



NSA NAPLES SPRING 2025 TOWN HALL EARLY Q&A

Town Hall Questions submitted between December 20-27, 2024
for February 25, 2025 Town Hall

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General/POST OFFICE

Why are core base services like the gym and post office not available on workdays that are not federal holidays? For example, the Post Office and gym were closed on Dec. 26, yet other services on base continue working.

- POC for follow up: Kevin.D.Clarida.mil@us.navy.mil, david.m.bowidowicz.civ@us.navy.mil
- The gyms have unmanned access to facilitate access to all MWR eligible patrons during a DONSA.
- The post office plans its Postal Operations schedule for the Fiscal Year based on the DONSA calendars published by (1) REGION, (2) CNE/CNA/C6F, and (3) NSA Naples to align with their policies and instructions. It employed Volunteers to provide service on a designated DONSA day of 24 December 2024, to support customers on Christmas Eve, and was closed on 25-26 December, based on the three DONSA days.
- The post office was closed on December 26th due to 1/3 of the staff being local nationals, and this was an Italian holiday.

Post office

Why does the Post Office not communicate when their system is down, but let customers walk/drive up to be turned around? There is no way to manually issue mail when the system is down? This happened three times in the past couple of months. Most recently on December 23rd, when they were scheduled to close on the 24th and 25th. Many people did not receive their Christmas presents on-time.

- POC for follow up: Kevin.D.Clarida.mil@us.navy.mil, david.m.bowidowicz.civ@us.navy.mil
- The post office holiday hours were posted on NSA Naples Facebook on the DONSA Flyer a few days before December 24, so that customers can plan accordingly. This flyer is posted a few days before each Holiday or DONSA period. Be sure to follow NSA Naples Facebook page for these updates.
- Additionally, the post office hours for the entire month are always posted on NSA Facebook and features in the community newspaper, Naples Navigator (NN). You can access the latest issue of the NN at <https://www.dvidshub.net/publication/1527/naples-navigator> or directly on the Navy Life Naples app under the “news tab” on the homepage.
- Please follow NSA Naples Facebook page for monthly post office hours to help you plan accordingly.

Housing

Will the Barracks be updated anytime soon to include Bedrooms, Bathrooms and Kitchens?

- There are currently no plans for renovating our barracks facilities. For building 2087 (BEQ or “Hospital Barracks”), all furnishings are being replaced, starting early 2025. The plan is to replace the furnishings in 10 rooms a day until completed.

CYP/SLO

Will the new playground attached to the Navy Lodge be for SAC use only or open to the public as well? If SAC only, was it strictly funded by/ for SAC? If the new playground is only for SAC use, why is that? Multiple public parks on base have missing pieces to them (ex. Rocket Ship and Pirate Ship playgrounds) and have not been replaced.

- The plan is to open the SAC playground to the community only for use when CYP programs are not operational, such as on weekends and evenings. Once the playground reopens, if the community abuses the privilege of using the playground, (i.e. – trash left, equipment broken) it will be restricted to CYP patrons only. The Child Development Centers will not be utilized by the community. CYP is responsible for the cleanliness and safety of the three playgrounds (one at Support Site Child Development Center, one at Capodichino Child Development Center and one at the Youth Program on Support Site). CYP is solely responsible for the maintenance and upkeep of the playgrounds, and they are entirely funded by CYP.
- Other parks are maintained by through the Housing Lease and are regularly repaired and updated as funds are available. If you see an issue at the park before we do, please report it to the housing team via the Navy Life Naples App, email, or phone.

DoDEA

Why are teacher contracts issues (teachers not being allowed to have their kids in their classroom before or after school hours) being discussed at board meetings?

- POC for follow-up: candace.rascoe@dodea.edu
- There are two "school Board meetings" NES and NMHS SAC (School Advisory Council) and IAC (Installation Advisory Council) The agenda is set by the president of each board who receives topics, feedback, and suggestions from the community. We will ensure that the committee is aware of what topics are to be addressed during SAC and IAC meetings. Please see DODEA and Installation Newsletters and Social Media for future meetings which are now held in person and on TEAMS to maximize parent participation.

What is the official process to escalate concerns at the school(s) where both DODEA and the Base CO are made aware of the situations?

