# NAVAL INSPECTOR GENERAL
# AREA VISIT TO
# COMMANDER, NAVY REGION EUROPE,
# AFRICA, SOUTHWEST ASIA
# 9 TO 21 SEPTEMBER 2012

**DEPARTMENT OF THE NAVY**
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Subj:   AREA VISIT TO COMMANDER, NAVY REGION EUROPE, AFRICA,
        SOUTHWEST ASIA

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Encl:   (1) CNREGEURAFSWA Area Visit Report - Executive Summary
        (2) CNREGEURAFSWA Area Visit Report

1.  The Naval Inspector General (NAVINSGEN) conducts Readiness
and Quality of Life (QOL) area visits to Navy installations
worldwide, as directed by reference (a).  Area visit reports
provide senior Navy leadership with objective assessments of
readiness, fleet support, and QOL that cut across command levels
and component lines to identify Navywide concerns.  They also
identify specific issues that can only be addressed enterprise-
wide by senior Navy leadership.

2.  NAVINSGEN conducted a Readiness and QOL area visit to
Commander, Navy Region Europe, Africa, Southwest Asia
(CNREGEURAFSWA) from 9 to 21 September 2012.  The CNREGEURAFSWA
Area Visit included Naval Station (NAVSTA) Rota, Spain, Naval
Air Station (NAS) Sigonella, Italy, Naval Support Activity (NSA)
Souda Bay, Greece and associated tenant commands at each
installation.

3.  Enclosure (1) provides an Executive Summary of the
CNREGEURAFSWA Area Visit Report.  Enclosure (2) provides the
entire area visit report.  Part 1 of the report forwards our
overall observations and findings.  Part 2 contains thirteen
issue papers presenting specific findings and recommendations for
senior Navy leadership.  It also contains a corrective action
summary matrix and guidance for submission of corrective action
via an Implementation Status Report.  Part 3 contains the summary
of survey data analysis for active duty military and DON civilian
personnel (Appendix A) and spouse data (Appendix B).  Part 3 also
contains the summary of focus group data analysis for active duty
military and DON civilian personnel (Appendix C) and spouse focus
group data (Appendix D).

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4.  My point of contact is b7c

J. P. WISECUP

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COMMANDER, NAVY REGION EUROPE, AFRICA, SOUTHWEST ASIA
AREA VISIT REPORT

EXECUTIVE SUMMARY

1.   NAVINSGEN conducted a Readiness and QOL area visit to
Commander, Navy Region Europe, Africa, Southwest Asia
(CNREGEURAFSWA) from 9 to 21 September 2012.

2.   <u>Span of Review</u>.  The CNREGEURAFSWA Area Visit included Naval
Station (NAVSTA) Rota, Spain, Naval Air Station (NAS) Sigonella,
Italy, and associated tenant commands at each installation.
Additionally, Navy Inspector General, accompanied by a small
inspection team, visited Naval Support Activity (NSA) Souda Bay,
Greece (Crete) for a brief two-day period to get a "fingertip
sense" of their issues and role in supporting operations.  The
last area visit to NAVSTA Rota and NAS Sigonella was in 2006,
and the last visit to NSA Souda Bay was in 2001.

     a.  NAVSTA Rota's tenant commands include:  Naval Hospital
Rota; Commander, Task Force SIX EIGHT; Maritime Expeditionary
Security Group ONE; Fleet Antiterrorism Support Team Company
Europe; Naval Mobile Construction Battalion ONE; Explosive
Ordnance Disposal Mobile Unit EIGHT, Detachment Rota; Maritime
Expeditionary Security Squadron FOUR; Naval Computer and
Telecommunications Area Master Station, Detachment Rota;
Personnel Support Activity Europe, Detachment Rota; Naval
Facilities Engineering Command (NAVFAC) EURAFSWA Public Works
Department (PWD) Rota; and Naval Munitions Command Detachment
Rota.

     b.  NAS Sigonella's tenant commands include:  Naval Hospital
Sigonella; Commander, Task Force SIX SEVEN; Aircraft
Intermediate Maintenance Detachment Sigonella; Tactical Support
Center/Maritime Air Control Authority Sigonella; U.S. Naval
Computer and Telecommunications Station Sicily; Personnel
Support Detachment Sigonella; Naval Supply Systems Command Fleet
Logistics Center Sigonella; NAVFAC EURAFSWA PWD Sigonella; and
Executive Transport Detachment Sigonella.

     c.  NSA Souda Bay included a limited 48-hour period to get a
general sense of the activity's situation and issues.

3.  <u>Web-based Survey</u>.  We began our assessment with web-based personnel surveys conducted prior to our arrival.  These surveys helped guide on-site focus group discussions and provided background for the team to determine areas requiring further inspection.  The survey was completed by 920 active duty military and Department of the Navy (DON) civilian personnel from Rota, Spain (491); Sigonella, Italy (292); and Souda Bay, Greece (137).  On a scale of 1 to 10 (where 1 is 'worst' and 10 is 'best'), active duty military and DON civilian personnel survey respondents indicated their Quality of Work Life (QOWL) at 6.01 and their Quality of Home Life (QOHL) at 6.89.  Both the QOWL and QOHL scores are statistically comparable to our NAVINSGEN averages of 6.28 and 7.04, respectively.

4.  <u>Focus Groups</u>.  We conducted focus groups in Rota, Spain and Sigonella, Italy with a total of 499 military and DON civilian participants to assess overall QOL.  Top concerns among the active duty military, DON civilian, ombudsmen, and military spouse focus group participants were:  Housing; Morale, Welfare and Recreation (MWR); Facilities; and Manning/Manpower. Additionally, those in Rota, Spain discussed the Agreement on Defense Cooperation and spousal employment policies. Participants in Sigonella, Italy also raised the Navy Exchange and Transportation as issues.

5.  <u>Overseas Basing Model</u>.  The conventional basing model works well for most continental U.S. (CONUS) bases, where large fluctuations in support requirements are rare.  CONUS base missions, such as training, maintenance, homeporting, etc., may fluctuate incrementally, and the total number of bases in the inventory to support each mission area can change.  Largely, these bases have predictable requirements supporting defined missions and their resourcing is tailored to fit within these conventional parameters.  With overseas bases, much of their strategic value is in their location, where supporting military is more efficient and timely.  During the course of our area visit, we found a disparity between requirements prioritized and funded by Navy versus Geographic Combatant Commander (COCOM) and Special Operations Command expectations of CNREURAFSWA bases.

    a.  Bases such as NAS Sigonella and NSA Souda Bay generally have adequate resources to support their core operations, but are stressed to meet these additional requirements, because they are not funded for these missions.  They rely on existing, and in some cases, decaying infrastructure considered excess based

on "normal" day-to-day Navy requirements.  Without specifically defined Navy mission requirements to support surge forces, Commander, Navy Installations Command (CNIC) lacks adequate resources to fund or man the base beyond core operations.

   b.   Recent success at NAS Sigonella was credited in part to the superior efforts of reservists temporarily assigned to support the contingency operations.  However, the initial shock of surges always falls on the backs of permanently assigned Sailors until help can arrive or funding is in place. Contingency operations also highlighted NSA Souda Bay's critical geostrategic location, and the importance of this particular real estate is under-reflected in Navy's programmatic focus on Navy operations and requirements.  Navy's overseas basing model needs review to ensure adequacy in supporting surge or rapid response contingency operations.

6.   <u>Forward Deployed Naval Forces Readiness</u>.  The planning for homeporting Forward Deployed Naval Forces (FDNF) that will include four Ballistic Missile Defense capable multi-mission Aegis destroyers (DDGs), their crews, and families at NAVSTA Rota is progressing.  The first destroyer is scheduled to arrive in the latter half of fiscal year (FY) 2014.  Our over-arching concern is the lack of infrastructure investment for NAVSTA Rota.  Prior to our visit, upper echelon guidance to NAVSTA to "not gold plate Rota" and to "maximize existing infrastructure" in preparation for FDNF was producing so little infrastructure improvement, that we were concerned that the minimum standards of support would not be achieved.  Since our visit, CNIC has made significant progress to address infrastructure concerns.

   a.  Infrastructure.  Military Construction (MILCON) projects for additional missile magazines and warehouse space are programmed for FY13 and on track to support FDNF requirements. NAVSTA pier shore power does not meet Unified Facility Criteria (UFC) requirements[1] for DDGs.  However, prior to the arrival of the first FDNF ship in FY14, CNREURAFSWA and NAVSTA Rota are coordinating with NAVFAC to provide Mobile Utilities Support Equipment (MUSE) generators for a short-term, UFC-compliant power solution.

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[1]UFC documents provide planning, design, construction, sustainment, restoration, and modernization criteria, and apply to the Military Departments, the Defense Agencies, and the DoD Field Activities.  NAVFAC is responsible for administration of the UFC system for DONUFC system for DON.

(1) To ensure mission accomplishment this effort must be monitored closely.  For the long-term solution, a $22.5M MILCON project to enable NAVSTA Rota to meet the DDG power requirement utilizing grid power without augmentation via MUSE generators is submitted in the Navy's Sponsor Program Proposal as a Chief of Naval Operations (CNO) Initiative project in Program Objective Memorandum-15/FY15.  If these long-term solutions are not appropriated, MUSE generators will remain in place as an adequate mitigation until this grid power upgrade is funded.

(2) Other FDNF support projects, including pier wastewater Collection, Holding, and Transfer and oily waste treatment systems; pier entry control point/security enhancements; and pier parking remain unfunded, but NAVSTA Rota has developed contingencies (e.g., Jersey barriers, temporary fencing, additional semi-improved parking lots, bus service) to mitigate the impacts to mission.  NAVSTA Rota is also coordinating these projects with the host nation to develop a mutually agreeable way-ahead, and will submit the projects for funding consideration during the first available programming cycles.

b.  Department of Defense Dependents Schools.  CNIC and the Department of Defense Education Activity (DoDEA) are reviewing how to accommodate the influx of students that will accompany FDNF families at NAVSTA Rota.  There is general agreement that more classrooms will be required at both the Elementary School and the Middle/High School, but the Navy and DoDEA do not agree on who should fund any necessary construction.  In summary, there is no viable plan to accommodate additional students.

7.  Good News.  The following areas were noted as having a positive impact on readiness and QOL:

a.  NAVSTA Rota.  NAVSTA Rota is accomplishing all assigned mission areas by providing support for the operation and maintenance of naval ships and aircraft, in addition to providing operational, logistical, and administrative support to several tenant commands.  The strategic location of Rota, based on harbor and airstrip proximity and a well-developed infrastructure, allows it to function as a full-service joint integrated logistics node.  NAVSTA Rota supports an average of 13 aircraft per day, including C-5 and C-17 Air Mobility Command flights and intermodal capability for Army helicopter transloads.

b.  NAS Sigonella.  Between April and October 2011, more than 70 U.S. and coalition aircraft conducted operations from NAS Sigonella with more than 1,500 additional personnel present. While all operational challenges were met, this was the result of serendipity rather than advance planning.  Sustained support capability necessitates additional resource planning and oversight in areas, including infrastructure, manning, and security.  Current resourcing is not sufficient for long-term sustainment.  During our visit, we witnessed a demonstration of what personnel meant when they said Sigonella Sailors "just made things happen."  While supporting emerging operational requirements, NAS Sigonella managed the increased activity and transient personnel, but with significant effort on the backs of our Sailors due to a lack of increased resources commensurate with the increased activity, and in some instances, less than optimal procedure.  It was essentially a "pick up" game -- a good outcome from sheer level of effort of our people, but not a sustainable model into the future.

c.  NSA Souda Bay.  Overall, facilities and QOL for Sailors is quite good, and NSA Souda Bay is accomplishing all assigned missions.

d.  Communication and Relationships.  With the exception of the water quality issues at NAS Sigonella referenced in the NAVINSGEN 2009 Overseas Potable Water Systems Special Study and discussed in paragraph 8.a. below, CNREGEURAFSWA provides effective communication and oversight.  We observed this throughout the areas we visited, in spite of their exceptionally wide span of control across the areas of responsibility of three combatant commanders.  The U.S. Navy Commanding Officers at both NAVSTA Rota and NAS Sigonella cultivate productive relationships with the host nation.

e.  Reserve Components.  Navy Operational Support Center (NOSC) Chicago, NOSC Minneapolis, and NOSC Detroit were instrumental in their response to Rota and Sigonella during OPERATION UNIFIED PROTECTOR in 2011, and the September 2012 contingency operation.  NOSC Detroit was credited with getting Reservists on station, some in as little as three days, to support surge requirements at NAS Sigonella.

f.  Individual Medical Readiness.  Both Rota and Sigonella have well-managed programs.  We reviewed 43 Unit Identification Codes and found them outstanding; the Fully Medically Ready rate is 92.5 percent for Rota and 92.3 percent for Sigonella,

exceeding the 75 percent Full Medical Readiness Department of Defense (DoD) requirement.

   g.  Fleet and Family Support Center.  Both Rota and Sigonella centers have completed their Triennial Accreditation Inspections within the last year and are operating well to serve their communities.

   h.  Special Interest Functional Areas.  The Sexual Assault Prevention and Response, Suicide Prevention, Command Managed Equal Opportunity, Command Individual Augmentee Coordinator, and Physical Readiness programs are fundamentally sound.

8.  Areas of Concern.  The following programs require action to become compliant and/or improve effectiveness:

   a.  NAS Sigonella Potable Water.  Potable water quality and management problems at Sigonella are significant and require decisive Navy leadership action.  Systemic deficiencies documented at NAS Sigonella for over a decade were not resolved commensurate with the risks to installation personnel or Navy reputation.  Increased emphasis on correcting longstanding deficiencies discouraged transparency and diminished risk-based decision-making.  For example, in early 2012, numerous drinking water samples at NAS Sigonella exceeded the maximum allowable bromate concentration.  Some samples were 16, 17, and 24 times the safe limit.  Our visit confirmed that NAS Sigonella waited 135 days before reporting through its chain of command or notifying base personnel of potential health risks in violation of accepted practices.  NAVINSGEN documented several additional compliance deficiencies that support the need for increased oversight and enforcement of the overseas potable water program. This topic will be covered in additional detail in a forthcoming follow-up report to the 2009 Overseas Potable Water Systems Special Study.

   b.  Defense Readiness Reporting System Navy.  Issues unique to overseas bases also require different Defense Readiness Reporting System Navy (DRRS-N) reporting rules than CONUS. Background data supporting facility readiness ratings is only available for infrastructure owned by the U.S.  For example, at Augusta Bay, Sicily, the installation reports on the condition of the U.S.-owned MWR marina facilities under port operations in DRRS-N, rather than the operational NATO pier, since it is "owned" by the host nation.  Therefore, overseas host nation

infrastructure critical to installation readiness, such as piers and runways, is not reported in DRRS-N.

    c.   Military Manning and Manpower.

       (1) Both NAVSTA Rota and NAS Sigonella have a 76 percent manning aggregate when compared to Billets Authorized-Navy Manning Plan-Current onboard for the CNIC mission.  This is below the 80 percent metric for shore commands.  The fleet average is 82 percent.  However, mission requirements and rapidly developing contingency operations have exacerbated the situation in several key ratings, such as Aviation Boatswain's Mate-Handling, Yeoman, Personnel Specialist, Information Systems Technician, and Master-at-Arms.

       (2) The long lead times for FIT[2] and FILL[3] in most cases creates a stress on existing personnel resources and additional collateral duty assignments.  Although the most recent short-term contingency operations were successful, with the current model, the result of an extended duration contingency could have been quite different.  NAVSTA Rota's last Shore Manpower Requirements Determination (SMRD) was in 1998, and we found no record of a SMRD for NAS Sigonella.  Without a specifically defined Navy mission requirement to provide support to surge level force capacities, manning will be based on core operations.  Proactive Region-level engagement in this area is required to efficiently conduct current mission operations and absorb the increasing responsibilities of mission requirements in support of COCOM tasking.

    d.   Human Resources.  The effects of the increased enforcement of the Five-Year Rule (i.e., civilian employees in foreign areas shall be limited to a period of five continuous years) is a leadership concern at each of the installations, due to the potential loss of civilian experience and talent, compounded by the long lead time to fill vacant billets.  In January 2013, the Office of Civilian Human Resources released "Interim Guidance for Foreign Area Employment-Overseas Tours" delegating authority to approve requests for first renewal tour agreement beyond five years to the CNO, Commandant of the Marine Corps (CMC), Department of the Navy Assistant for Administration

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[2] FIT refers to the match between the rating and pay grade required for a particular billet and the qualifications of the individual assigned to that billet.
[3] FILL refers to the percentage of billets that are occupied without regard to the rating or pay grade of the individuals occupying them.

(DON/AA), and heads of Echelon II commands.  In addition, CNO, CMC, DON/AA, and heads of Echelon II commands may approve subsequent renewal agreement tours through the end of the ninth continuous year overseas, when justification is provided.  Tour extensions beyond the ninth year can only be approved by CNO, CMC, and DON/AA.

    e.  Local Labor Personnel functions.  Local Labor Personnel (LLP) (host nation nationals) have access to Personally Identifiable Information and Personal Health Information, but, because of host nation agreements and local practice, are not being subjected to security checks and access requirements equivalent to those of U.S. personnel.  In many instances, LLPs are performing inherently U.S. Government functions.

    (1) NAVSTA Rota and NSA Sigonella Personally Identifiable Information (PII) programs lack all elements to effectively protect PII.  We also highlight a significant concern regarding LLP access to PII.  A large number of NAVSTA Rota LPPs have access to PII and Personal Health Information without being subjected to the same security and access requirements as U.S. personnel.  We provided assistance to commands to correct program deficiencies to meet the requirements of SECNAVINST 5211.5E, Department the Navy Privacy Program.  We recommend that the CNIC PII Coordinator conduct a review of PII programs to ensure requirements and program oversight is in compliance with DoD and DON policies.

    (2) NAVSTA Rota's civilian workforce is comprised of a 70/30 staffing ratio (LLP to U.S. civilian), required under the guidelines of the Defense Cooperation Agreement between Spain and U.S. Governments.  The LLP remain employees of the Spanish government as "indirect hires".  The prevalence of "indirect hires" also raises the issue of whether they are performing inherently U.S. Governmental and critical functions, contrary to law and regulation.  Some "indirect hire" employees at NAVSTA Rota are functioning as purchasing agents involved in the obligation of U.S. Government funds, which is an inherently governmental function that should only be performed by "direct hires".  We recommend that the Secretary of the Navy direct a review of the functions performed by LLPs at NAVSTA Rota to ensure compliance with U.S. Federal law and regulation.

# COMMANDER, NAVY REGION EUROPE, AFRICA, SOUTHWEST ASIA

# AREA VISIT REPORT

**PART 3 – <u>DATA ANALYSIS</u>**

<u>APPENDIX A</u>

<u>APPENDIX B</u>

<u>APPENDIX C</u>

<u>APPENDIX D</u>

# PART 1
# OBSERVATIONS AND FINDINGS

**OBSERVATIONS AND FINDINGS**

1.  As the "Conscience of the Navy," the Naval Inspector General (NAVINSGEN) conducts area visits to Navy communities worldwide to provide senior leadership with independent evaluations of overall mission readiness, facility conditions, environmental and safety issues, health care services, program compliance, and Quality of Life (QOL) for Sailors, Department of the Navy (DON) civilians, and their families.  Our primary objectives include identifying systemic Navy-wide issues, assessing the risks posed to DON, and providing value across all levels of command through on-site assistance, advice, and advocacy.  In addition, NAVINSGEN teams share "Best Practices" gained from our collective knowledge and experience with local commands.

2.  NAVINSGEN conducted a Readiness and QOL area visit to Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) from 9 to 21 September 2012. NAVINSGEN area visited included Naval Station (NAVSTA) Rota, Spain, Naval Air Station (NAS) Sigonella, Italy, and associated tenant commands at each installation.  Additionally, Navy Inspector General, accompanied by a small inspection team, visited Naval Support Activity (NSA) Souda Bay, Greece (Crete) for a brief two-day period to get a "fingertip sense" of their issues and role in supporting operations.  The last area visit to NAVSTA Rota and NAS Sigonella was in 2006, and the last visit to NSA Souda Bay was in 2001.  The total temporary duty cost for this area visit was $252,265.00.

   a.   The commands visited at NAVSTA Rota included station organization activities and personnel; Naval Hospital Rota; Commander, Task Force SIX EIGHT (CTF-68) and their subordinate commands: Maritime Expeditionary Security Group ONE, Fleet Anti-terrorism Security Team (FAST) Europe, Naval Mobile Construction Battalion (NMCB) ONE, Explosive Ordnance Disposal Mobile Unit (EODMU) EIGHT, and Maritime Expeditionary Security Squadron (MAREXSECRON) FOUR; Naval Computer and Telecommunications Area Master Station Atlantic Detachment Rota (NCTAMS LANT Det Rota); Personnel Support Detachment (PSD) Rota; Naval Facilities Engineering Command (NAVFAC) EURAFSWA Public Works Department (PWD) Rota; and Naval Munitions Command (NMC) Detachment Rota.

   b.   The commands visited at NAS Sigonella included station organization activities and personnel; Naval Hospital Sigonella; Commander, Task Force SIX SEVEN (CTF-67) and subordinate commands; Aircraft Intermediate Maintenance Detachment (AIMD) Sigonella; Tactical Support Center/Maritime Air Control Authority (TSC/MACA Sigonella); U.S. Naval Computer and Telecommunications Station (NCTS) Sicily; PSD Sigonella; Naval Supply Systems Command (NAVSUP) Fleet Logistics Center (FLC) Sigonella; NAVFAC EURAFSWA PWD Sigonella; and Executive Transport Detachment (ETD).

   c.   The NSA Souda Bay visit included a limited 48-hour period to get a general sense of their activity's situation and issues.

3.  We began our assessment with web-based personnel surveys conducted prior to our arrival. These surveys helped guide on-site focus groups and provided background for the team to determine areas requiring further inspection.  The survey was completed by 920 active duty military and DON civilian personnel from Rota, Spain (491); Sigonella, Italy (292); and Souda

Bay, Greece (137). On a scale of 1 to 10 (where 1 is 'worst' and 10 is 'best'), active duty military and DON civilian personnel survey respondents indicated their Quality of Work Life (QOWL) at 6.01 and their Quality of Home Life (QOHL) at 6.89. Both the QOWL and QOHL scores are statistically comparable to our NAVINSGEN averages, 6.28 and 7.04, respectively. We also conducted a survey with the spouses of active duty military to which 89 spouses responded. Their average QOHL score, 6.42, is comparable to the NAVINSGEN average of 6.31.

    a. We conducted focus groups in Rota, Spain and Sigonella, Italy with a total of 499 military and DON civilian participants to assess overall QOL. Active duty military and DON civilian personnel focus group participants rated their overall QOL at 7.17, which is statistically comparable to the NAVINSGEN average of 6.98. We conducted six focus groups with ombudsmen and spouses of active duty military with 65 total participants. Active duty military spouses and ombudsmen indicated their QOL score as 7.06, which is statistically comparable to the NAVINSGEN average of 6.84.

    b. Top concerns among the active duty military, DON civilian, ombudsmen, and military spouse focus group participants were: Housing; Morale, Welfare and Recreation (MWR); Facilities; and Manning/Manpower. Additionally, those in Rota, Spain discussed the Agreement on Defense Cooperation and Spousal employment policies. Participants in Sigonella, Italy also discussed the Navy Exchange (NEX) and Transportation as issues.

4. We assessed various functional aspects of multiple operational and support commands. Summaries of each follow below, with highlights of the most significant challenges, as well as notable areas of success. Separate Issue Papers (Part 2) present more detailed information on selected topics. Unless otherwise noted, observations herein are as of the last day of the area visit.

## I. MISSION PERFORMANCE

1. <u>Introduction</u>. The Mission Performance team participated in focus group discussions and met with NAVSTA Rota and NAS Sigonella leadership and functional area managers, in addition to leaders and program managers from 29 tenant commands and organizations. We deliberately planned this area visit to focus on NAVSTA Rota support to Forward Deployed Naval Forces (FDNF) Europe and NAS Sigonella for its role as "Hub of the Mediterranean."

    a. Commander, Navy Region Europe, Africa, Southwest Asia. CNREGEURAFSWA is located in Naples, Italy, and has an exceptionally large span of control (see Figure 1). CNREGEURAFSWA is responsible for providing efficient and effective shore service support to U.S. and allied forces in the Europe, Africa, and Southwest Asia area of responsibility. The region is comprised of six bases: NSA Naples, Italy; NAS Sigonella, Italy; NAVSTA Rota, Spain; NSA Souda Bay, Greece (Crete); NSA Bahrain; and Camp Lemonnier, Djibouti.
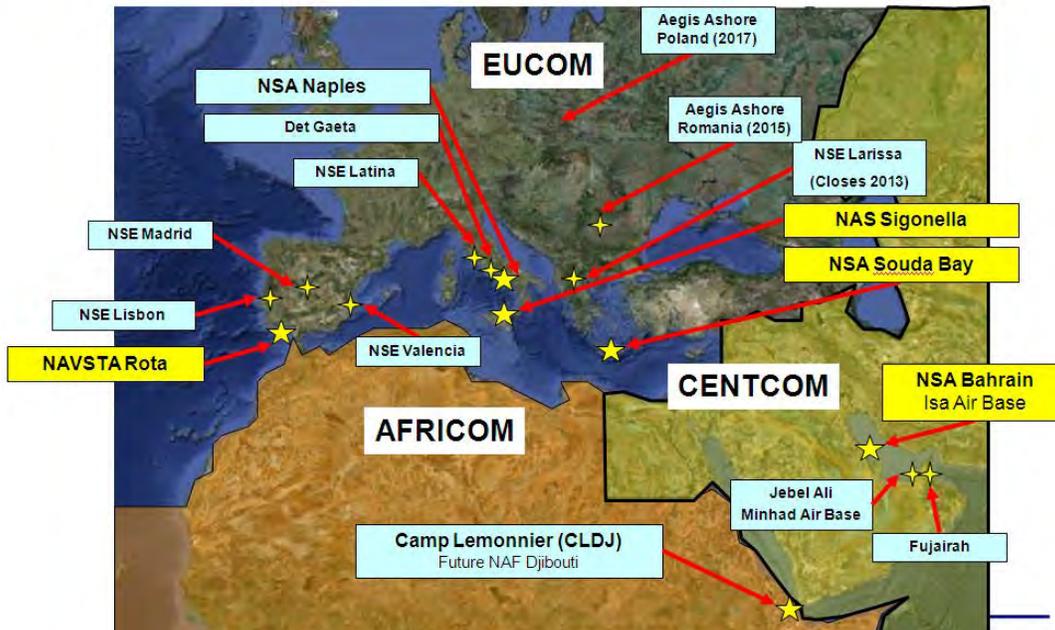
Figure 1.  Commander, Navy Region Europe, Africa, Southwest Asia Span of Control

    b.   NAVSTA Rota.  NAVSTA Rota is a 6,000 acre Spanish Navy installation (see Figure 2), which is commanded by a Spanish admiral, and serves as the headquarters for the Spanish Navy. The base is located on the Bay of Cadiz, between the towns of Rota and El Puerto de Danta Maria, in the province of Cadiz.  In September 1953, the United States and Spain signed economic aid and defense agreements, and began construction of the naval base at Rota.



Figure 2.  Naval Station Rota, Spain Layout

The mission of NAVSTA Rota is to provide support for the operation and maintenance of Navy ships and aircraft. The mission includes maintenance, transportation, financial services, port service operations, security and law enforcement, customs, supply, and fuel support. The U.S. Navy Commanding Officer at NAVSTA Rota also serves as Commander, U.S. Naval Activities Spain.

   c.  NAS Sigonella. NAS Sigonella was formally established in 1959. The idea of a U.S. Naval Base in Sicily was conceived during the early 1950s, when it became obvious that the planned base loading of U.S. Navy P-2 Neptune aircraft would result in overcrowding at the existing facility at Hal Far, Malta. On 25 June 1957, after the U.S. Navy received North Atlantic Treaty Organization (NATO) backing to use Sicily, land for Sigonella was made available on a temporary basis under the terms of an agreement with the Italian Government. In 1959, the first Americans arrived and NAS Sigonella began supporting U.S. deployed squadron operations.

   (1) The base comprises two sections: NAS I was the site of the original U.S. base and is now a support facility, and NAS II includes the runways, operations, and most tenant commands. Most permanent party military personnel and families are housed in Marinai, located outside the main gate from NAS II, and approximately a 15-minute drive from NAS I (see Figure 3).



Figure 3.  Naval Air Station Sigonella, Italy Layout in Sicily

   (2) NAS Sigonella is the primary operational and logistical support element for U.S. SIXTH Fleet operations, earning the nickname "Hub of the Mediterranean." Due to its critical location, NAS Sigonella plays a vital role in supporting joint and combined military operations in the Mediterranean, Middle East, and Africa. NAS Sigonella supports CTF-67, a rotational maritime patrol squadron, C-2, C-9, and C-130 aircraft detachments, shore-based fleet aircraft, and transient U.S. Air Force and NATO aircraft. The air terminal is the second busiest in the European theater and is the primary divert field for the fleet.

d.  NSA Souda Bay, Greece (Crete).  Located on the Hellenic Air Force Base by the village of Mouzouras and approximately 10 miles east of the city of Hania, NSA Souda Bay is strategically located on the northwest coast of the Greek island of Crete.  The NSA occupies an area of approximately 110 acres on the north side of the air base.  The airfield also serves as the civilian airport for the Hania region of Crete.  (See Figure 4.)
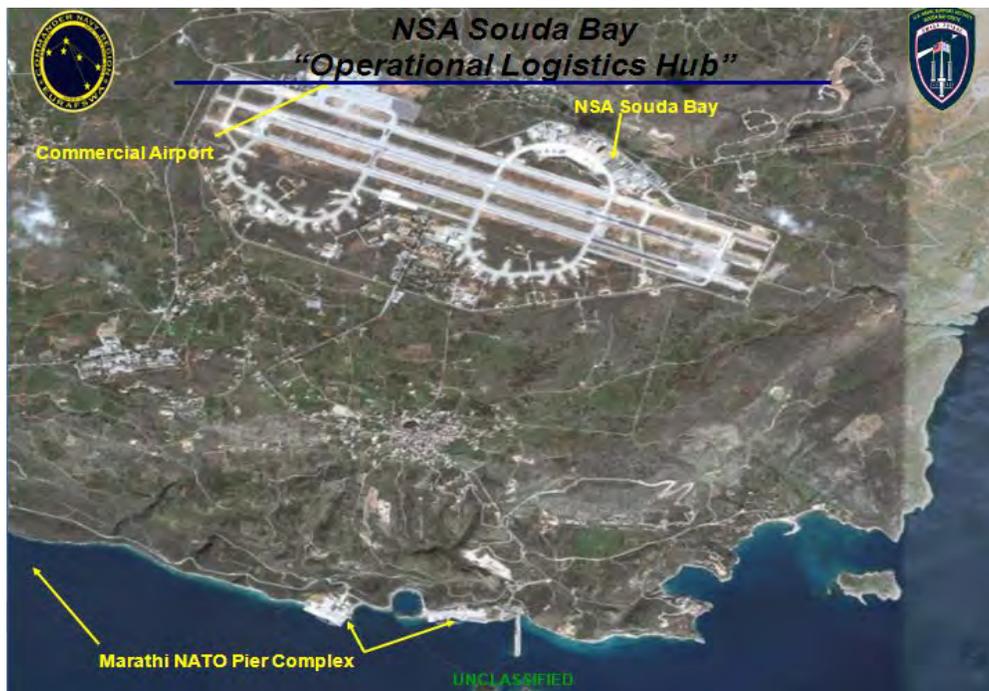


Figure 4.  Naval Support Activity Souda Bay, Greece Layout in Crete

NSA Souda Bay executes its mission of extending joint and fleet war fighting capability through operational support to U.S., Allied, and Coalition Forces deployed within the European Command (EUCOM), Central Command, and Africa Command areas of responsibility.  NSA Souda Bay provides, operates, and sustains facilities and services dedicated to combat readiness and the security of ships, aircraft, detachments, and personnel.

2.  Communication and Relationships.  With the exception of the water quality issues at NAS Sigonella referenced in the NAVINSGEN 2009 Overseas Potable Water Systems Special Study, CNREGEURAFSWA provides effective communication and oversight.  We observed this throughout the areas we visited, in spite of their exceptionally wide span of control across the areas of responsibility of three COCOMs.  The U.S. Navy Commanding Officers at both installations cultivate productive relationships with the host nation leadership.

a.  NAVSTA Rota.  Open lines of communication among the NAVSTA Rota Commanding Officer and his tenant commands are evident through the use of monthly meetings.  Additionally, the relationship between the Spanish base leadership and the Commanding Officer, NAVSTA Rota is productive.  Requests between the two are handled through a formal, long-standing process.  However, we recommend that NAVSTA Rota consider a direct hire interpreter.

b.  NAS Sigonella.  The relationship between NAS Sigonella and the Italian leadership is also robust.  We observed solid lines of communication between Commanding Officer, NAS Sigonella and his tenant commands as well.  Notably, the small NAS Sigonella Public Affairs Office and Fleet and Family Support Center are very effective in preparing newly arriving personnel with area introductions via YouTube videos, Facebook, and other readily available media.

3.  <u>Mission Readiness</u>

a.  NAVSTA Rota.  NAVSTA Rota (see Figure 2) is accomplishing all assigned core mission areas by providing support for the operation and maintenance of Navy ships and aircraft, in addition to the operational, logistical, and administrative support to several tenant commands.  The strategic location of Rota, based on its harbor and airstrip proximity and a well-developed infrastructure, enables it as a full-service, joint integrated logistics node that receives an average of 13 aircraft per day, including Air Mobility Command's C-5 and C-17 flights and intermodal capability for Army helicopter transloads.

b.  NAS Sigonella.  In 2011, NAS Sigonella provided a significant increase in operational support to U.S. and coalition forces to include emergent contingency operations.  Prior to their support to these operations in response to world events, the airfield supported 8 resident aircraft and 10 logistic and passenger flights per month.  In contrast, between April and October 2011, more than 70 U.S. and coalition aircraft were conducting operations from Sigonella with more than 1,500 additional personnel present (see Figure 5).



Figure 5.  NAS Sigonella Contingency Operations in support of U.S. and Coalition Forces

(1) While NAS Sigonella met all these challenges, we observed that this was the result of serendipity, rather than planning.  Although Sigonella is strategically located to support these surges, their capacity to sustain support necessitates additional resource planning and oversight in areas, including infrastructure, manning, and security.  Their current resourcing is not sufficient to support longer term operations exceeding their core mission.  During our area visit, we witnessed a demonstration of what personnel meant when they said Sigonella Sailors "just made things happen".  While supporting emerging operational requirements, NAS Sigonella managed the increased activity and transient personnel, but with significant effort due to a lack of increased resources commensurate with the increased activity, and in some instances, less than optimal procedure.

