
NSA NAPLES

SUMMER 2026

TOWN HALL EARLY Q&A

**Town Hall Questions submitted between Jun. 23-30 2026
for Aug. 11, 2026 Town Hall**



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Housing

Can we have another bulk pick up day? I understand we can call the number to schedule a pickup, but sometimes I just want to get rid of a fan and not a mattress. Something similar to the one we did for Earth Day in 2025.

- Thank you for your question and bringing this topic up. The command understands that having convenient options for disposing of larger items is important, and we appreciate your feedback on the process.
- The housing department's current procedure for bulk waste pickup is designed to be both safe and efficient. Residents can schedule a pickup for items by calling the designated number or by scanning the QR code located on the bulletin board within their buildings entrance. This allows us to properly manage the collection and ensure that items are disposed of in accordance with established guidelines. We hear your suggestion for another community-wide event, similar to the one held in the past for Earth Day. We are in the beginning stages of coordination and planning to make this happen. In the meantime, please continue to use the call-in service or QR code for any bulk waste needs.

Could we get a temporary water solution for the smaller grass dog park? Something like a hose splitter on the faucet in the larger park with a hose run up over the entry gate or outside the fence and back into the smaller park. It would be a simple and quick solution to providing some kind of water access to this fantastic grass park (which stays cooler than the turf parks!). Understand that funding/planning to run a permanent solution isn't viable at the moment, so looking for a short-term, inexpensive, easy to implement solution that would provide a critical resource in this dog park that is the only one to not have water.

- Thank you for this thoughtful suggestion. Our command loves seeing our community actively brainstorming ways to improve our shared spaces, especially when it comes to keeping our pets cool and hydrated at our dog parks.
- We are pleased to share all dog parks now have water solutions in place. To be more specific, all dog park locations are now outfitted with pet-friendly faucets.

Could a quick resource guide be created on what entity people should call to help with different urgent situations? Example - with the recent rat poison found, who should be called to not only report it, but dispose of it? At this point, residents are having to dispose of HAZMAT so that something is done to remove the hazard in the immediate aftermath of the discovery. Other examples include dead animals, broken water mains on roads/parking lots, etc.

- Thank you for bringing this to our attention. Residents should never feel they have to handle hazardous materials like rat poison themselves; your safety is a top priority. For any urgent safety hazards – such as broken water mains or hazardous materials – please submit an urgent workorder and immediately contact your zone manager. Doing both

ensures the issue is flagged and your zone manager can follow up on the matter to ensure the appropriate action(s) are taken.

- In the near future, our housing handbook will serve as a quick resource guide complete with the contact information you need to handle all of your housing issues. The guide has been thoroughly staffed, and we are in the final stages for release. We will let you know when it's available to the public, but until then, you can utilize the NSA Naples Italy App's housing service center button under the Fleet & Family Readiness banner on the app's home page for family and unaccompanied housing service requests.

Requesting review of the community center key process - specifically retrieving the code after reserving the space. Could we please have a virtual option for those adults and parents who work? The process has changed from approximately a year ago. Office staff are now requiring personnel to come in-person for the lockbox code, which defeats the purpose of being able to request the site electronically. At the moment, if I (or another working adult) want to get the code so I can use the community center at the reserved time, I have to put in leave hours to leave my workplace on Capo and come to the housing office during its open hours (745AM-345PM). I don't think this is a tenable arrangement, especially when I can digitally sign emails or provide other supporting documentation for a lockbox code. More and more families are now seeing two parents/caregivers who work compared to previous years. With this trend change, NSA Naples services cannot continue to rely on processes that require one person to be home or non-working to take use of those services.

- We completely agree that you shouldn't have to take time off work just to pick up a lockbox code. We want to clarify the process so you can take full advantage of the virtual option!
- Right now, our booking system is only able to send automated confirmation emails to official work email addresses. If you register with a private email, those automatic messages unfortunately don't go through.
- Because of this, our front desk team steps in to help. Two business days before your reservation, they will manually email you the Community Center Policy and Agreement.
- To receive your access code, we just need that agreement filled out and signed. You absolutely do not have to come in person—you can simply sign the document electronically and reply to the email with the signed copy attached.
- For accountability, we cannot issue the code until that signed agreement is returned to us. However, once you email it back, you're good to go! Of course, if you ever prefer to handle things in person, you are always welcome to stop by the assignment office, sign the paperwork there, and pick up your code face-to-face.

