano di Aversa on this matter. The mayor's office is exploring solutions to verify residences on Support Site. We will continue to engage with the mayor's office and will provide an update when available.

Child and Youth Programs

Given the limited summer activity options for children aged 8-12, primarily geared towards younger children or teenagers through facilities like the CDC and Teen Center, could the base explore establishing additional clubs and programs for this age group? Examples include art, chess, running, book clubs, computer science, pen pals, or STEM activities. To address potential resource constraints, volunteer support and parent-provided supplies could be considered. This would provide a safe and engaging environment for children during the summer months while addressing a need expressed by many parents.

- Thank you for your suggestions and recommendations. We are currently exploring the possibility of offering music lessons to our community through a vetted vendor. As resources and manpower permit, we will continue to expand our activities and offerings where feasible.

When will the shading for the playgrounds be built?

- Shade structures for the Tot Lot have been funded for Fiscal Year 2025. We're currently working on pre-construction requirements. We've also requested Fiscal Year 2026 funding for non-Tot Lot playground shade structures.
- School Age Care (SAC) playground is awaiting the permit approval from the city for the shade structures to be constructed. The Capo CDC has shade structures and Support Site CDC has gazebos for children to sit under for sun protection

Housing

Are electric grills such as Traeger grills authorized on base housing balconies?

- Yes, electric grills are allowed but smokers are prohibited.

Can the base provide a concrete plan to address the persistent and unsanitary feral cat problem impacting base residents as the current responses have been inadequate?

- The safety of everyone on base is our top priority. We care about animals and maintaining a safe environment for all is paramount. NSA Naples will continue to actively explore alternative feral cat management options with our host nation counterpart that aligns with Navy policy on feral animals on Navy property, as well as respects host nation laws. We will update the community when there is new information on this matter.

The current process for reserving the Support Site Community Center unfairly penalizes working volunteers due to inflexible key pickup and deposit requirements. Can a more accessible system, like the Chapel's lockbox and waiver system be considered?

- Access Made Easy! NEW Community Center Key Box - We are excited to announce that, based on community feedback, we have installed a new code lock box for the community center keys. This new addition is conveniently located under the kitchen sign and will allow you to pick up the keys at the time of your arrival to the center. We hope this makes it much easier for everyone to access the community center outside of regular hours.



MVRO

Is it possible to have a teen driving program on support site? It could be something simple as a driver's education course and to obtain a learners permit where they could drive only on support site instillation with a licensed driver. Some of us have teens that have grown up overseas and are ready to leave for college and do not have the opportunity to attend any type of driver's education. Kadena Air Base in Okinawa has a similar program.

- Thank you for your suggestion. MVRO does not currently offer this service. We will assess its feasibility for the future, taking into account any legal requirements, financial and staffing resources.

Morale, Welfare, and Recreation (MWR)

Can SS pool consider lap swim for adults (seeking exercise opportunities) during morning hours?

- MWR is exploring potential options to accommodate morning swimmers for the Support Site seasonal pool.

Why are patrons unable to access the pool from 6:00-12:00? We understand the need for lessons, but it is very difficult to find space and time in the 2 lanes provided during opening hours. Could we consider after hours as well, like the gym provides?

- The Capodichino Pool is open for lap swim from 0515 – 1745 Monday – Friday.

Can the indoor pool be accessible to dependents of all ages to practice swimming year-round?

- Dependents of all ages are now permitted to practice swimming year-round at the Capo Pool for lap swim. MWR will begin Free Swim from 1300 – 1745 to accommodate families.

Is there a way to reserve courts in the gym online instead of having to go in person to fill out a form and get a signature?

- There is no online system to reserve the courts. Space reservations require a signature in order avoid court reservation constraints.

Why can't the base gym stay consistently clean? The floors in the gym and fitness rooms are covered with hair and dust.

- MWR is actively recruiting additional front desk attendants to ensure better service availability. Additionally, MWR has submitted a request to hire a full-time custodial worker, which will significantly improve the upkeep and cleanliness of the facility.

Given the inadequate ventilation and air conditioning in the basketball court and group fitness room areas of the gym, what specific measures will be taken to ensure a safe and healthy exercise environment for patrons, especially during the approaching summer months when temperatures are projected to rise significantly?