(2) The Navy funding model is not optimal for overseas bases that frequently experience surges due to joint contingency operations.  Bases such as NAS Sigonella have a significant ability to support these operations, but these additional requirements are met without adequate funding up front for surge missions.  The installations rely on existing, and in some cases decaying, infrastructure considered excess based on "normal" day-to-day Navy requirements.  Without specifically defined Navy mission requirements to support surge forces, CNIC does not have the ability to fund and man the base beyond core operations.  Recent success in Sigonella was credited in part to the superior efforts of reservists temporarily assigned for the contingency, but the initial shock of a surge always falls on the backs of Sailors permanently assigned until help can arrive and additional funding is put in place.  Part 2, Issue Paper 1, NAVY OVERSEAS BASING MODEL, refers (Page 43).

c.   NSA Souda Bay, Greece.  Recent contingency operations highlighted NSA Souda Bay's critical geostrategic location, and the importance of this real estate may be under-reflected in Navy's programmatic focus on Navy operations and requirements.  Of note, the Department needs to determine the disposition of the aircraft maintenance hangar, which is well beyond its service life and has multiple structural and safety issues.  The hangar was deemed to be in excess in 2006, and resources were programmed for its demolition in 2009.  However, demolition has not taken place for a variety of reasons, including contingency use by DoD and interagency partners.  Part 2, Issue Paper 1, NAVY OVERSEAS BASING MODEL, refers (Page 43).

4.  <u>Forward Deployed Naval Forces Readiness</u>.  The planning for FDNF, which will include four Ballistic Missile Defense capable multi-mission Aegis destroyers, their crews, and families, at NAVSTA Rota is progressing.  Our over-arching concern is the lack of infrastructure investment planning for NAVSTA Rota.  Upper echelon guidance to NAVSTA Rota to not "gold plate Rota" and "to maximize existing infrastructure" in preparation for FDNF is encouraging as little infrastructure investment as possible to achieve the minimum standards of support.  Continued development of communication processes among all key stakeholders will ensure planning success.

a.   Pier 1 Assessment.  NAVFAC's last structural analysis of Pier 1 is the April 2002 Pier 1 Structural Study.  All significant deficiencies documented in the report were corrected by a special project, with a contract awarded in FY05 and completed in FY07.  Pier 1 was extended through a NATO project, which began in February 2008 and was completed in July 2010, to make the pier and basin aircraft carrier (CVN)-capable.  This project included pier improvements such as a fresh water looped system, complete refurbishment of the refueling network, sewage and oily waste

ship-to-shore connections to segregated holding tanks, and deck repaving.  Due to the basin expansion, the existing pier also required partial structural improvements and soil consolidation of the portion of the pier closest to the extension.  Voids at the breakwater side of the wharf are inherent to the wave impact absorbing system, associated with the wharf super/substructure facing the ocean, and do not affect the pier structure.  There are no pier structural deficiencies identified for repair.  See Figure 6 for expected FDNF berthing locations on Pier 1.

The last official bathymetry for the Rota basin was published by the Spanish Logistical Directorate (JAL) in September 2010, and all FDNF requirements are met by those depths.  The U.S. Underwater Construction Team ONE detachment deployed to NAVSTA Rota is scheduled to conduct a hydrographic survey in FY13 to confirm the depth of the basin and at Pier 1 berths 1 and 2.



Figure 6.  Naval Station Rota Pier 1

b.  Pier Utilities

(1) Potable Water.  The pier potable water system is capable of supporting the additional homeported FDNF vessels.  Two projects, completed in FY10, improved water flow and system reliability at NAVSTA Rota's waterfront, and these improvements will ensure that the quality and quantity of potable water at the piers is adequate to support FDNF requirements.

(2) Collection, Holding, and Transfer and Oily Waste.  The Collection, Holding, and Transfer (CHT) and oily waste systems were installed through the NATO Pier 1 extension project, and pump the waste to holding tanks at the end of the pier.  Since our visit, both in-pier systems have been operationally tested and proven serviceable, and NAVSTA Rota is developing standard operating procedures for system operation.

(a) The CHT and oily waste storage tanks adjacent to the pier require trucking the waste off the base, since there is no on-pier treatment system for the oily waste and the tanks are not connected into the base sewage system. PWD Rota has developed projects for a pier side wastewater collection system, pumping station, and force main to connect the pier area to existing wastewater infrastructure and to provide oily waste treatment at the pier to support the FDNF requirements. NAVSTA Rota submitted these projects to CNIC, via CNREGEURAFSWA, for FY13 special project funding consideration with an estimated cost of $1.95M.

(b) Since initial project submission, the Spanish Navy has expressed a desire to develop a project to address CHT disposal and oily waste treatment for all piers and berths at Rota. NAVSTA Rota continues to engage with the Spanish Navy to develop a mutually agreed upon way ahead. Pending conclusion of host nation coordination in FY14 and securing project funding, NAVSTA Rota's intent is to continue trucking the waste off-base after the arrival of the FDNF ships.

(3) Electrical System. The base power plant is over 50 years old and reliability is a concern. Additionally, shore power can only be provided on Pier 1 at berths 1 and 2, and that power does not meet DoD Unified Facilities Criteria (UFC) design requirements for Guided Missile Destroyers (DDGs). Also, if more than two FDNF ships are in port, the additional ships must remain under ship's power. Prior to the arrival of the first FDNF ship in FY14, CNREGEURAFSWA and NAVSTA Rota are coordinating with NAVFAC to provide Mobile Utilities Support Equipment (MUSE) generators for a short-term pier power solution. Following the NAVINSGEN visit, CNIC coordinated with NAVFAC to develop a $22.5M Military Construction (MILCON) project for the Program Objective Memorandum (POM)-15/FY15 submission to upgrade the base electrical system to enable NAVSTA Rota to meet the DDG power requirement utilizing grid power without augmentation via MUSE generators. The scope of that project is provided below:

P712, NAVSTA Rota Power System General Upgrades, replaces the point of service substation to include new primary 69 kilovolt (KV) switchgear, transformers rated to support a projected 28 Megavolt Amperes (MVA) peak load, new 15 KV secondary switchgear, and demolition of the existing point of service substation. Project increases the capacity and efficiency of the installation's frequency converter power plant to include two new 4 Megawatt (MW) (5MVA) frequency converter units, provisions for a future third new 5MVA unit, increased plant cooling capacity, and upgrades the existing frequency converter units' controls to allow for base load operation. It also provides a new underground power feeder from the frequency converter plant to Pier 1, and one new 3.2MW (4MVA) shore power substation at Pier 1.

c. Other Infrastructure Investment. One CNIC special project was funded and two MILCON projects were programmed in FY13 to support FDNF. NAVFAC execution timelines for each of these three projects meet FDNF requirements. General descriptions and impacts of each of these projects are provided below:

(1) MILCON P709, General Purpose Warehouse ($3.4M), has been programmed to supplement the existing Fleet Logistics Center Detachment Rota warehouse space at the pier to support FDNF assets. The warehouse is primarily geared toward parts laydown and staging for ship maintenance availabilities. Prior to project completion, the parts storage and staging will be included in ship maintenance contract statements of work for maintenance availabilities. The planned completion date is acceptable to Naval Ship Support Activity (NSSA).

(2) MILCON P710, High Explosive Magazine ($13.8M), has been programmed to provide two High Explosives Earth Covered Magazines, and a package handling, storage, and transportation (PHS&T) facility to support increased operations. The project supports the requirement to offload Vertical Launch System (VLS) ordnance for specific maintenance items on the VLS system. The planned completion date in FY16 is acceptable to NSSA.

(3) A contract for Special Project RM10-5204, Renovate Buildings 3307 and 555 ($1.2M), was awarded in September 2012 to provide additional administrative spaces in the NAVSTA Rota Administrative Area to accommodate Destroyer Squadron SIX ZERO (DESRON 60) detachment (16 personnel), and NSSA Detachment Rota (80 personnel) maintenance responsibilities on the pier. This special project is scheduled to be completed in late 2013.

(a) Two other CNIC special projects to support FDNF, Remodel Pier Entry Control Point ($835K) and Provide Waterfront Parking Area ($640K), remain unfunded. U.S. vessels visiting NAVSTA Rota piers do not have a DoD Unified Facility Criteria (UFC)-compliant[1] pedestrian and vehicle inspection facility. The Spanish have indicated a willingness to place access controls at the head of the pier for FDNF, and NAVSTA Rota is re-scoping the entry control project to resubmit for funding consideration in FY16, once host nation coordination is complete.

(b) NAVSTA Rota will pursue the use of temporary security measures, such as portable barriers and fencing to support the FY14 arrival of FDNF. Adequate parking will not be available at the waterfront to support the increase in FDNF support and ships' personnel, but NAVSTA Rota will implement temporary improvements, such as providing semi-improved (e.g., gravel) parking areas and expanding shuttle bus service to the waterfront area. The parking project will be resubmitted for funding consideration during the next available programming cycle in FY16.

d. Antiterrorism/Physical Security Requirements. NAVSTA Rota originally identified additional FDNF Antiterrorism Force Protection (ATFP) requirements that will affect the Security Detachment and Harbor Patrol Unit (HPU) in FY14, requiring an estimated eight additional billets in the Security Department for manning pier posts and 20 billets in the HPU to open and close the harbor security barrier. CNREGEURAFSWA's plan requires FDNF personnel to provide the additional manning for pier security posts when the ships arrive, and the Spanish Navy has agreed to allow ships' company to carry arms and man security posts on the

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[1] UFC documents provide planning, design, construction, sustainment, restoration, and modernization criteria, and apply to the Military Departments, the Defense Agencies, and the DoD Field Activities. NAVFAC is responsible for administration of the UFC system for DON.

pier, eliminating the need for the additional Security positions. Contract funding for the harbor security barrier support is programmed in FY14, which eliminates the need for additional HPU personnel to open and close the barrier.

e.  Weapons Handling. NMC Detachment Rota will be fully capable to support FDNF with Receipts, Storage, Segregation, and Issue (RSSI) and ordnance handling/transportation. NMC Detachment Rota will be certified to perform all functions to load/offload and stow VLS missiles, which will represent a cost savings by performing the load/offload/stow in Rota, vice returning the ships to the continental U. S. (CONUS). Weapons with expired/expiring maintenance due dates, and/or downgraded weapons will still return to CONUS for maintenance and repair. To mitigate magazine capacity concerns until completion of the magazine MILCON, Military Sealift Command will assist with weapons storage during ship availabilities aboard a Dry Cargo/Ammunition Ship (T-AKE).

f.  Housing

(1) There will be no "reserved" inventory in family housing for FDNF. FDNF Sailors will have a higher priority for assignment to family housing, but it will take some turnover cycles before FDNF Sailors are fully integrated into family housing. However, there is a sufficient inventory of off-base family housing on the local economy to accommodate FDNF Sailors.

(2) There are sufficient barracks to provide homeport ashore for FDNF Sailors, but some room re-designation from transient to permanent party (~50 rooms) at Navy Gateway Inns & Suites (NGIS) is required. Navy Lodge is considering increasing their capacity to accommodate the transient personnel that would be displaced from the NGIS permanent party transition.

g.  Healthcare Services. The scope of the plan to accommodate the FDNF population increase is comprehensive. Naval Hospital Rota is engaged with the Navy Bureau of Medicine and Surgery, and is well ahead in preparations. The hospital has excess capacity for appointments and services and has already submitted a proposal for a modest number of additional personnel (14 positions), including a pediatrician, two health care providers, interpreters, and added support staff. The additional staff will maintain the hospital's ability to maintain its services and excellent access rate at current levels.

h.  Department of Defense Dependents Schools. CNIC and the Department of Defense Education Activity (DoDEA) are discussing how to accommodate the influx of students that will accompany FDNF families.

(1) The elementary school capacity is determined by the Pupil to Teacher Ratio (PTR). The elementary school has a current enrollment of 350 pupils in kindergarten through sixth grade in a facility that was designed for over 700 pupils. However, the national PTR standards have reconfigured the use of the facility as a result of initiatives to improve early childhood education. Since the Rota Elementary School was completed in 2004, special programs have also been added to the curriculum that have further increased the demand for dedicated classroom space. For example, the school began offering a foreign language immersion program in 2005, and provides an intensive reading literacy program for fourth through sixth graders with a maximum of 15 pupils per class session. In addition, two former general-purpose classrooms have been

converted to a single large music classroom to prepare students for music study in high school. Based on information provided by the Navy, DoDEA has concluded that nine more classrooms are required to accommodate an estimated 330 additional students at the Rota elementary school; only five spare classrooms are currently available.

(2) The middle/high school enrollment is 230 students in seventh through twelfth grade. We reviewed construction documents from February 2006 that indicate the school was built to accommodate 282 students. An earlier design included plans for two classroom wings that were not constructed, once it became apparent that the U.S. population would decline to about 3,000 personnel by 2009. Capacity at the middle/high school level is not driven by PTR, but by the specific programs the school offers (e.g., Advanced Placement and remedial education courses that enroll fewer students, but still require an entire classroom). High school programs in music, art, and drama require dedicated space, and specialized classrooms, such as science laboratories and culinary arts areas, cannot be easily converted to other uses. DoDEA has determined that six additional general purpose middle/high school classrooms will be required to support the additional students arriving with FDNF families. The projected deficit could be solved by adding the two additional wings that were designed but never built, or by using temporary modular buildings.

(3) While there is general agreement that more classrooms will be required at both the elementary school and the middle/high school, the Navy and DoDEA do not agree on who should fund any necessary construction. A 2002 DoD policy memorandum entitled "Military Restationing Study – DoDEA Schools" states that the Services' restationing plans must include MILCON requirements that necessitate a change in dependent schools overseas. If the FDNF initiative represents a homeport shift, DoDEA asserts that the Navy should be responsible for building temporary classrooms. CNIC argues that FDNF is an enduring mission change that obligates DoDEA to program its own funds for needed military construction. CNIC has sent a letter to DoDEA identifying the FDNF ships as being restationed due to Presidential Directive, and asking for formal determination of the new requirements for schools at Rota.

(4) As homeport change outreach efforts begins for the crews of the first two destroyers in mid-FY13, NAVSTA Rota intends to replace the school age population estimates with actual information gathered from the crews to enable more accurate refinement of elementary, middle, and high school population increases. Part 2, Issue Paper 2, FORWARD DEPLOYED NAVAL FORCES DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS, refers (Page 46).

i. Religious Ministries. The Religious Ministry Teams (RMTs) at Rota offer a wealth of community service and outreach programs. However, they are being challenged to meet all requirements by Navy-wide chaplain manning reductions with NAVSTA Rota reducing the chaplain manning from four to three in mid-2013. The 25 percent reduction in chaplain manning is significant, considering the proposed influx of FDNF Sailors and family members and the fact the incoming Destroyer Squadron (DESRON) SIX ZERO may arrive without an RMT. The FDNF increase and reduction in chaplain manning will leave an installation population of approximately 7,000 personnel with 50 percent fewer chaplains than existed when the base population was near this number in previous years. As the population size and need expands,

manning shortages will increase the work load on the remaining RMTs and may lead to a reduction and possible suspension of some religious ministry programs at NAVSTA Rota. Part 2, Issue Paper 3, FORWARD DEPLOYED NAVAL FORCES RELIGIOUS PROGRAMS, refers (Page 48).

   j.   Fleet and Family Support Center.  Fleet and Family Support facilities on the base are sufficient to meet FDNF dependent needs, but additional staffing will be required as the base population increases.

   k.   Navy College.  In anticipation of the influx of FDNF Sailors, the Navy Campus office is scheduled to increase the Navy College Program Afloat College Education program.  The classes will be centrally located to the barracks for junior personnel.

   l.   Navy Exchange and Commissary.  The base has a sizeable main NEX store with expansion capacity to accommodate the pending influx of FDNF personnel and their families. The NEX also has an on base gas station and the "Fleet Support" Laundromat operation.  There is also an additional Laundromat planned for the pier area, where the FDNF ships will be berthed.  The store manager is engaged in the FDNF planning process, and there is planning underway for an additional "food court" area in the main store and range and depth inventory expansion, including uniform items.  The Commissary was renovated in 2006 and is well situated with potential capacity to accommodate the expansion of patronage expected with the influx of FDNF families.

5.  Military Manning and Manpower

   a.   Active Duty Manning.  We assessed Total Force Management across the region for trends that impact military mission readiness.  From the most senior officers to junior enlisted Sailors, individuals at NAVSTA Rota, NAS Sigonella, and NSA Souda Bay identified military manning as a primary concern.  Commanders are exerting extra effort to implement creative solutions, often relying on reserve component personnel to support surge force manning requirements.

      (1) We visited several key departments and tenant commands at NAVSTA Rota and NAS Sigonella.  Our observations noted that both NAVSTA Rota and NAS Sigonella have a 76 percent manning aggregate, when compared to billets authorized and current onboard for the CNIC mission.  This is below the 80 percent metric for shore commands.  Navy-wide fleet average is 82 percent.  However, mission requirements and rapidly developing contingency operations have exacerbated the situation in several key ratings such as Aviation Boatswain's Mate – Handling, Yeoman, Personnel Specialist, Information Systems Technician, and Master-at-Arms.

      (2) Departments and commands have proactively engaged the aforementioned areas to posture system vacancies and/or gaps through the use of personnel resource tools, such as Enlisted Manning Inquiry Reports  and Total Force Manpower Management System packages.

However, the long lead times for FIT[2] and FILL[3], in most cases, creates a stress on existing personnel resources and additional collateral duty assignments. The last Shore Manpower Requirements Determination (SMRD) for NAVSTA Rota was in 1998, and we found no record of an SMDR for NAS Sigonella. Without a specifically defined Navy mission requirement to provide support to surge level force capacities, manning will be based on core operations. Proactive Region-level engagement in this area is required to efficiently conduct current mission operations and absorb the increasing responsibilities of mission requirements in support of COCOM tasking.

    b.   Reserve Components.  Reserve services are headquartered at CNREGEURAFSWA at NSA Naples, Italy.  Manning is primarily managed by the Region Operational Support Office (ROSO), in coordination with three CONUS-based Navy Operational Support Centers (NOSC). The three NOSCs were instrumental in their emergent requirement response to Rota and Sigonella during OPERATION UNIFIED PROTECTOR in 2011, and the September 2012 contingency operation.  Notably, one NOSC was credited for getting Reservists on station, some in as little as three days, to support surge requirements at NAS Sigonella.

In FY11, CNREGEURAFSWA moved an O-4 billet from NAS Sigonella to the region staff in Naples, with the ROSO responsible for the regional headquarters, NSA Naples, NAVSTA Rota, NAS Sigonella, and NSA Souda Bay, while also supporting all Regional installation missions, including Firefighting, PSDs, and Regional Operations Center Support.  At the time of our visit, ROSO had an O-5 active duty officer, who was dual-hatted as the Deputy Administrative Officer (N1) and Total Force Manpower in Naples, Italy.  NAVSTA Rota had one Reserve full time support (FTS) E-5 and NAS Sigonella had one Reserve FTS E-6, serving in the installation OSOs.

6.  <u>Civilian Manning and Manpower</u>.  Each installation is managing unique host nation regulations and directives, per Status of Forces Agreements (SOFA) with host nations and Department of Defense Instruction (DoDI) guidance, while executing government directives for U.S employees.

    a.   Human Resources.  The effects of the increased enforcement of the Five-Year Rule (e.g., civilian employees in foreign areas shall be limited to a period of five continuous years) is a leadership concern at each installation, due to the potential loss of experience and talent.

    (1) Since 1966, DoD policy has limited the time to five years that appropriated fund civilian employees in the competitive service spend in foreign areas.  This typically equates to one foreign area tour (three years) and one renewal agreement tour of duty (24 months).  This policy was established to provide management necessary flexibility, and to provide career-enhancing opportunities for CONUS-based employees.  Employees in foreign areas can seek an exception to the policy to extend a tour in two-year increments.

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[2] FIT refers to the match between the rating and pay grade required for a particular billet and the qualifications of the individual assigned to that billet.
[3] FILL refers to the percentage of billets that are occupied without regard to the rating or pay grade of the individuals occupying them.

(2) In January 2013, the Office of Civilian Human Resources released an "Interim Guidance for Foreign Area Employment-Overseas Tours" delegating authority to approve requests for first renewal tour agreement beyond five years to the Chief of Naval Operations (CNO), Commandant of the Marine Corps (CMC), Department of the Navy Assistant for Administration (DON/AA), and heads of Echelon II commands. In addition, CNO, CMC, DON/AA, and heads of Echelon II commands may approve subsequent renewal agreement tours through the end of the ninth continuous year overseas, when justification is provided. Tour extensions beyond the ninth year can only be approved by CNO, CMC, and DON/AA.

b. Indirect Hire Employee Functions at NAVSTA Rota. Under the guidelines of the Defense Cooperation Agreement (DCA) between Spain and the United States, 70 percent of the civilian personnel billets in Rota are required to be filled by Local Labor Personnel (LLP). These LLPs are indirect hire employees, who remain employees of Spain vice the United States. The prevalence of indirect hires raises the issue of whether they are performing inherently U.S. Governmental and critical functions, contrary to U.S. law and regulation. Some indirect hire employees at NAVSTA Rota are functioning as purchasing agents involved in the obligation of U.S. Government funds, which is an inherently governmental function that can only be performed by direct hires. Part 2, Issue Paper 4, INDIRECT HIRE EMPLOYEE FUNCTIONS AT NAVAL STATION ROTA, refers (Page 50).

c. Spouse/Family Member Employment. Hiring procedures on NAVSTA Rota fall under the guidelines of both the SOFA and the DCA between Spain and the United States. A strict adherence is maintained to the ratio that requires 70/30 Staffing Ratio (LLP to U.S. personnel). In real terms, this means jobs are available, but extremely limited. Both agreements and Spanish Labor Law make off-base employment virtually non-existent for U.S. family members. Navy families who rely on two incomes in CONUS should anticipate these financial factors at Rota.

Alternative employment opportunities do exist. MWR operates a home care provider program, allowing spouses to provide day care in their homes, if they reside in base housing. Home-based business opportunities exist and are approved on a case-by-case basis per guidelines in Military Installations – U.S. DoD, 27 February 2013, www.militaryinstallations.dod.mil.

7. Fleet Support

a. Personnel Support Detachments. PSDs service over 50 commands that include 7,000 military, civilian, Host National Personnel, their family members, and deployed U.S. SIXTH Fleet and NATO staff members at NAVSTA Rota, NAS Sigonella, and NSA Souda Bay. PSDs are meeting mission tasking, but the recent manning cuts to all region PSDs make it a challenge to provide optimized customer service, because of the increasing mission support requirements due to numbers of contingency operations personnel. This has a direct impact on timeliness in transaction turnaround, affecting service member pay and services to include transfers, receipts, and travel (see Figure 7). CNREGEURAFSWA's isolated regional environment, particularly at NSA Souda Bay, demands continued optimized manning oversight to ensure current mission demands and accountability are being met. All PSDs create an environment of expeditious customer service to include the latest monthly publications communicating Navy-wide initiatives.
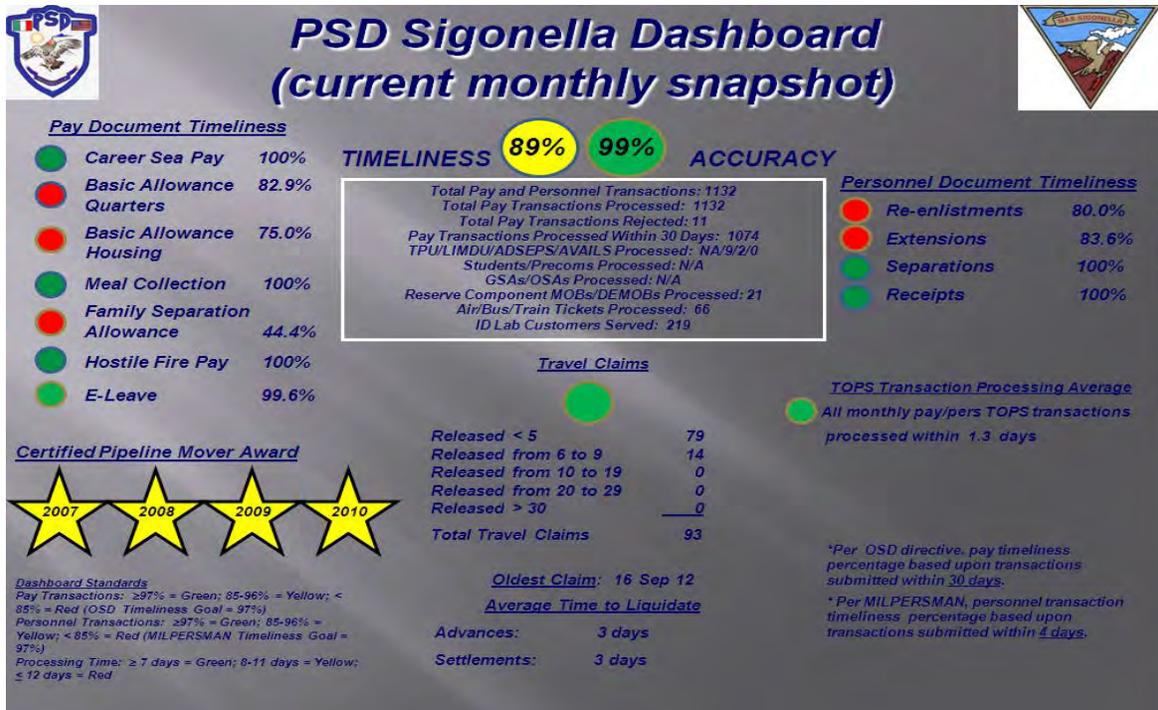
Figure 7.  PSD Sigonella Operations Monthly Snapshot

    b.   Aviation Intermediate Maintenance Department Sigonella.  AIMD Sigonella provides
maintenance support operations for 14 aircraft and multiple transient platforms.  AIMD
Sigonella is the only outside the continental United States (OCONUS) AIMD remaining under
Commander, U.S. Fleet Forces Command (USFF) cognizance.  The planned USFF transition to
Commander, Fleet Air Forward will re-scope requirements and funding.  Current manning level
is 94 percent of billets authorized for tasking at NSA Naples, NAS Sigonella, and NSA Souda
Bay.  Not inclusive of manpower authorizations, periodic mission support detachments to
NAVSTA Rota and Camp Lemonnier, Djibouti create a strained Operational Tempo and
Individual Personnel Tempo environment.  An SMRD is scheduled for FY15 at AIMD
Sigonella.

8.  Command Security.  Regional security programs are in compliance with SECNAV
instructions.  Security manager designation letters and command security instructions are
current.  All security managers proactively track and manage personnel security investigations to
ensure respective staff members have updated security clearances, and appropriate access to
classified information, as required by their billet and position description.  Units are conducting
indoctrination, orientation training, annual security refresher training, and counterintelligence
and foreign briefings per SECNAV guidance.

    a.   NAVSTA Rota.  Personnel security, security training, and classified material handling
procedures are in compliance with DON regulations.  Security practices for Sensitive
Compartmented Information Facilities (SCIF) spaces are compliant.

b. NAS Sigonella. Personnel security and security training are now in compliance with DON regulations. We observed that [b7e] ██████████████████████████████████████████████ ██████████████████████████████████████████ We provided assistance during our visit to address these deficiencies. Security practices for SCIF spaces are compliant. Both the Joint Worldwide Intelligence Communications System and Secret Internet Protocol Router Network infrastructures are adequate to meet current operations, including surge operations. However, [b7e] ██████████████████████████████████████████████ ██████████████████████████████████████████

## II. FACILITIES, SAFETY, AND SECURITY

1. <u>Introduction</u>. The Facilities, Safety, and Security team reviewed a number of programs at NAVSTA Rota and NAS Sigonella, including: Facilities Management; Water and Wastewater Utility Systems; Environmental Program Management; Family Housing; Safety and Occupational Health; Emergency Management; and Antiterrorism/Force Protection and Physical Security.

2. <u>Facilities Management</u>. Installations in CNREGEURAFSWA face the same issues of declining infrastructure investment and service levels as other CNIC regions. The Navy's limited MILCON and facility Sustainment, Restoration, and Modernization funding is primarily directed at operational facilities. In a number of cases, key operational facilities at European bases are maintained by the host nation. The marginal investment in facilities accelerates their degradation and shortens service life expectancy. Deferred facilities maintenance will eventually translate into higher Recapitalization and Modernization (RM) costs in the out years, in addition to the short-term habitability and QOL impacts to Sailors and the Navy civilian workforce.

   a. NAVSTA Rota Recapitalization. We noted concern about NAVSTA Rota's slow rate of facilities recapitalization, especially compared to other CNREGEURAFSWA installations. These concerns were reflected in the Region's prioritized MILCON project submission to CNIC headquarters for POM-15, with four of the top five priorities at NAVSTA Rota. However, when compared against CNIC Enterprise-wide metrics, NAVSTA Rota's facility condition, Restoration and Modernization backlog, and average age of facilities is comparable to other Navy installations.

   b. NAS Sigonella Recapitalization. As a result of extensive recapitalization at NAS Sigonella in the early 2005-2006, its facilities are in superior condition when compared with typical CONUS bases (see Figure 8). Nevertheless, the facilities are beginning to degrade and the PWD struggles to maintain the base with limited sustainment funding and mandated reductions in base services.

Figure 8.  Naval Air Station Sigonella Support Site (NAS SIG I)

c.  Defense Readiness Reporting System-Navy

(1) Similar to the findings in other regions, we observed degraded installation conditions, resulting from continued declines in shore installation manning and funding, contrary to Defense Readiness Reporting System-Navy (DRRS-N) data.  However, within the DRRS-N reporting system, the populated objective databases on manning and funding are not approved for use by CNIC.  As a result and as highlighted in other NAVINSGEN area visit reports, these data are not used by the Installation Commanding Officers (ICOs) in their readiness assessments.  Our observations indicate that the CNIC business rules of DRRS-N can lead ICOs to assume greater risk than is reflected in DRRS-N.

(2) In addition, issues unique to overseas bases may require different DRRS-N reporting rules than in CONUS.  Facilities data is only provided for infrastructure owned by CNIC, and host nation infrastructure, such as piers and runways critical to mission readiness, lack condition, capacity, or configuration data for assessment under DRRS-N.  In the case of NAS Sigonella Augusta Bay, MWR facilities are the only data shown for port operations, because the operational pier is not "owned" by CNIC.  Part 2, Issue Paper 5, READINESS REPORTING AT OVERSEAS BASES, refers (Page 51).

d.  Navy Overseas Basing Model

(1) Both NAVSTA Rota and NAS Sigonella were primarily constructed and configured for use after World War II.  At that time, b7e

b7e

While the mission at NAVSTA Rota will include sustained support of FDNF, NAS Sigonella and NSA Souda Bay's missions are more fluid. b7e

NAS Sigonella relies on hangars slated for demolition and barracks that are not maintained as part of their normal inventory. b7e

(2) The standard Navy basing model does not anticipate large swings in operations, and as a consequence, discourages investment in any facilities above the inventory necessary to maintain "routine" operations. This concept appears inconsistent with many overseas bases, which are increasingly called upon to provide a "forward base" to support real world operations. Additional information on this topic was discussed earlier in this section, paragraph 3 (Page 7).

e. NAVSTA Rota barracks hot water. We noted multiple complaints in focus group discussions about the lack of hot water in the barracks. Although there were planned outages for a station-wide barracks boiler upgrade project, the hot water complaints in barracks buildings 569 and 570 were not resolved by the boiler replacement project. After a review of hot water service tickets in the barracks, the Housing Office and PWD identified a high number of unplanned outages in these two buildings. Prior to our departure from Rota, hot water was restored in both buildings, and an additional boiler assessment was scheduled. Follow-up with NAVSTA Rota indicates the barracks hot water issues are largely resolved with increased oversight from installation leadership. Undersized boiler components were likely the root cause of many of the unplanned outages, and this issue has been corrected.

3. <u>Water and Wastewater Utility Systems</u>. Potable water and wastewater utility systems are mission critical assets. Potable water in sufficient quantities and quality is fundamental to the safety and health of installation personnel, while wastewater collection and treatment systems are also essential for maintaining sanitary operating conditions. These systems' efficient and effective operation requires a cadre of personnel from disparate organizations (e.g., environmental, utility operations, and medical) to work cooperatively. Coordinating these functions is challenging, but fundamental to ensuring high quality results during continuous 24/7 operations.

During this area visit, we evaluated the overall functionality of the water and wastewater utility systems at NAVSTA Rota and NAS Sigonella. The purpose of these evaluations was not to focus on discrete deficiencies at these locations, but to assess the oversight processes and their effectiveness in addressing deficiencies in a timely and effective manner.

a. NAVSTA Rota

(1) Potable Water.  NAVSTA Rota has a well-managed potable water program.  The water system was the subject of several inspections, audits and sanitary surveys over the last five years.  Identified deficiencies were generally minor and promptly corrected.  The installation prepares Consumer Confidence Reports annually, as required; and the 30 June 2012 report states the potable water complies with applicable drinking water standards.  The program is managed by a local national employee whose previous laboratory experience and training enables her to provide excellent support.  The ICO chairs the Installation Water Quality Board, which meets quarterly to discuss, coordinate, and address potable water issues, and helps ensure the environmental, utilities, and medical functions are coordinating effectively.

(a) NAVSTA Rota purchases treated potable water from the Spanish Water Confederation (Agencia Andaluza del Agua).  The quality of water deteriorates due to the long retention times in Rota's water distribution system.  NAVSTA Rota installed granular activated carbon filters (see Figure 9) to remove the organic compounds from the water, and initiated procedures to minimize distribution system retention times.  These initiatives were effective in improving the water quality.


Figure 9 – Granular Activated Carbon Treatment System at Naval Station Rota

(b) NAVSTA Rota operates a water laboratory that is certified by the National Science Foundation.  The lab is managed by the PWD Utilities Branch and provides both water testing and consultation services.  Rota's laboratory was particularly helpful while the installation made incremental changes to improve the water quality in their distribution system

(c) The laboratory staff also screens deliveries of bulk water treatment chemicals (e.g., liquid chlorine) for signs of contamination or tampering.  A standard operating procedure is followed whenever a chlorine shipment is received to ensure the delivery meets the same specifications as their water supplier.  The laboratory staff maintains certification records of all deliveries.

