



## NAVAL SUPPORT ACTIVITY NAPLES TOWN HALL

**NSA Naples Commanding Officer  
Captain John Randazzo**

November 14, 2023

*Connect with us!*



Facebook.com/NSANaples/

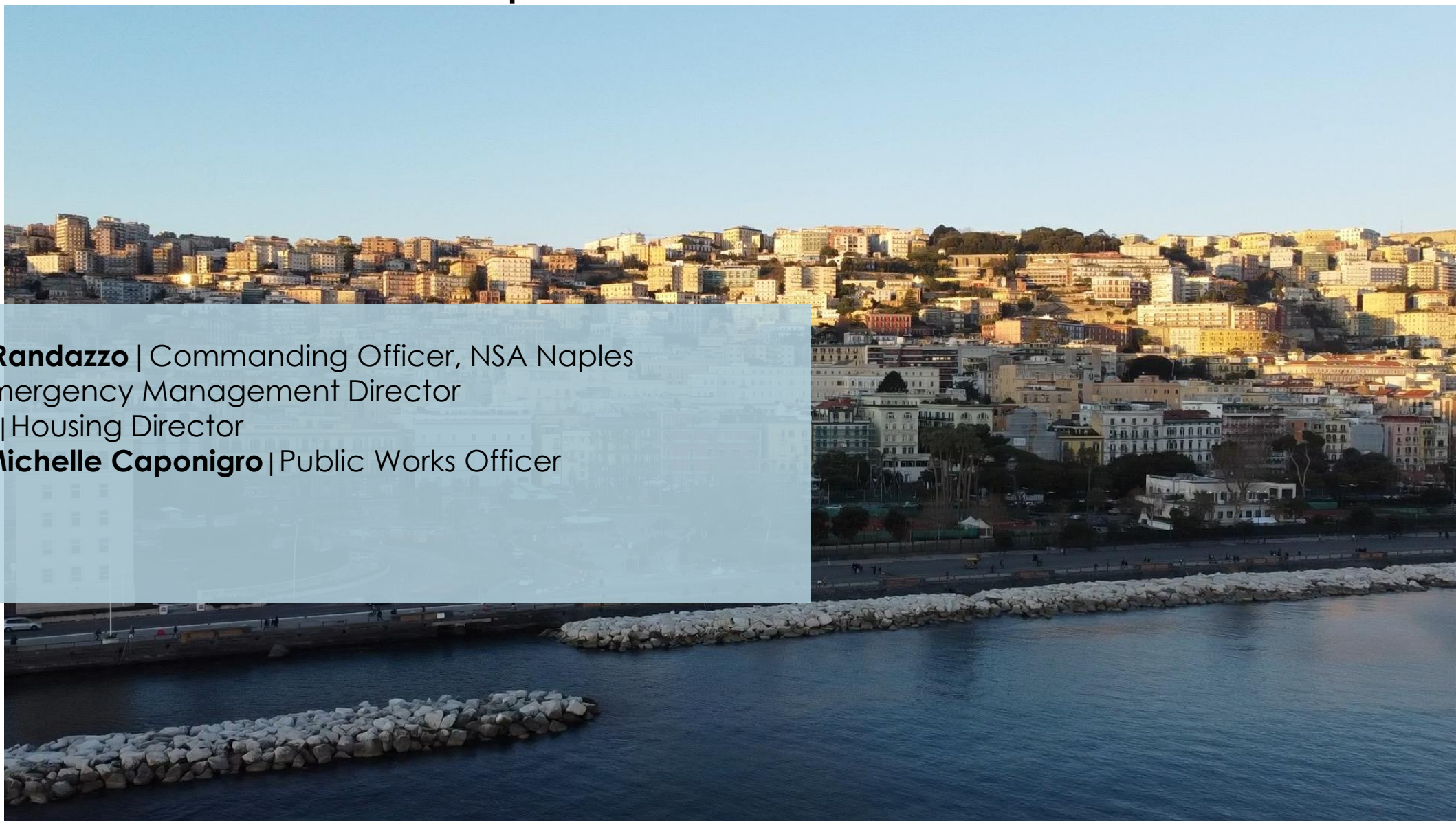


@NSANaples



# November Town Hall Speakers

- **Captain John Randazzo** | Commanding Officer, NSA Naples
- **Sean Quinn** | Emergency Management Director
- **Michael Nurse** | Housing Director
- **Commander Michelle Caponigro** | Public Works Officer







# November 2023 Townhall

Captain John Randazzo | Commanding Officer

- **Welcome**

- Early questions Q&A

- **Events**

- USO/MWO Single Sailor Thanksgiving Dinner
- Tree lighting ceremony – 30 November

