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# NSA NAPLES SPRING TOWN HALL Q&A FOLLOW UP

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## Post Town Hall Questions

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Can Housing have its workers wear shoe covers when they enter base housing for maintenance?

- Boot covers have been procured and are available for the maintenance crews when entering apartments as of the beginning of April.
- When you place a trouble call please request that the maintenance team don boot covers when entering your apartment and the team will arrive with boot covers for entry.
- Additionally, when you meet the maintenance team at your apartment you can request this prior to the maintenance team’s entrance so they can don these.

Can Child & Youth Programs (CYP) address the short winter sports season we had?

- CYP leadership is already addressing this concern and changes are planned for next year.
- Particularly, the basketball season will be held for 9 weeks for the next season.
- NSA Naples N9 Marketing is working “Youth Sports at a Glance” infographic that tells families when registration will be held and how long the season will be.
- This and other exciting news coming from CYP as we move through the summer.

Can the base look into some of the curbs on base to make them more wheelchair and stroller-accessible for the community?

- Our Public Works team has identified areas that require additional curb cuts to help answer this request.
- We are working with our partners at Mirabella to develop a plan to systematically remedy these areas with a work plan.
- This plan is currently being drafted but we would like to thank our community for their assistance in identifying this issue.

Can the base look into additional buses? We are experiencing overcrowding which is leaving some of us with no available seating?

- We are currently seeking additional funding to approve more bus routes to resolve this issue for our morning and afternoon riders.
- Thank you for your feedback in ICE, Pizza with the Skipper, and our town hall on this issue, we understand the community's concern and we are working to address it.

Can Housing provide more information on their Preventive Maintenance schedule including dates, associated buildings, and items that are being worked on?

- In April, NSA Housing added more PMI information to our Facebook Page and newsletter, including a checklist of what would be inspected.
- As a reminder, Housing needs your assistance to accomplish preventive maintenance. Please ensure that an adult is home to receive the maintenance team and that any animals are safely tucked away in kennels so our staff can conduct their required maintenance.
- We appreciate the feedback and we hope to hear from you on how some of these changes helped you work with our PMI schedule.

Thank You!

- We want to thank you for your continual feedback and support of our programs and installation during your tour in Italy- we are excited to bring you more updates in the future
- In everything we do, we will challenge ourselves to be the flagship base in Europe. We will accomplish this through careful planning, professional execution, and intentional communication.
- Please look forward to our upcoming Town Hall in June and don't forget to send us your early questions at: <https://app.sli.do/event/vKUa7BewfRuAXfZRVsMbjB>