(d) Up to the early 1990s, NAVSTA Rota used well water to irrigate the golf course until a prolonged drought increased the salinity of the well water.  The base abandoned the wells and began using potable water for golf course irrigation.  That practice continues although installation personnel acknowledge that it is uneconomical and contrary to water conservation practices.  The cost to irrigate the golf course is approximately $170,000 per year.  CNREGEURAFSWA reimburses NAVSTA Rota for the cost of irrigation as a utility expense.  In 2010, the golf course completed a contract to install water sensors and automatic valves to minimize the amount of water used for irrigation.   Additional projects are proposed to replace outdated irrigation system infrastructure and develop a turf management program.

(e) In 2012, PWD Rota developed a plan to reactivate the abandoned irrigation wells, including testing of the wells, pumps, and piping systems, and prepared a project to return the system to full operation.  Economically, the cost to bring the well system into full operation has a payback period of less than two years, when compared to the cost of using potable water.  NAVSTA Rota MWR concurs with the project, since the well water characteristics are suitable for the various golf course grasses.

(f) The request letter for this project was forwarded through the U.S. installation commander to the Spanish Naval Base Commander in early 2013.  It was supported by the Spanish Naval Base Commander, but requires approval from the Spanish Ministry of Defense in Madrid.  The request letter includes the golf course irrigation project along with several Spanish well water initiatives.

(2) Wastewater.  NAVSTA Rota PWD operates a sewage collection system that pipes sewage to the Rota City wastewater treatment plant.  The sewage generally meets DoD Final Governing Standard (FGS) requirements, but sometimes exceeds the hydrogen sulfide standard during low flow periods.  These excursions are infrequent, and represent more of an odor nuisance than a compliance concern.

b.  NAS Sigonella

(1) Potable Water.  NAS Sigonella operates several potable water treatment and distribution systems.  The scope and complexity of these systems are greater than those managed by NAVSTA Rota.  Potable water quality and management problems at Sigonella are significant and systemic deficiencies documented at NAS Sigonella for over a decade were not resolved commensurate with the risks to installation personnel or Navy reputation.  Increased emphasis on correcting longstanding deficiencies discouraged transparency and diminished risk-based decision-making.  For example, in early 2012, numerous drinking water samples at NAS Sigonella exceeded the maximum allowable bromate concentration.  Some samples were 16, 17, and 24 times the safe limit.  Our visit confirmed that NAS Sigonella waited 135 days before reporting the

exceedance through their chain of command or notifying base personnel of potential health risks in violation of accepted practices.  NAVINSGEN documented several additional compliance deficiencies that support the need for increased oversight and enforcement of the OCONUS potable water program.  This topic will be covered in additional detail in a forthcoming follow-up report to the 2009 Overseas Potable Water Systems Special Study.

       (2) Wastewater.  NAS Sigonella PWD operates wastewater collection and treatment systems at the NAS I Support Site and the NAS II Operational Site.  Both facilities have a history of operation and maintenance problems that result in frequent violations of FGS-Italy criteria.  Exceedances in nitrogen, phosphorus, and bacteria (including E. coli) were documented during routine monitoring at NAS I and NAS II over the past two years.

       (a) A NAVINSGEN staff visit in 2010 found one of two clarifiers at NAS I was out of commission.  A utility system evaluation was also conducted in 2010, and documented deficiencies at both the NAS I and NAS II wastewater treatment facilities, including problems with flow meters, filters, clarifiers, and disinfection systems.  Twenty-three operation and maintenance action items were compiled from field notes during the 2010 site visits.

       (b) NAVFAC EURAFSWA has developed a comprehensive integrated priority list, and multiple projects to address all 23 deficiencies.  Construction repairs were ongoing at the time of our area visit.

4.  Environmental Program Management

    a.  Hazardous Waste/Hazardous Material.  Both NAVSTA Rota and NAS Sigonella have robust, well managed, and relatively mature Environmental Programs.  Both installations are staffed by experienced, highly self-motivated, professional environmental personnel.  NAVSTA Rota and NAS Sigonella have well run Hazardous Waste (HW) management programs, which are fully integrated with the FLC-operated Consolidated Hazardous Material (HM) Reutilization and Inventory Management Program Hazardous Material/Waste Minimization (HAZMIN) Centers.  NAVSTA Rota HW/HM personnel have done an outstanding job achieving and maintaining a high level of compliance and process improvement over the last decade.  NAS Sigonella HW personnel developed and maintain a comprehensive HW collection and management data base, and perhaps more significantly, they reduced HW disposal costs through recycling used oil, batteries, toner cartridges, and even empty metal containers.

    b.  Final Governing Standards.  FGS for Spain and Italy establish the environmental management requirements for NAVSTA Rota and NAS Sigonella, respectively.  The U.S. Navy is the Executive Agent for the FGS-Spain and FGS-Italy, and responsible for updating the documents to reflect evolving standards and regulations.  On 9 January 2013, EUCOM approved CNREGEURAFSWA's FGS-Italy, dated 7 September 2012, but Spain's most recent FGS is dated 2008.  DoDI 4715.5, Management of Environmental Compliance at Overseas Installations, dated 22 April 1996, requires update of the FGS every two years.  Some Service branches update chapters that have significant host nation regulatory changes every two years, but the entire document is not completely revised at that frequency.  This is a result of budgetary constraints

and the varied rate at which host nations adopt new regulations.  The update process involves comparing host nation laws to those contained in the Overseas Environmental Baseline Guidance document, which was last updated in 2007.  Following review, the more health protective standard is adopted.

(1) CNREGEURAFSWA legal and environmental personnel in Naples are responsible for updating FGS-Spain, and coordinating the update with all stakeholders.

(2) Regional staff conducted the FGS-Spain tri-service and Defense Logistics Agency (DLA) review meeting from 28 January to 1 February 2013 in Rota, Spain.  CNREGEURAFSWA is preparing a final draft for review by the other Service branches and DLA.

(3) Following final review, the Regional Commander will review and endorse the final draft, and submit to EUCOM for approval.  FGS-Spain is expected to be approved by the end of FY13.   Part 2, Issue Paper 6, PERIODIC UPDATE OF FINAL GOVERNING STANDARDS, refers (Page 53).

c.  Asbestos Management.  During the area visit, NAVSTA Rota and NAS Sigonella did not have fully compliant Asbestos Management Programs, as described in the FGS for Spain and Italy.  Asbestos programs have both safety and occupational health and environmental elements; and safety and environmental departments have varying responsibilities for asbestos management.  In December 2012, the asbestos management program was transferred from CNIC to NAVFAC.  NAVFAC has since designated Asbestos Program Managers at all CNREGEURAFSWA installations.  The FGS for Spain and Italy require that Asbestos Program Managers receive training to ensure they execute their program responsibilities safely and in compliance with both health and environmental regulations.  NAVFAC EURAFSWA has embarked on an aggressive training program, and is on schedule to have all of its Asbestos Program Managers trained by July 2013.

d.  Solid Waste Management and Recycling.  Like all Navy installations, NAVSTA Rota and NAS Sigonella are required by Navy regulations and local statutes to reduce solid waste landfill disposal rates.

(1) Both NAVSTA Rota and NAS Sigonella have performance based, fixed price contracts for trash removal, which among other criteria, specify container size and the frequency of pickups.  Although this is the Navy's most common type of waste disposal contract, it provides little incentive to recycle, since the increases in waste diversion resulting from the recycling program are never realized financially.

(2) Since our visit, OPNAV N45 and N46 have established a Navy Solid Waste Working Group with members from CNIC, NAVFAC, Regional commands, Facility Engineering Commands, and installation level subject matter experts.  Monthly teleconferences are addressing issues related to recycling, solid waste disposal, diversion, qualified recycling program operations, metrics, and policy, with the goal to maximize the effectiveness of recycling operations.

5.  Family Housing.  During focus group discussions, NAVINSGEN received multiple complaints regarding the off-base housing referral system, although the families were generally happy with their off-base housing.  Housing residents perceive that landlords charge adjusted rates of rent for the same property to ensure they always collect the service member's full Overseas Housing Allowance.  During the inspection, the NAVSTA Rota and NAS Sigonella housing offices confirmed that all rents are pre-negotiated, independent of the service member's rank.  However, during a review of the process, NAVINSGEN determined that:

    a.  There was no off-base housing information provided to the service member prior to arrival in Spain.

    b.  Competing requirements sometimes delay the start of the off-base housing search that should be completed within the 30-day limit of Temporary Lodging Allowance.  The required housing in-brief (2 hours) often occurs on the same day (Wednesday) as the arrival of new personnel.  The required 4-day Inter-Cultural Relations (ICR) brief often further delays the service member's ability to begin the housing search.

    c.  The option for additional time to obtain adequate off-base housing by moving into Temporary Lodging is not well understood by the service members.

    d.  The housing in-brief is given by local nationals, which fuels speculation that service members are "steered" to off-base housing that favors the local nationals in the housing referral office.  Conducting the housing in-brief with U.S. housing management staff might lessen concerns by newly reporting personnel about whether the information they receive is consistent with actual management practices.  NAVINSGEN recommended that the Housing Directors institute a greater level of transparency in housing procedures and communicate these procedures more effectively.  This issue is not unique to this Region, and a more in-depth review of overseas housing is being conducted by the NAVINSGEN Special Study Division.

6.  Safety and Occupational Health.  During the area visit, we reviewed the SOH programs at NAVSTA Rota and NAS Sigonella, as well as CNIC's Base Operating Support (BOS) safety support provided to tenant activities.  The SOH programs at NAVSTA Rota and NAS Sigonella, and the BOS safety support to tenants are provided in accordance with OPNAVINST 5100.23G CH-1, Navy Safety and Occupational Health Program Manual, and CNICINST 5100.3, BOS Safety Services, requirements.

    a.  NAVSTA Rota SOH Programs.  Over the past 10 years, eight different individuals managed NAVSTA Rota's Safety Office, with inconsistent SOH program results.  The current safety manager is improving the SOH program's continuity by:

        (1) Engaging in mishap analysis and reduction;

        (2) Developing self-assessments, job hazard analysis/operational risk management, traffic safety, and recreational and off-duty safety programs; and

(3) Finalizing the fall protection plan, energy control plan, confined space entry plan, local recreational and off-duty safety instruction, and local traffic safety instruction.

b.  NAS Sigonella SOH Programs.  In contrast to NAVSTA Rota, continuity of safety managers at NAS Sigonella has not been an issue affecting the command's SOH process.

c.  Workplace Inspections.  During a September 2011 safety symposium conducted at NSA Souda Bay, CNIC headquarters safety directed all CNREGEURAFSWA safety offices to focus on performing hazard assessments of work processes and facilities in the immediate work area, and discontinue inspections of the facilities outside the immediate work area, including parking lots, sidewalks, stairwells, hallways, other areas of ingress and egress, and rooftops.  CNIC's contention is that such inspections are the responsibility of installation firefighter personnel, facility managers, and maintenance and engineering personnel.  Although these entities play a role in ensuring safe working conditions and adequate facilities, OPNAVINST 5100.23G includes the word "facilities" when defining the workplace, and requires regional and activity safety programs to ensure all workplaces are inspected at least annually, and more frequently based on the level of risk.  The instruction also requires that workplace inspectors are appropriately trained to recognize safety hazards.  Part 2, Issue Paper 7, WORKPLACE SAFETY INSPECTIONS, refers (Page 54).

d.  Safety and Occupational Health Management Evaluations.  Chapter 9 of OPNAVINST 5100.23G CH-1 requires that headquarters commands ensure appropriate program effectiveness evaluations are conducted at subordinate commands and field activities at least every three years. Safety and Occupational Health Management Evaluations (SOHMEs) are required to evaluate the results of mishap prevention efforts to include quality assessment of the activity self-assessment process, review compliance with program requirements, and evaluate mishap trends. The SOHMEs conducted by CNREGEURAFSWA at NAVSTA Rota and NAS Sigonella in August 2010 and May 2011, respectively, reviewed each of the requirements, but additional detail could have been provided regarding the activity self-assessment process and evaluation of mishap trends.  We provided assistance during the area visit, and future CNREGEURAFSWA SOHME reports will provide additional information on these areas, as well as others to ensure that the assessments are described in greater detail.

e.  SOH Training.  Tenants at both locations are provided computer-based training through Enterprise Safety Application Management System (ESAMS), upon request.  NAVSTA Rota Safety Office also conducts classroom training, such as New Supervisor, ESAMS for Supervisors, and indoctrination.  NAS Sigonella Safety Office provides classroom training for confined space entry, fall protection awareness, and respiratory protection, upon request.  Tenant command personnel receive additional required training through their chain of command.

f.  Collateral Duty Safety Training.  Individuals assigned safety responsibilities as a collateral duty are required to attend the "Introduction to Navy Occupational Safety and Health Ashore" course given by the Naval Safety and Environmental Training Center.  All safety representatives we interviewed at both locations attended this required training.

g.  Traffic and Motorcycle Safety.  NAVSTA Rota and NAS Sigonella provide adequate traffic safety program support to all tenants.  Program support includes emergency vehicle operator, driver improvement, motorcycle basic rider, experienced rider, and military sport bike rider training.  Traffic safety coordinators use ESAMS to track motorcycle riders and training for all tenants.  NAVSTA Rota and NAS Sigonella Safety Offices track trained motorcycle riders, including active duty members of various Services and military dependents, and all tenants have either a command traffic safety coordinator or a designated motorcycle safety representative with an ESAMS account to track motorcycle riders and required training.

h.  Alternate Vehicles.  Alternate vehicles are mechanized equipment capable of on- or off-road travel, and are designed to provide transportation for one or more individuals.  Low Speed Vehicles (LSVs), such as Gators and golf carts, are two categories of alternate vehicles operated at NAVSTA Rota and NAS Sigonella by air operations, PWD, port operations, and Navy Munitions Command personnel.  OPNAVINST 5100.12J, Navy Traffic Safety Program, requires that LSVs operated on roadways are treated as motor vehicles, marked with a slow moving vehicle emblem, and that LSVs must meet Department of Transportation Federal Motor Vehicle Safety Standards (DOT FMVSS), as well as host nation, Federal, state, and local safety requirements.  Golf carts are prohibited on roadways, but commands must establish Standard Operating Procedures (SOPs), identify authorized areas of use, perform inspections, and ensure they are operated and maintained according to the manufacturer's guidelines.

(1) Following our visit, CNREGEURAFSWA hired a Traffic Safety Program Manager.  Based on assistance provided during the visit, both installations are developing local instructions for traffic safety and the use of alternate vehicles.  NAVSTA Rota is developing an installation traffic safety instruction, which will include a policy on the use, operation, and inspection of alternate vehicles.  At the time of the area visit, all Gators on NAVSTA Rota were prohibited from on-road use, and since our visit, alternate vehicle safety equipment, conforming to DOT FMVSS, has also been installed on the Gators belonging to Port Operations to authorize on-road use.

(2) NAS Sigonella has drafted an alternate vehicle instruction and SOPs that are awaiting signature.  This guidance outlines that these vehicles will not be used on public roadways, unless they are inspected and certified as having all required safety equipment by the Safety Office prior to operation.  The instruction will also include alternate vehicle inspection procedures.

i.  Recreation and Off-Duty Safety.  The Recreation and Off-Duty Safety (RODS) program at NAVSTA Rota and NAS Sigonella are managed by MWR employees.  Both of the installation's safety personnel inspect all MWR facilities as required.  Per OPNAVINST 5100.25B, Navy Recreation and Off-Duty Safety Program, commands are required to inspect playgrounds annually, and inspectors of playground equipment must complete training and maintain currency of National Recreation and Parks Association Certified Playground Safety Inspector (CPSI) certification.  Neither CNIC nor the Naval Safety Center offers or funds this course/certification, and MWR employees working at these playgrounds do not maintain CPSI certification.  The OSH inspectors at these sites conduct OSH inspections for the employees working at the facilities, utilizing the Consumer Product Safety Commission's Playground Safety Handbook and various American Society for Testing and Materials playground manuals.

However, without the funding to attend certified playground inspector training, the safety inspector cannot adequately conduct the required annual inspection. Part 2, Issue Paper 8, RECREATION AND OFF-DUTY SAFETY PLAYGROUND INSPECTION AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA, refers (Page 56).

    j. Safety Organization Staffing. OPNAVINST 5100.23G CH-1 requires shore activities not receiving BOS safety services from their host command to establish a safety organization, staffed and organized commensurate with the mission and functions of the command. A safety professional must head the safety organization. NAVFAC EURAFSWA has not assigned a qualified civilian safety professional to manage PWD Sigonella's safety program. The Seabees currently manning the Safety Office have not received the required training to provide proper safety program management and oversight; nor has the command entered into an Intra-Service Support Agreement (ISSA) or Memorandum of Understanding (MOU) with NAS Sigonella to provide BOS safety services. Part 2, Issue Paper 9, NAVAL AIR STATION SIGONELLA PUBLIC WORKS DEPARTMENT SAFETY AND OCCUPATIONAL HEALTH ORGANIZATION STAFFING, refers (Page 58).

    k. Occupational Health and Industrial Hygiene. The Industrial Hygiene (IH) departments at NAVSTA Rota and NAS Sigonella are proactively engaged in educating the base population on mold prevention and remediation through various publications and guidance. The NAVSTA Rota IH department is working with the Housing Office to create a new approach to managing mold in housing units. We observed that the IH surveys at NAS Sigonella were inadequate, but Navy Medicine East is implementing a plan to correct this deficiency.

    l. Fire Departments. The fire departments at NAVSTA Rota and NAS Sigonella conduct required fire inspections. They have active fire warden programs, conduct live fire training, and participate in emergency response drills. NAVSTA Rota firefighters also conduct confined space rescue drills. The firefighters at NAS Sigonella received confined space rescue certification training in January 2013, and will begin conducting confined space rescue drills in FY13. Firefighters at both locations maintain DoD Fire and Emergency Services Certification, even though it is not mandatory for local nationals. The NAVSTA Rota Fire Department has attained Center for Public Safety Excellence, Commission on Fire Accreditation International accreditation. They are the only fire department in Europe to achieve this accreditation, and one of approximately 20 DoD fire departments to do so. The NAS Sigonella Fire Department is preparing for this accreditation.

7. Emergency Management

    a. Dispatch Centers. Emergency dispatch centers at NAVSTA Rota and NAS Sigonella are undermanned and operating with a temporary duty dispatch staff that lacks training required by DoD and Navy emergency management instructions. Both emergency dispatch centers are stand alone, non-regionalized communication hubs for local incident monitoring, reporting, and dispatch of emergency response or security patrol units. Inadequate manning forces each installation to rely on temporary support and assistance of Security (Master-at-Arms) and Fire Department (Aviation Boatswains Mate-Handling) personnel usually assigned for only 12 months. The constant turn-over and associated re-training of personnel decreases efficiency and effectiveness of dispatch center operations. Program managers acknowledge the inherent risks

when emergency dispatch training is acquired on the job for critical response and dispatch center operations that potentially involve protection and safety of Navy missions, service members, and their families.  CNIC Emergency Management Common Output Level (COL)-4 funding and manning is inadequate and may result in unacceptable responses to life-safety emergencies.  Part 2, Issue Paper 10, MANNING AND TRAINING AT DISPATCH CENTERS AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA, refers (Page 60).

   b.  False Alarms.  Between February 2010 and February 2013, a high number of non-emergency, false, and/or tripped alarms were recorded by dispatch centers at NAVSTA Rota (approximately 37 percent) and NAS Sigonella (approximately 61 percent).  Management of high numbers of alarms complicates the duty of distinguishing between false and actual alarms.  Alarm signals result from a variety of non-emergency and/or false situations, including improper door access, inadvertent trips, poorly installed and maintained sensors, lack of alarm system maintenance, and unfamiliarity with alarm reset and operation procedures.  Responding to false alarms affects the readiness and response of emergency dispatch centers to real emergencies.  NAVSTA Rota and NAS Sigonella report progress in reducing false or nuisance alarms, but emergency managers are concerned that many issues stem from improper alarm design and operation, and poor training of occupants.  Part 2, Issue Paper 11, FALSE ALARM SYSTEM MONITORING AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA, refers (Page 62).

8.  <u>Antiterrorism Force Protection and Physical Security</u>

   a.  Naval Station Rota.  NAVSTA Rota's ATFP and Physical Security Programs comply with DoD and DON regulations.

      (1) The ATFP plan is detailed, relevant, coordinated, and regularly exercised.  NAVSTA Rota conducts anti-terrorism threat working group meetings regularly that facilitate information sharing with the host nation military, tenant commands, and departments throughout the base.  Naval Criminal Investigative Service (NCIS) prepares, regularly updates, and briefs the threat assessment for NAVSTA Rota and its surrounding areas.  NAVSTA Rota's latest threat assessment is dated 17 August 2012.   The local NCIS office was favorably mentioned several times for their contributions to the antiterrorism threat-working group.

      (2) The host nation maintains security responsibilities for the perimeter and entry control points of NAVSTA Rota.  NAVSTA Rota Security Department maintains an excellent working relationship with its Host Nation Navy/Marine counterparts and works closely with them to coordinate ATFP and security issues.

   b.  NAS Sigonella.  NAS Sigonella's ATFP and Physical Security programs comply with DoD and DON regulations.

      (1) While NAS Sigonella is meeting its physical security mission, its alarm systems, cameras, and automated gates have degraded since original installation.  The Physical Security Officer is working with Region and PWD to develop projects to repair, replace, and upgrade the physical security equipment located throughout the base.

(2) NAS Sigonella faces unique challenges when the chain of command orders higher force protection conditions, since major changes or escalations in force protection conditions and security postures must be briefed to the host nation military for approval prior to implementation. NAS Sigonella regularly shares information with affected commands through anti-terrorism threat working group meetings.

## III.  RESOURCE MANAGEMENT, QUALITY OF LIFE, AND COMMUNITY SUPPORT

1.  <u>Introduction</u>.  The Resource Management, QOL, and Community Support team reviewed a number of programs at commands throughout NAVSTA Rota and NAS Sigonella, including: Financial Management; Suicide Prevention; Individual Augmentee; Individual Medical Readiness (IMR); Healthcare Services; MWR; Voting Assistance; Inspector General Function; Legal and Ethics; Command Managed Equal Opportunity (CMEO); Sexual Assault Prevention and Response (SAPR); Urinalysis, Drug and Alcohol; Personally Identifiable Information; Physical Readiness; Fleet and Family Support; Religious Programs; Navy College; Navy Exchange and Commissary; Food Service; and Department of Defense Dependent Schools (DoDDS).

2.  <u>Financial Management</u>.  We found no evidence that CNIC differentiates to properly adjust its funding policy between CONUS and OCONUS regions, which has the potential to put significant strain on base operations at NAVSTA Rota and NAS Sigonella.  This topic is further discussed in Part I, Mission Performance section, paragraph 3.b.(2) (Page 8).

3.  <u>Suicide Prevention</u>.  The Suicide Prevention programs at NAVSTA Rota, NAS Sigonella, and NSA Souda Bay are fundamentally sound, and recommendations based upon previously observed best practices were implemented.  Suicide Prevention Coordinators have received all required training and approach their duties with enthusiasm.  The Medical, Chaplain, and Family Service Center personnel are engaged in prevention efforts area-wide and continuing education programs are offered for prevention coordinators.

4.  <u>Command Individual Augmentee Coordinator</u>.  All commands at Rota and Sigonella are tracking and fully engaged with individual augmentees.  There is strong leadership involvement, and the CIACs do a superb job of keeping families well-informed and involved with command events.  The overall completion rate of reviewed Post Deployment Health Reassessment is outstanding at 100 percent.

5.  <u>Individual Medical Readiness.</u>  The IMR programs in Rota and Sigonella are well-organized, tracked, and managed.  We reviewed 44 Unit Identification Codes (UICs) and rated the program outstanding.  The Fully Medically Ready rate is 92.5 percent for Rota and 92.3 percent for Sigonella, easily exceeding the DoD requirements of 75 percent.

6.  Healthcare Services

    a.  Naval Hospital Rota.  The hospital grounds are well-groomed, serene, and picturesque, and patients closely associate the appearance of a healthcare facility with the quality of health care.  The major concern for the hospital is the transfer of grounds maintenance responsibilities to CNIC, although this transfer is on-hold for FY13.  Since our visit, Naval Hospital Rota was directed by Navy Medicine East to minimize 'prestige area grounds' and align remaining areas with CNIC COL-4 standards.  Hospital leadership remains justifiably concerned about losing the ability to offer an excellent first impression.  This topic is further discussed in Part I, Mission Performance section, paragraph 4.g. (Page 12).

    b.  Naval Hospital Sigonella.  The hospital is an adequately staffed and a well-kept modern facility with sufficient capabilities to meet the needs of the population.  Access to service is generally available on a same day basis.  The Flight-Line Clinic located at NAS II, the operational base, is well-equipped for multiple services, such as dental, laboratory, pharmacy and x-ray, and provides excellent support to operational units close to their work place.  The hospital's command leadership changed in July 2012, and is proactively working toward ensuring great customer service, high quality of care, and strong staff morale.

7.  Morale, Welfare, and Recreation.  The MWR operations in Rota and Sigonella provide a wide variety of quality recreational, social, and sports opportunities, and programs for its customers.

    a.  NAVSTA Rota

        (1) The Library was awarded the highest professional program recognition in 2012, when it achieved DoD Premier Library status and was so recognized by Certificates of Achievement signed by the Under Secretary of Defense.  There are only two other Navy Libraries with this coveted distinction.  The MWR Library team demonstrated personal commitment to excellence in providing enhanced library services, quality reading programs, and the latest technology in a modern, comfortable setting for the military and DoD civilian community at Rota.

        (2) The Child Development Center (CDC) is old, but in good shape, clean, and properly staffed.  The facility design capacity is 150-160 children.  The current attendance is 120 children and the facility operates well-below capacity.  Therefore, unlike many CDCs throughout the Navy, there is no child care waiting list at Rota, even for infant care.  This places the program at the highest standard level, COL-1.  The CDC is also able to provide ample drop-in care; an average of 60 children per week participate in hourly care.  There are no issues with fees, which are set by DoD.

        (3) The Fitness Center in Rota is outdated, but is being upgraded.  While most sports and fitness programs are offered at Rota, the current fitness center does not meet DoD Fitness Center standards, the basketball court has no cross-court baskets, and family fitness and spin classes are operating in former racquetball courts.  However, there are at least 10 construction and repair

projects in various stages of completion throughout the athletic complex, including repairs to the indoor swimming pool.  Due to on-going construction and repair work, MWR management has been proactive in finding creative solutions, but the fitness and sports experience is dissatisfying, because the athletic complex is broken-up into zones amidst the construction.

(4) We also visited the MWR facilities at the United States National Support Element (NSE) Madrid.  This small MWR operation provides a wide variety of programs for approximately 250 NATO military personnel and their family members, who reside and work in the outlying district of Madrid.  MWR provides WiFi internet connectivity, computer stations, a mini-library, a fitness, community center, travel and tour opportunities, educational classes, special events and entertainment shows, as well as food and beverage outlets on NSE Madrid.

b.  NAS Sigonella.  The biggest challenge facing MWR operations in Sigonella is the completion of significant repair and construction projects.  The NAS II pool repair, ball field turf, and gym renovation projects have been delayed over the past couple of years, resulting in a community perception that improvements at the NAS II operational base are not getting command attention.  Since our visit, the contractor resumed work in December 2012 on the pool repair project ($742K) with an estimated completion date in summer 2013; the ball field turf project ($823K) was awarded in March 2013 with a planned end of calendar year 2013 completion; and the gym renovation contract is planned for award in May 2013.

8.  <u>Voting Assistance</u>

a.  NAVSTA Rota.  The Voting Assistance program at NAVSTA Rota is compliant with OPNAVINST 1742.1B, Navy Voting Assistance Program.  The Voting Assistance Officer (VAO) provides voting assistance information to the base and all tenant commands through a robust communication plan that incorporates utilizing periodic e-mails, Plan of the Day (POD) notes, posters in high traffic areas, Armed Forces Network radio and television, and articles in local base publications.  Additionally, the VAO attends the biweekly command indoctrination providing direct contact with incoming service members, their dependents, and DON civilian employees for distribution of absentee ballot voting information.  Our survey data supports VAO efforts:  only 8 percent of the 419 respondents indicated a lack of understanding of the absentee ballot voting process.

b.  NAS Sigonella.  At the time of this inspection, the Voting Assistance program at NAS Sigonella was progressing towards full compliance with OPNAVINST 1742.1B, Navy Voting Assistance Program.  We provided training and assistance to the new VAO, and he made on-the-spot progress, adding the VAO to the command check-in sheet and advertising the location of the Voting Assistance Office.  Since our inspection, NAS Sigonella has obtained compliance with the program instruction.

9.  <u>Inspector General Function</u>.  Both NAVSTA Rota and NAS Sigonella are managed by the CNREGEURAFSWA IG office, located at NSA Naples, Italy.  Within CNREGEURAFSWA, NSA Bahrain is the only IG component that is staffed with a permanent IG Investigator.

a.  CNREGEURAFSWA IG awareness was lacking at both NAVSTA Rota and NAS Sigonella, and consequently, matters that should be addressed by the CNREGEURAFSWA IG were being administered by the Staff Judge Advocate (SJA).  Posters displaying the DoDIG, NAVINSGEN, CNIC, or CNREGEURAFSWA IG Hotline contact information were not observed at either installation.

b.  During our visit, the CNREGEURAFSWA IG office took immediate action to update and disseminate Navy Hotline posters and POD information at both installations.  The CNREGEURAFSWA IG staff will also participate in quarterly Town Hall meetings, as well as military and civilian indoctrination processes.  The findings and recommendations of the IG functions will be forwarded to the CNREGEURAFSWA IG per our Quality Assurance Review process released via separate correspondence.

10.  Legal and Ethics.  No significant ethics or military justice problems were identified at Rota or Sigonella; both locations had an appropriate ethics program.

11.  Command Managed Equal Opportunity.  All commands reviewed have a written Equal Opportunity (EO) policy, and the CMEO Advisors are designated in writing.  However, the EO policies reviewed did not contain the required statements on the prevention of sexual harassment or reprisal.  Additionally, both NAVSTA Rota and NAS Sigonella were improperly administering EEO and EO protective categories by using civilian references for military personnel and vice versa.  We provided assistance during the visit to correct all noted deficiencies.

12.  Sexual Assault Prevention and Response.  NAVSTA Rota and NAS Sigonella SAPR programs are compliant with program requirements and are fundamentally sound.  The Sexual Assault Response Coordinator, SJA, NCIS, and Naval Hospital staffs are well-versed in SAPR policies, procedures, and requirements.  They have implemented Standard Operating Procedures (SOPs) within their areas of responsibility, ensuring reported sexual assaults are handled in accordance with established guidelines.  As a proactive position, newly reporting military, civilian, contractor personnel, and their family members receive Sexual Assault Prevention and Response training during the ICR course on a monthly basis.  In addition, the Sexual Assault Response Coordinators brief local high schools annually on identifying sexual assault, reporting options, and points of contact.

13.  Urinalysis, Drug, and Alcohol.  With few exceptions, Urinalysis, Drug and Alcohol programs reviewed in both Rota and Sigonella were compliant.  Where minor problems existed, we provided guidance and immediate corrective action was taken.

14.  Personally Identifiable Information.  NAVSTA Rota and NSA Sigonella PII programs lack all elements to effectively protect PII as outlined in SECNAVINST 5211.5E, Department the Navy Privacy Program.  We provided assistance to commands to correct program deficiencies to meet the requirements of SECNAVINST 5211.5E.  However, a significant concern is the large number of NAVSTA Rota Local National (LN) employees who have access to PII and Personal Health Information without being subjected to the same security and access requirements as U.S. personnel.  Part 2, Issue Paper 12, PROTECTING PERSONAL IDENTIFIABLE INFORMATION, refers (Page 64).

15.  Physical Readiness.  The Physical Readiness programs in Rota and Sigonella are well managed and compliant with OPNAVINST 6110.1J, Physical Readiness Program.  All programs had the Command Fitness Leader as part of its check-in process.  In one case, the Command Fitness Leader is also a qualified nutritionist, which provides an additional resource for Sailors.

16.  Fleet and Family Support Center.  The Fleet and Family Support Centers in Rota and Sigonella have gone through the Triennial Accreditation Inspection within the last year; both centers are accredited and operating well to serve their communities.

17.  Religious Ministries.  The chaplains at NAVSTA Rota and NAS Sigonella have "frenetic schedules" with the lead chaplains taking off an average of one half-day per week.  The area chaplaincies offer a wealth of community service and outreach programs; however, they are being challenged to meet all requirements by Navy-wide chaplain manning reductions.  Additional information on the religious programs at NAVSTA Rota is discussed in Part I, Mission Performance section, paragraph 4.i. (Page 13).

18.  Navy College.  The Navy College programs in Rota and Sigonella are operating in accordance with OPNAVINST 1560.9A, Voluntary Education for Navy Sailors, and the management of both programs reflect an on-going outreach to support Navy personnel and eligible users.  Sailors utilizing tuition assistance navigate the centralized process with the assistance of the Navy College office.  Time zone challenges are well-managed by all participants.

    a.  NAVSTA Rota.  The University of Maryland is the predominant educational institution in Rota, offering programs for Associate's, Bachelor's and Master's degrees.  The Navy Campus Director offers academic planning and testing.  Language testing is administered by PSD Rota.  Additional information on Navy College is included in the Mission Performance section, paragraph 4.k. (Page 14).

    b.  NAS Sigonella.  The base has four locally contracted universities and colleges: University of Maryland, Central Texas College, Embry-Riddle (Spain), and University of Phoenix.  The Navy Campus also oversees the Navy Campus program in Souda Bay, Greece, operating with the University of Maryland and Central Texas College.  There is a hiring freeze in place that prevents the manager, a one-person operation since June 2012, from filling an assistant position.

19.  Navy Exchange and Commissary.  The NEX and Commissary stores and outlets in both Rota and Sigonella are operating in a well-organized and professional manner.  The base leadership in both Rota and Sigonella has good communication and cooperation with the Navy Exchange and Commissary managers and their staffs.

    a.  NAVSTA Rota.  Information on the condition and capacity of the NEX and Commissary stores was included in the FDNF section.  Military retirees living in the local area are not authorized to patronize the NEX and Commissary, despite the benefit being a provision of retirement under DoD policy.   The SOFA and DCA does not include retirees in the definition of those persons authorized to use the exchange and commissary.

b.  NAS Sigonella.  We frequently visited the NEX operations in Sigonella during our visit.  Overall, the main store offered a very positive shopping experience to customers, and the shelves were well-stocked.  We found the Commissary very bright, well laid out, and clean during multiple visits to the facility.  Produce and meats were well within "sale by" date standards, and there appeared to be a variety of products for customers to purchase.  Customers were alerted by numerous signs and placards on the pending arrival of items on empty shelves; for example, eggs and milk shipments arriving from Germany.  One issue for personnel was the lack of a gas station on either NAS I or NAS II, due to a provision in the Defense Agreement between the United States and the Italian governments, which authorizes the usage of NATO fuel coupons throughout the rest of the country as a benefit to United States and Allied military personnel.

