



NSA NAPLES NOVEMBER 2024 TOWN HALL EARLY Q&A

Town Hall Questions submitted between September 13-22
for 4 November 2024 Town Hall

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General

Where can we read previous Town Hall Q&As?

- All previous 2024 Town Hall resources are available on the NSA Naples CNIC website: [Commander, Navy Region Europe, Africa, Central > Installations > NSA Naples > News](#)

Is there any further information about the radon testing for residences on and off-post?

- While NSA Naples has a known overall potential for elevated radon levels, classifying the installation as a Radon Potential Category (RPC) 1 according to the Navy Radon Assessment and Mitigation Program (NAVRAMP), the installation is in full compliance with NAVRAMP testing and mitigation policies.
- All on-base Residential and Non-Residential units, including Off-base Government leased units, are either in 100% Compliance (tested and mitigated) or are in testing right now.
- You may see some of the test units that look like two (2) small “hockey pucks” in your office spaces or unaccompanied housing.
- To ensure accurate testing results, please do not remove, disturb, or cover the devices during the survey period which will last until about August 2025. It will take approximately 15 months to collect and process the survey data. NSA Naples will notify the community once results are received and it will be posted on the installation’ official website.
- **Personnel that live off-base** have entered into a private contract with their landlord, therefore limiting the scope with which the U.S. government may intervene or have control over said contract.
- DoD personnel living off-base can work with their landlord to test for and mitigate radon, if desired, at their own expense. The lessee may work with the lessor to address any identified issues, as outlined in Section 19 of the NSA Naples housing lease.
- Information about finding an at-home radon test kit is available through the Environmental Protection Agency: <https://www.epa.gov/radon/find-radon-test-kit-or-measurement-and-mitigation-professional#where>
- Information about testing your home for radon and its health impacts is available through the Centers for Disease Control: <https://www.cdc.gov/radon/testing/index.html>
- If you ever received notification that your home or office space had elevated levels of radon above the EPA and Navy action level (4 picocuries per liter [4 pCi/L] or higher), or have health concerns about exposure to radon, please contact your medical provider.

Will there be medical testing of persons exposed to Radon?

- If you received notification that your home had elevated levels of radon above the EPA and Navy action level (4 picocuries per liter [4 pCi/L] or higher), or have health concerns about exposure to radon, please contact your medical provider.
- We take the health and safety of all very seriously. If a radon testing identifies elevated radon levels at any actionable level in your space or residence, the installation will immediately notify tenants.
- Although radon exposure is the second-leading environmental cause of lung cancer death (after tobacco smoke), the benefit of screening for lung cancer has not been established.
- Currently no effective, community-wide medical screening tests are recommended for the medical prevention or early diagnosis and treatment of radon induced lung cancer.
- The U.S. Preventive Task Force Services does now recommend annual low dose chest CT scanning in asymptomatic adults aged 50-80 who have a long smoking history regardless of any radon exposure.

Post office

Why are the post office hours often not observed? They will post they're open on specific hours during a DONSA but then they are closed when you get there.

- If you find the Post Office closed when it should be open, please submit an ICE comment and provide your contact info so we can follow up.
- DONSA hours for base services are posted on NSA Naples Facebook a day or few days prior to start of DONSA.
- You can always contact the post office at these numbers below if you have additional questions.
 - Capodichino Post Office.....626-5506 / 081-568-5506
 - Support Site Post Office.....629-4336 / 081-811-4336
 - JFC Post Office.....628-4082 / 081-639-4082
 - Gaeta Post Office.....626-8361 / 081-568-8361

N5 Business Manager

Are there any plans to open up the reserved parking (that is barely used) to be open parking or make more 2hr parking on capo?

- Parking is reserved for specific needs or requirements. If those needs/requirements are rescinded, those spots are returned to "general parking" status.

Is there any way we can add Handicap Parking closer to entrances, specifically in the Capo back gate garage, and on support site closer to the Post Office, Food Court, NEX and Commissary?

- Handicap parking at Capo is on the ground floor of the back gate (East) garage and at the at the end closer to the spine.

Is there any way on Support Site we can assign parking exclusively for the Navy Lodge?

- Thank you for the suggestion, we will start to monitor parking in that area and better understand the issue and possible solutions

Are there any plans on having designated parking spots or charging stations for electric vehicles at Capo or Support Site?