- **Townhall Importance**

- **Communication**

- Ombudsman Assembly meetings
- Newsletters (Housing, CO to Triad, MWR)
- DONSA notifications
- ATHOC
- Live events (Coffee, pizza w/ Skipper)
- Naples App

- **ICE Feedback Importance**

- **August Townhall Feedback in Action**

- **DoD Dependent Telework**

- **Potential Government Shutdown**

- **NSA Naples Residential Radon Survey Update**

View Early Questions  
and Answers





# Emergency Management

Sean Quinn | Emergency Management Director

- **Upcoming Emergency Preparedness Briefings & Discussions, 0930-1130 at Support Site Theater on the following dates:**

20 Nov 23

4 & 18 Mar 24

1 & 15 Jul 24

4 & 18 Dec 23

1 & 15 Apr 24

5 & 19 Aug 24

15 Jan 24

6 & 20 May 24

9 & 23 Sep 24

12 & 26 Feb 24

3 & 17 Jun 24

- **Contact Information: Emergency Management Division**

**Phone: DSN: 314-626-3585/5057/5303**

**COM: 081-811-3585/5057/5303**

**EMO's Email: [sean.m.quinn16.civ@us.navy.mil](mailto:sean.m.quinn16.civ@us.navy.mil)**

**DEMO's Email: [madison.d.link.civ@us.navy.mil](mailto:madison.d.link.civ@us.navy.mil)**

**Office Location: Air Terminal Building 415, Room 2027**



# Emergency Management

Sean Quinn | Emergency Management Director

- **Emergency Preparedness – Are you ready?**

- ✓ Be Informed
- ✓ Make a Plan
- ✓ Build an Emergency Kit

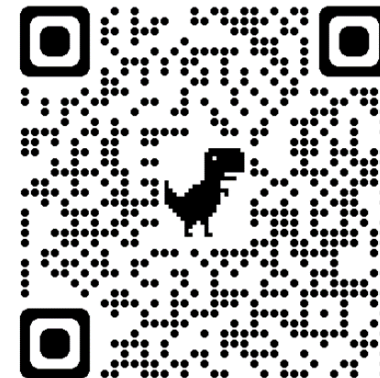
- **Local Hazards & Threats**

- ✓ Earthquakes
- ✓ Seismic Events
- ✓ HAZMAT Incident & Shelter In-Place
- ✓ Active Shooter & Lockdown

NSA Naples  
Emergency Management Webpage



NSA Naples  
Emergency Management  
Facebook Page





# Housing Projects – Under Construction

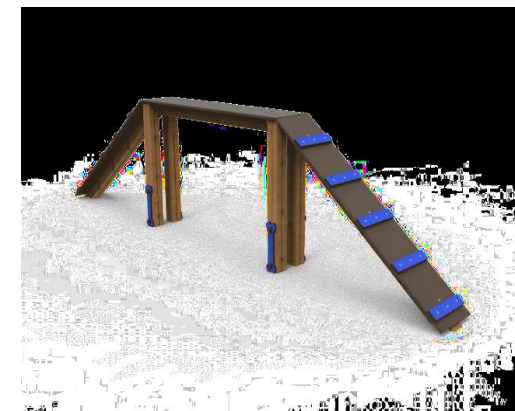
Michael Nurse | Housing Director

## • Current Upgrades

- Online work order/QR code
- Monthly Housing Newsletter
- TLA reduction Black Belt project
- Pickle Ball courts
- North Dog Park improvement
- Trash Pad Roofing/Gate Enclosures
- HVAC replacement
- Water Heater replacement

## • Future Upgrades under consideration

- Playground shade and fall protection
- 1-2 more dog parks
- Feedback – we want to know what you want!





# NSA Naples Housing Department

## ONLINE TROUBLE CALL PILOT PROGRAM



**WHO:** NSA Housing Department, Facilities Division  
Contractor (Mirabella)

**WHAT:** Pilot program to test effectiveness of submitting trouble calls for routine maintenance and appliance repairs online.