20.  Food Service

a.  NAVSTA Rota.  The Enlisted Dining Facility at NAVSTA Rota operates within the guidelines established by NAVSUP P-486, Navy Food Service Management guidance.  The galley is clean, and the staff is very professional and helpful.  The facility operates to support the deployed Naval Mobile Construction Battalion and the junior enlisted personnel assigned to NAVSTA Rota, subsisting under rations-in-kind.  Additionally, basic food charges and surcharges for meals purchased from the galley are charged at the rate prescribed by the Under Secretary of Defense (Comptroller), as a food service facility operated under appropriated funding.  Sale of meal rates, conditions under which surcharges apply, and the rate of the surcharge are provided via Naval Message from NAVSUP 51 (Food Service Operations), and published in the quarterly NAVSUPNOTE 7330.

(1) We noted complaints by local retirees regarding the lack of opportunities to eat regularly at the Galley, other than special holiday meals such as the observance of the Fourth of July, Memorial Day, Thanksgiving, and Christmas, due to budgetary requirements that each military service must adhere to for appropriated food service operations.  Unfortunately, these budgetary requirements do not take into account retired personnel within a local community.

(2) Meal hours were noted as a complaint among personnel; however, meal hours are difficult to adjust due to the nature of the support contract with host nation employees, and the requirements that have to be met under the DCA.  The Galley only has two active duty personnel assigned, and Galley leadership attempts to remain flexible, with potential adjustments based upon input from the local Menu Review Board feedback from quarterly meetings with customers and patrons.

b.  NAS Sigonella.  The Enlisted Dining Facility aboard NAS Sigonella operates within the guidance established by NAVSUP P-486, Navy Food Service Management guidance.  The Galley is clean, and the Galley staff presented a professional appearance and helpful attitude.  The facility is designated to operate in support of junior enlisted and personnel deployed to Sigonella.  The Galley's primary source of funding is the Basic Daily Food Allowance for assigned personnel subsisting under rations-in-kind.  Per regulation and statute, the Galley management accounts for basic food charges and surcharges for meals purchased by the prescribed Under Secretary of Defense (Comptroller) rates.  This food service facility is operated under appropriated funding.  Sale of meal rates, conditions under which surcharges apply, and

the rate of the surcharge are provided via Naval Message from NAVSUP 51 (Food Service Operations), and published in the quarterly NAVSUPNOTE 7330.

(1) Given the recent increase in surge operations, the Galley has not been able to fully account for and respond to the increase in personnel requiring regular feeding. Due to these surges, the Galley has run out of food during meal hours. The food service officer is working to better forecast meal requirements in the future. Part 2, Issue Paper 1, NAVY OVERSEAS BASING MODEL, refers (Page 43).

(2) The Galley has three active duty personnel assigned, including the Food Service Officer, and is manned primarily with host nation employees under a local food service support contract.

21. Department of Defense Dependents Schools

a. NAVSTA Rota. The NAVSTA Rota DoDDS review is discussed in Part I, Mission Performance section, paragraph 4.h. (Page 12).

b. NAS Sigonella. Both the elementary school and middle/high school are housed in new or nearly new, well maintained buildings that were built to accommodate approximately twice as many students than are currently enrolled. Despite their small population, both schools provide a full range of programs and services, including Sure Start for at-risk pre-school aged children, special education, art, music, and physical education programs. The high school offers foreign language instruction in Italian and Spanish, and six Advanced Placement courses on site. Additional AP courses are available online. Both schools are well equipped with the latest technology, including computers in individual classrooms and learning laboratories.

## IV. BRILLIANT ON THE BASICS OF SAILOR DEVELOPMENT

1. Introduction. NAVINSGEN reviewed the Brilliant on the Basics programs and closely observed behavior associated with good order and discipline. Overall, command morale and perceptions of QOLwere noted as average. Military bearing was satisfactory with Sailors exhibiting proper military bearing and maintaining a professional military appearance. We also reviewed Sailor Career Development, Command Sponsorship, and Command Indoctrination Programs.

2. Sailor Career Development. Commands at NAVSTA Rota and NAS Sigonella are providing Sailors sound leadership and career guidance during their tours, and are submitting Perform-to-Serve applications on time. Senior leadership is engaged and Career Development Programs are satisfactory.

3. Command Sponsorship. Commands at NAVSTA Rota and NAS Sigonella comply with the requirements of OPNAVINST 1740.3C, Command Sponsor and Indoctrination Programs. However, assigned sponsors are not universally engaging enlisted Sailors prior to arriving at their commands, and the commands sometimes experience difficulty assigning a sponsor in a

timely fashion (e.g., when a Sailor is issued permanent change of station orders on short notice upon completion of "A" School, or when transfer is triggered by unexpected limited duty or pregnancy status).  Significant numbers of assigned sponsors have not received mandatory sponsorship training offered by the Fleet and Family Support Center.  Additionally, some commands are not collecting and reviewing sponsorship critiques to identify program successes and requirements for program improvements.  We provided assistance and conducted training at the time of the inspection to correct these deficiencies.

4.  <u>Command Indoctrination</u>.  All commands we visited are conducting and properly documenting Command Indoctrination, in accordance with OPNAVINST 1740.3C, Command Sponsor and Indoctrination Programs.  All programs reviewed incorporated Navy Pride and Professionalism (NP&P) training for enlisted personnel in pay grades E-6 and below.  However, most commands' Chief Petty Officers and Officers are not attending NP&P, as required.  Part 2, Issue Paper 13, NAVY PRIDE AND PROFESSIONALISM TRAINING, refers (Page 66).

## V. AREAS AND PROGRAMS ASSESSED

NAVINSGEN assessed the following areas and programs:

Mission Performance
    Communication and Relationships
    Mission Readiness
    Forward Deployed Naval Forces Readiness
    Military Manning and Manpower
    Civilian Manning and Manpower
    Fleet Support
    Command Security

Facilities, Safety and Security
    Facilities Management
    Water and Wastewater Utility Systems
    Environmental Program Management
    Family Housing
    Safety and Occupational Health
    Emergency Management
    Antiterrorism/Force Protection and Physical Security

Resource Management/Quality of Life/Community Support
    Financial Management
    Suicide Prevention
    Command Individual Augmentee Coordinator
    Individual Medical Readiness
    Healthcare Services
    Morale, Welfare and Recreation
    Voting Assistance
    Inspector General Function
    Legal and Ethics
    Command Managed Equal Opportunity
    Sexual Assault Prevention and Response
    Urinalysis, Drug and Alcohol
    Personally Identifiable Information
    Physical Readiness
    Fleet and Family Support Center
    Religious Ministries
    Navy College
    Navy Exchange and Commissary
    Food Service
    Department of Defense Dependent School

Brilliant on the Basics of Sailor Development
    Sailor Career Development
    Command Sponsorship
    Command Indoctrination

# PART 2
# ISSUE PAPERS

# CORRECTIVE ACTION SUMMARY MATRIX
## ACTION COMMAND
## INITIAL RESPONSES DUE TO NAVINSGEN 13 SEPTEMBER 2013

| ISSUE PAPER | SECNAV | ASN (EI&E) | USFF | COMNAVEUR-NAVAF | OPNAV (N09F) | OPNAV (N3/N5) | OPNAV (N4) | CNIC | NAVFAC | CNR EURAFSWA | NAVSAFECEN | NAVFAC EURAFSWA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. NAVY OVERSEAS BASING MODEL | | X | | X | | X | X | X | | X | | |
| 2. FORWARD DEPLOYED NAVAL FORCES DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS | | | | | | | X | X | | | | |
| 3. FORWARD DEPLOYED NAVAL FORCES RELIGIOUS PROGRAMS | | | X | | | | X | X | | | | |
| 4. INDIRECT HIRE EMPLOYEE FUNCTIONS AT NAVAL STATION ROTA | X | | | | | | | | | | | |
| 5. READINESS REPORTING AT OVERSEAS BASES | | | | | | | | X | | | | |
| 6. PERIODIC UPDATE OF FINAL GOVERNING STANDARDS | | | | | | | | X | | | | |
| 7. WORKPLACE SAFETY INSPECTIONS | | | | | | | | X | | | | |
| 8. RECREATION AND OFF-DUTY SAFETY PLAYGROUND INSPECTION AT NAVSTA ROTA AND NAS SIGONELLA | | | | | X | | | X | | X | X | |

# CORRECTIVE ACTION SUMMARY MATRIX
## ACTION COMMAND
## INITIAL RESPONSES DUE TO NAVINSGEN 13 SEPTEMBER 2013

| ISSUE PAPER | SECNAV | ASN (EI&E) | USFF | COMNAVEUR-NAVAF | OPNAV (N09F) | OPNAV (N3/N5) | OPNAV (N4) | CNIC | NAVFAC | CNR EURAFSWA | NAVSAFECEN | NAVFAC EURAFSWA |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 9. NAVAL AIR STATION SIGONELLA PUBLIC WORKS DEPARTMENT SAFETY AND OCCUPATIONAL HEALTH ORGANIZATION STAFFING | | | | | | | | | X | | | X |
| 10. MANNING AND TRAINING AT DISPATCH CENTERS AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA | | | | | | | | X | | X | | |
| 11. FALSE ALARM SYSTEM MONITORING AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA | | | | | | | | | | X | | X |
| 12. PROTECTING PERSONALLY IDENTIFIABLE INFORMATION | | | | | | | | X | | | | |
| 13. NAVY PRIDE AND PROFESSIONALISM TRAINING | | | | | | | | | | X | | |

# SUMMARY OF ACTIONS

If you are an **Action Officer** for a staff listed below, please submit Implementation Status Reports (ISRs) as specified for each applicable recommendation, along with supporting documentation, such as plans of action and milestones and implementing directives.

    a.  **Submit initial ISRs using OPNAV Form 5040/2 no later than <u>13 September 2013</u>**. Each ISR should include an e-mail address for the action officer, where available. Electronic ISR submission to NAVIGInspections@navy.mil is preferred. An electronic version of OPNAV Form 5040/2 may be downloaded from the NAVINSGEN Web-site at www.ig.navy.mil in the Downloads and Publications Folder, titled Forms Folder, Implementation Status Report.

    b.  **Submit quarterly ISRs, including "no change" reports until the recommendation is closed by NAVINSGEN**. When a long-term action is dependent upon prior completion of another action, the status report should indicate the governing action and its estimated completion date. Further status reports may be deferred, with NAVINSGEN concurrence.

    c.  When action addressees consider required action accomplished, the status report submitted should contain the statement, "Action is considered complete." However, **NAVINSGEN approval must be obtained before the designated action addressee is released** from further reporting responsibilities on the recommendation.

    d.  NAVINSGEN point of contact for ISRs is <span style="color:red">b7c</span> ███████████████████████████

| COMMAND | RECOMMENDATION NUMBER(S) XXX-12 |
|---|---|
| SECNAV | 092 |
| ASN (EI&E) | 088, 089 |
| USFF | 091 |
| COMNAVEUR-NAVAF | 086 |
| OPNAV (N09F, N3/5, N4) | 087, 088, 090, 091 |
| CNIC | 085, 091, 093, 094, 095, 096, 098, 102, 103, 106 |
| NAVFAC | 094, 100, 101, 105 |
| CNREGEURAFSWA | 086, 097, 102, 104, 105, 107 |
| NAVSAFCEN | 098 |
| NAVFAC EURAFSWA | 100, 105 |

**ISSUE PAPER 1**

SUBJECT:  NAVY OVERSEAS BASING MODEL

PROBLEM:  The Navy's overseas basing model for both facility construction and sustainment lacks the flexibility necessary to support agile military response required to meet today's national security objectives.

BACKGROUND

1.   Most of the Navy's enduring overseas bases were established shortly after World War II and evolved in response to the expanding threat posed by the Soviet Union.  These bases' operational missions were relatively static, b7e ███████████████████████████████████ ███████████████████████████  With the collapse of the Soviet Union, these bases began a transition that deemphasized their Cold War mission b7e ████ ████████████████████████████████.  Recently, naval bases in the European theater b7e ███████████████████████████████████████████████████████████  The Navy's conventional basing model to sustain these bases within Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) has not evolved to keep pace with and respond to requirements.

2.   The conventional basing model works well for most Continental United States (CONUS) bases, where large fluctuations in support requirements are rare.  CONUS base missions, such as training, maintenance, homeporting, etc., may fluctuate incrementally, and the total number of bases in the inventory to support each mission area can change, but largely these bases have predictable requirements supporting defined missions and their resourcing is tailored to fit within these conventional parameters.  With overseas bases, much of their strategic value is in their location, where projecting power is more efficient and timely.  During the course of our area visit we found that, over time, a gap has grown between requirements prioritized and funded by Navy versus b7e ██████████████████████████████████ ███████████████████████████████████

DISCUSSION

1.   Base Operating Support.  Within CNREGEURAFSWA, NAVSTA Rota will begin hosting Forward Deployed Naval Forces (FDNF) in 2014.  The new FDNF mission and its resourcing is more in line with the conventional basing model.  However, Naval Air Station (NAS) Sigonella and Naval Support Activity (NSA) Souda Bay's missions b7e ████████████████████ ███████████████████████████████████████████████████████████ ███████████████████████████████████████████████  These events usually developed rapidly and quickly subsumed other planned events.  Additionally, b7e ████ ██████████████████████████████, but often no immediate additional support resources.  As a result, Commander, Navy Installations Command (CNIC) installations' normal operating and maintenance budget is diverted to provide for transient forces.  This was especially acute for NAS Sigonella's galley operations and berthing facilities.

Previously closed berthing was pressed into operation with no funding for necessary habitability modifications for temporary personnel.  We also observed that additional forces were berthed in the gym on cots.  The galley operation experienced a significant surge in requirements with no contingency funding to purchase additional food stores or to hire temporary additional workers to meet the increased surge demand.

2.   Facility Sustainment, Restoration, and Modernization and Military Construction.
NAS Sigonella and NSA Souda Bay's facility inventories are resourced and managed to meet its Navy-defined mission.  Hangar space is maintained to support assigned aircraft, and barracks are maintained for the static base population with excess barracks usually "laid up" or demolished to minimize or avoid operations and maintenance costs.  During recent contingency operations, NAS Sigonella experienced a large surge with aircraft and personnel operating and staging out of a hangar scheduled for demolition.  This large hangar is excess to Navy's mission, but was used repeatedly over the last two years to support contingency operations.  Normal Navy business rules preclude spending scarce resources for facilities scheduled for demolition.  If this hangar is b7e ████████████████████████████████████████████████████████████ Likewise, NSA Souda Bay also hosts an aircraft hangar that has passed usable life and is of little utility for Navy.  This hangar has also supported theater joint and interagency operations.  If the ability to surge forces remains an important national security objective, then configuring overseas bases for these missions is paramount.

3.   The Navy command and control structure treats overseas base sustainment and operations consistent with planned and prioritized Navy requirements.  However, at Camp Lemonnier, Djibouti, the Office of the Secretary of Defense (OSD), the Services, and SOCOM have prioritized and funded broad new joint theater capabilities.  For existing cold war-era bases, such as NAVSTA Rota, NAS Sigonella, and NSA Souda Bay, the joint service requirements generation process has failed to identify and prioritize Navy recapitalization resources that align with joint operational requirements.  Hence, key Navy facilities taken for granted since 9/11 (e.g., aircraft hangars, barracks, and galleys) are past their service life with no programmed replacement.  The onus of validating Navy infrastructure to meet Operations Plans (OPLAN)/Concept Plans (CONPLAN) priorities lies with OPNAV N3/N5 and OPNAV N4, in dialogue with COCOMs, with a base-by-base discussion of operational requirements.

4.   If OPNAV N3/N5 and OPNAV N4 identify a requirements mismatch, then Navy should look deeper at the dynamics of the problem.  While SOCOM is able to program and sustain unique regional support requirements, the Geographic COCOMs face a more difficult path to getting their requirements funded.  Requirement gaps may also be seen by the other Services, as they struggle with programming tradeoffs, including those Geographic COCOMs they fund through Executive Agency.  Since this funding issue crosses OSD and Service lanes, fully understanding and then implementing a solution may start with the Assistant Secretary of the Navy for Energy, Installations and Environment (ASN(EI&E)) to establish dialogue with OSD and the Services.

RECOMMENDATIONS

085-12.  That CNIC develop a process to fund upfront BOS costs to support contingency operations (i.e., Galley operations), review the process for seeking reimbursement for contingency operations at overseas installations, and develop a standard operating procedure for all overseas Regions.

086-12.  That Commander, U.S. Naval Forces Europe-Africa (NAVEUR-NAVAF), in coordination with CNREGEURAFSWA, identify NAS Sigonella and NSA Souda Bay infrastructure required to support U.S. European Command and U.S. Africa OPLAN/CONPLAN.  Upon completion of review, CNREGEURAFSWA incorporate requirements into NAS Sigonella and NSA Souda Bay installation master plans.

087-12.  That OPNAV N3/N5, in coordination with OPNAV N4, also review evolving overseas base infrastructure requirements with the Joint Staff and all associated COCOMs.  The review should focus on joint requirements that are not captured and funded in the Navy-only requirements process, such as key operational capabilities that may terminate (e.g., hangars, piers), as well as other reductions that may impact throughput or bed-down (e.g., barracks, galleys).  The outcome should provide a candid assessment of whether Navy is facing a widening, narrowing, or stagnant gap between infrastructure and joint operational requirements.

088-12.  That ASN(EI&E), in coordination with OPNAV N4, consider incorporating Geographic COCOM OPLAN/CONPLAN requirements into its analysis of the Secretary of Defense-directed European Infrastructure Consolidation.

089-12.  That ASN(EI&E) consider engaging OSD and the Services to discuss sustainment of all overseas installations to meet unique COCOM regional infrastructure support requirements.


NAVINSGEN POINT OF CONTACT:

b7c

**ISSUE PAPER 2**

SUBJECT:  FORWARD DEPLOYED NAVAL FORCES DEPARTMENT OF DEFENSE
                DEPENDENTS SCHOOLS

PROBLEM:  Despite agreement on the requirement for additional classrooms at Naval Station
(NAVSTA) Rota Department of Defense Dependents Schools (DoDDS), Commander, Navy
Installations Command (CNIC), and Department of Defense Education Activity (DoDEA)
disagree on who should fund the necessary expansion.

BACKGROUND

1.  Elementary school capacity is determined by the Pupil to Teacher Ratio (PTR).  The
NAVSTA Rota Elementary School has a current enrollment of 350 pupils in kindergarten
through sixth grade in a facility that was designed for over 700 pupils.  However, the national
PTR standards have reconfigured the use of the facility as a result of initiatives to improve early
childhood education.  The PTR for first, second, and third grades was lowered to 18:1 around
1999-2000, and the same 18:1 ratio has been applied to kindergarten class size, since full-day
programs began in 2008.  The PTR for the fourth, fifth, and sixth grades is 25:1.  The impact of
these decreases in PTR is that additional classrooms are required to educate the same number of
students.

2.  Since the NAVSTA Rota Elementary School was completed in 2004, special programs have
been added to the curriculum that have further increased the demand for dedicated classroom
space.  For example, the school began offering a foreign language immersion program in 2005,
and provides an intensive reading literacy program for fourth through sixth graders with a
maximum of 15 pupils per class session.  In addition, two former general-purpose classrooms
have been converted to a single large music classroom to prepare students for music study in
high school.  Based on information provided by the Navy, DoDEA has concluded that nine more
classrooms will be needed to accommodate an estimated 330 additional students at the NAVSTA
Rota Elementary School.  Only five spare classrooms are available now with extra classroom
space provided using temporary structures.

3.  The NAVSTA Rota Middle/High School enrollment is 230 students in seventh through
twelfth grade.  Construction documents from February 2006 indicate that the school was built to
accommodate 282 students.  An earlier design included plans for two classroom wings that were
not constructed, once it became apparent that the U.S. population would decline to about 3,000
by 2009.  Capacity at the middle/high school level is driven not by PTR, but by the specific
programs the school offers (e.g., Advanced Placement and remedial education courses that enroll
fewer students, but still require an entire classroom).  High school programs in music, art, and
drama require dedicated space and specialized classrooms, such as science laboratories and
culinary arts areas, which cannot be easily converted to other uses.  DoDEA has determined that
six additional general purpose middle/high school classrooms will be required to support the
additional students arriving with Forward Deployed Naval Forces (FDNF) families.  The
projected deficit could be solved by adding the two additional wings that were designed but
never built, or by using temporary modular buildings.

DISCUSSION

1.  While there is general agreement that more classrooms will be required at both the elementary school and the middle/high school, the Navy and DoDEA do not agree on who should fund any necessary construction.  A 2002 DoD policy memorandum entitled "Military Restationing Study – DoDEA Schools" states that the Services' restationing plans must include military construction (MILCON) requirements that necessitate a change in dependent schools overseas.  DoDEA asserts that the Navy should be responsible for building classrooms, if the FDNF initiative represents a homeport shift.  CNIC argues that FDNF is an enduring mission change that obligates DoDEA to program its own funds for needed military construction.

2.  CNIC believes the mission is a Presidential directive and not a Service-directed restationing.  Thus, DoD is the responsible party for providing any increase in classroom space.  Further, the Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) position is that the schools at Rota previously supported an equivalent or larger school age dependent population, and any capacity shortfalls are the result of changes to DoDEA standards and criteria.  Therefore, DoDEA is responsible for resourcing the interim solution and any long-term MILCON required.

3.  CNIC has sent a letter to DoDEA identifying the FDNF ships as being restationed due to Presidential Directive, and asking for formal determination of new requirements for schools at Rota.  However, the funding responsibility remains unresolved.

4.  As homeport change outreach efforts begin for the crews of the first two destroyers in FY13, NAVSTA Rota intends to replace the school age population estimates with actual information gathered from the crews to enable more accurate refinement of elementary, middle, and high school population increases.

RECOMMENDATION

090-12.  That OPNAV N4 reviews the CNIC position regarding funding responsibility for the DoDDS expansion at NAVSTA Rota, and if supportable, engage DoDEA to resolve funding responsibility.


NAVINSGEN POINT OF CONTACT:

b7c

**ISSUE PAPER 3**

SUBJECT:  FORWARD DEPLOYED NAVAL FORCES RELIGIOUS PROGRAMS

PROBLEM:  The Forward Deployed Naval Forces (FDNF) planning does not account for the increased demand signal for religious programs at Naval Station (NAVSTA) Rota.  Additional coordination and planning is necessary between operational and ashore commands to appropriately plan for the increase in FDNF Sailors and their families.

BACKGROUND

1.  The Navy is committed to NAVSTA Rota FDNF, which will increase the installation population by assigning additional afloat operational units and their accompanying family members.

2.  The Religious Ministry Teams (RMTs) at NAVSTA Rota offer a wealth of religious services, community service, and outreach programs to Sailors and their families.  Chaplains conduct religious services, pastoral counseling, relationship counseling, training on suicide awareness and prevention, and advise on managing operational stress and family separation in support of Chief of Naval Operations (CNO) Special Interest areas.  Additionally, they serve as advisors to leadership on a range of spiritual and personnel issues.  Chaplains also stand a 24/7 watch and RMTs are often first responders to tone of force issues such as suicide, sexual assault and domestic violence.

3.  Although there will be a significant increase in Religious Ministries, NAVSTA Rota has pending manning reductions from four to three chaplains in late 2013.  Commander, Destroyer Squadron (DESRON) SIX ZERO and its four FDNF destroyers do not have embarked RMTs.

DISCUSSION

1.  The 25 percent reduction in chaplain manning at NAVSTA Rota is significant, considering the proposed influx of FDNF Sailors and family members and the fact the incoming DESRON will arrive without an assigned RMT.  The FDNF increase and reduction in chaplain manning will leave an installation population of approximately 7,000 personnel with 50 percent fewer chaplains than existed when the base population was near this number in previous years.  As the population size and need expands, manning shortages will increase the work load on the remaining RMTs and may lead to a reduction and possible suspension of some religious ministry programs at NAVSTA Rota.

2.  Following full implementation of FDNF Rota, DESRON SIX ZERO will also be responsible to provide religious program support to four destroyers, with two underway at most times.  Chaplains would be further reduced ashore as RMTs deploy with their assigned afloat units.

RECOMMENDATION

091-12.  That OPNAV N4, in coordination with U.S. Fleet Forces Command and Commander, Navy Installations Command, review religious program requirements and the required religious ministry team resourcing to provide both ashore and afloat support to FDNF Sailors and families at Naval Station Rota.


NAVINSGEN POINT OF CONTACT:                    b7c

**ISSUE PAPER 4**

SUBJECT:  INDIRECT HIRE EMPLOYEE FUNCTIONS AT NAVAL STATION ROTA

REFERENCE:   (a)  Defense Cooperation Agreement between the United States and Spain
                        (b)  DoD Financial Management Regulations

PROBLEM:  Indirect hire employees may be performing inherently U.S. governmental and critical functions contrary to law and regulation.

BACKGROUND:  In accordance with reference (a), local labor personnel are personnel of Spanish nationality hired by the Spanish Ministry of Defense to render services for Naval Station (NAVSTA) Rota.  By agreement, 70 percent of the civilian personnel billets at NAVSTA Rota are required to be filled by local labor personnel of Spanish nationality.  These are "indirect hires" who remain employees of Spain vice the United States.  The prevalence of indirect hire employees raises the issue of whether they are performing inherently U.S. governmental and critical functions contrary to law and regulation.

DISCUSSION

1.  The Department of Defense implemented constitutional and statutory mandates on the performance of inherently governmental functions in reference (b), Volume 5, Chapter 33, section 330204 wherein it states:

   "Agreements concerning the applicability of the law of the host nation to employment by U.S. Forces of local nationals should be considered before appointing a local national as a certifying officer or DAO (departmental accountable official)."  DoD may appoint "direct hire" foreign local nationals as certifying officer and DAOs even though they may not be subject to pecuniary liability under U.S. law, but commanders should consider the advisability of making such appointments.  See Chapter 1 of this volume for more information.  Indirect hire local national personnel assigned by host governments to work with U.S. Forces are not employees of the United States and cannot perform inherently governmental functions."

2.  Some Local National employees (LNs) at NAVSTA Rota are functioning as purchasing agents involved in the obligation of U.S. government funds.  Such activity is an inherently governmental function that cannot be performed by indirect hire employees.

RECOMMENDATION

092-12.  That SECNAV direct a review of the functions performed by LNs at NAVSTA Rota to ensure compliance with federal law and regulation.


NAVINSGEN POINT OF CONTACT:                    b7c

**ISSUE PAPER 5**

SUBJECT:  READINESS REPORTING AT OVERSEAS BASES

REFERENCE:  (a) DoD Directive 7730.65, Department of Defense Readiness Reporting
System, of 27 Apr 07
(b) DoDINST 7730.66, Guidance for the Defense Readiness Reporting System,
of 8 Jul 11
(c) OPNAVINST 3501.360, Defense Readiness Reporting System-Navy, of
28 Jan 08
(d) Navy Tactical Reference Publication 1-03.5, Defense Readiness Reporting
System-Navy Reporting Manual, of Apr 12
(e) Commander, Navy Installations Command Defense Readiness Reporting
System-Navy Business Rule Handbook Version 17, of Apr 10

PROBLEM:  Naval Station (NAVSTA) Rota and Naval Air Station (NAS) Sigonella, in addition
to reporting readiness levels that appear inconsistent with field conditions, also have unique
issues reporting on readiness of key operational facilities owned by the host nation.

BACKGROUND

1.  Reference (a) established the Defense Readiness Reporting System (DRRS), and reference
(b) provided policy, guidance, and assigned responsibilities for reporting readiness throughout
the Department of Defense.  Reference (c) established DRRS-Navy (DRRS-N) as the Navy's
reporting system, aligned and interoperable with DRRS, and further assigned U.S. Fleet Forces
Command (USFF) as the Chief of Naval Operations' Executive Agent for developing and
implementing DRRS-N.

2.  Reference (d) provided guidance and assigned responsibilities for reporting readiness
throughout the DON.  Installation Commanding Officers (ICOs) report their readiness status
monthly using guidance provided in reference (e).  Once authorized by Commander, Navy
Installations Command (CNIC), reference (e) requires ICOs to consider their resources
documented in Navy authoritative data sources, when assessing overall installation readiness in
DRRS-N.

DISCUSSION

1.  Installations report readiness in DRRS-N based on their ICO's subjective assessment of
mission performance.  Despite continued cuts to installation manning, manpower, and funding,
the majority of installations across the CNIC enterprise continue to report no degradation in
mission.  With services deteriorating to once unacceptable levels (e.g., Common Output Level
(COL) -4), and senior leadership decisions to accept greater risk in shore support, decoupling
CNIC readiness reporting from its resourcing undermines the integrity of the readiness reporting
system, and masks the effects of resourcing decisions on the shore installations support to fleet
operations.

2.  Overseas Naval installations have unique readiness reporting challenges.  An imbedded assumption in the DRRS-N system is that operational facilities are within the control of the ICO.  However, at many overseas bases, key operational facilities are controlled by the host nation.  One of the critical shore objective pillars is the "Facilities" pillar, and for U.S. controlled facilities, Naval Facilities Engineering Command (NAVFAC) assesses the condition, capacity, and configuration of these facilities over time.  These objective engineering assessments, which include airfield pavement conditions or the structural integrity of a pier, are a vital input to the shore's ability to support the requirements of the combatant commanders.  Guidance for DRRS-N reporting at overseas bases does not account for the anomaly that overseas installations may not "own" the runways or piers as a CNIC asset, despite the fact that these assets are vital to the installation's mission.  A further distortion can occur if CNIC only reports on the condition of waterfront facilities it owns, such as MWR facilities, and not on the operational pier.

RECOMMENDATIONS

093-12.  That CNIC evaluate readiness reporting at overseas installations for adequacy in capturing the intent of the requirement, when operational facilities are owned by the host nation, and revise the CNIC DRRS-N handbook for overseas installations.

094-12.  That CNIC in conjunction with NAVFAC, identify methods to capture technical condition, configuration, and capacity data for critical operational facilities owned by the host nation to more accurately reflect the overall installation capability to support operational requirements.


NAVINSGEN POINT OF CONTACT:

b7c

**ISSUE PAPER 6**

SUBJECT:  PERIODIC UPDATE OF FINAL GOVERNING STANDARDS

REFERENCE:   (a)  DoDINST 4715.5 Management of Environmental Compliance at
                      Overseas Installations, of 22 Apr 96

PROBLEM:  Commander, Navy Installations Command (CNIC), when serving as Executive
Agent for Department of Defense (DoD) Final Governing Standards (FGS), does not ensure
timely update of country specific standards in accordance with reference (a).

BACKGROUND:  Reference (a), section 6.3.6 requires Executive Agents to "revalidate and
update the FGS on a periodic basis, but at least every two years."  The update process involves
comparing host nation laws to those contained in the Overseas Environmental Baseline Guidance
document (OEBGD); revising chapters of the FGS when significant host nation or DoD
standards change; and validating other chapters with minor changes, as appropriate.  The most
health protective standard is adopted in the FGS between host nation laws and the OEBGD.

DISCUSSION:  Our review of FGS for Spain during the area visit revealed the most recent
version is dated 2008.  An update for the Spain standards is expected to be completed and
approved by the end of 2013.  Italy's FGS was updated in September 2012 and approved in
January 2013, but it had not previously been updated since July 2008.

RECOMMENDATION

095-12.  That CNIC develop and implement a Plan of Action and Milestones to ensure timely
update of  FGS for all foreign countries, where it has Executive Agent responsibilities, in
accordance with DoDINST 4715.5, Management of Environmental Compliance at Overseas
Installations.


NAVINSGEN POINT OF CONTACT:                    b7c

**ISSUE PAPER 7**

SUBJECT:  WORKPLACE SAFETY INSPECTIONS

REFERENCE:   (a)  OPNAVINST 5100.23G, Change 1, Navy Safety and Occupational Health
(SOH) Program Manual, of 21 Jul 11

PROBLEM:  Commander, Navy Installations Command (CNIC) directed subordinate commands to discontinue facilities safety inspections outside the immediate work area, which could result in unsafe work conditions.

BACKGROUND

1.   Reference (a), Sections 0207.b.(8) and 0903.a. requires, "Shore regions and activity Commanding Officers must ensure that all workplaces are inspected at least annually or more frequently based on the level of risk."

2.   Per reference (a), a successful inspection program requires trained, qualified, and competent inspectors.  The term "safety and health inspector" means a safety and/or occupational health professional, who has met the Office of Personnel Management (or military equivalent) standards, and who has the equipment and competence to recognize safety and/or health hazards in the workplace.  As a minimum, a competent safety inspector must successfully complete nine core courses available through the Naval Safety and Environmental Training Center, or equivalent, as determined by the Echelon II command safety program manager.  The nine required core courses are listed in Section 0602.d.(2) of reference (a).

DISCUSSION

1.   During a September 2011 safety symposium held at Naval Support Activity Souda Bay, Greece, CNIC Safety directed all Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) activity safety offices to focus their efforts on performing hazard assessments of work processes and facilities in the immediate work area, and discontinue inspections of facilities outside the immediate work area, including, but not limited to, parking lots, sidewalks, areas of ingress and egress (e.g., stairwells and hallways), and rooftops.

2.   CNIC contends that safety inspections of these types of facilities fall into the realm of public safety, and are the responsibility of installation firefighters, facility managers, and maintenance and engineering personnel.  Furthermore, requiring Safety and Occupational Health professionals to inspect areas already being inspected by someone else is a redundancy that CNIC cannot afford in these times of limited resources.

3.   Non-safety related inspections play a role in ensuring safe working conditions and adequate facilities.  However, reference (a) clearly states that workplaces must be inspected, and does not provide direction to focus on "work processes" to the exclusion of "work facilities."  In fact, the reference (a) glossary includes the word "facilities" when defining the workplace.

4.   While a parking lot, hallway, stairwell, or other location may not be an individual's specific work area, they become part of the work area during transit from one location to another.  Slips, trips, and falls are one of the Navy's predominantly reported injuries, and many times they occur in locations outside the immediate workplace.  Therefore, it is important that inspections of these locations are conducted by trained and qualified personnel.