Would it be possible to look into getting a splash pad or sprayground on base?

- The command would love to bring a splash pad to the base. In fact, MWR has received funding for fiscal year '27 to start the initial exploration into procuring a splash pad at the Support Site pool. To be fully transparent, these larger recreational projects often require months to years of staffing to plan, secure funding, and finally build, please know that we are eager to add this addition for our community families, and we will keep you updated on our progress.

When can we expect the parks to be covered? There is nowhere cool to play with toddlers.

- The command understands how challenging it is to find cool, comfortable outdoor spaces for your toddlers during the warmer months, and we share your eagerness to get these areas shaded. We have been working this effort diligently for months. Currently, we're waiting on final document approval from the Comune and we are coordinating closely with Mirabella to finalize the installation schedule. Once approved and scheduled, the installation of shade structures at 12 of our Tot Lots will begin. We hope that this will provide a cooler, safer place for our youngest community members to play. We will share a firmer timeline as soon as those final permits are approved.

Why is it that enlisted folks are suffering with ACs that are either half working or not working at all, but officers don't seem to have that issue?

- Dealing with a broken AC in the Naples summer is miserable. We hear your frustration. Please know that dispatch is strictly prioritized by outage severity—never by rank. Please keep submitting tickets via the building QR code so we can officially track response times. If you have a total AC failure and do not get a response within 24 hours, escalate it immediately to your Zone Manager, so we can intervene.
- To address the root cause for the long term, Housing will be conducting a full audit of our HVAC work orders to identify aging units that require complete replacement. While that audit is being planned, it's important to know that we have a proactive lifecycle replacement program already in place. Annually, our partner Mirabella installs 15 to 20 new HVAC systems per building to progressively upgrade our aging infrastructure. We will provide updates as we finalize the timeline for the audit and the resulting replacement plan.

Hospital

Is there a possibility the immunizations office could increase hours to serve patients? For something so important, especially with infants, this should be a top priority. I've also waited with my infant for over 45 minutes only to find out the vaccine they needed wasn't available.

- We understand how frustrating it can be to experience long waits or learn that a vaccine is unavailable after arriving, especially when caring for an infant. At this time, the Immunizations Clinic is open during normal business hours: Monday, Wednesday, Thursday, and Friday from **8:00-11:30 a.m. and 1:00 p.m. to 3:30 p.m.**, and Tuesday from **8:00-11:30 a.m.** Walk-in patients are welcome during these hours.
- While there are no immediate plans to expand clinic hours, we continually evaluate staffing and patient demand to identify opportunities to improve access. We also encourage patients to call ahead when possible to verify vaccine availability, as supplies can occasionally fluctuate.

Could more people be hired to answer the phones at the hospital to make appointments especially since acute care appointments can only be made via phone call and not via genesis? I've waited more than 40 minutes SEVERAL times (or once my call was just NEVER answered at all) therefore causing me to have go to the ER for care that isn't necessarily an emergency.

- We recognize that long wait times on the appointment line are frustrating, and we understand the impact this can have when you're trying to schedule an acute care appointment. Improving access to care remains a priority, and we are actively working to address staffing challenges within our appointment call center.
- In the meantime, a few tips may help when calling:
- If you are placed on hold, **you will not hear hold music**. Although it may seem like the call has disconnected, you are still in the queue.
- If you hang up and call back, **you will lose your place in line** and re-enter the queue at the end.
- The current telephone system used by the Hospital is outdated and no longer supported, limiting the ability to make improvements. We have already begun the process of replacing it, with implementation currently anticipated to begin in late 2026/early 2027. We appreciate your patience as we work to improve both the technology and the overall appointment experience for our beneficiaries.