- POC for follow-up: candace.rascoe@dodea.edu
- To escalate concerns you feel are not being addressed by the school, follow the established chain of command by contacting the DODEA District Superintendent, who oversees the school and has the authority to investigate and take necessary action to address the concerns.
- To escalate concerns you feel are not being addressed by the base, follow the military chain of command by contacting the next higher authority, which in this case is the Commander, Navy Region Europe (CNRE).

At what point does security need to be involved if bullying or child-child violence is happening continuously?

- POC for follow-up: candace.rascoe@dodea.edu
- Naples Elementary continuously educates students on the definition and awareness of bullying and also displays informative posters to reinforce this important message. Bullying awareness posters are prominently displayed throughout the school and are also featured on digital displays, to increase visibility and reinforce the message.
- Students can also make reports using the form located in the front office or by reporting incidents to school counselors, school psychologists, teachers, or administration. If a situation requires security to be notified, the school will involve them.

N5 IPI

Why can't CDC employees on Capodichino get parking passes for their own building?

- We understand that parking on Capodichino is sometimes difficult during normal working hours, and we periodically review our policies for reserved parking to identify problems and when possible, implement solutions. This review process is all-encompassing and would also be extended to the CDC at capodichino if we determine that there is a similar necessity to review the parking availability there. Our current policy initiatives are to implement an HOV Ride-Share program which should alleviate some of the parking issues at Capodichino.

N8 Pay Office

The transitioning of off-base housing deposit from cash to electronic payments does not seem to solve the cash shortage at Euro dispensing ATM on Support Site.

- POC for follow up: luigi.amato2.ln@us.navy.mil
- The cash drain at the Banco di Napoli Euro ATM at Support Site is due to an ongoing transition. Banco di Napoli, which owns the Euro ATM, is currently transitioning to a new company that provides cash transportation and ATM refill services. All Banco di Napoli Branches /ATMs in the area are currently experiencing low cash flow at ATMs as a result of this transition.
- The ongoing transition, once complete, will help alleviate the EURO cash drain issue.
- As always, if you notice the machine is out of cash, please contact the installation's ATM manager, Dr. Luigi Amato at luigi.amato2.ln@us.navy.mil or Commercial: +39 081 568 5668 / DSN: 626 5668. This contact information will also be posted at the ATM location.

Is it possible to install a Community Bank or Napoli Bank ATM to meet the Euro demand on base?

- POC for follow up: George.Tucker@NEXWEB.ORG
- Your request is forwarded to the Navy Exchange General Manager for consideration. Once the ongoing transition at Banco di Napoli Euro ATM is complete, it will help alleviate the EURO cash drain issue.

N9/ MWR

How is the command addressing the chronic staffing and cleanliness issues at the Capodichino gym?

- 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. Additionally, MWR has submitted a request to hire a full-time custodial worker, which will significantly improve the upkeep and cleanliness of the facility.

Is there an update on the fitness Connex boxes for Capodichino and Support Site?

- The Connex boxes have arrived, and the MWR team is collaborating with the Public Works Department to establish a suitable timeline for their installation. This coordinated effort aims to ensure the boxes are set up efficiently and effectively, addressing any logistical considerations that may arise during the process. Further updates will be provided as the scheduling is finalized.

NEX

Why is there no stylist/barber in the NEX salon to properly cater to afro-textured or kinky hair for women? One employee can do braids, but none can do a normal afro-textured hairstyle. This also includes proper wash and treatment.

- POC for follow up: George.Tucker@NEXWEB.ORG
- The contractor has been proactive in trying to locate and hire someone familiar with these types of hairstyles and who is adequately trained to do so. However, they have not been successful yet at this endeavor. The NEX will continue to work with the contractor to see this to fruition.

When the new charge system was set up by residential services, why weren't the residents asked to re-sign the contract? Expecting patrons to willingly re-sign for credit card authorization is a contract violation without a new contract for the new charge system.

- POC for follow up: George.Tucker@NEXWEB.ORG
- The new process for residential charges were an internal change designed to better protect Personal Identifiable Information (PII). Customers updating their information ensures that the proper information is on file to enter into the database. If customers have any issues, please stop by Residential Services to discuss.