5.   If CNIC chooses to rely on installation fire departments and other entities, such as Naval Facilities Engineering Command, to conduct portions of the annual safety inspection outside work areas, they must coordinate, develop and implement a policy that ensures inspection and reporting processes are formalized, lines of accountability are clear, inspectors are properly trained, and the intent of Navy and Federal standards are followed.

RECOMMENDATION

096-12.  That CNIC ensure annual inspections of workplaces, including locations outside the immediate work area, are conducted by qualified personnel trained to identify safety and health hazards as required by reference (a).

NAVINSGEN POINT OF CONTACT:                                   b7c

**ISSUE PAPER 8**

SUBJECT:  RECREATION AND OFF-DUTY SAFETY PLAYGROUND INSPECTION
                AT NAVAL STATION ROTA AND NAVAL AIR STATION SIGONELLA

REFERENCE:  (a) OPNAVINST 5100.25B, Navy Recreation and Off-Duty Safety Program,
                  of 25 Nov 09

PROBLEM:  Naval Station (NAVSTA) Rota and Naval Air Station (NAS) Sigonella Safety
offices do not have a National Recreation and Parks Association (NRPA) Certified Playground
Safety Inspector (CPSI).

BACKGROUND

1.  Installation commanders are required to establish a Recreation and Off-Duty Safety (RODS)
program meeting the requirements of reference (a).  Commanding Officers must assign
responsibilities for developing, issuing, implementing, and enforcing RODS program
requirements at their activity.  Navy recreational and Child Development Center facilities and
equipment must be designed and maintained to provide a safe and healthy environment.
Activities are required to inspect playgrounds annually and, per reference (c), Section 6.f.,
inspectors of playground equipment must complete training and maintain currency of National
Recreation and Parks Association (NRPA) Certified Playground Safety Inspector (CPSI)
certification.

2.  NRPA CPSI certification training is provided as a 3-day resident course at Continental
United States (CONUS) locations, or as a five module on-line course with Computer Based
Testing in CONUS or at overseas U.S. military installations.

DISCUSSION

1.  Commander, Navy Installations Command (CNIC) and the Naval Safety Center
(NAVSAFECEN) do not offer, nor fund, this CPSI course and certification.  Morale, Welfare,
and Recreation employees working at NAVSTA Rota and NAS Sigonella playgrounds do not
maintain CPSI certification.

2.  In place of formal training and certification, the Occupational Safety and Health (OSH)
inspectors at these installations conduct inspections utilizing the following references:
Consumer Product Safety Commission's Playground Safety Handbook; American Society for
Testing and Materials (ASTM) F 1487-11, Standard Consumer Safety Performance
Specifications for Playground Equipment for Public Use; ASTMF 2223-10, Playground
Surfacing; and ASTMF 2373-11, Public Use Playground Equipment for Children 6 months thru
23 months.

RECOMMENDATIONS

097-12.  That Commander Navy Region, Europe, Africa, Southwest Asia Safety Office pursues the on-line CPSI training for its installation safety personnel to meet the requirements of OPNAVINST 5100.25B, Navy Recreation and Off-Duty Safety Program.

098-12.  That CNIC determines the total Navy-wide requirement for NRPA CPSI; provide an estimated cost to attain this requirement to the Naval Safety Center; and provide mitigating measures to the NAVSAFECEN to conduct annual playground inspections until installation personnel receive the necessary certification.

099-12.  That OPNAV Special Assistant for Safety Matters (N09F) reassesses the OPNAVINST 5100.25B, Section 6.f., Playground Inspector Training, requirement for NRPA CPSI certification.

NAVINSGEN POINT OF CONTACT:    b7c

**ISSUE PAPER 9**

SUBJECT:  NAS SIGONELLA PUBLIC WORKS DEPARTMENT SAFETY AND
              OCCUPATIONAL HEALTH ORGANIZATION STAFFING

REFERENCE:  (a) OPNAVINST 5100.23G, Change 1, Navy Safety and Occupational Health
                     Program Manual, of 21 Jul 11
            (b) Navy Safety and Occupational Health Navy Training System Plan, N09F-
                     NTSP-S-40-8603E/A, of May 09

PROBLEM:  Public Works Department (PWD) Sigonella does not comply with the requirements
for activity safety organization and staffing, nor safety program support agreements.

BACKGROUND

1.   Reference (a), Section 0303.a.(1), requires shore activities not receiving Base Operations
Support (BOS) safety services from their host command to establish a safety organization,
staffed, and organized commensurate with the mission and functions of the command.  A safety
professional must head the safety organization, and must have the authority, responsibility, and
visibility to manage and effectively represent the activity's safety program.

2.   Per reference (a), Section 0304.a, "activities seeking BOS safety services and the host
command providing BOS safety services must establish written agreements such as an Intra
Service Support Agreement (ISSA) or Memorandum of Understanding (MOU)."  The
agreements shall specify the services provided and the conditions under which they are provided.

3.   Reference (a), Section 0602.d, Shore Training Programs, and Reference (b), Section D.5.f,
Shore Safety and Occupational Health (SOH) Training Overview, SOH Professionals, state the
required core courses taught by the Naval Safety and Environmental Training Center (or
equivalent training as determined or approved by the Echelon II headquarters) that must be
completed by SOH Professionals and SOH Inspectors.

DISCUSSION

1.   PWD Sigonella personnel routinely conduct potentially hazardous operations involving
confined spaces, energy control, potential falls, noise exposure, weight handling equipment, and
potential respiratory exposures.

2.   Navy public works departments in the United States typically provide its own safety support.
However, the Seabees assigned to the PWD Sigonella Safety office have not received the
required training to provide proper SOH program management and oversight.  Naval Facilities
Engineering Command Europe, Africa, Southwest Asia (NAVFAC EURAFSWA) has not
assigned a qualified safety professional (GS-0018 series) to manage the PWD Safety Program,
nor entered into an agreement with Naval Air Station (NAS) Sigonella to provide BOS safety
services.

RECOMMENDATIONS

100-12.  NAVFAC EURAFSWA assign a qualified safety professional (GS-0018 series) to manage PWD Sigonella's Safety Program, provide required safety training to the assigned personnel, or enter into an ISSA or MOU with NAS Sigonella to provide BOS safety services in accordance with OPNAVINST 5100.23G, Change 1, Navy Safety and Occupational Health Program Manual.  The agreement must specify the services and conditions of support.

101-12.  That NAVFAC headquarters direct a review of all overseas subordinate activity safety organizations to ensure that a qualified safety professional is managing each program or an appropriate safety support agreement is in place.


NAVINSGEN POINT OF CONTACT:

b7c

**ISSUE PAPER 10**

SUBJECT:  MANNING AND TRAINING AT DISPATCH CENTERS AT NAVAL STATION
ROTA AND NAVAL AIR STATION SIGONELLA

REFERENCE:  (a)  DoDI 6055.17, Change 1, DoD Installation Emergency Management
Programs, of 19 Nov 10
(b)  OPNAVINST 3440.17, Navy Installation Emergency Management
Program, of 22 Jul 05
(c)  CNICINST 3440.17, Navy Installation Emergency Management Program
Manual, of 23 Jan 06

PROBLEM:  Emergency Dispatch Centers (EDC) at Naval Station (NAVSTA) Rota and Naval
Air Station (NAS) Sigonella are undermanned, and dispatchers are not trained in accordance
with Department of Defense (DoD) and Navy Emergency Management (EM) instructions.

BACKGROUND

1.   Reference (a) requires all Department of Defense (DoD) installations to develop all-hazards
plans designed to support pre-incident preparedness, planning, mitigation, emergency response,
and recovery.  Reference (a) requires "communications through all phases of an emergency that
address communication capability and operation of major communication nodes to include
dispatch centers, mobile command posts... ."

2.   Reference (b) establishes the responsibility and authority of Commander, Navy Installations
Command (CNIC) to develop, implement, and sustain a comprehensive EM program at Navy
Regions and installations, capable of effective all-hazards preparedness, mitigation, response,
and recovery, in order to save lives, protect property, and sustain mission readiness.  CNIC
assigns specific responsibilities for Regional Commanders and Installation Commanders under
the EM Program that include: "establish operable and interoperable communications across
assigned response community…and ensure proper resources are programmed during the budget
process."

3.   Reference (c) gives CNIC administrative control over installation EM programs in concert
with combatant commanders and component commanders/fleet commanders, who exercise
operational control in their areas of responsibility.  Regional commanders are required to ensure
proper resources are validated, prioritized, and programmed for the EM program.  Installation
commanders must designate emergency managers responsible for identifying program resources
for operation and management of Regional Operations Centers, Emergency Operations Centers,
and Emergency Call-Taking/Dispatch Centers.  Dispatch centers are operated with civilian and
military personnel, conducting complex tasks related to emergency response and monitoring.

DISCUSSION

1.  NAVSTA Rota and NAS Sigonella operate non-regionalized emergency dispatch centers as core communication hubs for local incident monitoring, reporting, and dispatch of emergency response units.  However, dispatch center functions are not conducted by full-time, trained, and certified dispatchers.  Each dispatch center is manned with temporarily assigned or collateral duty staff, lacking training and certification in emergency service communication systems.  Training consists primarily of on the job instruction.

2.  NAVSTA Rota and NAS Sigonella report a total of 13 vacancies, based on authorized manning requirements.  Inadequate manning forces installation dispatch centers to rely on additional staffing from Security and Fire Departments, who are primarily Masters-at-Arms (MA) and Aviation Boatswains Mate-Handling (ABH) personnel.  The temporary personnel assignments for dispatch center duty are controlled by Security and Fire Department managers without approval by installation EM program managers.  Assigned dispatchers are not always bilingual, which requires Security to provide translation assistance with on duty interpreters.

3.  Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) funding for the EM program is insufficient to develop and train emergency dispatchers with the abilities and skills necessary for emergency incident response.

RECOMMENDATIONS

102-12.  That CNIC and CNREGEURAFSWA review manpower authorizations, and consider allocating additional billets to EDCs.

103-12.  That CNIC develop plan to ensure assignment of full-time bilingual emergency center dispatchers, trained and certified in accordance with applicable emergency service system standards.


NAVINSGEN POINT OF CONTACT:

b7c

# ISSUE PAPER 11

SUBJECT:  FALSE ALARM SYSTEM MONITORING AT NAVAL STATION ROTA
AND NAVAL AIR STATION SIGONELLA

REFERENCE:  (a) DoDI 6055.17, Change 1, DoD Installation Emergency Management
Programs, of 19 Nov 10
(b) OPNAVINST 3440.17, Navy Installation Emergency Management
Program, of 22 Jul 05
(c) CNICINST 3440.17, Navy Installation Emergency Management Program
Manual, of 23 Jan 06

PROBLEM:  Emergency Dispatch Centers at Naval Station (NAVSTA) Rota and Naval Air
Station (NAS) Sigonella monitor and respond to high numbers of false, non-emergency, and/or
tripped alarms, making it difficult to identify and respond to true emergency events.

BACKGROUND:  References (a) through (c) require installations to operate dispatch centers
capable of monitoring emergency events, receiving calls and alerts, and dispatching appropriate
security, fire, or emergency management response teams.  Trained dispatchers are required to
monitor fire alarms, sensors, secure spaces and perimeters intrusion detection systems, video
feeds, and manage 911 emergency calls.  Specialized instruction is required for dispatch center
operations involving telecommunications procedures for a variety of emergency situations.

DISCUSSION:

1.  Between February 2010 and February 2013, a high number of false or nuisance alarms were
recorded by emergency dispatch centers at NAVSTA Rota (approximately 37 percent) and NAS
Sigonella (approximately 61 percent).  All alarms must be monitored and validated with an
appropriate response.  Many alarm signals resulted from non-emergency situations, due to
improper user practices, inadvertent trips, signals from poorly installed and/or maintained
sensors, and occupant unfamiliarity with correct alarm use and reset procedures.  Management of
large numbers of non-emergency condition alarms creates conditions where dispatchers may
become complacent.

2.  In many instances, dispatchers are forced to make telephone calls or physically verify alarm
validity prior to dispatching security units to resolve and clear the alarm situation.  These
responses divert dispatcher attention and focus away from system monitoring and other dispatch
center duties.

3.  NAVSTA Rota and NAS Sigonella report progress to reduce false or nuisance alarms, but
many alarm issues stem from improper alarm design, lack of alarm operation training, and poorly
maintained systems.  Another contributing factor is the number of different types of alarms in
use.  For example, at NAVSTA Rota there are at least five different types of door switches
throughout the installation.

RECOMMENDATION

104-12.  That Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) develop, prioritize, and submit projects that will result in alarm system repairs to reduce false and nuisance alarms.

105-12.  That CNREGEURAFSWA, with the assistance of Naval Facilities Engineering Command Europe, Africa, Southwest Asia (NAVFAC EURAFSWA), conduct a review of alarm systems and dispatch center capabilities, and identify short-term procedural actions to reduce the number of false or nuisance alarms throughout Region installations.


NAVINSGEN POINT OF CONTACT:

b7c

# ISSUE PAPER 12

SUBJECT:  PROTECTING PERSONALLY IDENTIFIABLE INFORMATION

REFERENCE:   (a)  SECNAVINST 5211.5E, Department of the Navy (DON) Privacy
                  Program, of 28 Dec 05

PROBLEM:  The Naval Station Rota and Naval Air Station Sigonella Personally Identifiable
Information (PII) programs lack all elements to effectively protect PII in accordance with
reference (a).

BACKGROUND:  Reference (a) implements the Privacy Act of 1974 per the Department of
Defense Privacy Program Directive and Regulation ensuring that all DON military members and
civilian/contractor employees are made fully aware of their rights and responsibilities with
regards to privacy.  The program attempts to balance the government's need to maintain
information with the obligation to protect individuals against unwarranted invasions of their
privacy stemming from the DON's collection, maintenance, use and disclosure of Personally
Identifiable Information (PII).  The program requires that privacy management practices and
procedures be employed to evaluate privacy risks in publicly accessible DON web sites and
unclassified non-national security information systems.

DISCUSSION

1.  The PII programs in Rota and Sigonella are virtually non-existent and not in compliance with
reference (a). Assistance was provided to all commands visited on how to correct program
deficiencies and to meet the requirements of reference (a).

2.  In Rota, a significant concern is the large number of Local National (LN) employees who
have access to PII and Personal Health Information (PHI) without being subjected to the same
security and access requirements as U.S. personnel.  We also note that information has been
inappropriately accessed and used by LN employees, such as administration of personnel and
procurement actions.  Under the guidelines of the NATO Status of Forces Agreement (SOFA),
and the Defense Cooperation Agreement between Spain and the United States, 70 percent of the
civilian personnel billets in Rota are required to be filled by local labor personnel.  In Spain,
these "indirect hires" remain employees of the Spanish government vice the U.S. Government.
The prevalence of indirect hire employees raises the issue of whether they are performing
inherently U.S. Government al and critical functions contrary to law and regulation.  This issue
has been addressed in Issue Paper 4, Indirect Hire Employee Functions at Naval Station Rota,
Page 50 of this section.

3.  In Sigonella, commands did not have a PII program in place, but have recently designated a
PII Coordinator who will establish a base policy and assist tenant commands with their
programs.

RECOMMENDATION

106-12.  That Commander, Navy Installations Command (CNIC) PII Coordinator conduct a review of NAVSTA Rota and NAS Sigonella PII programs to ensure requirements and program oversight is in compliance with Department of Defense and DON policies.


<u>NAVINSGEN POINT OF CONTACT</u>:      b7c

# ISSUE PAPER 13

SUBJECT:  NAVY PRIDE AND PROFESSIONALISM TRAINING

REFERENCE:   (a)  OPNAVINST 1740.3C, Command Sponsor and Indoctrination Programs, of 29 Apr 09

PROBLEM:  Numerous commands at Naval Station (NAVSTA) Rota and Naval Air Station (NAS) Sigonella have not completed Navy Pride and Professionalism (NP&P) training, as part of command indoctrination in accordance with reference (a).

BACKGROUND:  Navy commands must provide NP&P training to newly assigned personnel within the first 30 days of reporting (or within three drill weekends for reservists) in accordance with reference (a).  Mandatory topics include decision making, interpersonal communications, and the Command Managed Equal Opportunity program, including Navy policy on sexual harassment, religious accommodation, hazing, and fraternization.

DISCUSSION:  All commands we visited were conducting and properly documenting Command Indoctrination, in accordance with OPNAVINST 1740.3C, Command Sponsor and Indoctrination Programs, and all programs reviewed incorporated Navy Pride and Professionalism training for enlisted personnel in pay grades E-6 and below.  However, most command Chief Petty Officers and Officers had not attended Navy Pride and Professionalism, as required.

RECOMMENDATION

107-12.  That Commander, Navy Region Europe, Africa, Southwest Asia establishes Navy Pride and Professionalism program policy and provides guidance and support to its subordinate commands.

NAVINSGEN POINT OF CONTACT:                          b7c

# PART 3
# DATA ANALYSIS

**SUMMARY OF SURVEY DATA ANALYSIS FOR ACTIVE DUTY MILITARY
AND DEPARTMENT OF THE NAVY CIVILIAN PERSONNEL**

1.  Overall Observations and Methodology.  The Naval Inspector General (NAVINSGEN) conducted an on-line survey of active duty military and Department of the Navy (DON) civilian personnel from 20 February through 16 March 2012 in support of the Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) Area Visit held from 9 to 21 September 2012.  There were 920 active duty military and DON civilian personnel survey respondents from Rota, Spain (491); Sigonella, Italy (292); and Souda Bay, Greece (137).

2.  Quality of Life

    a.  Quality of Life (QOL) is assessed using a scale from 1 to 10, where 1 is worst and 10 is best.  Active duty military and DON civilian personnel survey respondents across the three sites (Rota, Spain; Sigonella, Italy; Souda Bay, Greece) rated their average Quality of Work Life (QOWL) at 6.01 and Quality of Home Life (QOHL) at 6.89.  Both of these averages are statistically comparable to the NAVINSGEN averages of 6.28 and 7.04, respectively.  NAVINSGEN averages refers to the average calculated from active duty military and DoD civilian command inspection and area visit surveys since 2008.

    b.  The average QOWL and QOHL scores for Rota are 7.24 and 6.23, respectively; Sigonella, 6.50 and 5.625, respectively; and Souda Bay, 6.44 and 6.01, respectively.  The Rota average QOWL is higher than the other two sites, Sigonella and Souda Bay.  The Rota average QOHL is higher than Sigonella.

3.  Survey Topics and Results

    a.  Across the three sites, job satisfaction was most often indicated (50.9 percent) as having a positive impact on QOWL.  Leadership support was most often indicated (33 percent) as having a negative impact on QOWL.

    b.  The survey included demographic questions such as gender, age, and whether the respondent is military or civilian.

    c.  Military members were asked questions regarding physical readiness, performance counseling, and the voter assistance program.

    d.  Civilians were asked questions regarding their position description, performance counseling, human resource service center, and human resource office.

    e.  Both military and civilians were asked questions regarding topics such as working hours; resources; facilities; communication; and leadership.

f.   Those survey respondents indicating they are supervisors were asked additional questions regarding their supervisor training.

g.   Questions 170-175 were asked regarding water, including quality of water.

h.   In addition to multiple choice questions, there were a few open ended questions regarding various topics, such as supplies purchased with personal money, facilities in need of repair, and any additional comments or concerns regarding QOL.  Answers to these questions were used to help guide the inspection team and to guide some of the focus group questions.

4.   <u>Survey Frequency Report</u>

**1.** I am assigned to or near:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Sigonella Area | | 31.7% | 292 |
| **Rota Area** | | **53.4%** | **491** |
| Souda Bay Area | | 14.9% | 137 |
| | | **Valid Responses** | **920** |

**2.** I am currently assigned to: (Use the space to the right to type in your command name.)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Shore** | | **67.7%** | **557** |
| Submarine | | 0.0% | 0 |
| Ship | | 0.1% | 1 |
| Training | | 0.2% | 2 |
| Hospital/Clinic | | 13.6% | 112 |
| Aircraft/Squadron | | 1.0% | 8 |
| Battalion | | 0.2% | 2 |
| Personnel Support Detachment | | 1.8% | 15 |
| Other | | 15.3% | 126 |
| | | **Valid Responses** | **823** |

**3.** On a scale of 1 (worst) to 10 (best) please rate your current Quality of Home Life (QOHL) at your location. QOHL is the degree to which you enjoy where you live, and the opportunities available for housing, recreation, etc.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 2.6% | 21 |
| 2 | | 2.2% | 18 |
| 3 | | 4.3% | 35 |
| 4 | | 6.6% | 54 |
| 5 | | 9.7% | 80 |
| 6 | | 10.1% | 83 |
| 7 | | 16.8% | 138 |
| **8** | | **24.8%** | **204** |
| 9 | | 12.3% | 101 |
| 10 | | 10.8% | 89 |
| | | **Mean** | **6.893** |
| | | **Standard Deviation** | **2.221** |
| | | **Valid Responses** | **823** |

## Question 3: Broken down by site

| | | 1. I am assigned to or near: | | | |
| --- | --- | --- | --- | --- | --- |
| | | Sigonella Area | Rota Area | Souda Bay Area | Total |
| 1 | Count | 2 | 12 | 7 | **21** |
| | % by Col | 0.8% | 2.7% | 5.7% | **2.6%** |
| 2 | Count | 8 | 5 | 5 | **18** |
| | % by Col | 3.1% | 1.1% | 4.1% | **2.2%** |
| 3 | Count | 14 | 14 | 7 | **35** |
| | % by Col | 5.5% | 3.1% | 5.7% | **4.3%** |
| 4 | Count | 22 | 24 | 8 | **54** |
| | % by Col | 8.6% | 5.4% | 6.6% | **6.6%** |
| 5 | Count | 36 | 33 | 11 | **80** |
| | % by Col | 14.1% | 7.4% | 9.0% | **9.7%** |
| 6 | Count | 28 | 43 | 12 | **83** |
| | % by Col | 10.9% | 9.7% | 9.8% | **10.1%** |
| 7 | Count | **55** | 65 | 18 | **138** |
| | % by Col | **21.5%** | 14.6% | 14.8% | **16.8%** |
| 8 | Count | 50 | **120** | **34** | **204** |
| | % by Col | 19.5% | **27.0%** | **27.9%** | **24.8%** |
| 9 | Count | 27 | 65 | 9 | **101** |
| | % by Col | 10.5% | 14.6% | 7.4% | **12.3%** |
| 10 | Count | 14 | 64 | 11 | **89** |
| | % by | 5.5% | 14.4% | 9.0% | **10.8%** |

**4.** Please indicate up to **three** main factors that have a **positive** impact on your QOHL: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Quality of your home** | | **56.4%** | **451** |
| Quality of the school for dependent children | | 17.6% | 141 |
| Quality of the childcare available | | 5.8% | 46 |
| Shopping & dining opportunities | | 34.9% | 279 |
| Recreational opportunities | | 54.7% | 437 |
| Access to spouse employment | | 5.6% | 45 |
| Access to quality medical/dental care | | 37.5% | 300 |
| Cost of living | | 18.8% | 150 |
| Other | | 16.0% | 128 |
| | | **Valid Responses** | **799** |

**5.** Please indicate up to **three** main factors that have a **negative** impact on your QOHL:
(Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Quality of your home | | 32.1% | 251 |
| Quality of the school for dependent children | | 10.6% | 83 |
| Quality of the childcare available | | 8.7% | 68 |
| Shopping & Dining opportunities | | 32.2% | 252 |
| Recreational opportunities | | 18.5% | 145 |
| Access to spouse employment | | 31.7% | 248 |
| Access to medical/dental care | | 18.9% | 148 |
| **Cost of living** | | **52.4%** | **410** |
| Other | | 20.1% | 157 |
| | | **Valid Responses** | **782** |

**6.** On a scale of 1 (worst) to (best) please rate your Quality of Work Life (QOWL). QOWL is the degree to which you enjoy where you work and available opportunities for professional growth. (Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| 1 | | 8.3% | 68 |
| 2 | | 5.6% | 46 |
| 3 | | 7.5% | 62 |
| 4 | | 7.0% | 58 |
| 5 | | 11.5% | 95 |
| 6 | | 10.4% | 86 |
| 7 | | 13.6% | 112 |
| **8** | | **16.6%** | **137** |
| 9 | | 11.3% | 93 |
| 10 | | 8.0% | 66 |
| | | **Mean** | **6.010** |
| | | **Standard Deviation** | **2.673** |
| | | **Valid Responses** | **823** |

## Question 6: Broken down by site

| | | 1. I am assigned to or near: | | | |
| --- | --- | --- | --- | --- | --- |
| | | Sigonella Area | Rota Area | Souda Bay Area | Total |
| 1 | Count | 26 | 30 | 12 | 68 |
| | % by Col | 10.2% | 6.7% | 9.8% | 8.3% |
| 2 | Count | 20 | 21 | 5 | 46 |
| | % by Col | 7.8% | 4.7% | 4.1% | 5.6% |
| 3 | Count | 23 | 34 | 5 | 62 |
| | % by Col | 9.0% | 7.6% | 4.1% | 7.5% |
| 4 | Count | 15 | 28 | 15 | 58 |
| | % by Col | 5.9% | 6.3% | 12.3% | 7.0% |
| 5 | Count | 32 | 52 | 11 | 95 |
| | % by Col | 12.5% | 11.7% | 9.0% | 11.5% |
| 6 | Count | 26 | 44 | 16 | 86 |
| | % by Col | 10.2% | 9.9% | 13.1% | 10.4% |
| 7 | Count | **37** | 59 | 16 | 112 |
| | % by Col | **14.5%** | 13.3% | 13.1% | 13.6% |
| 8 | Count | **37** | **82** | **18** | 137 |
| | % by Col | **14.5%** | **18.4%** | **14.8%** | 16.6% |
| 9 | Count | 26 | 56 | 11 | 93 |
| | % by Col | 10.2% | 12.6% | 9.0% | 11.3% |
| 10 | Count | 14 | 39 | 13 | 66 |
| | % by | 5.5% | 8.8% | 10.7% | 8.0% |

**7.** Please indicate up to **three** main factors that have a **positive** impact on your QOWL: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Job Satisfaction** | | **50.9%** | **396** |
| Leadership Support | | 36.8% | 286 |
| Leadership opportunities | | 17.5% | 136 |
| Length of workday | | 23.1% | 180 |
| Advancement opportunities | | 8.7% | 68 |
| Training opportunities | | 17.6% | 137 |
| Awards and recognition | | 7.6% | 59 |
| Perform to Serve (PTS) | | 1.5% | 12 |
| Command climate | | 27.2% | 212 |
| Quality of the workplace facilities | | 18.4% | 143 |
| Parking | | 22.2% | 173 |
| Frequency of deployment/Individual Augmentations (e.g. IAMM or GSA) | | 4.1% | 32 |
| Other | | 8.9% | 69 |
| | | **Valid Responses** | **778** |

**8.** Please indicate up to **three** main factors that have a **negative** impact on your QOWL: (choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Job satisfaction | | 22.1% | 176 |
| **Leadership support** | | **33.0%** | **262** |
| Leadership opportunities | | 17.0% | 135 |
| Length of workday | | 21.4% | 170 |
| Advancement opportunities | | 21.0% | 167 |
| Training opportunities | | 16.0% | 127 |
| Awards and recognition | | 22.1% | 176 |
| Perform to Serve (PTS) | | 17.7% | 141 |
| Command climate | | 26.7% | 212 |
| Quality of the workplace facilities | | 21.6% | 172 |
| Parking | | 10.7% | 85 |
| Frequency of deployments/individuals Augmentations (e.g. IAMM or GSA) | | 5.0% | 40 |
| Other | | 13.8% | 110 |
| | | **Valid Responses** | **795** |

**9.** Gender
(Respondents could only choose a **single** response)
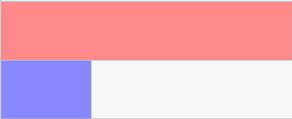
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Male** | | **76.6%** | **630** |
| Female | | 23.4% | 192 |
| | | **Valid Responses** | **822** |

**10.** Age:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 17-24 | | 13.8% | 113 |
| **25-34** | | **36.9%** | **303** |
| 35-44 | | 29.0% | 238 |
| 45-54 | | 14.6% | 120 |
| 55-64 | | 4.9% | 40 |
| 65+ | | 0.9% | 7 |
| | | **Valid Responses** | **821** |
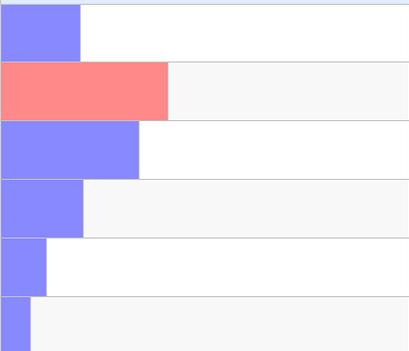
**11.** Marital Status:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Single | | 32.6% | 268 |
| **Married** | | **61.1%** | **502** |
| Divorced | | 4.9% | 40 |
| Separated | | 1.5% | 12 |
| | | **Valid Responses** | **822** |
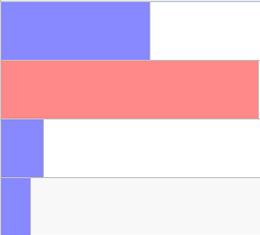
**12.** I have school aged children
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 35.3% | 290 |
| **No** | | **64.7%** | **531** |
| | | **Valid Responses** | **821** |

**13.** I am:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Military** | | **78.0%** | **641** |
| Civilian | | 22.0% | 181 |
| | | **Valid Responses** | **822** |
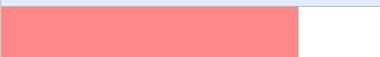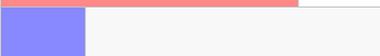
**14.** Paygrade:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| E1 - E3 | | 7.0% | 44 |
| **E4 - E6** | | **59.4%** | **376** |
| E7 - E9 | | 13.9% | 88 |
| CWO2 - O3 | | 9.2% | 58 |
| O4 - O5 | | 8.7% | 55 |
| O6 & Above | | 1.9% | 12 |
| | | **Valid Responses** | **633** |
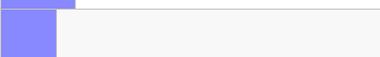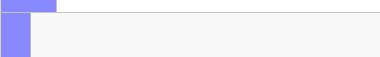
**15.** I am a Geographical Bachelor (married with family living elsewhere)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 13.0% | 82 |
| **No** | | **87.0%** | **551** |
| | | **Valid Responses** | **633** |

**16.** I am a geographical bachelor because (choose all that apply):
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Poor schools at new duty station | | 7.5% | 6 |
| High cost of living at new duty station | | 6.3% | 5 |
| Lack of spousal employment at new duty station | | 13.8% | 11 |
| Spouse has a good employment at old duty station | | 12.5% | 10 |
| Critical housing area | | 1.3% | 1 |
| High crime rate at new duty station | | 3.8% | 3 |
| Desire to maintain stability for family members | | 8.8% | 7 |
| Family stayed behind because I couldn't sell the home (it lost significant value) at my last duty station. | | 6.3% | 5 |
| **Other** | | **73.8%** | **59** |
| | | **Valid Responses** | **80** |

**17.** I have participated in the following at my current command?
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Command Sponsor Program | | 58.4% | 349 |
| Command Orientation/Indoctrination | | 68.9% | 412 |
| Career Development Boards | | 58.4% | 349 |
| Command Physical Fitness Assessment Training Program | | 47.0% | 281 |
| **Required General Military Training (GMT)** | | **86.8%** | **519** |
| Command Managed Equal Opportunity (CMEO) Program | | 39.6% | 237 |
| Navy Rights and Responsibility (NR&R) Workshops | | 29.9% | 179 |
| Transition Assistance Program | | 17.9% | 107 |
| | | **Valid Responses** | **598** |

**18.** The following individuals conducted my last Career Development Board (CDB). (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| CMC | | 12.4% | 76 |
| **LCPO** | | **33.2%** | **203** |
| CPO | | 24.5% | 150 |
| CCC | | 31.1% | 190 |
| I have not had a CDB since being attached to this command | | 17.2% | 105 |
| Not applicable | | 24.2% | 148 |
| | | **Valid Responses** | **611** |

**19.** In general, how have you or those you supervise been affected by Perform to Serve (PTS)?
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Positively | | 16.3% | 100 |
| Not applicable/neither positively or negatively | | 40.8% | 250 |
| **Negatively** | | **46.2%** | **283** |
| | | **Valid Responses** | **612** |

**20.** In my professional development I am being mentored by someone?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **59.7%** | **368** |
| No | | 40.3% | 248 |
| | | **Valid Responses** | **616** |

**21.** I am mentoring others.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **68.8%** | **422** |
| No | | 31.2% | 191 |
| | | **Valid Responses** | **613** |

**22.** A sponsor contacted me before I arrived at my command.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **87.8%** | **539** |
| No | | 10.9% | 67 |
| Not Applicable | | 1.3% | 8 |
| | | **Valid Responses** | **614** |

**23.** My sponsor was helpful in my transition.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 31.1% | 192 |
| **Agree** | | **37.6%** | **232** |
| Disagree | | 8.3% | 51 |
| Neither Agree nor Disagree | | 12.6% | 78 |
| Strongly Disagree | | 8.4% | 52 |
| Not Applicable | | 1.9% | 12 |
| | | **Valid Responses** | **617** |
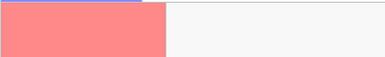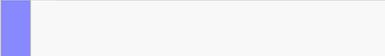
**24.** My command gives me sufficient time <u>during working hours</u> to participate in a physical readiness exercise program.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Strongly Agree** | | **29.5%** | **182** |
| Agree | | 29.2% | 180 |
| Neither Agree nor Disagree | | 12.0% | 74 |
| Disagree | | 12.7% | 78 |
| Strongly Disagree | | 16.6% | 102 |
| | | **Valid Responses** | **616** |
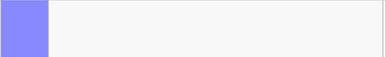
**25.** There are adequate facilities (such as a fitness center) to support my participation in a physical readiness program year round.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 39.8% | 245 |
| **Agree** | | **42.4%** | **261** |
| Neither Agree nor Disagree | | 7.3% | 45 |
| Disagree | | 7.3% | 45 |
| Strongly Disagree | | 3.1% | 19 |
| | | **Valid Responses** | **615** |
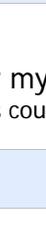
**26.** I know my command ombudsman.
(Respondents could only choose a **single** response)
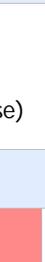
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **52.2%** | **321** |
| No | | 47.8% | 294 |
| | | **Valid Responses** | **615** |