**WHERE/WHEN:** Pilot began 1 Oct 2023  
Pilot ends: 1 Jan 2024

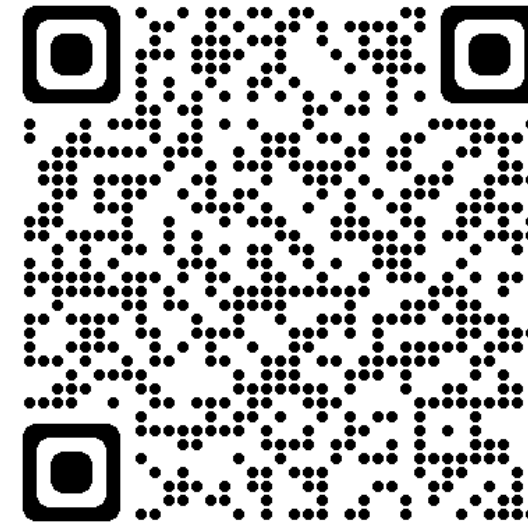


**WHY:** Improve customer experience in submitting routine trouble calls and follow-ups.

**NOTES:** Housing will request resident feedback upon completion of pilot to evaluate effectiveness and identify improvements.

**POINT OF CONTACTS:**

Pietro Parillo Gabe Mastroianni  
Facilities Supervisor, Facilities Director  
DSN 629-4287 DSN: 629-4270  
[pietro.parillo.it@eu.navy.mil](mailto:pietro.parillo.it@eu.navy.mil)  
[gabriele.mastroianni.civ@us.navy.mil](mailto:gabriele.mastroianni.civ@us.navy.mil)



SCAN TO SUBMIT ROUTINE  
MAINTENANCE REQUEST





# Unaccompanied Housing

Michael Nurse | Housing Director

- Unaccompanied Housing QR code is for ROUTINE maintenance calls ONLY
- For emergency maintenance requests, please call the CDO at +39 338-946-2227 or 911

NSA Naples

# SCAN HERE

TO SUBMIT NON-EMERGENCY MAINTENANCE REQUEST



[www.navymwrnaples.com/unaccompanied-housing-request](http://www.navymwrnaples.com/unaccompanied-housing-request)

**MAINTENANCE EMERGENCY**  
+39 338-946-2227

**FRONT DESKS**  
Triangle: 081-811-4696 / DSN 629-4696  
BEQ: 081-811-4123 / DSN 629-4123



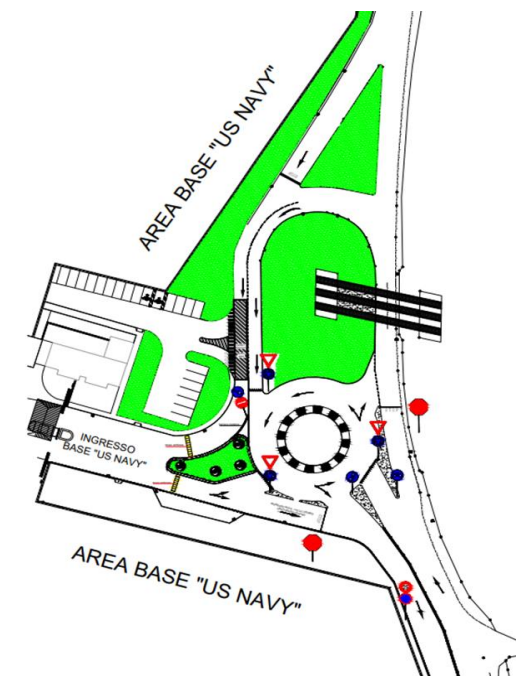
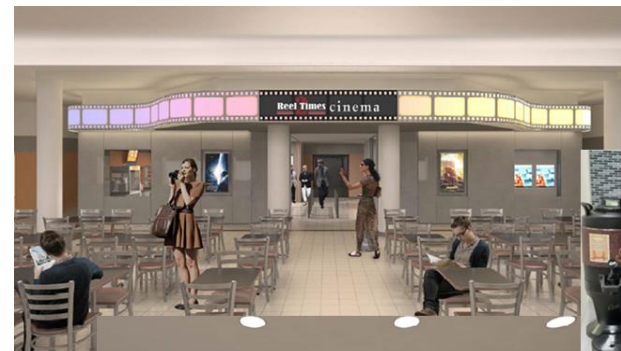


# Public Works Projects

Cdr. Michelle Caponigro | Public Works Officer

## Current Construction On Support Site

- Improved Pedestrian and Vehicular Traffic Flow
- Access to Gricignano – November 23
- Mini-Mart additions – November 23
- SPINZ Kitchen Upgrade – December 23
- 2nd Movie Theater – January 24
- Concession Stand – January 24
- Renovations to CYP Playground – Spring 24
  - Installing shade structures, Fall protection, Replacing equipment







