



NSA NAPLES
25 FEBRUARY 2025
TOWN HALL
ADDENDUM

Table of Contents

Contents

Table of Contents.....	2
GENERAL	4
Is there any kind of focus group or forum where we can discuss ideas and problem-solving for various issues at the installation? Civilians and spouses have suggestions to share, especially those who have lived here for an extended period of time. One example of this would be a focus group to address the parking situation at Capodichino. Could we set up a quarterly focus group to discuss these things?	4
Can we address Local Nationals not following base rules and not caring about it because there are no consequences?.....	4
COMMUNITY LIAISON	5
Is it possible for EU spouse dependents who are living on base to register at the local Commune?	5
DODEA.....	6
Given past incidents involving student safety, how can we ensure that appropriate, full-time one-on-one support is provided before allowing a student with a history of causing harm to re-enter the general school population? While every student deserves access to education and support, the well-being of the entire school community must be considered first.	6
EMERGENCY MANAGEMENT	7
In the case of an emergency, is there a muster location?	7
FFSC.....	8
Most jobs on base like DODEA, MWR, NEX, do not hire dependents of contracted employees. Will the base work with legal to help these families gain employment? There are many unfilled jobs on base that these families can fill if allowed.	8
HOSPITAL	9
Can veterans with VA Healthcare benefits receive care at U.S. Naval Hospital, Naples?.....	9
HOUSING.....	10
Can we hold the maintenance personal accountable in fixing problems and not putting band aids on them? If the person is not at the workplace or their house, they leave right away and mark the work complete.	10
Is there conversation about supplying high efficiency particulate air (HEPA) filters due to poor air quality?	10
JAG	11
While we wait for more guidance on meeting in community facilities, is there a framework we can use to communicate how families can gather to read books? What verbiage can we use to announce these gatherings while ensuring compliance with regulations?	11
PWO – ENVIRONMENT	12

Why are the trees cut in the springtime?.....	12
SECURITY.....	13
Who is responsible for collecting dead animals (such as roadkill) from Support Site?	12
Are there any plans to improve the guard shacks for the sentries and to fix the police precincts?	13
MWR	14
Why can't children under 13 swim at the Capodichino pool with parent supervision?	14
N9/CYP	15
Is there sun protection planned for any of the playgrounds on base?	15
NEX.....	16
The cleanliness of restrooms across the installation, including those at the NEX plaza, is a recurring concern. What steps are being taken to improve and maintain hygiene in these facilities?	16

GENERAL

Is there any kind of focus group or forum where we can discuss ideas and problem-solving for various issues at the installation? Civilians and spouses have suggestions to share, especially those who have lived here for an extended period of time. One example of this would be a focus group to address the parking situation at Capodichino. Could we set up a quarterly focus group to discuss these things?

- We routinely have focus and working groups aimed at tackling a variety of base issues. We will be sure to share that information with the community to participate.
- Currently, there is a Housing Focus Group - Housing will be hosting an in person focus group to help update the Resident Handbook!
- Date: March 27, 2025, at 1100
- If you're interested in sharing your thoughts and making a difference, we'd love for you to volunteer! Just reach out to us at Naples_Housing@us.navy.mil. We can't wait to hear from you!

Can we address Local Nationals not following base rules and not caring about it because there are no consequences?

- We appreciate you raising this concern. Please share specific examples and include any details through ICE system so that we can address them appropriately. We are committed to consistent application of base rules for all personnel.
- US employed LNs are held to a Conditions of Employment standard set by the host nation, any specific examples should be brought to the attention of the manager or the base.
- Mirabella employees are held to their company standards and often work with NSA Naples if issues arise. If you have something specific, please report it to NSA Naples Security, Housing staff, or your Chain of command.
- ICE link to submit comment:
https://ice.disa.mil/index.cfm?fa=site&site_id=163&dep=DoD

COMMUNITY LIAISON

Is it possible for EU spouse dependents who are living on base to register at the local city council?

- The base is in talks with new 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 on this matter when available.

DODEA

Given past incidents involving student safety, how can we ensure that appropriate, full-time one-on-one support is provided before allowing a student with a history of causing harm to re-enter the general school population? While every student deserves access to education and support, the well-being of the entire school community must be considered first.

- The safety of our students is a top priority for our schools. The school has a variety of programs and services to support all students and their needs individually. Because of limitations under the Privacy Act, we cannot discuss any individual student situation, but the school addresses any inappropriate behavior from students in accordance with its discipline policy, DoDEA Administrative Instruction 1347.01.
- POC for follow-up: Ms. Stephanie El Sayed, Stephanie.ElSayed@dodea.edu

EMERGENCY MANAGEMENT

In the case of an emergency, is there a muster location?