**27.** I have conveyed to my spouse, parents, and/or extended family members the command ombudsman is the official command representative for them when I am away either deployed or temporarily assigned elsewhere.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 42.4% | 260 |
| **No** | | **57.6%** | **353** |
| | | **Valid Responses** | **613** |

**28.** Rate your overall satisfaction with the Fleet Family Support Center (FFSC) services on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)
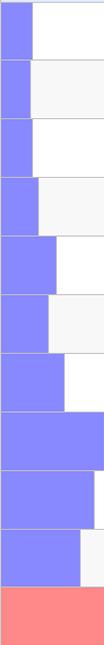
| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 1.6% | 10 |
| 2 | | 0.6% | 4 |
| 3 | | 1.3% | 8 |
| 4 | | 2.8% | 17 |
| 5 | | 7.3% | 45 |
| 6 | | 5.5% | 34 |
| 7 | | 10.1% | 62 |
| 8 | | 19.8% | 122 |
| 9 | | 17.0% | 105 |
| 10 | | 13.8% | 85 |
| **Do not use** | | **20.1%** | **124** |
| | **Mean** | | **7.610** |
| | **Standard Deviation** | | **2.058** |
| | **Valid Responses** | | **616** |

**29.** Please indicate up to three main factors that have a **positive** impact on your rating for Fleet Family Support Center (FFSC): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)
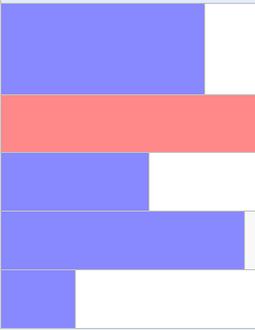
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Family/Social Services available | | 53.4% | 268 |
| **Quality of services** | | **66.7%** | **335** |
| Appointment availability | | 39.0% | 196 |
| Staff's customer service | | 64.1% | 322 |
| Hours of operation | | 19.5% | 98 |
| | **Valid Responses** | | **502** |

**30.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for Fleet Family Support center (FFSC): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Family/Social Services available | | 22.7% | 67 |
| Quality of services | | 21.7% | 64 |
| Appointment availability | | 28.5% | 84 |
| Staff's customer service | | 17.6% | 52 |
| **Hours of operation** | | **66.1%** | **195** |
| | | Valid Responses | 295 |

**31.** Rate your overall satisfaction with the Morale Welfare and Recreation (MWR) services on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 2.6% | 16 |
| 2 | | 2.3% | 14 |
| 3 | | 2.6% | 16 |
| 4 | | 3.4% | 21 |
| 5 | | 9.5% | 58 |
| 6 | | 10.1% | 62 |
| 7 | | 14.5% | 89 |
| **8** | | **23.7%** | **145** |
| 9 | | 15.5% | 95 |
| 10 | | 11.4% | 70 |
| Do not use | | 4.2% | 26 |
| | | Mean | 7.126 |
| | | Standard Deviation | 2.192 |
| | | Valid Responses | 612 |

**32.** Please indicate up to <u>three </u>main factors that have a **positive** impact on your rating for Morale Welfare and Recreation (MWR): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of MWR services available** | | **69.6%** | **393** |
| Quality of services | | 51.7% | 292 |
| Cost | | 45.3% | 256 |
| Staff's customer service | | 45.0% | 254 |
| Hours of operation | | 20.2% | 114 |
| Other | | 4.2% | 24 |
| | | Valid Responses | 565 |

**33.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for Morale Welfare and Recreation (MWR): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

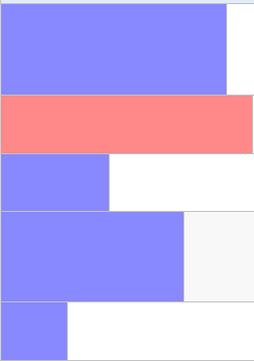| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of MWR services available | | 29.8% | 140 |
| Quality of services | | 24.3% | 114 |
| Cost | | 40.4% | 190 |
| Staff's customer service | | 16.2% | 76 |
| **Hours of operation** | | **44.7%** | **210** |
| Other | | 16.0% | 75 |
| | | Valid Responses | 470 |

**34.** Rate your overall satisfaction with the Navy Exchange (NEX) on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)
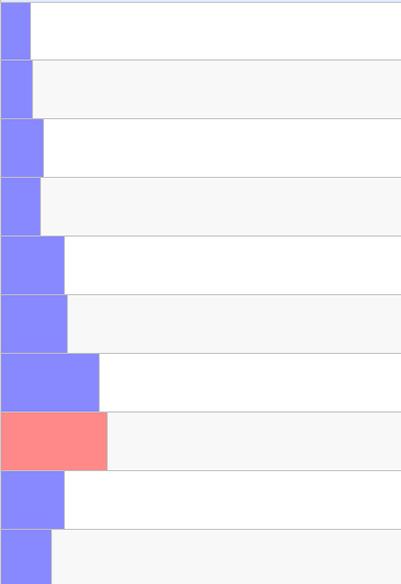
| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 2.1% | 13 |
| 2 | | 2.8% | 17 |
| 3 | | 5.4% | 33 |
| 4 | | 5.1% | 31 |
| 5 | | 11.3% | 69 |
| 6 | | 11.9% | 73 |
| 7 | | 20.2% | 124 |
| **8** | | **22.0%** | **135** |
| 9 | | 11.4% | 70 |
| 10 | | 7.5% | 46 |
| Do not use | | 0.3% | 2 |
| | | **Mean** | **6.696** |
| | | **Standard Deviation** | **2.151** |
| | | **Valid Responses** | **613** |

**35.** Please indicate up to three main factors that have a **positive** impact on your rating for Navy Exchange (NEX): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)
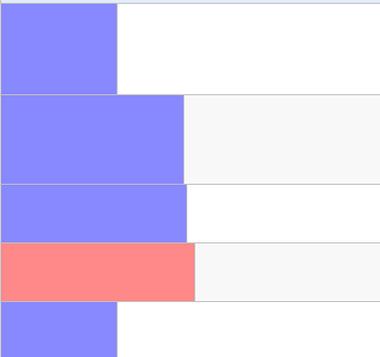
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of merchandise selections | | 30.9% | 175 |
| Quality of merchandise selections | | 47.6% | 270 |
| Cost | | 48.3% | 274 |
| **Staff's customer service** | | **50.8%** | **288** |
| Hours of operation | | 30.9% | 175 |
| | | **Valid Responses** | **567** |

**36.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for Navy Exchange (NEX): (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

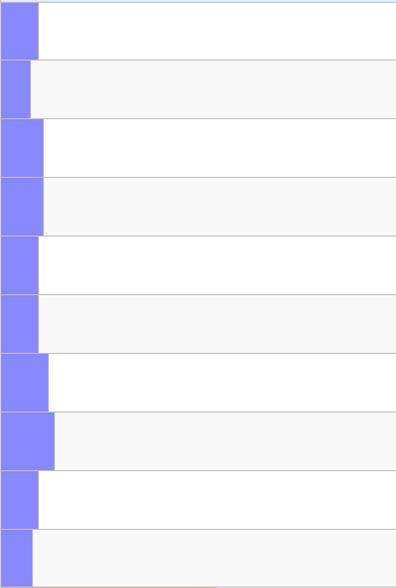| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of merchandise selections** | | **70.4%** | **397** |
| Quality of merchandise selections | | 27.3% | 154 |
| Cost | | 40.2% | 227 |
| Staff's customer service | | 20.6% | 116 |
| Hours of operation | | 45.0% | 254 |
| | | Valid Responses | 564 |

**37.** Rate your overall satisfaction with the Commissary on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 1.6% | 10 |
| 2 | | 1.6% | 10 |
| 3 | | 3.9% | 24 |
| 4 | | 4.4% | 27 |
| 5 | | 7.8% | 48 |
| 6 | | 10.6% | 65 |
| 7 | | 17.8% | 109 |
| **8** | | **25.8%** | **158** |
| 9 | | 15.4% | 94 |
| 10 | | 10.5% | 64 |
| Do not use | | 0.5% | 3 |
| | | Mean | 7.148 |
| | | Standard Deviation | 2.064 |
| | | Valid Responses | 612 |
| | | Total Responses | 617 |

**38.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for Commissary: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of products/produce/meats selection | | 47.9% | 278 |
| Quality of products/produce/meats selection | | 47.2% | 274 |
| **Cost** | | **64.1%** | **372** |
| Staff's customer service | | 46.0% | 267 |
| Hours of operation | | 21.9% | 127 |
| | | Valid Responses | 580 |

**39.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for Commissary: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of products/produce/meats selection | | 51.4% | 276 |
| Quality of products/produce/meats selection | | 39.3% | 211 |
| Cost | | 30.0% | 161 |
| Staff's customer service | | 12.3% | 66 |
| **Hours of operation** | | **57.9%** | **311** |
| | | Valid Responses | 537 |

**40.** Rate your overall satisfaction with your healthcare benefits on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)
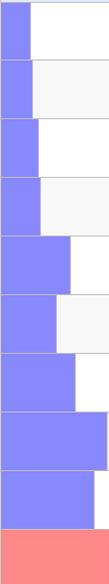
| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 1.0% | 6 |
| 2 | | 1.3% | 8 |
| 3 | | 2.6% | 16 |
| 4 | | 3.6% | 22 |
| 5 | | 10.8% | 66 |
| 6 | | 7.7% | 47 |
| 7 | | 12.5% | 76 |
| 8 | | 21.0% | 128 |
| 9 | | 17.6% | 107 |
| **10** | | **21.8%** | **133** |
| | **Mean** | | **7.585** |
| | **Standard Deviation** | | **2.117** |
| | **Valid Responses** | | **609** |

**41.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)
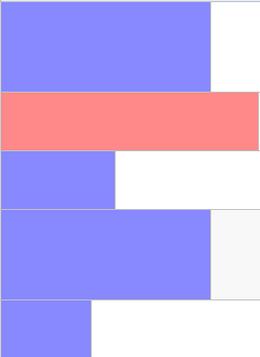
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Types of healthcare services available | | 55.0% | 300 |
| **Appointment availability** | | **67.7%** | **369** |
| Waiting Time | | 29.5% | 161 |
| Time with staff or care provider | | 54.9% | 299 |
| Hours of operation | | 23.3% | 127 |
| | **Valid Responses** | | **545** |

**42.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Types of healthcare services available | | 36.0% | 162 |
| Appointment availability | | 31.1% | 140 |
| **Waiting Time** | | **51.6%** | **232** |
| Time with staff or care provider | | 22.0% | 99 |
| Hours of operation | | 30.4% | 137 |
| | | **Valid Responses** | **450** |

**43.** I have designated family members listed on my "Page 2" in my personnel record.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **74.7%** | **451** |
| No | | 19.0% | 115 |
| Don't Know | | 6.3% | 38 |
| | | **Valid Responses** | **604** |

**44.** Rate your overall satisfaction with your family's healthcare benefit on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)
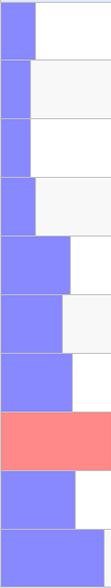
| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 2.9% | 15 |
| 2 | | 1.2% | 6 |
| 3 | | 1.7% | 9 |
| 4 | | 3.1% | 16 |
| 5 | | 12.1% | 63 |
| 6 | | 9.8% | 51 |
| 7 | | 12.3% | 64 |
| **8** | | **23.0%** | **120** |
| 9 | | 12.9% | 67 |
| 10 | | 21.1% | 110 |
| | | Mean | 7.390 |
| | | Standard Deviation | 2.227 |
| | | Valid Responses | 521 |

**45.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for your family's healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Types of healthcare services available | | 59.3% | 245 |
| **Appointment availability** | | **65.9%** | **272** |
| Waiting time | | 28.3% | 117 |
| Time with staff or care provider | | 47.9% | 198 |
| Hours of operation | | 17.2% | 71 |
| | | Valid Responses | 413 |

**46.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for your family's healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Types of healthcare services available | | 34.4% | 118 |
| Appointment availability | | 32.1% | 110 |
| **Waiting time** | | **49.0%** | **168** |
| Time with staff or care provider | | 26.5% | 91 |
| Hours of operation | | 27.7% | 95 |
| | | Valid Responses | 343 |

**47.** Do you have infant to pre-school age children in your family?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 23.2% | 142 |
| **No** | | **76.8%** | **471** |
| | | Valid Responses | 613 |

**48.** Rate your satisfaction with your Child Development Center (CDC) on a scale of 1 (worst to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 4.3% | 6 |
| 2 | | 2.1% | 3 |
| 3 | | 5.7% | 8 |
| 4 | | 5.7% | 8 |
| 5 | | 4.3% | 6 |
| 6 | | 4.3% | 6 |
| 7 | | 7.1% | 10 |
| 8 | | 8.6% | 12 |
| 9 | | 4.3% | 6 |
| 10 | | 2.9% | 4 |
| **Do not use** | | **50.7%** | **71** |
| | **Mean** | | **5.710** |
| | **Standard Deviation** | | **6.652** |
| | **Valid Responses** | | **140** |

**49.** Please indicate up to three main factors that have a **positive** impact on your rating for the CDC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)
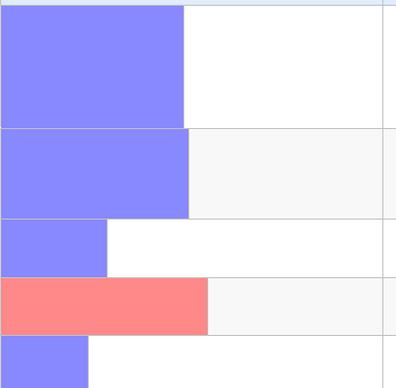
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Availability of childcare services (regular &/or drop off) | | 47.7% | 31 |
| Quality of childcare services (regular &/or drop off) | | 49.2% | 32 |
| Cost of childcare services | | 27.7% | 18 |
| **Staff's customer service** | | **53.8%** | **35** |
| Hours of operation | | 23.1% | 15 |
| | **Valid Responses** | | **65** |

**50.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for the CDC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Availability of childcare services (regular &/or drop off) | | 43.5% | 30 |
| Quality of childcare services (regular &/or drop off) | | 34.8% | 24 |
| **Cost of childcare services** | | **62.3%** | **43** |
| Staff's customer service | | 17.4% | 12 |
| Hours of operation | | 43.5% | 30 |
| | | **Valid Responses** | **69** |

**51.** Rate your satisfaction with your Child Development Home (CDH) Program on a scale of 1 (worst to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.0% | 4 |
| 2 | | 2.3% | 3 |
| 3 | | 1.5% | 2 |
| 4 | | 1.5% | 2 |
| 5 | | 3.0% | 4 |
| 6 | | 1.5% | 2 |
| 7 | | 3.8% | 5 |
| 8 | | 3.0% | 4 |
| 9 | | 0.8% | 1 |
| 10 | | 1.5% | 2 |
| **Do not use** | | **78.2%** | **104** |
| | | Mean | 5.241 |
| | | Standard Deviation | 2.824 |
| | | **Valid Responses** | **133** |

**52.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for the CDH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Travel distance from home to a local approved CDH** | | **58.6%** | **17** |
| Availability of childcare services (regular &/or drop off) | | 37.9% | 11 |
| Quality of childcare services (regular &/or drop off) | | 37.9% | 11 |
| Cost | | 17.2% | 5 |
| Staff | | 34.5% | 10 |
| Hours of operation | | 17.2% | 5 |
| | | **Valid Responses** | **29** |

**53.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for the CDH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Travel distance from home to a local approved CDH | | 17.2% | 5 |
| **Availability of childcare services (regular &/or drop off)** | | **44.8%** | **13** |
| Quality of childcare services (regular &/or drop off) | | 34.5% | 10 |
| **Cost** | | **44.8%** | **13** |
| Staff | | 13.8% | 4 |
| Hours of operation | | 34.5% | 10 |
| | | **Valid Responses** | **29** |

**54.** I currently reside:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| On the economy (purchased home) | | 2.1% | 13 |
| **On the economy (rented/leased home)** | | **56.0%** | **341** |
| Public/Private Venture (PPV) Housing | | 1.3% | 8 |
| Govt. Family Housing | | 25.6% | 156 |
| Govt. Bachelor Housing | | 14.9% | 91 |
| | | Valid Responses | 609 |

**55.** Rate your overall satisfaction with your purchased home on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 0.0% | 0 |
| 2 | | 0.0% | 0 |
| 3 | | 0.0% | 0 |
| 4 | | 0.0% | 0 |
| 5 | | 0.0% | 0 |
| 6 | | 0.0% | 0 |
| **7** | | **30.0%** | **3** |
| 8 | | 20.0% | 2 |
| **9** | | **30.0%** | **3** |
| 10 | | 20.0% | 2 |
| | | Mean | 8.400 |
| | | Standard Deviation | 1.174 |
| | | Valid Responses | 10 |

**56.** Please indicate up to three main factors that have a **positive** impact on your rating for your purchased home: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of home** | | **66.7%** | **6** |
| Quality of the home | | 22.2% | 2 |
| Affordability of the home | | 55.6% | 5 |
| Within Basic Allowance for Housing amount | | 22.2% | 2 |
| Affordability of Home Owners' Insurance | | 0.0% | 0 |
| **Quality of the neighborhood** | | **66.7%** | **6** |
| Safety and security | | 11.1% | 1 |
| School System | | 22.2% | 2 |
| | | **Valid Responses** | **9** |

**57.** Please indicate up to three main factors that have a **negative** impact on your rating for your purchased home/condominium: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of home/condominium | | 11.1% | 1 |
| Quality of the home/condominium | | 22.2% | 2 |
| Affordability of the home/condominium | | 11.1% | 1 |
| **Within Basic Allowance for Housing amount** | | **33.3%** | **3** |
| Affordability of Home Owners' Insurance | | 22.2% | 2 |
| **Quality of the neighborhood** | | **33.3%** | **3** |
| Safety and security | | 22.2% | 2 |
| **School System** | | **33.3%** | **3** |
| | | **Valid Responses** | **9** |

**58.** Rate your overall satisfaction with your rented/leased home/apartment on a scale of 1 (worst) to 10 (best).
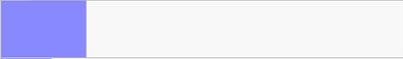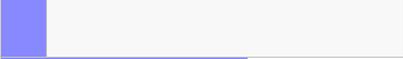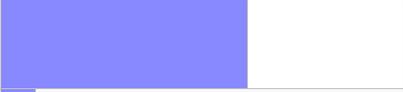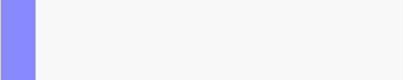(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.1% | 10 |
| 2 | | 1.9% | 6 |
| 3 | | 2.5% | 8 |
| 4 | | 4.7% | 15 |
| 5 | | 9.7% | 31 |
| 6 | | 10.7% | 34 |
| 7 | | 16.3% | 52 |
| **8** | | **28.8%** | **92** |
| 9 | | 15.7% | 50 |
| 10 | | 6.6% | 21 |
| | | Mean | 6.975 |
| | | Standard Deviation | 2.107 |
| | | Valid Responses | 319 |

**59.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for your rented/leased home. (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of rented/leased home** | | **80.7%** | **251** |
| Quality of the rented/leased home | | 39.9% | 124 |
| Affordability of the rented/leased home | | 19.3% | 60 |
| Within Basic Allowance for Housing amount | | 34.4% | 107 |
| Affordability of Home Owners' Insurance | | 6.1% | 19 |
| Quality of the neighborhood | | 36.7% | 114 |
| Safety and security | | 33.8% | 105 |
| School System | | 1.6% | 5 |
| Available maintenance services | | 7.1% | 22 |
| Affordability of Renters' Insurance | | 0.0% | 0 |
| | | **Valid Responses** | **311** |

**60.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for your rented/leased home. (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of rented/leased home | | 11.7% | 31 |
| Quality of the rented/leased home | | 33.3% | 88 |
| **Affordability of the rented/leased home** | | **35.2%** | **93** |
| Within Basic Allowance for Housing amount | | 23.5% | 62 |
| Affordability of Home Owners' Insurance | | 4.9% | 13 |
| Quality of the neighborhood | | 24.6% | 65 |
| Safety and security | | 21.6% | 57 |
| School System | | 6.4% | 17 |
| Available maintenance services | | 32.6% | 86 |
| Affordability of Renters' Insurance | | 0.0% | 0 |
| | | **Valid Responses** | **264** |

**61.** Rate your overall satisfaction with your Public Private Venture (PPV) Housing on a scale of 1 (worst) to 10 (best).

(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 0.0% | 0 |
| 2 | | 0.0% | 0 |
| 3 | | 12.5% | 1 |
| 4 | | 0.0% | 0 |
| 5 | | 12.5% | 1 |
| 6 | | 12.5% | 1 |
| **7** | | **37.5%** | **3** |
| 8 | | 12.5% | 1 |
| 9 | | 0.0% | 0 |
| 10 | | 12.5% | 1 |
| | | **Mean** | **6.625** |
| | | **Standard Deviation** | **2.066** |
| | | **Valid Responses** | **8** |

**62.** Please indicate up top <u>three</u> main factors that have a **positive** impact on your rating for your PPV: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of the home** | | **62.5%** | **5** |
| Quality of the home | | 37.5% | 3 |
| Affordability of the PPV home | | 25.0% | 2 |
| Within Basic Allowance for Housing amount | | 25.0% | 2 |
| Affordability of Renters Insurance | | 12.5% | 1 |
| Quality of the neighborhood | | 12.5% | 1 |
| Safety and security | | 25.0% | 2 |
| School system | | 0.0% | 0 |
| Available maintenance services | | 0.0% | 0 |
| | | **Valid Responses** | **8** |

**63.** Please indicate up top <u>three</u> main factors that have a **negative** impact on your rating for your PPV: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of the home | | 14.3% | 1 |
| Quality of the home | | 0.0% | 0 |
| Affordability of the PPV home | | 0.0% | 0 |
| Within Basic Allowance for Housing amount | | 14.3% | 1 |
| Affordability of Renters Insurance | | 28.6% | 2 |
| Quality of the neighborhood | | 42.9% | 3 |
| **Safety and security** | | **57.1%** | **4** |
| School system | | 28.6% | 2 |
| Available maintenance services | | 14.3% | 1 |
| | **Valid Responses** | | **7** |
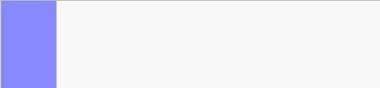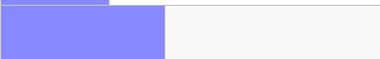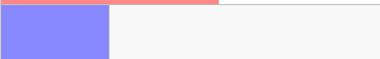
**64.** Rate your overall satisfaction with your Government Family Housing on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 5.8% | 9 |
| 2 | | 5.2% | 8 |
| 3 | | 6.5% | 10 |
| 4 | | 8.4% | 13 |
| 5 | | 16.8% | 26 |
| 6 | | 12.9% | 20 |
| 7 | | 12.3% | 19 |
| **8** | | **17.4%** | **27** |
| 9 | | 7.7% | 12 |
| 10 | | 7.1% | 11 |
| | **Mean** | | **5.961** |
| | **Standard Deviation** | | **2.460** |
| | **Valid Responses** | | **155** |

**65.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for your Government Housing: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of the home** | | **73.5%** | **111** |
| Quality of the home | | 25.8% | 39 |
| Affordability of Renters Insurance | | 9.3% | 14 |
| Quality of the neighborhood | | 43.0% | 65 |
| Safety and security | | 66.2% | 100 |
| School system | | 14.6% | 22 |
| Available maintenance services | | 25.2% | 38 |
| Affordability of Renters Insurance | | 0.7% | 1 |
| | | **Valid Responses** | **151** |

**66.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for your Government Housing: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of the home | | 11.4% | 15 |
| **Quality of the home** | | **72.7%** | **96** |
| Affordability of Renters Insurance | | 2.3% | 3 |
| Quality of the neighborhood | | 16.7% | 22 |
| Safety and security | | 7.6% | 10 |
| School system | | 6.1% | 8 |
| Available maintenance services | | 59.1% | 78 |
| Affordability of Renters Insurance | | 3.8% | 5 |
| | | Valid Responses | 132 |

**67.** Rate your overall satisfaction with your Government Bachelor Housing (BH) on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| 1 | | 9.0% | 8 |
| 2 | | 7.9% | 7 |
| 3 | | 9.0% | 8 |
| 4 | | 14.6% | 13 |
| **5** | | **15.7%** | **14** |
| 6 | | 11.2% | 10 |
| 7 | | 14.6% | 13 |
| 8 | | 12.4% | 11 |
| 9 | | 2.2% | 2 |
| 10 | | 3.4% | 3 |
| | | Mean | 5.112 |
| | | Standard Deviation | 2.391 |
| | | Valid Responses | 89 |

**68.** Please indicate up to <u>three</u> main factors that have a **positive** impact on your rating for your BH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of the home** | | **66.2%** | **47** |
| Quality of the home | | 32.4% | 23 |
| Affordability of Renters Insurance | | 9.9% | 7 |
| Quality of the neighborhood | | 14.1% | 10 |
| Safety and security | | 54.9% | 39 |
| School system | | 1.4% | 1 |
| Available maintenance services | | 25.4% | 18 |
| Affordability of Renters Insurance | | 1.4% | 1 |
| | | **Valid Responses** | **71** |

**69.** Please indicate up to <u>three</u> main factors that have a **negative** impact on your rating for your BH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of the housing | | 29.2% | 21 |
| **Quality of the housing** | | **63.9%** | **46** |
| Affordability of Renters Insurance | | 13.9% | 10 |
| Safety and security | | 18.1% | 13 |
| School system | | 6.9% | 5 |
| Available maintenance services | | 55.6% | 40 |
| | | **Valid Responses** | **72** |

**70.** Rate your overall satisfaction with spousal employment opportunities on a scale if 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 10.9% | 65 |
| 2 | | 4.4% | 26 |
| 3 | | 5.1% | 30 |
| 4 | | 5.1% | 30 |
| 5 | | 6.4% | 38 |
| 6 | | 1.9% | 11 |
| 7 | | 3.4% | 20 |
| 8 | | 2.0% | 12 |
| 9 | | 1.7% | 10 |
| 10 | | 2.0% | 12 |
| **N/A** | | **57.2%** | **340** |
| | **Mean** | | **4.051** |
| | **Standard Deviation** | | **2.707** |
| | **Valid Responses** | | **594** |

**71.** My Spouse employment opportunities rating is based on: (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Availability** | | **87.8%** | **208** |
| Spouse Promotion opportunities | | 22.8% | 54 |
| Spouse work hours | | 27.0% | 64 |
| Financial impact to family/money needed | | 30.8% | 73 |
| Impact to family life | | 26.6% | 63 |
| Childcare needed | | 13.1% | 31 |
| | **Valid Responses** | | **237** |

**72.** If and when you drink alcohol, about how many drinks do you have on average in a single sitting? (A drink of alcohol is 1 can or bottle or beer, 1 glass of wine, 1 cocktail or 1 shot of liquor.)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 drink | | 21.3% | 127 |
| **2 drinks** | | **28.9%** | **172** |
| 3 drinks | | 15.9% | 95 |
| 4 drinks | | 6.4% | 38 |
| 5+drinks | | 8.2% | 49 |
| I do not drink alcohol | | 19.3% | 115 |
| | | **Valid Responses** | **596** |
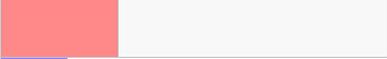
**73.** Considering all types of alcoholic beverages, how many times during the past month did you have 5 or more drinks on in a single sitting?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **0 Days** | | **53.9%** | **262** |
| 1 day | | 17.9% | 87 |
| 2 days | | 10.9% | 53 |
| 3 days | | 7.8% | 38 |
| 4 days | | 3.1% | 15 |
| 5+ days | | 6.4% | 31 |
| | | **Valid Responses** | **486** |
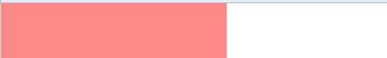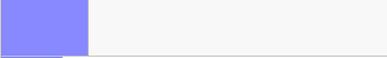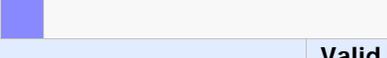
**74.** In the last 12 months, have you experienced any of the following as a result of alcohol use? (Select all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Sustained an injury | | 2.1% | 9 |
| Trouble with authorities | | 1.9% | 8 |
| Engaged in unprotected sex | | 5.9% | 25 |
| Sexually assaulted | | 1.7% | 7 |
| Missed work | | 1.9% | 8 |
| Needed emergency medical aid | | 1.4% | 6 |
| Embarrassed by your actions | | 4.3% | 18 |
| **Not applicable** | | **89.4%** | **378** |
| | | Valid Responses | 423 |

**75.** Since being assigned to your current duty station have you experienced abusive behavior from your spouse, boy/girl friend or significant other?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 1.2% | 7 |
| **No** | | **64.4%** | **386** |
| Not applicable | | 34.4% | 206 |
| | | Valid Responses | 599 |

**76.** Was the abuse physical (beaten, choked, slapped, bitten, assault with a weapon, etc.)?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 12.5% | 1 |
| **No** | | **87.5%** | **7** |
| | | Valid Responses | 8 |

**77.** Was the abuse verbal (verbal bullying, name calling, excessive belittling, fault finding, criticism, etc.)?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **100.0%** | **7** |
| No | | 0.0% | 0 |
| | | **Valid Responses** | **7** |

**78.** What were the reasons for your partner abusing you? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)
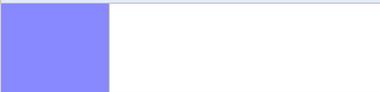
| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Angry with no associated reason | | 28.6% | 2 |
| Wanted to frighten me | | 14.3% | 1 |
| **Work stress (long hours, multitasking, etc.)** | | **42.9%** | **3** |
| **Financial stress** | | **42.9%** | **3** |
| **Jealousy** | | **42.9%** | **3** |
| Alcohol related | | 0.0% | 0 |
| Family history of abuse | | 14.3% | 1 |
| Other | | 28.6% | 2 |
| | | **Valid Responses** | **7** |
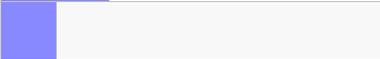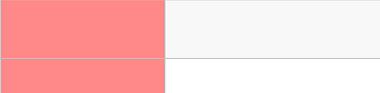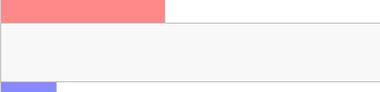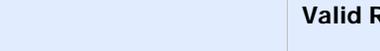
**79.** Who did you contact about the abuse? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Chain of command | | 28.6% | 2 |
| Family Advocacy at Fleet Support Center | | 28.6% | 2 |
| On-base medical facility | | 0.0% | 0 |
| Naval Criminal Investigative Service (NCIS) | | 0.0% | 0 |
| Military security | | 0.0% | 0 |
| Chaplain | | 28.6% | 2 |
| Navy or DoD IG | | 0.0% | 0 |
| **Friend** | | **57.1%** | **4** |
| No one, didn't report | | 28.6% | 2 |
| | | **Valid Responses** | **7** |

**80.** How would you rate the timeliness of the service provided by your command Pay & Administration Support System (PASS) Liaison Representative [PLR]?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Above Average | | 13.8% | 81 |
| Average | | 32.4% | 191 |
| Below Average | | 7.5% | 44 |
| Unsatisfactory | | 5.4% | 32 |
| **Have Not Used PLR** | | **40.9%** | **241** |
| | | **Valid Responses** | **589** |

**81.** How would you rate your satisfaction with the solution provided by your servicing Personnel Support Detachment (PSD)?
(Respondents could only choose a **single** response)
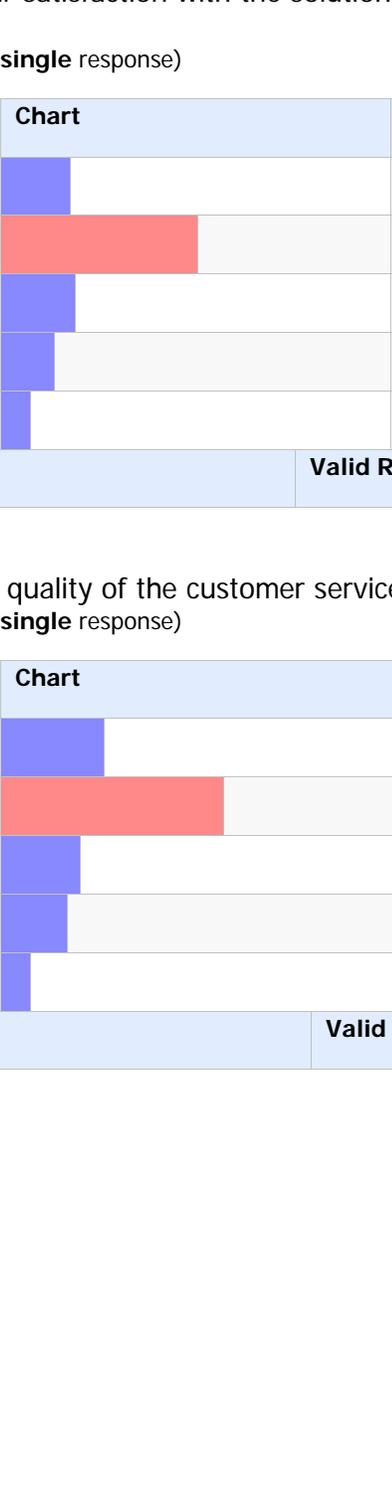
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Above Average | | 15.7% | 93 |
| **Average** | | **49.5%** | **293** |
| Below Average | | 17.6% | 104 |
| Unsatisfactory | | 11.8% | 70 |
| Have not used PSD | | 5.4% | 32 |
| | | **Valid Responses** | **592** |