# Public Works Projects

Cdr. Michelle Caponigro | Public Works Officer

## Construction on Support Site in 2024

- Pool Deck Renovations – Spring 2024
- Renovations to CDC Playground – Summer 2024
  - Installing shade structures
  - Fall protection
  - Equipment updates
- DoDEA Field House – In Design Phase
  - Construction will take 120 days
- Stadium Lights for the New Turf Field – Summer 2024
- DoDEA HVAC replacement Plan – Contracting Phase

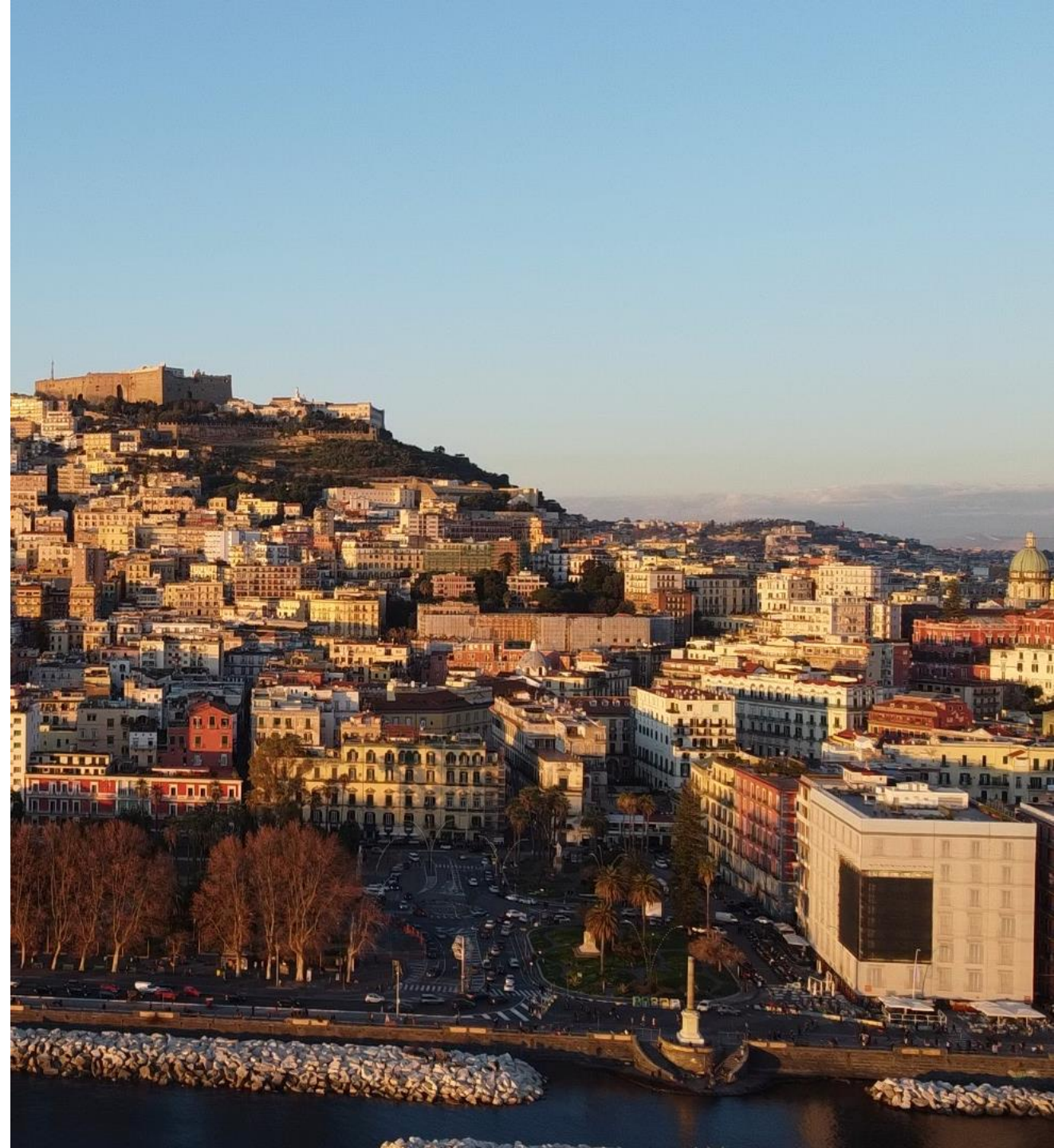






# Rules of Engagement

- 1 question per person
- Treat everyone with respect
- Every question is important







# Questions and Answers

NSA Naples  
ICE Comment Link



NSA Naples  
Town Hall Survey



**Do you have additional questions?**

We want to hear from you!

Send your questions to  
[nsanaplespao@us.navy.mil](mailto:nsanaplespao@us.navy.mil)

Please fill out our survey on  
Facebook.