- With sufficient notice & capability, evacuation may be to the designated local Safe Haven (located on Support Site), distant Safe Haven (out of the immediate danger area, within the country or elsewhere in Europe), or repatriated to the U.S.
- With little to no notice, and the inability of individuals/families to relocate to the designated local Safe Haven or elsewhere, they will gather at the local Italian assembly points for transportation out of the area to a location identified in the National & Local Evacuation Plan. The link to the designated Waiting Area closest to your residence in the designated Campi Flegrei Red and Yellow Zones is:
<https://mappe.protezionecivile.gov.it/en/risks-maps-and-dashboards/national-planning-phlegraean-fields/>
- Important & useful Emergency Preparation information is available at the NSA Naples Emergency Management Website: <https://cnreurfcent.cnic.navy.mil/Installations/NSA-Naples/Operations-and-Management/Emergency-Management/>

FFSC

Most jobs on base like DODEA, MWR, NEX, do not hire dependents of contracted employees. Will the base work with legal to help these families gain employment? There are many unfilled jobs on base that these families can fill if allowed.

- Per SECNAV 1754.1B, individuals that are eligible for services at the Military Treatment Facility (MTF) are eligible for FFSC services.
- As this relates to Contractors, as long as the Contractor and their family member have access to the MTF, they are eligible for all FFSC services, include help in seeking out employment.
- FFSC will work to support any eligible customer in all aspects of the Family Employment Readiness Program (FERP), including locating opportunities, facilitating networking and connections, revision of resumes, and preparation for interviews.

HOSPITAL

Can veterans with VA Healthcare benefits receive care at U.S. Naval Hospital, Naples?

- If someone is separated from military service (not a retiree) and receives Veterans Administration (VA) benefits in the continental U.S., they are unable to receive healthcare at an overseas military treatment facility based on this eligibility alone. In the U.S. there are several Military Treatment Facilities (MTFs) that have agreements established with the VA that allows VA patients to receive medical care within those MTFs. However, those agreements are not established OCONUS.

HOUSING

Can we hold the maintenance personal accountable in fixing problems and not putting band aids on them? If the person is not at the workplace or their house, they leave right away and mark the work complete.

- The Housing Office requires Mirabella, by contract, to both complete service calls and to provide quality control (QC) over the work that Mirabella contractors perform. The Housing Office, through our Realty Division, has Quality Assurance Examiners (QAE) whose job it is to examine Mirabella's QC process.
- When QAEs find issues with Mirabella's QC work, the Housing Office addresses it directly with Mirabella management. If a service call has been closed with work performed by Mirabella and the problem has not been solved, then Residents should contact their Zone Manager for assistance.
- In all cases follow the housing issue escalation process.

Family Housing Issue Resolution Guide:

Step 1:

Identify & report issue to the Maintenance Help Desk via phone or QR Code. Submit feedback reports and identify if new request is a repeat discrepancy.

**Trouble Call
Feedback Link:**



Feedback Tool

Step 2:

If your issue remains unsolved, please contact your Zone Manager. For the latest Zone Manager contact details, check your building's common area bulletin board or email:

NSANaplesHousingMaintenance@us.navy.mil

Step 3:

If your issue still is not resolved to your satisfaction, please call the Housing Director at +39 081-811-4410 or submit an Interactive Customer Evaluation (ICE) comment at:

https://ice.disa.mil/index.cfm?fa=card&sp=13961&s=163&dep=*DoD&sc=8

Is there conversation about supplying high efficiency particulate air (HEPA) filters due to poor air quality?

- The HVAC systems installed in our housing units are not designed to use HEPA filters.

JUDGE ADVOCATE GENERAL (JAG)

While we wait for more guidance on meeting in community facilities, is there a framework we can use to communicate how families can gather to read books? What verbiage can we use to announce these gatherings while ensuring compliance with regulations?

- We understand that there are questions and concerns regarding the use of government resources for events related to culture and diversity.
- We want to assure you that our aim is to foster an inclusive environment while adhering to policies that ensure fair and responsible use of public resources.
- To clarify, the current policy guidelines state that government resources, including staff time, funding, and facilities, should not be used to promote any specific race or identity group. We recognize that the interpretation of these guidelines may vary, and we are committed to providing further clarification as needed.
- If you are planning an event and are unsure whether it aligns with these guidelines, we strongly encourage you to reach out to our legal office for guidance *before* the event takes place. They can provide you with the support and information necessary to ensure your event is compliant.
- We value your understanding and cooperation as we work together to create a welcoming and inclusive community for all.
- POC for follow-up: NSA Naples JAG, nsanaplesjag@us.navy.mil

PUBLIC WORKS DEPARTMENT (PWD)

Who is responsible for collecting dead animals (such as roadkill) from Support Site?

- On support site the Pest Management is executed by Mirabella. At Capo, it is handled by a Navy Base Operation Services Contractor.
- Report cases of aggressive, abused, sick, abandoned, or neglected animals to the NSA Naples Emergency Dispatch at Commercial: +39-081-568-5638 or DSN: 626-5638.