**82.** How would you rate the quality of the customer service you received at our servicing PSD?
(Respondents could only choose a **single** response)
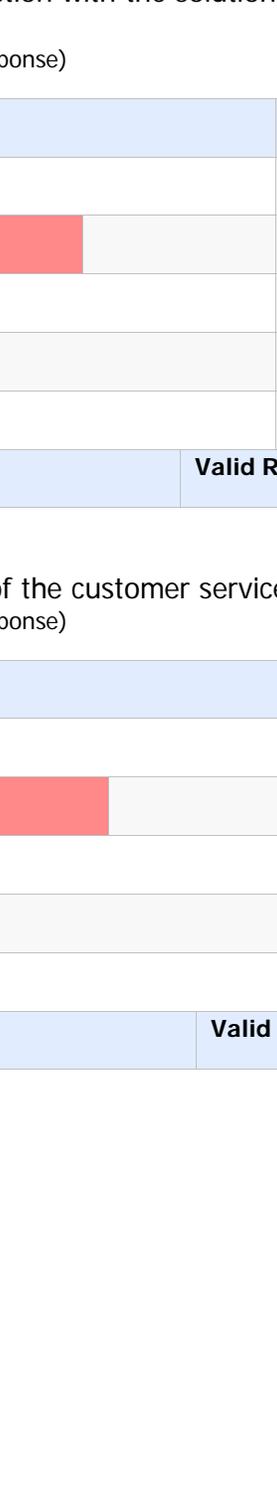
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Above Average | | 21.1% | 119 |
| **Average** | | **52.0%** | **293** |
| Below Average | | 14.7% | 83 |
| Unsatisfactory | | 11.2% | 63 |
| Not Applicable | | 1.1% | 6 |
| | | **Valid Responses** | **564** |

**83.** Grade:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| GS 1 - 8 or NSPS equivalent | | 17.4% | 30 |
| **GS 9 - 12 or NSPS equivalent** | | **51.2%** | **88** |
| GS 13 - 14 or NSPS equivalent | | 21.5% | 37 |
| GS 15 or NSPS equivalent | | 0.0% | 0 |
| SES | | 0.0% | 0 |
| WD/WG/WS/WL | | 0.6% | 1 |
| NAF | | 5.8% | 10 |
| Contractor | | 0.6% | 1 |
| Other | | 2.9% | 5 |
| | | **Valid Responses** | **172** |

**84.** My position description is current and accurately describes my functions, tasks, and responsibilities.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 28.9% | 50 |
| **Agree** | | **42.2%** | **73** |
| Neither Agree nor Disagree | | 7.5% | 13 |
| Disagree | | 13.3% | 23 |
| Strongly Disagree | | 8.1% | 14 |
| Don't know | | 0.0% | 0 |
| | | **Valid Responses** | **173** |

**85.** My supervisor establishes my critical elements and conducts at least one performance progress review during the annual performance rating cycle.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 32.9% | 57 |
| **Agree** | | **38.7%** | **67** |
| Neither Agree nor Disagree | | 11.0% | 19 |
| Disagree | | 9.2% | 16 |
| Strongly Disagree | | 5.8% | 10 |
| Don't know | | 2.3% | 4 |
| | | Valid Responses | 173 |
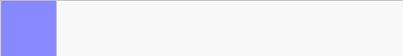
**86.** The Human Resource Service Center provides timely, accurate response to my queries.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 7.6% | 13 |
| **Agree** | | **28.5%** | **49** |
| Neither Agree nor Disagree | | 25.6% | 44 |
| Disagree | | 14.5% | 25 |
| Strongly Disagree | | 12.8% | 22 |
| Don't know | | 11.0% | 19 |
| | | Valid Responses | 172 |
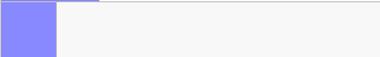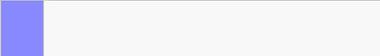
**87.** My (local) Human Resource Office provides timely, accurate response to my queries.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 11.6% | 20 |
| **Agree** | | **33.5%** | **58** |
| Neither Agree nor Disagree | | 22.0% | 38 |
| Disagree | | 13.3% | 23 |
| Strongly Disagree | | 17.9% | 31 |
| Don't know | | 1.7% | 3 |
| | | **Valid Responses** | **173** |
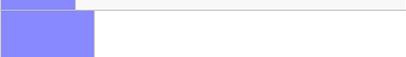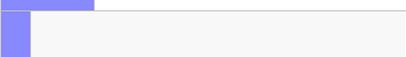
**88.** I understand how to apply for a job vacancy and where to submit an application for positions within this region.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 22.0% | 38 |
| **Agree** | | **52.6%** | **91** |
| Neither Agree nor Disagree | | 15.0% | 26 |
| Disagree | | 4.6% | 8 |
| Strongly Disagree | | 2.3% | 4 |
| Don't know | | 3.5% | 6 |
| | | **Valid Responses** | **173** |
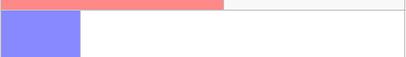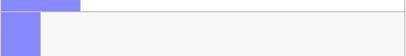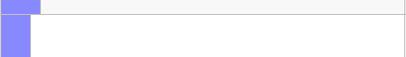
**89.** My command /organization conducts recruitment actions fairly and fill job vacancies with the best-qualified candidate.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 15.0% | 26 |
| **Agree** | | **31.2%** | **54** |
| Neither Agree nor Disagree | | 26.6% | 46 |
| Disagree | | 10.4% | 18 |
| Strongly Disagree | | 11.0% | 19 |
| Don't know | | 5.8% | 10 |
| | | Valid Responses | 173 |
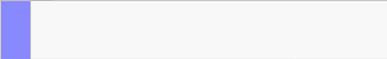
**90.** I understand the absentee voting process in the Federal Absentee Voting Program.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 27.6% | 211 |
| **Agree** | | **44.6%** | **341** |
| Neither Agree nor Disagree | | 19.2% | 147 |
| Disagree | | 5.9% | 45 |
| Strongly Disagree | | 2.7% | 21 |
| | | Valid Responses | 765 |
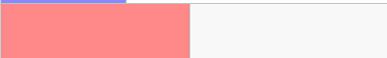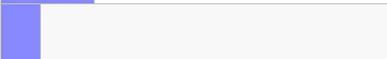
**91.** I know who my command Voting Assistance officer is.
(Respondents could only choose a **single** response)
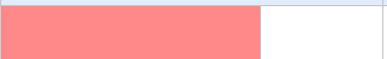
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **68.0%** | **518** |
| No | | 32.0% | 244 |
| | | Valid Responses | 762 |

**92.** I voted in the last election.
(Respondents could only choose a **single** response)
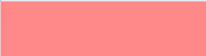
| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **54.4%** | **414** |
| No | | 45.6% | 347 |
| | | **Valid Responses** | **761** |

**93.** If you did not vote in the last election, why?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **I choose not to** | | **60.8%** | **208** |
| I didn't know how to | | 16.1% | 55 |
| Other | | 23.1% | 79 |
| | | **Valid Responses** | **342** |

**94.** For the current calendar, how satisfied are you with the performance (knowledge base/distribution of voting materials) of your Command VAO?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Very Satisfied | | 17.9% | 136 |
| Satisfied Agree | | 30.7% | 233 |
| **Neither Satisfied nor Dissatisfied** | | **44.3%** | **336** |
| Dissatisfied | | 4.9% | 37 |
| Very Dissatisfied | | 2.2% | 17 |
| | | **Valid Responses** | **759** |
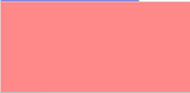
**95.** I have the tools and resources needed to do my job properly.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 14.6% | 111 |
| **Agree** | | **49.3%** | **374** |
| Neither Agree nor Disagree | | 14.0% | 106 |
| Disagree | | 16.9% | 128 |
| Strongly Disagree | | 5.3% | 40 |
| | | **Valid Responses** | **759** |

**96.** I have adequate guidance from command leadership to perform my job successfully.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 21.0% | 159 |
| **Agree** | | **41.4%** | **314** |
| Neither Agree nor Disagree | | 18.2% | 138 |
| Disagree | | 12.0% | 91 |
| Strongly Disagree | | 7.4% | 56 |
| | | **Valid Responses** | **758** |

**97.** My normal workday is __ hours (not including commuter time).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 6-8 | | 24.0% | 182 |
| **9-10** | | **48.6%** | **369** |
| 11-12 | | 14.6% | 111 |
| 13-14 | | 10.7% | 81 |
| 15+ | | 2.1% | 16 |
| | | **Valid Responses** | **759** |

**98.** My work week is normally___.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 4 days | | 7.6% | 58 |
| **5 days** | | **78.5%** | **596** |
| 6 days | | 12.0% | 91 |
| 7 days | | 1.8% | 14 |
| | | **Valid Responses** | **759** |

**99.** My job is important and makes a real contribution to my command.
(Respondents could only choose a **single** response)
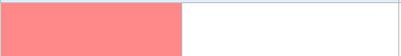
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Strongly Agree** | | **43.2%** | **328** |
| Agree | | 35.0% | 266 |
| Neither Agree nor Disagree | | 13.3% | 101 |
| Disagree | | 5.3% | 40 |
| Strongly Disagree | | 3.2% | 24 |
| | | **Valid Responses** | **759** |
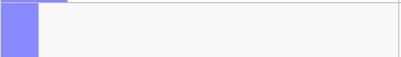
**100.** My command properly resourced (e.g., people, tools, training, supplies, etc.) to conduct its mission.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 41.5% | 315 |
| **No** | | **48.9%** | **371** |
| Don't Know | | 9.6% | 73 |
| | | **Valid Responses** | **759** |
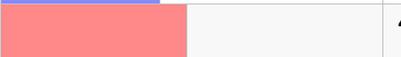
**101.** If you indicated your command was not properly resourced, what resources are lacking? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **People** | | **61.0%** | **293** |
| Tools/Equipment | | 41.0% | 197 |
| Information Technology (IT) Resources | | 25.0% | 120 |
| Training | | 39.6% | 190 |
| Spare parts | | 15.4% | 74 |
| Supplies | | 36.0% | 173 |
| Other | | 18.3% | 88 |
| | | **Valid Responses** | **480** |

**102.** Have you ever purchased mission-related work supplies, tools, parts or equipment with your own money?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 38.5% | 294 |
| **No** | | **61.5%** | **470** |
| | | **Valid Responses** | **764** |

**103.** You indicated that you have purchased supplies or tools with your own money. Please provide a list of items, cost, and why (e.g., paint brush, $20, easier to go buy then going through the supply system).

_____
_____
_____

**104.** I am satisfied with the overall quality of my workplace facilities.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 14.2% | 107 |
| **Agree** | | **43.2%** | **326** |
| Neither Agree nor Disagree | | 18.7% | 141 |
| Disagree | | 15.9% | 120 |
| Strongly Disagree | | 8.0% | 60 |
| | | **Valid Responses** | **754** |

**105.** My organization has an effective safety program.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 24.6% | 185 |
| **Agree** | | **50.5%** | **380** |
| Neither Agree nor Disagree | | 18.5% | 139 |
| Disagree | | 4.2% | 32 |
| Strongly Disagree | | 2.3% | 17 |
| | | **Valid Responses** | **753** |

**106.** If you know of facilities that are in need of repair, please provide information regarding base, building number, floor, room number, and nature of problem. (Example: Washington Navy Yard, building 172, 2nd floor, men's shower (room 201), no hot water).

_____
_____
_____

**107.** I know how to report an unsafe or unhealthily work condition
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 34.5% | 259 |
| **Agree** | | **51.9%** | **390** |
| Neither Agree nor Disagree | | 9.2% | 69 |
| Disagree | | 3.9% | 29 |
| Strongly Disagree | | 0.5% | 4 |
| | | **Valid Responses** | **751** |

**108.** Reported unsafe or unhealthful work conditions are corrected promptly.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 19.5% | 146 |
| **Agree** | | **40.9%** | **307** |
| Neither Agree nor Disagree | | 29.7% | 223 |
| Disagree | | 7.3% | 55 |
| Strongly Disagree | | 2.5% | 19 |
| | | **Valid Responses** | **750** |

**109.** I know who to contact at my command regarding safety questions or concerns.
(Respondents could only choose a **single** response)
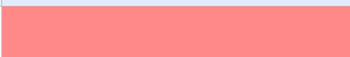
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **91.8%** | **687** |
| No | | 8.2% | 61 |
| | | **Valid Responses** | **748** |

**110.** I know what Operational Risk Management (ORM) is.
(Respondents could only choose a **single** response)
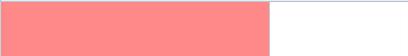
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Strongly Agree** | | **62.9%** | **472** |
| Agree | | 32.1% | 241 |
| Neither Agree nor Disagree | | 2.9% | 22 |
| Disagree | | 1.6% | 12 |
| Strongly Disagree | | 0.4% | 3 |
| | | **Valid Responses** | **750** |
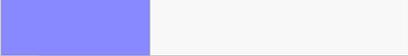
**111.** I know when to apply the principals of Operation Risk Management (ORM).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Strongly Agree** | | **60.0%** | **448** |
| Agree | | 34.5% | 258 |
| Neither Agree nor Disagree | | 4.6% | 34 |
| Disagree | | 0.5% | 4 |
| Strongly Disagree | | 0.4% | 3 |
| | | **Valid Responses** | **747** |
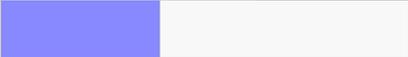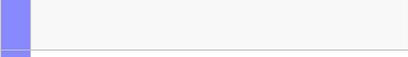
**112.** My job affords me a reasonable amount of quality time with my family while on ashore.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 18.0% | 132 |
| **Agree** | | **37.9%** | **278** |
| Neither Agree nor Disagree | | 23.9% | 175 |
| Disagree | | 11.3% | 83 |
| Strongly Disagree | | 8.9% | 65 |
| | | **Valid Responses** | **733** |
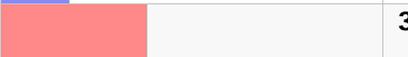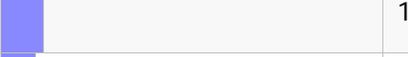
**113.** Morale at my command has a positive impact on my QOWL.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 18.3% | 134 |
| **Agree** | | **33.2%** | **244** |
| Neither Agree nor Disagree | | 20.8% | 153 |
| Disagree | | 13.5% | 99 |
| Strongly Disagree | | 14.2% | 104 |
| | | **Valid Responses** | **734** |

**114.** Communication down the chain of command is effective.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 13.9% | 102 |
| **Agree** | | **33.7%** | **247** |
| Neither Agree nor Disagree | | 20.8% | 152 |
| Disagree | | 17.2% | 126 |
| Strongly Disagree | | 14.3% | 105 |
| | | **Valid Responses** | **732** |
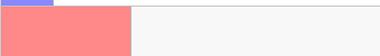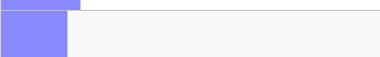
**115.** Communication up the chain of command is effective.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 12.7% | 93 |
| **Agree** | | **37.6%** | **276** |
| Neither Agree nor Disagree | | 21.0% | 154 |
| Disagree | | 16.2% | 119 |
| Strongly Disagree | | 12.7% | 93 |
| | | **Valid Responses** | **735** |
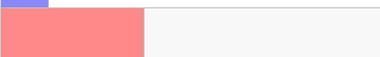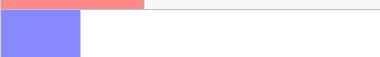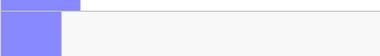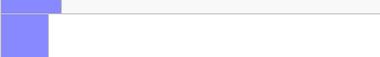
**116.** My superiors are competent and conscientious in carrying out their duties.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 22.5% | 165 |
| **Agree** | | **40.2%** | **295** |
| Neither Agree nor Disagree | | 19.3% | 142 |
| Disagree | | 10.1% | 74 |
| Strongly Disagree | | 7.9% | 58 |
| | | **Valid Responses** | **734** |
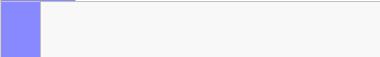
**117.** My superiors treat me with respect and consideration.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 27.3% | 200 |
| **Agree** | | **37.9%** | **278** |
| Neither Agree nor Disagree | | 18.0% | 132 |
| Disagree | | 9.0% | 66 |
| Strongly Disagree | | 7.8% | 57 |
| | | **Valid Responses** | **733** |
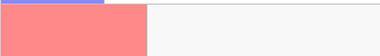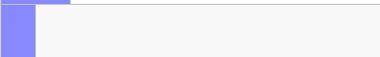
**118.** My performance evaluations have been fair.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 23.6% | 173 |
| **Agree** | | **34.8%** | **255** |
| Neither Agree nor Disagree | | 26.3% | 193 |
| Disagree | | 9.3% | 68 |
| Strongly Disagree | | 6.0% | 44 |
| | | **Valid Responses** | **733** |
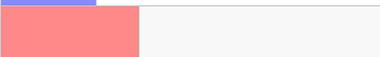
**119.** The awards and recognition program is fair and equitable.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 14.4% | 106 |
| Agree | | 28.4% | 209 |
| **Neither Agree nor Disagree** | | **30.6%** | **225** |
| Disagree | | 15.6% | 115 |
| Strongly Disagree | | 11.0% | 81 |
| | | Valid Responses | 736 |
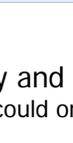
**120.** Military and civilian personnel work well together at my command.
(Respondents could only choose a **single** response)
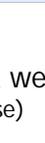
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 23.4% | 172 |
| **Agree** | | **44.8%** | **329** |
| Neither Agree nor Disagree | | 22.1% | 162 |
| Disagree | | 5.7% | 42 |
| Strongly Disagree | | 4.0% | 29 |
| | | Valid Responses | 734 |

**121.** My command's Equal Opportunity Program (EO - to include Equal Employment Opportunity & Command Equal Opportunity) is effective.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 19.0% | 140 |
| **Agree** | | **39.2%** | **288** |
| Neither Agree nor Disagree | | 30.6% | 225 |
| Disagree | | 6.3% | 46 |
| Strongly Disagree | | 4.9% | 36 |
| | | Valid Responses | 735 |

**122.** I know who to contact with an EEO/EO question or complaint.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 30.5% | 223 |
| **Agree** | | **51.2%** | **375** |
| Neither Agree nor Disagree/Don't Know | | 11.3% | 83 |
| Disagree | | 5.3% | 39 |
| Strongly Disagree | | 1.6% | 12 |
| | | **Valid Responses** | **732** |

**123.** I am aware or know how to find my local IG hotline number.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 26.4% | 194 |
| **Agree** | | **43.4%** | **319** |
| Neither Agree nor Disagree/Don't Know | | 14.7% | 108 |
| Disagree | | 11.2% | 82 |
| Strongly Disagree | | 4.4% | 32 |
| | | **Valid Responses** | **735** |

**124.** A grievance/complaint in my command will be handled in a fair, timely, and just manner.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 18.7% | 137 |
| Agree | | 31.6% | 232 |
| **Neither Agree nor Disagree/Don't Know** | | **36.1%** | **265** |
| Disagree | | 7.5% | 55 |
| Strongly Disagree | | 6.1% | 45 |
| | | **Valid Responses** | **734** |

**125.** My command adequately protects my Personally Identifiable Information (PII)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 24.5% | 180 |
| **Agree** | | **47.9%** | **352** |
| Neither Agree nor Disagree/Don't Know | | 18.1% | 133 |
| Disagree | | 5.7% | 42 |
| Strongly Disagree | | 3.8% | 28 |
| | | **Valid Responses** | **735** |

**126.** My command has conducted a command climate assessment within the past 2 years.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **66.6%** | **484** |
| No | | 2.9% | 21 |
| Don't know | | 30.5% | 222 |
| | | **Valid Responses** | **727** |

**127.** My Command implemented an action plan to resolve command climate issues.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 40.7% | 299 |
| No | | 10.5% | 77 |
| **Don't know** | | **48.8%** | **358** |
| | | **Valid Responses** | **734** |

**128.** Fraternization is occurring in my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 6.9% | 51 |
| Agree | | 12.4% | 91 |
| **Neither Agree nor Disagree/Don't Know** | | **39.5%** | **290** |
| Disagree | | 24.9% | 183 |
| Strongly Disagree | | 16.3% | 120 |
| | | Valid Responses | 735 |
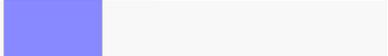
**129.** Favoritism is occurring at my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 17.0% | 125 |
| Agree | | 20.3% | 149 |
| **Neither Agree nor Disagree/Don't Know** | | **29.4%** | **216** |
| Disagree | | 19.3% | 142 |
| Strongly Disagree | | 13.9% | 102 |
| | | Valid Responses | 734 |
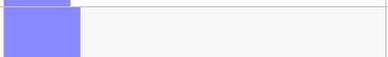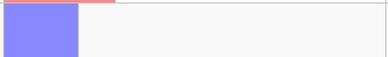
**130.** Gender/sex discrimination is occurring at my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 5.5% | 40 |
| Agree | | 7.1% | 52 |
| **Neither Agree nor Disagree/Don't Know** | | **34.5%** | **252** |
| Disagree | | 31.5% | 230 |
| Strongly Disagree | | 21.4% | 156 |
| | | Valid Responses | 730 |
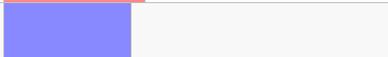
**131.** Sexual harassment is occurring at my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 2.2% | 16 |
| Agree | | 4.2% | 31 |
| Neither Agree nor Disagree/Don't Know | | 32.9% | 241 |
| **Disagree** | | **35.5%** | **260** |
| Strongly Disagree | | 25.2% | 185 |
| | | **Valid Responses** | **733** |

**132.** Race discrimination is occurring at my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 4.4% | 32 |
| Agree | | 6.3% | 46 |
| Neither Agree nor Disagree/Don't Know | | 27.0% | 198 |
| **Disagree** | | **34.1%** | **250** |
| Strongly Disagree | | 28.2% | 207 |
| | | **Valid Responses** | **733** |

**133.** Hazing is occurring at my command/organization.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 1.6% | 12 |
| Agree | | 2.2% | 16 |
| Neither Agree nor Disagree/Don't Know | | 28.6% | 209 |
| **Disagree** | | **36.7%** | **269** |
| Strongly Disagree | | 30.9% | 226 |
| | | **Valid Responses** | **732** |

**134.** I know who the command Sexual Assault Prevention and Response (SAPR) representative is?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **80.2%** | **589** |
| No | | 19.8% | 145 |
| | | **Valid Responses** | **734** |

**135.** My command's Sexual Assault Prevention and Response (SAPR) Program is effective.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 24.2% | 179 |
| Agree | | 33.5% | 248 |
| **Neither Agree nor Disagree/Don't know** | | **39.5%** | **292** |
| Disagree | | 1.5% | 11 |
| Strongly Disagree | | 1.4% | 10 |
| | | **Valid Responses** | **740** |

**136.** You indicated that you disagreed or strongly disagreed that your command has an effective SAPR program, please provide a brief statement as to why not.

_____
_____
_____

**137.** I know how to file an Equal Opportunity or Sexual Harassment formal complaint?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 30.1% | 219 |
| **Agree** | | **50.7%** | **369** |
| Neither Agree nor Disagree | | 12.1% | 88 |
| Disagree | | 5.1% | 37 |
| Strongly Disagree | | 2.1% | 15 |
| | | **Valid Responses** | **728** |

**138.** I know the difference between restrictive and unrestrictive sexual assault reports?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 41.3% | 301 |
| **Agree** | | **45.5%** | **332** |
| Neither Agree nor Disagree | | 9.3% | 68 |
| Disagree | | 2.9% | 21 |
| Strongly Disagree | | 1.0% | 7 |
| | | **Valid Responses** | **729** |
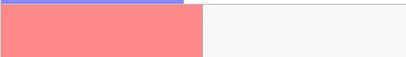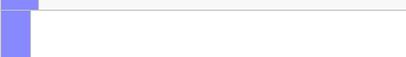
**139.** A sexual assault report/complaint in my command will be handled in a fair, timely, and just manner.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 30.6% | 224 |
| **Agree** | | **35.3%** | **258** |
| Neither Agree nor Disagree/Don't know | | 31.6% | 231 |
| Disagree | | 1.0% | 7 |
| Strongly Disagree | | 1.5% | 11 |
| | | **Valid Responses** | **731** |
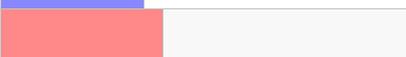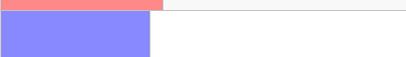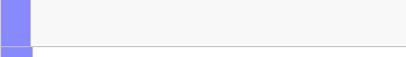
**140.** Do you supervise Department of the Navy (DON) civilians?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 22.6% | 166 |
| **No** | | **77.4%** | **568** |
| | | **Valid Responses** | **734** |

**141.** How many DON civilians do you supervise?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Less than 5** | | **55.6%** | **94** |
| 5 - 10 civilians | | 24.9% | 42 |
| 11 - 2- civilians | | 6.5% | 11 |
| More than 21 civilians | | 13.0% | 22 |
| | | Valid Responses | 169 |
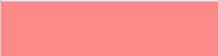
**142.** When did you receive civilian supervisory training?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Never** | | **33.3%** | **55** |
| Within the last year | | 25.5% | 42 |
| Between 1-4 years | | 27.9% | 46 |
| More than 4 years ago | | 13.3% | 22 |
| | | Valid Responses | 165 |
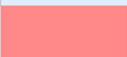
**143.** Have you been a selecting official for a DON civilian vacancy?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 14.8% | 107 |
| **No** | | **85.2%** | **618** |
| | | Valid Responses | 725 |

**144.** The DON civilian recruitment process is responsive to my command's civilian personnel requirements.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 6.8% | 49 |
| Agree | | 13.3% | 96 |
| **Neither Agree nor Disagree/Don't Know** | | **69.7%** | **503** |
| Disagree | | 6.9% | 50 |
| Strongly Disagree | | 3.3% | 24 |
| | | **Valid Responses** | **722** |

**145.** How would you rate your access to the Internet from work?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Unlimited /sufficient access to all required websites for information/work purposes** | | **73.9%** | **532** |
| Limited access to all required websites for information/work purposes (i.e., in port only a few workstations, etc.) | | 24.6% | 177 |
| No access | | 1.5% | 11 |
| | | **Valid Responses** | **720** |

**146.** Does your command routinely conduct required training (e.g., anti-terrorism, personal financial management, personal occupational safety & health, etc.)?
(Respondents could only choose a **single** response)

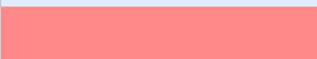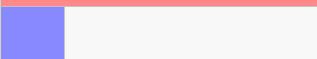| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **94.0%** | **677** |
| No | | 6.0% | 43 |
| | | **Valid Responses** | **720** |

**147.** Have you received training on sexual harassment within the past 12 months?
(Respondents could only choose a **single** response)
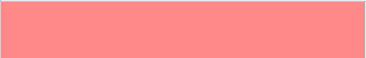
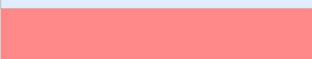| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 93.8% | 675 |
| No | | 6.3% | 45 |
| | | Valid Responses | 720 |
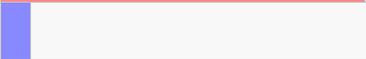
**148.** Have you received training on grievance and redress procedures within the past 12 months?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 80.8% | 577 |
| No | | 19.2% | 137 |
| | | Valid Responses | 714 |

**149.** Do you have adequate time at work to complete required Navy Knowledge Online (NKO) training?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 83.1% | 594 |
| No | | 16.9% | 121 |
| | | Valid Responses | 715 |

**150.** Do you have adequate time at work to complete required Military training Navy Knowledge Online via (NKO) training?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 81.8% | 584 |
| No | | 18.2% | 130 |
| | | Valid Responses | 714 |

**151.** Are you able to access NKO at work?
(Respondents could only choose a **single** response)
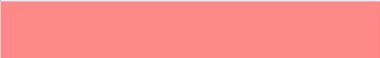
| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **95.9%** | **685** |
| No | | 4.1% | 29 |
| | | Valid Responses | 714 |
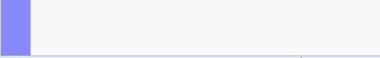
**152.** How often do you use NKO?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Daily | | 7.1% | 51 |
| Weekly | | 31.9% | 230 |
| **Monthly** | | **35.0%** | **252** |
| Only when I can't find information elsewhere or only when absolutely necessary | | 22.5% | 162 |
| Never | | 3.5% | 25 |
| | | Valid Responses | 720 |

**153.** How easy is it to find information you are looking for on NKO?
(Respondents could only choose a **single** response)

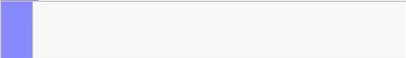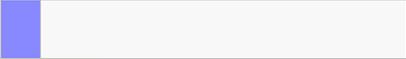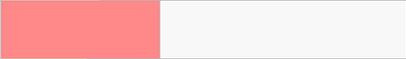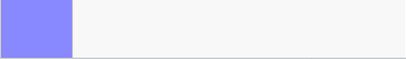| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Very easy | | 12.0% | 86 |
| **Easy** | | **31.9%** | **229** |
| Neither easy or difficult | | 31.2% | 224 |
| Difficult | | 18.1% | 130 |
| Very Difficult | | 6.8% | 49 |
| | | Valid Responses | 718 |

**154.** Are you currently serving in a command leadership position (e.g. Commanding Officer, Executive Officer, Officer -in-Charge, Chief of Staff, Executive Assistant, Deputy, Executive Director, Command Master chief, or Senior Enlisted Advisor)?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Yes | | 13.0% | 94 |
| **No** | | **87.0%** | **631** |
| | | Valid Responses | 725 |

**155.** On a scale from 1 (worst) to 10 (best) please rate your command's quality of work life (QOWL) as to the degree in which they enjoy their workplace, the work they do, and available opportunities they have for professional growth.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| 1 | | 3.2% | 3 |
| 2 | | 2.1% | 2 |
| 3 | | 1.1% | 1 |
| 4 | | 3.2% | 3 |
| 5 | | 3.2% | 3 |
| 6 | | 4.3% | 4 |
| 7 | | 19.1% | 18 |
| **8** | | **35.1%** | **33** |
| 9 | | 16.0% | 15 |
| 10 | | 12.8% | 12 |
| | | Valid Responses | 94 |

**156.** Your QOWL rating of your workforce is based on: (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Recent Command Climate evaluation | | 38.9% | 35 |
| Frequent Town Hall/CO meetings with workforce | | 30.0% | 27 |
| **Visiting and talking with individuals in the workforce** | | **78.9%** | **71** |
| Communication through chain-of-command (directly/indirectly) | | 72.2% | 65 |
| Purely a guess | | 4.4% | 4 |
| | | **Valid Responses** | **90** |

**157.** What Quality of Life (QOL) issues adversely affect the personnel in your command? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Availability of Housing | | 22.1% | 17 |
| Availability of Childcare | | 20.8% | 16 |
| Access to Medical/Dental Care | | 10.4% | 8 |
| **Morale, Welfare, Recreation Services** | | **31.2%** | **24** |
| **Pay & Allowances** | | **31.2%** | **24** |
| **Working Hours** | | **31.2%** | **24** |
| Individual Augmentation | | 14.3% | 11 |
| Other: | | 28.6% | 22 |
| | | **Valid Responses** | **77** |

**158.** Indicate any of the following host installation support functions that are insufficient to meet your mission and/or the QOL/QOWL of your personnel? (Choose all that apply and explain in the space provided)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Availability of Bachelor Quarters | | 22.4% | 11 |
| Availability of Family Housing | | 16.3% | 8 |
| Fleet Family Support Housing | | 8.2% | 4 |
| Medical/Dental Services | | 10.2% | 5 |
| Availability of Childcare | | 12.2% | 6 |
| Morale, Welfare, & Recreation Services | | 36.7% | 18 |
| Religious Services | | 8.2% | 4 |
| Ombudsman Program | | 4.1% | 2 |
| Personnel Support Detachment | | 12.2% | 6 |
| Access to Government Vehicles | | 16.3% | 8 |
| Security | | 10.2% | 5 |
| **Facilities (repairs, maintenance, space, etc.)** | | **38.8%** | **19** |
| Facilities Support (custodial, grounds, pest control, etc) | | 16.3% | 8 |
| Environmental | | 4.1% | 2 |
| Air Operations | | 10.2% | 5 |
| Supply Support | | 6.1% | 3 |
| Safety | | 8.2% | 4 |
| | **Valid Responses** | | **49** |

**159.** Is your command properly resourced to conduct its mission (people, tools, training, spare parts, supplies, etc.)?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **63.4%** | **59** |
| No | | 30.1% | 28 |
| Don't know | | 6.5% | 6 |
| | | Valid Responses | 93 |

**160.** If "No" to command properly resourced questions above then which resources are lacking? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)
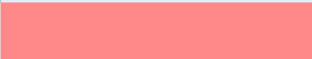
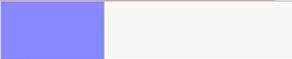| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **People** | | **77.8%** | **21** |
| Tools/Equipment | | 29.6% | 8 |
| Training | | 40.7% | 11 |
| Spare Parts | | 3.7% | 1 |
| Supplies | | 22.2% | 6 |
| Other | | 14.8% | 4 |
| | | Valid Responses | 27 |

**161.** Does your command have sufficient Information Technology resources (computers, web access, bandwidth, training, etc.) to meet your mission?
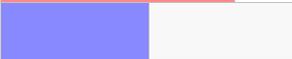(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **71.7%** | **66** |
| No | | 22.8% | 21 |
| Don't know | | 5.4% | 5 |
| | | Valid Responses | 92 |

**162.** Does your command have sufficient Information Technology resources (computers, web access, bandwidth, training, etc.) to meet your personnel's training requirements?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **69.2%** | **63** |
| No | | 25.3% | 23 |
| Don't know | | 5.5% | 5 |
| | | **Valid Responses** | **91** |

**163.** Have any of your personnel filled an Individual Augment (IA) billet?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **61.3%** | **57** |
| No | | 38.7% | 36 |
| | | **Valid Responses** | **93** |

**164.** Where was the billet assignment? (Chose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Iraq | | 36.8% | 21 |
| **Afghanistan** | | **75.4%** | **43** |
| Other | | 43.9% | 25 |
| | | **Valid Responses** | **57** |

**165.** How many personnel in your command are you aware of who have not filled the specific IA billet they were originally assigned?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 16.1% | 9 |
| 2 | | 7.1% | 4 |
| 3 | | 7.1% | 4 |
| 4 | | 1.8% | 1 |
| 5 | | 5.4% | 3 |
| More than 5 | | 5.4% | 3 |
| **Not Applicable all personnel filled their designated IA billets** | | **57.1%** | **32** |
| | | Valid Responses | 56 |

**166.** Have those unfilled IA billets, as described above, been reordered for follow-on fill?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 17.0% | 9 |
| No | | 15.1% | 8 |
| Don't Know | | 26.4% | 14 |
| **Not Applicable** | | **41.5%** | **22** |
| | | Valid Responses | 53 |

**167.** My command has used mission funding to offset deficiencies in the Host Installation command (Base) support.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 6.7% | 6 |
| Agree | | 20.0% | 18 |
| **Neither Agree nor Disagree\Don't know** | | **51.1%** | **46** |
| Disagree | | 18.9% | 17 |
| Strongly Disagree | | 3.3% | 3 |
| | | **Valid Responses** | **90** |

**168.** My command has converted military billets to civilian positions (also known as "civsub") resulting in the loss of personnel capable of assuming military functions or collateral duties.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 13.0% | 12 |
| **No** | | **47.8%** | **44** |
| Don't know | | 39.1% | 36 |
| | | **Valid Responses** | **92** |

**169.** If you answered "yes" to converting military billets, how has this impacted your accomplishing your mission? Please explain in the text box provided.
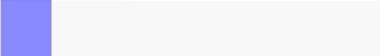_____
_____

**170.** Do you routinely drink the tap water at your DoD workplace?
(Respondents could only choose a **single** response)

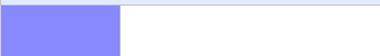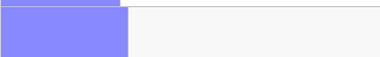| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 46.7% | 335 |
| **No Why not?** | | **53.3%** | **382** |
| | | **Valid Responses** | **717** |

**171.** I am satisfied with the quality of the tap water at my DoD workplace.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 12.3% | 88 |
| Agree | | 28.5% | 204 |
| **Neither Agree nor Disagree** | | **33.3%** | **238** |
| Disagree | | 13.1% | 94 |
| Strongly Disagree | | 12.7% | 91 |
| | | **Valid Responses** | **715** |

**172.** Were you informed about the quality of on base tap water during the last 12 months?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 44.9% | 322 |
| **No** | | **55.1%** | **395** |
| | | **Valid Responses** | **717** |

**173.** Do you routinely drink the tap water in your off base DoD housing?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 31.4% | 226 |
| No Why not? | | 33.1% | 238 |
| **N/A - I do not live in off base DoD housing.** | | **35.6%** | **256** |
| | | **Valid Responses** | **720** |

**174.** I am satisfied with the quality of the tap water at off-base DoD housing.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 12.7% | 59 |
| Agree | | 26.0% | 121 |
| **Neither Agree nor Disagree** | | **41.1%** | **191** |
| Disagree | | 12.3% | 57 |
| Strongly Disagree | | 8.0% | 37 |
| | | **Valid Responses** | **465** |

**175.** Were you informed about the quality of tap water in off base DoD housing during the last 12 months?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 32.8% | 151 |
| **No** | | **67.2%** | **309** |
| | | **Valid Responses** | **460** |

**176.** Please provide any additional comments or concerns impacting your quality or life/quality of work life not already covered in this survey.