- Charging stations for electric vehicles (EV) are being discussed at the highest levels in the Department of the Navy and the Department of Defense. Implementation at OCONUS installations present a challenge because the number of vehicles is not significant enough to be profitable for potential vendors.
- Currently, the use of government energy resources (i.e. electricity) for personally owned vehicles is prohibited.

Why is covered parking only available to O6 and above?

- The Garage parking spots are assigned by billet and or Rank, some allow for movement in an out during the day due to dynamic schedules. NSA Naples routinely evaluates parking allocation and makes adjustments for un-used spots.

HR

How long are DoDEA and MWR tour lengths?

- GS employees follow the 5-year rule.
- DoDEA Teachers and non-appropriated fund (NAF/MWR) employees are exempt from the five-year rule and tour lengths will vary.

What is the process of reporting a co-worker (LN) who does not do their job and leave it to me because they know they cannot be fired? Talking to my supervisor has not helped.

- If you are not getting results or assistance from your immediate supervisor, it is recommended that you report your concerns to your second or third level supervisor or an HR representative.

Housing

What procedures does the Housing Office have in place for move-in ready units?

- Accompanied service members ranked E1-06 are required to live in military family housing through the direct assignment policy.
- The [Housing Early Assistance Tool \(HEAT\)](#) application system is a tool that assists Service Members and their families in applying for housing Navy wide. It is recommended to complete this prior to arrival to NSA Naples.
- NSA Naples Housing offers a [direct move-in program](#). Your Command sponsor can start the door to door move for you 10 days prior to your arrival. This allows you to move into your apartment without needing TLA.
- Please check in at housing either through Area Orientation or email the office upon arrival to schedule an appointment.
- Assignments are made on a first-come, first-served basis, not exceeding 10 days in advance when utilizing the Direct-move in program.

What exceptions exist for families moving to Support Site if the apartment sizes cannot accommodate for space?

- If there are 5 or fewer available apartments based on your rank and family composition, you will be offered a certificate of non-availability. The only exception occurs regarding space when an apartment size cannot accommodate the family composition.
- If your family is large and housing cannot provide a bedroom for each child, you will have the option to move to economy housing.

Can maintenance send translators to jobs at housing on base?

- In the event a translator is needed, please contact the help desk at +39-081-811-4285 or +39-081-811-4286. In the event the help desk is unable to assist, please contact your building manager.

DoDEA

Have relations between NSA Naples, DoDEA, and Mirabella improved to no longer affect improvement projects on Naples Middle High School such as better tracks and lights on the field, buildings, etc.?

- Relations between NSA Naples, DoDEA, and Mirabella have indeed seen improvement, which has had a positive impact on collaboration for future projects. The focus is on fostering open communication and a strong working relationship among all parties to better serve the needs of Naples Middle High School.
- As for improvement projects such as better tracks, field lighting, and building upgrades, these are ongoing discussions. While progress has been made in addressing some of the previous challenges, projects of this scale require careful planning, coordination, and funding. DoDea is optimistic that with continued cooperation, significant improvements can be achieved.

What is DoDEA's selection process for coaches and club leaders?

- 1. Members of the bargaining unit (Teachers' Union) are encouraged to notify the Employer at the school of any interest they might have with regard to filling extra-curricular positions which might become available. The Employer will make every effort to fill extra-curricular positions in accordance with the expressed preferences of the qualified volunteers in the bargaining unit, normally from the school first and then from the school complex.
- 2. The Employer agrees that the filling of extra- curricular positions shall be done in a fair and equitable manner and shall not be arbitrary and capricious. No employee in the bargaining unit shall be required to accept an extracurricular activity, except where the vacancy cannot be filled with a qualified volunteer.

Security

How can I report someone smoking outside of the designated smoking areas on base? What is the base doing to stop or mitigate this practice?

- The installation should be habitable for everyone. If you see someone smoking in a non-designated smoking area, politely ask them to use a designated area especially if it is making you uncomfortable or impeding you from performing your normal routine.

How are the 2hr parking spots on Capodichino being enforced?

- When Security is aware of a parking violation, citations are issued. The accumulation of citations results in suspension of driving privileges.

How do we report a driver who is ignoring traffic rules on base and endangering others? How is the base enforcing these traffic violations?