- The Public Works Department (PWD) is aware of the issues with air circulation and are actively working to improve air movement within these spaces. MWR provides multiples fans for these spaces in order to improve air circulation.

NEX

Why does the base still allow the NEX Autoport to run after so many complaints from the military members and their families for years now? Is there nothing that can be done about the lack of quality service? Can the base not hire a few mechanics who are military spouses who could potentially produce better quality service?

- The Auto Port conducts multiple quality assurance (QA) assessments and tests on all work performed to ensure they are meeting quality of service standards. All work and parts carry a 3-month warranty, provided any issues are addressed at the Auto Port. Warranty claims represent less than 1% of all work performed annually.

Why does the NEX not provide the breakdown on Telepass billings? I would like to know the charges specially if I use the Telepass for parking. I have asked the NEX Customer Service Representative, and they couldn't give me a proper answer.

- We understand your frustration with the lack of itemized billing. We also know it's not ideal, but the current system limitations prevent us from providing that level of detail. A complete overhaul of the billing and collection system, along with significant changes to our financial accounting processes, would be required to enable itemized bills. This would unfortunately involve a service suspension of undetermined length. While this has been proposed multiple times, it represents a significant undertaking. We appreciate your patience and understanding as we continue to explore potential solutions.

Recognizing that abandoned shopping carts outside the NEX/Commissary areas, particularly near Support Site Housing dumpsters, are a persistent issue, what proactive measures are being taken to prevent carts from leaving designated shopping areas and to ensure their timely retrieval, rather than relying solely on residents to address the problem?

- Coin operated carts proved to be no deterrent on carts not being returned. We send a team out monthly to collect carts throughout the base. The NEX is currently working with the Navy Lodge on a Cart/Wagon distribution system for PCSing and Visiting patrons that need to transport goods to and from without a vehicle.

Public Works Department

The mosquito population in quads 2121, 2122, 2123, and 2124 is rising due to rainwater pooling on uneven ground. This creates breeding grounds and poses health risks. What immediate plans are in place to level the ground and eliminate these hazards on base?

- 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 response through the Support Site Housing QR code accessible via the Navy Life Naples App 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 comment for public works via the NEW link on the Navy Life Naples APP
- We can test for mosquitos, find the cause, and provide insecticide

When can the streets be repainted? In particular, the yield signs have faded over time, and I see confusion daily.

- Thank you for bringing the faded street markings to our attention. We understand the concern, especially regarding the yield signs. As our lessor, Mirabella, is responsible for street painting, we will submit a service request to add this to their maintenance schedule. They will prioritize the work and complete it as part of their regular maintenance cycle. We appreciate you highlighting this again.

At a semi-recent town hall (probably within the last year) it was stated that curb cutouts/stroller accessibility was not an issue as the leader of public works had personally walked the whole base and didn't find this an issue. It is a huge issue, many crosswalks on base do not have curb cutouts, some areas of sidewalks have poles/signs in the middle of the sidewalk causing anyone with a stroller to need to move into the roadway. Can a better inspection be completed or a survey sent out to residents so these areas can be addressed?

- Our Public Works team has conducted an assessment and identified areas requiring improvement. We are actively collaborating with our partners at Mirabella to develop a comprehensive work plan to systematically address these areas.
- Additionally, this project has been included on our FY26 Integrated Project List and is scheduled to be executed next year. We appreciate your patience and understanding as we work toward a long-term solution to improve accessibility for all residents.

Security

What is being done to mitigate the traffic congestion leaving the front gate (CAPO) in the afternoons?

- We understand that gate wait times can be frustrating, especially during peak hours. We routinely engage with the City for solutions but traffic to the airport continues to increase.
- Consider riding the shuttle bus, carpooling, or working with your command to adjust working hours. FDRMC adjusted working hours and requested that we increase Capodichino back gate hours, now opening at 1500-1730 for inbound and outbound traffic and to alleviate the airport roundabout traffic.

Are you working with the local authorities to work on the traffic congestion outside of the front gate to the traffic circle? At what point is it considered a security risk to personnel?

- We prioritize the safety and security of the base and personnel by maintaining consistent and close communication and collaboration with local authorities and law enforcement agencies. Security is implementing high traffic protocol when the traffic builds up to reduce the time spent waiting to enter the installations.