During the town hall, could the hospital speak to why the dental staff hasn't vetted the "TRICARE-accepting" dentists out in town? Dependent members are still without privileges for cleanings due to a multi-year staffing issue that still has no resolution in sight, even those who were designated as needing cleanings 2x a year, and staff is pushing a TRICARE list where a dentist recently said they had not been to any of them and had no first-hand knowledge of the recommended offices.

- We understand the frustration many beneficiaries have experienced due to the ongoing limitations in access to routine dental care. The list of civilian dentists provided by the Dental Clinic is intended as a resource of providers who indicate they accept TRICARE. However, the hospital does not have the authority to evaluate, endorse, or "vet" civilian dental practices, nor can we make recommendations based on personal experience or quality of care.
- We recognize that this may not be the level of guidance beneficiaries are looking for, but providing an impartial list of participating providers is the most appropriate and equitable approach. We continue to work with our partners to address staffing challenges within the Dental Clinic and improve access to care as resources allow.

MWR

Is it possible to get large fans installed outside of Bella Napoli? That would help make the space usable during the excessive heat. The shade structures added in the last year or so make a huge difference. Adding fans, especially ones that mist similar to the ones at the gates, would go a long way to cooling the area and expanding seating.

- The command appreciates the feedback regarding our Bella Napoli dining space. Keeping our community comfortable during periods of excessive heat is a top priority. The recently added shade structures have already proven to be highly effective, and we are actively evaluating the feasibility of installing large cooling fans—including misting options similar to those utilized at our entry gates—to further enhance the area and expand usable outdoor seating. We will provide updates as our teams assess the infrastructure and installation requirements.

MVRO

We are having difficulty renewing our license that is expiring. Does the Navy support civilian staff at all with license renewal?

We completely understand that managing driver's license renewals while stationed overseas can be a stressful and confusing process. The command is fully committed to helping our civilian staff and their families navigate this to ensure you stay safely on the road.

To help clarify how we can assist, the support we can provide depends on which license you are looking to renew:

- Your NATO / Allied Forces Italy (AFI) License: Our Motor Vehicle Registration Office (MVRO) is here to fully support our civilian employees and their dependents. We will guide you through the entire renewal process to ensure you maintain continuous, legal driving privileges here in Italy.
- Your Stateside (U.S.) License: Because stateside driver's licenses are governed individually by each home state's Department of Motor Vehicles (DMV), the MVRO cannot directly process or renew them. Our civilian team members must manage these renewals independently with their respective home states.

If your AFI license is expiring soon, or if you have any questions about local driving requirements, please reach out to the MVRO team directly to schedule an appointment. The MVRO operates Monday through Friday, by appointment only, from 0745 to 1145 and 1245 to 1500. We recommend checking the weekly PAO notes for any holiday closures or temporary limited-service dates. You can contact the Support Site MVRO by phone at DSN 629-6876 or Commercial 081-811-6876, or the Capodichino MVRO at DSN 626-1366 / 5434 or Commercial 081-568-1366 / 5434. Both offices can also be reached via email at usn.naples.navsuppactnaplesit.mbx.mvro@us.navy.mil.

NEX

Can we replace eat TF with a more Americanized option? I've been to bases that have a Chili's. Eat TF is a more expensive version of what we can get out in town. The bowling alley serves fountain drinks with free water, but the nicer sit-down restaurant doesn't.

Community Feedback

- We recognize the community's interest in familiar American dining concepts and appreciate that feedback.
- Community preferences and operational needs can help inform the NEX's evaluation of future food-service concepts and requirements when opportunities arise.
- While we cannot guarantee that a particular brand, such as Chili's, will pursue an opportunity or ultimately operate a location in Naples, the NEX will continue to explore opportunities to provide dining options that meet the needs of the community.

Contract Timeline / Current Operation

- EAT-TF currently operates under an existing multi-year concession contract. The NEX is obligated to operate within the terms of that contract for its duration.
- While the current contract remains in place, the NEX cannot simply replace the existing operator with another restaurant or franchise outside of the established contracting process.