- Security conducts patrol and enforces traffic rules via citations and suspension of driving privileges. If there is a situation with a reckless driver, please call Dispatch and report the unsafe condition.
 - DSN Dial 9-1-1
 - Commercial: 081-568-4911
 - Capodichino Security Desk: DSN 626-2207, Comm: 081-568-2207
 - Support Site Security Desk: DSN 629-4269, Comm: 081-811-4269

Parking spaces at the CDC are clearly labeled, but they are always taken by people who are not dropping off or picking up CDC children. How are parking rules on Support Site being enforced?

- Please report this to the CDC or direct to NSA Naples Security, when Security is aware of a parking violation, citations are issued. The accumulation of citations results in suspension of driving privileges.

When will security personnel be posted at all of the sidewalks in front of the CDC and the main road leading to the Naples Middle High School?

- NSA Naples Security is not billeted to provide this type of coverage and will not be posted on the sidewalks or the main roads leading to the school, however roves and patrols have been increased.
- We are also partnering with the Army from JFC to provide the morning crosswalk support as done in previous years.

Can the command reduce traffic backup at Support Site during peak hours?

- 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 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.

When will the base start enforcing parking restrictions with actual penalties?

Personal cars need to be booted, towed, and base access restricted for those who can't follow the rules.

- Security has issued 1,045 citations in FY24: 44 Warning Letters, and 45 Suspension of Driving Privileges.
- Security will continue enforcing the standard.

Legal

How will the European Travel Information and Authorization System (ETIAS) affect personal travel for persons with a Sojourner Permit?

- At this time clear guidance has not been released for future travel requirements into and in the European Union under the ETIAS. The Department of State and EUCOM officials are working with EU officials to deliver guidance on what will be required of our personnel stationed in an EU country to travel on either official business or personal leave once ETIAS is operational.
- **ETIAS is not replacing or taking away the requirement for Sojourner's Permits.** Dependents and members of the Civilian component are still required to obtain a Sojourner's Permit and to renew it when required. Furthermore, dependents of active-duty members, U.S. Government civilians and their dependents, and contractors are still required to obtain a Mission visa in their Official or No-Fee passports before entering Italy. Command sponsors need to be proactive in notifying their onboarding personnel with dependents about:
 - 1) the requirement for a No-Fee Passport and Mission visa before PCSing
 - 2) the Sojourner's Permit requirement upon arriving into Italy.Sojourner's Permit holders need to be proactive in checking the expiration date on their permit and applying for renewal in a timely manner. The RLSO EURAFCENT Legal Assistance Office can assist in answering questions about the application and renewal process.
- **The EU is preparing to launch two new border management initiatives that will affect travel to Europe:** The Entry/Exit Systems (EES) and the European Travel Information and Authorization System (ETIAS). The EES will become operational first and the ETIAS will follow. The EES is a biometric system that replaces the requirement to stamp non-EU nationals' passports. Traveler's fingerprints and/or a facial photo will be recorded in the system at border controls. The ETIAS, once activated, is a "visa-like" travel authorization for travelers to enter 30 European countries for a short stay (up to 90 days). ***It will be a new requirement, not taking the place of any existing process.*** Required personnel must continue obtaining Mission Visas before PCSing to Italy.
- **What you can do to prepare:** Ensure all your official documentation, including official and tourist passports, is valid; renew passports that will expire within 6 months of your PCS or any travel planned; take all your official identification and orders with you when you travel; and plan for longer travel processing at airports or other transportation hubs since registration with the EES occurs at the external border of the EU countries using the system. Be proactive and know when your Sojourner's Permit expires, and ensure you start the renewal process well in advance to allow for the Italian Immigration Office process.
- RLSO EURAFCENT Legal Assistance contacts: napleslegalassistance@us.navy.mil; +39 081-568-4576

What are the policies and/or regulations for home-based businesses and where can I find them?

- The only home-based businesses that are allowed must be solely online/digital/telework.
- Selling homemade items such as crafts or food are not allowed. There must be no physical component to the home-based business.
- For more information, please see the following link: [Dependent Opportunities in Italy \(navy.mil\)](#)

Hospital

Will there be medical testing of persons exposed to Radon?

- We take the health and safety of all very seriously. If a radon testing identifies elevated radon levels at any actionable level in your space or residence, the installation will immediately notify tenants.
- Although radon exposure is the second-leading environmental cause of lung cancer death (after tobacco smoke), the benefit of screening for lung cancer has not been established.
- Currently no effective, community-wide medical screening tests are recommended for the medical prevention or early diagnosis and treatment of radon induced lung cancer.
- The U.S. Preventive Task Force Services does now recommend annual low dose chest CT scanning in asymptomatic adults aged 50-80 who have a long smoking history regardless of any radon exposure.
- If you received notification that your home had elevated levels of radon above the EPA and Navy action level (4 picocuries per liter [4 pCi/L] or higher), or have health concerns about exposure to radon, please contact your medical provider.