Why are the trees cut in the springtime?

- While the pruning of trees on Support Site may appear random or overly aggressive, the methods are in accordance with best practices as detailed below. On Support Site there are primarily two types of trees: Tigli and Quercie.
 - The pruning technique for Tiglio is once per year in Italian Potatura Cappitozzata which means the removal of the upper branches of a tree to promote the growth of a dense head of foliage and branches. This is the intended method for this strong vegetation type and necessary to avoid excessive growth, and secondly, it prevents the growth of parasites because the Tiglio is also a delicate species.
 - For the Quercia trees, a simple pruning is performed annually and every 4-5 years with the Cappitozzata method to allow a total renewal of the vegetation of the plant.

SECURITY

Are there any plans to improve the guard shacks for the sentries and to fix the police precincts?

- Approval for a deep cleaning/ repaint/ repair broken tiles/ replace glass of the Guard Shacks are scheduled for FY25. In addition, there is a MILCON project for the Security Precinct at Support Site submitted and awaiting approval for funding.

MWR

Why can't children under 13 swim at the Capodichino pool with parent supervision?

- Children between ages 12 – 17 can swim at the Capo pool with a parent present after passing the swim test (the same swim test that all children must pass at our seasonal pools).
- POC for follow-up: Mr. Austin Holmes, austin.l.holmes2.naf@us.navy.mil

HOUSING/CYP

Is there sun protection planned for any of the playgrounds on base?

- Good news! 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

PWD/NEX

The cleanliness of restrooms across the installation, including those at the NEX plaza, is a recurring concern. What steps are being taken to improve and maintain hygiene in these facilities?

- We appreciate your input and share your concern about the cleanliness/upkeep of restrooms, particularly those in the NEX.
- The restrooms are cleaned on a schedule directed by Commander, Navy Installations Command. Due to the high frequency of customer use and based on the time of day the restrooms are cleaned we are aware that they are not always up to our desired standard.
- NEX Service Operations Manager and PWD Performance Assessment Representatives visit these restrooms on a recurring basis and submit service requests for any broken items, and complete performance assessments of the cleanliness to document contractor performance.
- When performance is substandard, they follow the contractual process to remedy this issue. We'll take your input on-board and consider increasing the frequency of these visits.

POST TOWN HALL SURVEY COMMENTS

The PAO moderator did not read ALL the questions asked which had been submitted online. Why bother inviting questions if you're going to be a despot and not allow all questions to be asked. For this reason the Town Hall tonight was a farce. You only allowed questions that were not controversial.

- Thank you for raising this important point. We understand your concern and want to assure you that we are committed to addressing all questions raised by our community members during each Town Hall meeting.
- To ensure everyone's time is respected during Town Hall meetings, we focus on answering as many questions as possible within the allotted presentation and Q&A time.
- For any questions that we are unable to address during the meeting itself, we compile them into a Q&A addendum which is then posted on the NSA Facebook page and website approximately two weeks later.

I'm not sure if one can access previous Town Hall meetings and agendas.

- All previous Town Hall presentations, Early Q&A and Q&A Addendums can be found on NSA website using the following link:
<https://cnreurfcent.cnrc.navy.mil/Installations/NSA-Naples/News/>

Post answers to pre town hall questions 24hrs prior to the event so that everyone is not reading the answers during the start.

- Early Town Hall Q&A is posted on NSA Facebook an hour before the town hall. Be sure to check it out next Town Hall meeting.

Bring school principals or school administrators to Town Halls.

- The school has its own equivalent to a Town Hall meeting, called the School Advisory Committee (SAC) and the Installation Advisory Committee (IAC), where concerns are addressed, and questions are answered.
- The SAC is a dedicated group of parents, teachers, and students (for high schools) who work together to enhance the school experience. Advises the school principal on school-related, non-personnel matters. Provides input on policies, student activities, and educational programs. Ensures open communication among administrators, military leaders, and families. Helps resolve school-specific issues at the local level.
- The IAC brings together representatives from all SACs within NSA Naples to address education-related concerns that impact the entire installation. Advises the installation commander on military support services for schools. Discusses installation policies affecting education. Makes recommendations to enhance the overall learning environment. Focuses on broad, installation-wide concerns beyond individual schools.
- The key Difference is that SAC is School-level focus, led by the principal, and resolves school-specific concerns while the IAC is Installation-wide focus, chaired by the installation commander, and addresses military support for schools.
- Get involved. Your voice matters! These committees ensure parents, students, and educators have a say in shaping education within NSA Naples.
- **Next SAC Meeting: 1-May-25, 1600-1700.** You can attend in person or online. This info will be shared on NSA or School Facebook pages closer to the meeting date. Be on the lookout.
- **Next IAC Meeting: 9-Apr-25, 28-May-25, 1600-1700.** You can attend in person or online. This info will be shared on NSA or School Facebook pages closer to the meeting date. Be on the lookout.