Future Food Service Opportunities / Contracting Process

- Contracts are generally opened for competitive solicitation in advance of the current contract's expiration. Solicitations are open to qualified companies that meet the requirements and are not limited to existing or pre-approved NEX contractors.
- Opportunities are advertised through the appropriate NEXCOM contracting channels, allowing interested and qualified businesses to review the requirements and submit proposals.
- All offerors are evaluated against the same established criteria outlined in the solicitation before a contract is awarded.
- Selection is not necessarily based on price alone. Awards are based on the evaluation methodology established for the solicitation, which may consider overall best value by weighing factors such as quality, capability, reliability, past performance, and cost.
- Once a contract is awarded, contractor performance is monitored throughout the life of the contract to ensure continued compliance with established performance standards and contractual requirements. This provides ongoing accountability beyond the initial selection and award.
- The NEX can identify desired concepts and community needs; however, we cannot simply select or promise an opportunity to a specific restaurant or franchise. Interested

companies must participate through the appropriate solicitation process and be evaluated under the same established criteria as other offerors.

- This can be particularly challenging overseas, as U.S.-based franchises must also be willing and able to pursue and operate an overseas location.
- The size of the installation and potential customer base are also important considerations for prospective operators. A concept that may be sustainable at a larger installation with a significantly larger customer population may not necessarily be viable at a smaller overseas location, particularly when considering the additional costs and complexities associated with operating internationally.
- Naples previously had a Chili's when the Support Site first opened; however, the customer base at the time was not sufficient to sustain the operation long-term. This is a good example of why bringing a particular brand to an installation depends not only on community interest, but also on whether the operator believes the location can support a viable business.

Post Office

Is there a way the post office could increase hours especially on Saturdays? They suddenly started closing at 14:00 instead of 16:00 on Saturdays.

- We want to thank you for bringing this up. We know that Saturday is often the only day our busy community members have to retrieve their mail, and any adjustment to those hours is a big deal.
- To share some background on why this change occurred, back in January 2026, we shifted our Saturday closing time from 1500 to 1400. This adjustment was made because we saw a very sharp decline in customer foot traffic during that final hour, and we wanted to shift our staff's focus to where it could make the biggest impact.
- By adjusting those hours, our postal team was able to focus heavily on a new Saturday package processing and replenishment schedule. Combined with our recent investment in new Intelligent Mail Lockers, this shift actually allowed us to deliver a record-breaking volume of packages over the weekend for convenient, 24/7 pickup.
- We know how much you rely on weekend access, which is why we are happy to share that we are currently planning to install even more Intelligent Mail Lockers in the near future. This will give you even greater flexibility to grab your packages on your own schedule, day or night. We appreciate your patience as we continue to work on making mail retrieval as easy and convenient as possible.

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Could NAVSUP CO provide some context to post office schedule? The updated hours at Capo are challenging - even a 30-minute extension to 5:30PM Monday-Thursday would be helpful. Additionally, the Wednesday training closures force civilians to choose between getting lunch or taking their 30-min lunch to get packages (walking up to the post office and back to office in summer heat requires 20-min + waiting for packages). Shifting hours on training days to 1300-1700(or 1730!) would be MUCH more tenable for folks needing post-working hours to retrieve packages. 1000-1400 is right in the middle of the workday.

- We hear your feedback, and we know that walking up to the post office during a short lunch break in the summer heat is tough. Our customer service hours were adjusted after we observed a sharp drop-off in customer visits at Capodichino between 1700 and 1800, prompting us to focus our staff on our highest-traffic hours.
- To help provide context on our training days, our training is scheduled for the afternoon of the second and fourth Wednesday of each month because of our morning operational constraints. Every morning at 0800, mail arrives from Rome and must be immediately processed and dispatched to JFC, Support Site, Gaeta, and our Fleet surface assets. Shifting our training to the morning would freeze this vital process and delay mail delivery across the entire region.

- While these strict morning logistics prevent us from moving the training block, we appreciate you highlighting how these mid-day closures impact your workday, and we will continue to look for creative ways to make our postal services as accessible as possible.