Public Works

Can the curbs around base ever be lowered at the crosswalks so those with strollers can safely cross the street?

- We appreciate the input and apologize for the inconvenience. We surveyed the curbs for locations to potentially lower and will consider a project relative to available resources.

Is there a solution for the mosquito infestation on base in regard to them coming through air conditioning vents?

- Mirabella, as part of an integrated pest management plan, regularly treats for pests, including mosquitos.
- There are mitigations that residents can take on a local level to prevent breeding areas.
 - One is to canvass the area surrounding your housing unit for standing water such as in planters where water can collect.
 - Another recommendation is changing the water in pet dishes regularly. Mosquito larvae mature in as little as 1 week and can breed in an area as small as a bottle cap. The elimination of standing water prevents a fertile breeding area.

Can the lawn watering plan on support site be adjusted to prevent over watering? The ground is always wet making it a potential breeding ground for mosquitos.

- PWD will work with Mirabella to re-evaluate the frequency of the sprinklers around Support Site to reduce any potential stagnant water.
- Mirabella has an irrigation auditing program to prevent over and underwatering, and PWD will follow up to ensure that it is being executed properly.

Can we get a bus that goes to Capo just after school release so our older kids can get to swim practice on time? It would need to leave at 3pm.

- 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.
- We have recently added some routes to better serve unaccompanied sailors. You can find this new schedule on the NSA Naples CNIC Website: [Bus Schedule 01SEP2024 NEW BUS STOPS \(1\).pdf \(navy.mil\)](#)

Is it possible to have reserve parking signs posted around on-base residential areas? Maybe something along the lines of "parking for residential use and invited guest only"?

- All parking in housing areas is intended for these purposes only, therefore no signage is required. However, residents should expect to see maintenance vehicles parked in unreserved spaces from time to time as they perform repairs and maintenance to housing units.

Would it be possible to add more bus routes to JFC?

- 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.
- If a requirement exists increase bus route to JFC, please submit an ICE comment or contact PWD Transportation at 081-568-6866 to further discuss need and funding.

The contractors working on the Capodichino garage closest to the main gate seems to have sprayed some sort of epoxy that blew onto a bunch of cars. Who do we contact for damage claims?

- For any suspected damage to a vehicle parked in the Capodichino West Parking Garage (adjacent to the main gate), contact LCDR Michael Pollard for details on how to resolve damage. Be prepared to provide a description of damage, pictures (if possible), location of the parked vehicle (level and parking space), and best contact information. Please use "Vehicle Damage" in the Subject Line of the email.
- CONTACT INFORMATION: LCDR Michael Pollard, Facilities Engineering and Acquisition Division Director, DSN: 315-626-5407, COMM: +39-081-568-5407, NIPR: michael.j.pollard12.mil@us.navy.mil.

MWR

I have utilized the MWR ran workout facility at CYP and I am curious what the status of the broken equipment is?

- MWR purchased new fitness equipment in late July 2024 for the CYP. The vendor is located stateside so the delivery time takes roughly 6 months. The anticipated delivery date is scheduled for February 2025.

What is being done to address problems with the gym at Capodichino (staffing, hours, general upkeep)?

- Capodichino Fit staffed hours of operation are Monday-Friday, 5:15 a.m.-5:45 p.m. Patrons with unmanned access privileges may use the facility 24/7. The fitness center will continue to operate under these staffed hours until additional employees are hired.
- MWR is actively recruiting additional front desk attendants to ensure better service availability. Also, MWR has submitted a request to hire a full-time custodial worker, which will significantly improve the upkeep and cleanliness of the facility.

Why did the gym at Capodichino reduce their hours and available swim team practice sessions? When will the Capo gym hours return to normal?

- The reduction in hours at Capo Fit Zone and Pool is a direct result of the staffing constraints MWR is currently experiencing.

While MWR has slightly improved over the last year, where do they stand in being more supportive of the local community? I see what is going on with Army MWR in Vicenza and I'm envious.

- MWR has reviewed the Vicenza Army MWR social pages, and they have some great activities happening.
- MWR Naples also has robust programming this quarter as well as throughout the year. You will see comedy shows, concerts, an advanced movie screening, Liberty Thanksgiving event, holiday tree lighting, trivia nights, dance lessons, sports leagues, fitness incentive programs, travel opportunities, library events, and so much more.
- We encourage you to use our website and social media pages to keep track of all these opportunities.
- We also would love to hear your feedback of what we are missing. You can use ICE or stop by one of our facilities to schedule a time to speak with a manager. Thank you for your input.

Why is Carney Park still open? It appears to be underutilized by U.S. personnel. Why not focus on improving MWR facilities and programs on Capo and support site?

- From the golf course to youth/adult/intramural sports programs, aquatics, camping (cabins/tents), and large-scale community events, Carney Park is an integral part of the programs and activities that MWR runs/provides.
- Recently, there have been significant infrastructure investments across all MWR programs/facilities at Capo, Support Site and Carney Park that will continue to improve programs across all areas.

Why was the change of Capodichino pool hours not communicated to the Naples Swim Team Leadership?

- The adjustments were primarily driven by staffing constraints, and we acknowledge that there should have been prior notification to affected groups. We are evaluating our communication processes to ensure that all relevant parties are kept updated in the future.

Why does the support site pool close for the season when the temperature is still warm enough to swim?

- The seasonal pools follow the same season as stateside pools do. The pools operate Memorial Day weekend to Labor Day Weekend.
- MWR Aquatics is required to adhere to a strict budget plan, and the annual budget plan for contractor lifeguards follows the Late May to Early September schedule.
- We are working to extend the season by budgeting for a water heating system, a pool blanket/cover and budgeting for lifeguards to extend the season.

Will the wood shop/hobby shop be opening up for us to use anytime soon?

- The MWR Wood Hobby Shop closed over a decade ago due to very limited number of participants. The program going away included the staffing and the equipment.
- This program will not be returning. MWR uses the space for classes such as painting and pottery and are looking at additional classes in the future.

When can those of us on Capodichino expect to be treated to new dining venues?

- We are always exploring opportunities to enhance dining options across our installations, including Capodichino. While we don't have specific timelines at this moment, rest assured that we are regularly reviewing our offerings to ensure they align with the needs and preferences of our community.
- Any new developments or updates will be communicated well in advance.

Will Planet Smoothie or Popeyes be coming to Capo?

- We understand the interest in expanding the variety of food options at Capodichino, and we appreciate the feedback regarding specific brands like Planet Smoothie and Popeyes.
- As with all potential additions, we are evaluating a range of possibilities and will continue to review these options as part of our planning process before contract renewals or expirations. We will keep the community informed of any changes or new additions as they are finalized.

NEX/ Commissary

What is the NEX doing to ensure shopping carts are not left all over the installation at support site?

- NEX encourages shoppers to please bring carts back the exchange or leave in the cart corrals. NEX has the ability to put coin machines on the carts, but do not want to do that due to the commissary is having a similar issue with the coin machines.
- If needed, the NEX will send a truck up to retrieve carts.

How does the NEX ensure the restaurants authorized on base adhere to stringent food safety guidelines? How can I report a food safety or an unsanitary issue?

- All Food Concessions must have all food sourced through Quality Assurance. It is provided by monthly audits by the NEX which are unannounced.
- PREVEMD will do inspections if needed. The NEX encourages anyone who notices poor food handling procedures to alert a manager at the NEX or complete an ICE comment.

Is it possible for the NEX residential services to start providing customers with itemized receipts?

- This is a procedure being worked on by Legal and Financial departments at NEXCOM.

Why is there no NEX Minimart in Gaeta?

- There is a Mini Mart in Gaeta.

Is there a policy that allows Local National families to shop at the NEX/Commissary? I have witnessed many families making purchases at the NEX without presenting an ID card.

- All patrons are identified by card before purchases are made. If you suspect otherwise, please let a manager know the register and the time and provide an ICE comment.
- The shopping community reaches very far outside the gates. To include NATO, Dependents and Spouses of Active Duty and Retired Veterans.
- Keep in mind that some of our service members are also married non-Americans which makes their spouses and dependents eligible to shop at the NEX. Often times, perception is not always reality.

Can the Commissary and NEX stay open pass the current operating hours?

- At this time there is not enough evidence to support staying open pass 1900.
- The NEX provides a Mini Mart on Support Site that is open 0700-2100, seven days a week.