_____
_____
_____

**SUMMARY OF SURVEY DATA ANALYSIS FOR ACTIVE DUTY MILITARY SPOUSES**

1.  <u>Overall Observations and Methodology</u>.  The Naval Inspector General (NAVINSGEN) conducted an on-line survey of spouses of active duty military from personnel from 20 February through 16 March 2012 in support of the Commander, Navy Region Europe, Africa, Southwest Asia (CNREGEURAFSWA) Area Visit held from 9 to 21 September 2012.  There were a total of 89 spouse respondents; 60 from Rota, Spain; 27 from Sigonella, Italy; and 2 from Souda Bay, Greece.

2.  <u>Quality of Life</u>

    a.   Quality of Life (QOL) is assessed using a scale from 1 to 10, where 1 is worst and 10 is best. Active duty military spouse survey respondents from the three sites rated their average Quality of Home Life (QOHL) consistent at 6.42, which is statistically comparable to the NAVINSGEN rolling average of 6.31.

    b.   The average QOHL rating for military spouses in Rota, Spain; Sigonella, Italy; and Souda Bay, Greece are 5.46, 6.95, and 4.00, respectively.  The Rota average QOHL is higher than Sigonella.  Due to the small sample size (2), comparisons cannot be made between Souda Bay and the other two sites.

3.  <u>Survey Topics</u>

    a.   The survey included demographic questions such as gender, age, and information about their military spouse such as rank and duty station.

    b.   Spouses were asked questions regarding their QOHL.  Specific information by site was included for question 15.

    c.   They were also asked to provide information regarding their various housing options. Other questions were asked regarding topics concerning their own employment.
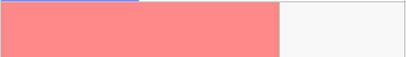
    d.   Spouses were also asked if they were aware of fraternization and sexual harassment occurring at the active duty member's command/organization.

    e.   Spouses were also asked questions regarding services such as the Fleet and Family Service Center; Morale, Recreation, and Welfare; Commissary; Navy Exchange; and Child Development Centers.
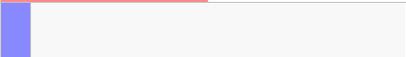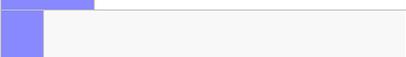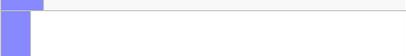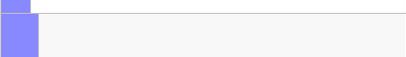
4. <u>Survey Frequency Report</u>

**1.** I am the spouse of an active duty member assigned to or near:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Sigonella Area | | 30.3% | 27 |
| **Rota Area** | | **67.4%** | **60** |
| Souda Bay Area | | 2.2% | 2 |
| | | **Valid Responses** | **89** |

**2.** My spouse is currently assigned to: (Use the space to the right to input command name.)
(Respondents could only choose a **single** response)
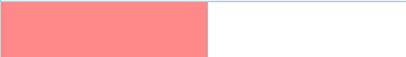
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Shore** | | **47.7%** | **42** |
| Submarine | | 1.1% | 1 |
| Ship | | 0.0% | 0 |
| Training | | 1.1% | 1 |
| Hospital/Clinic | | 18.2% | 16 |
| Aircraft/Squadron | | 4.5% | 4 |
| Battalion | | 1.1% | 1 |
| Personnel Support Detachment | | 3.4% | 3 |
| Other | | 22.7% | 20 |
| | | **Valid Responses** | **88** |

**3.** My spouse's rank is:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| E1 - E4 | | 6.7% | 6 |
| **E5 - E6** | | **48.3%** | **43** |
| E7 - E9 | | 12.4% | 11 |
| CWO2 - O3 | | 18.0% | 16 |
| O4- O5 | | 12.4% | 11 |
| O6 & Above | | 2.2% | 2 |
| | | **Valid Responses** | **89** |

**4.** My gender is:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Male | | 9.0% | 8 |
| **Female** | | **91.0%** | **81** |
| | | **Valid Responses** | **89** |

**5.** My age category is:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 17 - 23 | | 5.6% | 5 |
| **25 - 34** | | **53.9%** | **48** |
| 35 - 44 | | 34.8% | 31 |
| 45 - 54 | | 5.6% | 5 |
| 55 -64 | | 0.0% | 0 |
| 65 + | | 0.0% | 0 |
| | | **Valid Responses** | **89** |

**6.** I am:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Employed on base** | | **41.6%** | **37** |
| Employed off base | | 1.1% | 1 |
| Unemployed (by choice) | | 24.7% | 22 |
| Unemployed (employment not available) | | 19.1% | 17 |
| Volunteer | | 13.5% | 12 |
| | | **Valid Responses** | **89** |
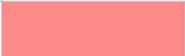
**7.** A command sponsor contacted my spouse before we arrived at this command.
(Respondents could only choose a **single** response)

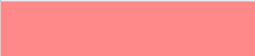| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **85.9%** | **73** |
| No | | 9.4% | 8 |
| Don't Know | | 2.4% | 2 |
| Not Applicable | | 2.4% | 2 |
| | | **Valid Responses** | **85** |

**8.** My spouse's sponsor was helpful in our transition.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Strongly Agree** | | **33.7%** | **28** |
| Agree | | 27.7% | 23 |
| Neither Agree/Disagree | | 21.7% | 18 |
| Disagree | | 8.4% | 7 |
| Strongly Disagree | | 8.4% | 7 |
| | | **Valid Responses** | **83** |

**9.** I know my spouse's command Ombudsman.
(Respondents could only choose a **single** response)

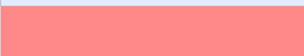| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **66.7%** | **56** |
| No | | 33.3% | 28 |
| | | **Valid Responses** | **84** |

**10.** I receive a newsletter from the Ombudsman.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Yes | | 48.2% | 41 |
| **No** | | **51.8%** | **44** |
| | | **Valid Responses** | **85** |

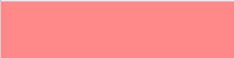**11.** I have contacted my spouse's command Ombudsman.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Yes | | 40.0% | 34 |
| **No** | | **60.0%** | **51** |
| | | **Valid Responses** | **85** |

**12.** My spouse provided me with command contact information in case of an emergency?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **80.0%** | **68** |
| No | | 20.0% | 17 |
| | | **Valid Responses** | **85** |

**13.** Our family has a disaster preparedness plan.
(Respondents could only choose a **single** response)

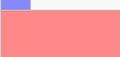| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **61.2%** | **52** |
| No | | 38.8% | 33 |
| | | **Valid Responses** | **85** |

**14.** My spouse's job affords him/her a reasonable amount of quality time with our family.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 21.2% | 18 |
| **Agree** | | **28.2%** | **24** |
| Neither Agree nor Disagree | | 21.2% | 18 |
| Disagree | | 12.9% | 11 |
| Strongly Disagree | | 16.5% | 14 |
| | | **Valid Responses** | **85** |

**15.** On a scale from 1 (worst) to 10 (best), please rate your quality of home life (QOHL). QOHL is the degree to which you enjoy where you live and the opportunities available for housing, schools, recreation, etc.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 5.9% | 5 |
| 2 | | 4.7% | 4 |
| 3 | | 7.1% | 6 |
| 4 | | 5.9% | 5 |
| 5 | | 8.2% | 7 |
| 6 | | 2.4% | 2 |
| **7** | | **25.9%** | **22** |
| 8 | | 18.8% | 16 |
| 9 | | 16.5% | 14 |
| 10 | | 4.7% | 4 |
| | | **Mean** | **6.424** |
| | | **Standard Deviation** | **2.514** |
| | | **Valid Responses** | **85** |

## Question 15: Broken down by site

| | | 1. I am the spouse of an active duty member assigned to or near: | | | |
|---|---|---|---|---|---|
| | | Sigonella Area | Rota Area | Souda Bay Area | Total |
| 1 | Count | 3 | 1 | **1** | 5 |
| | % by Col | 11.5% | 1.8% | **50.0%** | 5.9% |
| 2 | Count | 2 | 2 | 0 | 4 |
| | % by Col | 7.7% | 3.5% | 0.0% | 4.7% |
| 3 | Count | **5** | 1 | 0 | 6 |
| | % by Col | **19.2%** | 1.8% | 0.0% | 7.1% |
| 4 | Count | 1 | 4 | 0 | 5 |
| | % by Col | 3.8% | 7.0% | 0.0% | 5.9% |
| 5 | Count | 1 | 6 | 0 | 7 |
| | % by Col | 3.8% | 10.5% | 0.0% | 8.2% |
| 6 | Count | 1 | 1 | 0 | 2 |
| | % by Col | 3.8% | 1.8% | 0.0% | 2.4% |
| 7 | Count | 4 | **17** | 1 | 22 |
| | % by Col | 15.4% | **29.8%** | 50.0% | 25.9% |
| 8 | Count | **5** | 11 | 0 | 16 |
| | % by Col | **19.2%** | 19.3% | 0.0% | 18.8% |
| 9 | Count | 3 | 11 | 0 | 14 |
| | % by Col | 11.5% | 19.3% | 0.0% | 16.5% |
| 10 | Count | 1 | 3 | 0 | 4 |
| | % by Col | 3.8% | 5.3% | 0.0% | 4.7% |
| **Mean** | | 5.462 | 6.947 | 4.000 | 6.424 |
| **Std Deviation** | | 2.943 | 2.091 | 4.243 | 2.514 |
| **Total** | Count | 26 | 57 | 2 | 85 |

**16.** Please indicate up to three main factors that have a **positive** impact on your QOHL is based on: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Quality of our home | | 51.9% | 42 |
| Quality of schools | | 25.9% | 21 |
| Quality of available childcare | | 6.2% | 5 |
| Shopping & dining opportunities | | 19.8% | 16 |
| Recreational opportunities | | 46.9% | 38 |
| Access to employment | | 13.6% | 11 |
| **Access to quality medical/dental care** | | **54.3%** | **44** |
| Cost of living | | 21.0% | 17 |
| Other | | 14.8% | 12 |
| | | Valid Responses | 81 |

**17.** Please indicate up to three main factors that have a **negative** impact on your QOHL is based on: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

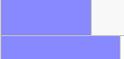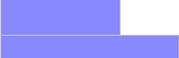| Response | Chart | Frequency | Count |
|---|---|---|---|
| Quality of our home | | 31.7% | 26 |
| Quality of schools | | 20.7% | 17 |
| Quality of available childcare | | 23.2% | 19 |
| Shopping & dining opportunities | | 31.7% | 26 |
| Recreational opportunities | | 20.7% | 17 |
| **Access to employment** | | **46.3%** | **38** |
| Access to quality medical/dental care | | 9.8% | 8 |
| Cost of living | | 43.9% | 36 |
| Other | | 18.3% | 15 |
| | | Valid Responses | 82 |

**18.** Rate your satisfaction with your employment opportunities on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **1** | | **21.2%** | **18** |
| 2 | | 7.1% | 6 |
| 3 | | 11.8% | 10 |
| 4 | | 8.2% | 7 |
| 5 | | 11.8% | 10 |
| 6 | | 5.9% | 5 |
| 7 | | 4.7% | 4 |
| 8 | | 4.7% | 4 |
| 9 | | 0.0% | 0 |
| 10 | | 5.9% | 5 |
| Not Applicable | | 18.8% | 16 |
| | Mean | 4.029 |
| | Standard Deviation | 2.728 |
| | Valid Responses | 85 |

**19.** My spouse employment opportunity rating is based on: (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Availability** | | **79.1%** | **53** |
| Spouse promotion opportunities | | 23.9% | 16 |
| Spouse work hours | | 31.3% | 21 |
| Financial impact to family/money needed | | 46.3% | 31 |
| Impact to family life | | 22.4% | 15 |
| Childcare needed | | 26.9% | 18 |
| | Valid Responses | 67 |

**20.** I currently reside:
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| On the economy (purchased home) | | 1.2% | 1 |
| On the economy (rented/leased home) | | 34.1% | 28 |
| Public Private Venture (PPV) Housing | | 1.2% | 1 |
| **Govt. Family Housing** | | **63.4%** | **52** |
| | | **Valid Responses** | **82** |

**21.** Rate your satisfaction with your purchased home on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 0.0% | 0 |
| 2 | | 0.0% | 0 |
| 3 | | 0.0% | 0 |
| 4 | | 0.0% | 0 |
| 5 | | 0.0% | 0 |
| 6 | | 0.0% | 0 |
| 7 | | 0.0% | 0 |
| 8 | | 0.0% | 0 |
| 9 | | 0.0% | 0 |
| **10** | | **100.0%** | **1** |
| | | **Mean** | **10.000** |
| | | **Valid Responses** | **1** |

**22.** Please indicate up to three main factors that have a **positive** impact on your rating for your purchased home: (Choose three or less)
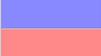(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of home** | | **100.0%** | **1** |
| Quality of the home | | 0.0% | 0 |
| Affordability of the home | | 0.0% | 0 |
| Within Basic Allowance for Housing amount | | 0.0% | 0 |
| **Affordability of Home Owners' Insurance** | | **100.0%** | **1** |
| Quality of the neighborhood | | 0.0% | 0 |
| **Safety and security** | | **100.0%** | **1** |
| School system | | 0.0% | 0 |
| | | **Valid Responses** | **1** |

**23.** Please indicate up to three main factors that have a **negative** impact on your rating for your purchased home: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

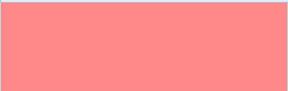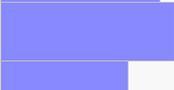| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of home | | 0.0% | 0 |
| **Quality of the home** | | **100.0%** | **1** |
| **Affordability of the home** | | **100.0%** | **1** |
| Within Basic Allowance for Housing amount | | 0.0% | 0 |
| Affordability of Home Owners' Insurance | | 0.0% | 0 |
| **Quality of the neighborhood** | | **100.0%** | **1** |
| Safety and security | | 0.0% | 0 |
| School system | | 0.0% | 0 |
| | | **Valid Responses** | **1** |

**24.** Rate your satisfaction with your rented/leased home on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.8% | 1 |
| 2 | | 0.0% | 0 |
| 3 | | 3.8% | 1 |
| 4 | | 0.0% | 0 |
| 5 | | 11.5% | 3 |
| 6 | | 0.0% | 0 |
| 7 | | 19.2% | 5 |
| 8 | | 23.1% | 6 |
| **9** | | **26.9%** | **7** |
| 10 | | 11.5% | 3 |
| Not Answered | | | 2 |
| | | **Mean** | 7.500 |
| | | **Standard Deviation** | 2.177 |
| | | **Valid Responses** | 26 |

**25.** Please indicate up to three main factors that have a **positive** impact on your rating for your rented/leased home: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of rented/leased home** | | **75.0%** | **18** |
| Quality of the rented/leased home | | 58.3% | 14 |
| Affordability of the rented/leased home | | 0.0% | 0 |
| Within Basic Allowance for Housing amount | | 41.7% | 10 |
| Quality of the neighborhood | | 45.8% | 11 |
| Safety and security | | 33.3% | 8 |
| Available maintenance services | | 20.8% | 5 |
| Affordability of Renters Insurance | | 0.0% | 0 |
| | | **Valid Responses** | **24** |

**26.** Please indicate up to three main factors that have a **negative** impact on your rating for your rented/leased home: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of rented/leased home | | 30.0% | 6 |
| Quality of the rented/leased home | | 20.0% | 4 |
| Affordability of the rented/leased home | | 30.0% | 6 |
| Within Basic Allowance for Housing amount | | 15.0% | 3 |
| Quality of the neighborhood | | 25.0% | 5 |
| **Safety and security** | | **40.0%** | **8** |
| Available maintenance services | | 35.0% | 7 |
| Affordability of Renters Insurance | | 10.0% | 2 |
| | | **Valid Responses** | **20** |

**27.** Rate your satisfaction with your Public Private Venture (PPV)) on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 0.0% | 0 |
| **2** | | **100.0%** | **1** |
| 3 | | 0.0% | 0 |
| 4 | | 0.0% | 0 |
| 5 | | 0.0% | 0 |
| 6 | | 0.0% | 0 |
| 7 | | 0.0% | 0 |
| 8 | | 0.0% | 0 |
| 9 | | 0.0% | 0 |
| 10 | | 0.0% | 0 |
| | | Mean | 2.000 |
| | | Valid Responses | 1 |

**28.** Please indicate up to three main factors that have a **positive** impact on your rating for your PPV: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of home | | 0.0% | 0 |
| Quality of the home | | 0.0% | 0 |
| Affordability of the PPV home | | 0.0% | 0 |
| **Within Basic Allowance for Housing amount** | | **100.0%** | **1** |
| Affordability of Renters Insurance | | 0.0% | 0 |
| Quality of the neighborhood | | 0.0% | 0 |
| **Safety and security** | | **100.0%** | **1** |
| School system | | 0.0% | 0 |
| Available maintenance services | | 0.0% | 0 |
| | | **Valid Responses** | **1** |

**29.** Please indicate up to three main factors that have a **negative** impact on your rating for your PPV: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of home** | | **100.0%** | **1** |
| Quality of the home | | 0.0% | 0 |
| Affordability of the PPV home | | 0.0% | 0 |
| Within Basic Allowance for Housing amount | | 0.0% | 0 |
| Affordability of Renters Insurance | | 0.0% | 0 |
| Quality of the neighborhood | | 0.0% | 0 |
| Safety and security | | 0.0% | 0 |
| School system | | 0.0% | 0 |
| Available maintenance services | | 0.0% | 0 |
| | | **Valid Responses** | **1** |

**30.** Rate your satisfaction with your Government Housing on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 9.6% | 5 |
| 2 | | 7.7% | 4 |
| 3 | | 5.8% | 3 |
| 4 | | 3.8% | 2 |
| 5 | | 11.5% | 6 |
| 6 | | 11.5% | 6 |
| 7 | | 15.4% | 8 |
| **8** | | **23.1%** | **12** |
| 9 | | 5.8% | 3 |
| 10 | | 5.8% | 3 |
| | | Mean | 5.865 |
| | | Standard Deviation | 2.657 |
| | | Valid Responses | 52 |

**31.** Please indicate up to three main factors that have a **positive** impact on your rating for your Government Housing: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Location of home** | | **82.4%** | **42** |
| Quality of the home | | 25.5% | 13 |
| Quality of the neighborhood | | 33.3% | 17 |
| Safety and security | | 76.5% | 39 |
| School system | | 17.6% | 9 |
| Available maintenance service | | 25.5% | 13 |
| Affordability of Renters Insurance | | 11.8% | 6 |
| | | **Valid Responses** | **51** |

**32.** Please indicate up to three main factors that have a **negative** impact on your rating for your Government Housing: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Location of home | | 4.3% | 2 |
| **Quality of the home** | | **63.0%** | **29** |
| Quality of the neighborhood | | 32.6% | 15 |
| Safety and security | | 19.6% | 9 |
| School system | | 17.4% | 8 |
| Available maintenance service | | 54.3% | 25 |
| Affordability of Renters Insurance | | 4.3% | 2 |
| | | **Valid Responses** | **46** |

**33.** Rate your satisfaction with the Fleet Family Support Center (FFSC) services on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

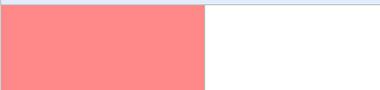| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.7% | 3 |
| 2 | | 2.5% | 2 |
| 3 | | 0.0% | 0 |
| 4 | | 2.5% | 2 |
| 5 | | 7.4% | 6 |
| 6 | | 4.9% | 4 |
| 7 | | 14.8% | 12 |
| **8** | | **21.0%** | **17** |
| 9 | | 11.1% | 9 |
| 10 | | 16.0% | 13 |
| Do not use | | 16.0% | 13 |
| | | **Mean** | **7.535** |
| | | **Standard Deviation** | **2.336** |
| | | **Valid Responses** | **81** |

**34.** Please indicate up to three main factors that have a **positive** impact on your rating for FFSC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

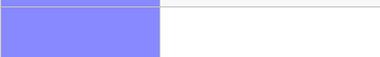| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Family/Social Services available** | | **64.7%** | **44** |
| Quality of services | | 50.0% | 34 |
| Appointment availability | | 20.6% | 14 |
| Staff's customer service | | 54.4% | 37 |
| Hours of operation | | 20.6% | 14 |
| | | **Valid Responses** | **68** |

**35.** Please indicate up to three main factors that have a **negative** impact on your rating for FFSC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Family/Social Services available | | 30.8% | 12 |
| Quality of services | | 35.9% | 14 |
| Appointment availability | | 30.8% | 12 |
| Staff's customer service | | 23.1% | 9 |
| **Hours of operation** | | **41.0%** | **16** |
| | | Valid Responses | 39 |

**36.** Rate your satisfaction with the MWR services on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

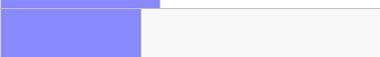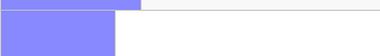| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.7% | 3 |
| 2 | | 6.2% | 5 |
| 3 | | 8.6% | 7 |
| 4 | | 6.2% | 5 |
| 5 | | 9.9% | 8 |
| 6 | | 8.6% | 7 |
| 7 | | 13.6% | 11 |
| **8** | | **16.0%** | **13** |
| **9** | | **16.0%** | **13** |
| 10 | | 9.9% | 8 |
| Do not use | | 1.2% | 1 |
| | | Mean | 6.425 |
| | | Standard Deviation | 2.613 |
| | | Valid Responses | 81 |

**37.** Please indicate up to three main factors that have a **positive** impact on your rating for MWR: (Choose three or less)
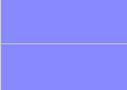(Respondents were allowed to choose **multiple** responses)
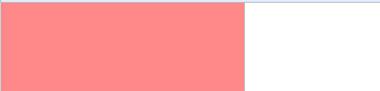
| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of MWR services available** | | **63.9%** | **46** |
| Quality of services | | 48.6% | 35 |
| Cost | | 43.1% | 31 |
| Staff's customer service | | 38.9% | 28 |
| Hours of operation | | 23.6% | 17 |
| | | **Valid Responses** | **72** |
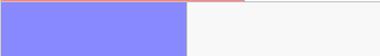
**38.** Please indicate up to three main factors that have a **negative** impact on your rating for MWR: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of MWR services available** | | **53.3%** | **32** |
| Quality of services | | 41.7% | 25 |
| Cost | | 41.7% | 25 |
| Staff's customer service | | 36.7% | 22 |
| Hours of operation | | 30.0% | 18 |
| | | **Valid Responses** | **60** |

**39.** Rate your satisfaction with the NEX services on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 10.0% | 8 |
| 2 | | 2.5% | 2 |
| 3 | | 6.3% | 5 |
| 4 | | 12.5% | 10 |
| 5 | | 13.8% | 11 |
| 6 | | 11.3% | 9 |
| **7** | | **18.8%** | **15** |
| 8 | | 11.3% | 9 |
| 9 | | 10.0% | 8 |
| 10 | | 3.8% | 3 |
| Do not use | | 0.0% | 0 |
| | | Mean | 5.688 |
| | | Standard Deviation | 2.494 |
| | | Valid Responses | 80 |

**40.** Please indicate up to three main factors that have a **positive** impact on your rating for NEX: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of merchandise selections | | 14.1% | 10 |
| Quality of merchandise selections | | 19.7% | 14 |
| **Cost** | | **54.9%** | **39** |
| Staff's customer service | | 39.4% | 28 |
| Hours of operation | | 45.1% | 32 |
| | | Valid Responses | 71 |

**41.** Please indicate up to three main factors that have a **negative** impact on your rating for NEX: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of merchandise selections** | | **83.5%** | **66** |
| Quality of merchandise selections | | 31.6% | 25 |
| Cost | | 35.4% | 28 |
| Staff's customer service | | 22.8% | 18 |
| Hours of operation | | 27.8% | 22 |
| | | Valid Responses | 79 |

**42.** Rate your satisfaction with the Commissary on a scale of 1 (worst) to 10 (best).
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 1.2% | 1 |
| 2 | | 1.2% | 1 |
| 3 | | 4.9% | 4 |
| 4 | | 3.7% | 3 |
| 5 | | 13.6% | 11 |
| 6 | | 13.6% | 11 |
| **7** | | **23.5%** | **19** |
| 8 | | 19.8% | 16 |
| 9 | | 11.1% | 9 |
| 10 | | 6.2% | 5 |
| Do not use | | 1.2% | 1 |
| | | Mean | 6.750 |
| | | Standard Deviation | 1.945 |
| | | Valid Responses | 81 |

**43.** Please indicate up to three main factors that have a **positive** impact on your rating for Commissary: (Choose three or less)
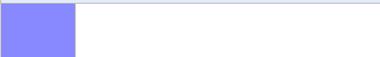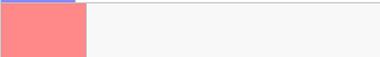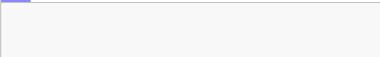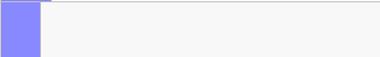(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Variety of products/produce/meats selection | | 30.7% | 23 |
| Quality of products/produce/meats selection | | 28.0% | 21 |
| **Cost** | | **65.3%** | **49** |
| Staff's customer service | | 54.7% | 41 |
| Hours of operation | | 21.3% | 16 |
| | | **Valid Responses** | **75** |

**44.** Please indicate up to three main factors that have a **negative** impact on your rating for Commissary: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Variety of products/produce/meats selection** | | **62.0%** | **44** |
| Quality of products/produce/meats selection | | 50.7% | 36 |
| Cost | | 23.9% | 17 |
| Staff's customer service | | 15.5% | 11 |
| Hours of operation | | 47.9% | 34 |
| | | **Valid Responses** | **71** |

**45.** Do you have infant to pre-school age children in your family?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Yes | | 43.2% | 35 |
| **No** | | **56.8%** | **46** |
| | | **Valid Responses** | **81** |

**46.** Rate your satisfaction with your Child Development Center (CDC) on a scale of 1 (worst) to 10 (best)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| 1 | | 17.1% | 6 |
| **2** | | **20.0%** | **7** |
| 3 | | 5.7% | 2 |
| 4 | | 0.0% | 0 |
| 5 | | 5.7% | 2 |
| 6 | | 0.0% | 0 |
| 7 | | 11.4% | 4 |
| 8 | | 8.6% | 3 |
| 9 | | 14.3% | 5 |
| 10 | | 5.7% | 2 |
| Do not use | | 11.4% | 4 |
| | | **Mean** | **4.935** |
| | | **Standard Deviation** | **3.366** |
| | | **Valid Responses** | **35** |
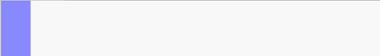
**47.** Please indicate up to three main factors that have a **positive** impact on your rating for CDC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Availability of childcare services (regular &/or drop off)** | | **56.0%** | **14** |
| Quality of childcare services (regular &/or drop off) | | 40.0% | 10 |
| Cost of services | | 48.0% | 12 |
| **Customer service** | | **56.0%** | **14** |
| Hours of operation | | 24.0% | 6 |
| | | **Valid Responses** | **25** |

**48.** Please indicate up to three main factors that have a **negative** impact on your rating for CDC: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Availability of childcare services (regular &/or drop off)** | | **42.3%** | **11** |
| **Quality of childcare services (regular &/or drop off)** | | **42.3%** | **11** |
| **Cost of services** | | **42.3%** | **11** |
| Customer service | | 38.5% | 10 |
| **Hours of operation** | | **42.3%** | **11** |
| | | **Valid Responses** | **26** |

**49.** Rate your satisfaction with your Child Development Home (CDH) on a scale of 1 (worst) to 10 (best)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.0% | 1 |
| 2 | | 3.0% | 1 |
| 3 | | 6.1% | 2 |
| 4 | | 3.0% | 1 |
| 5 | | 0.0% | 0 |
| 6 | | 3.0% | 1 |
| 7 | | 0.0% | 0 |
| 8 | | 3.0% | 1 |
| 9 | | 3.0% | 1 |
| 10 | | 3.0% | 1 |
| **Do not use** | | **72.7%** | **24** |
| | | **Mean** | **5.111** |
| | | **Standard Deviation** | **3.257** |
| | | **Valid Responses** | **33** |

**50.** Please indicate up to three main factors that have a **positive** impact on your rating for CDH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Travel distance from home to a local approved CDH | | 44.4% | 4 |
| Availability of childcare services (regular &/or drop off) | | 44.4% | 4 |
| **Quality of childcare services (regular &/or drop off)** | | **66.7%** | **6** |
| Cost | | 0.0% | 0 |
| **Staff** | | **66.7%** | **6** |
| Hours of operation | | 0.0% | 0 |
| | | **Valid Responses** | **9** |

**51.** Please indicate up to three main factors that have a **negative** impact on your rating for CDH: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Travel distance from home to a local approved CDH | | 0.0% | 0 |
| **Availability of childcare services (regular &/or drop off)** | | **60.0%** | **6** |
| Quality of childcare services (regular &/or drop off) | | 0.0% | 0 |
| Cost | | 50.0% | 5 |
| Staff | | 10.0% | 1 |
| **Hours of operation** | | **60.0%** | **6** |
| | | **Valid Responses** | **10** |

**52.** Rate your satisfaction with your healthcare benefits on a scale of 1 (worst) to 10 (best)
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| 1 | | 3.7% | 3 |
| 2 | | 0.0% | 0 |
| 3 | | 1.2% | 1 |
| 4 | | 6.2% | 5 |
| 5 | | 6.2% | 5 |
| 6 | | 11.1% | 9 |
| 7 | | 6.2% | 5 |
| **8** | | **32.1%** | **26** |
| 9 | | 17.3% | 14 |
| 10 | | 16.0% | 13 |
| | Mean | 7.457 |
| | Standard Deviation | 2.180 |
| | Valid Responses | 81 |

**53.** Please indicate up to three main factors that have a **positive** impact on your rating for healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Types of healthcare services available | | 52.0% | 39 |
| **Appointment availability** | | **57.3%** | **43** |
| Waiting Time | | 26.7% | 20 |
| Time with staff or care provider | | 56.0% | 42 |
| Hours of operation | | 25.3% | 19 |
| | Valid Responses | 75 |

**54.** Please indicate up to three main factors that have a **negative** impact on your rating for healthcare benefits: (Choose three or less)
(Respondents were allowed to choose **multiple** responses)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Types of healthcare services available** | | **46.9%** | **30** |
| Appointment availability | | 40.6% | 26 |
| Waiting Time | | 43.8% | 28 |
| Time with staff or care provider | | 23.4% | 15 |
| Hours of operation | | 21.9% | 14 |
| | | Valid Responses | 64 |

**55.** Since being assigned to the area, have you experienced abusive behavior from your spouse?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 3.7% | 3 |
| **No** | | **96.3%** | **78** |
| | | Valid Responses | 81 |

**56.** Was the abuse physical (beaten, choked, slapped, bitten, assault with weapon, etc.)?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| **Yes** | | **66.7%** | **2** |
| No | | 33.3% | 1 |
| Not Applicable | | 0.0% | 0 |
| | | Valid Responses | 3 |

**57.** Was the abuse verbal (verbal bullying, name calling, excessive belittling, fault finding, criticism, etc.)?
(Respondents could only choose a **single** response)

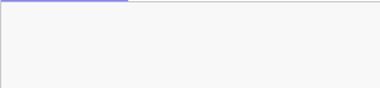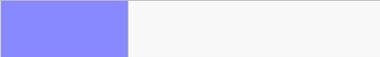| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **66.7%** | **2** |
| No | | 33.3% | 1 |
| Not Applicable | | 0.0% | 0 |
| | | **Valid Responses** | **3** |

**58.** What were the reasons for your partner abusing you? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

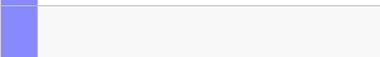| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Angry with no associated reason | | 0.0% | 0 |
| Wanted to frighten me | | 33.3% | 1 |
| **Work stress (long hours, multitasking, etc.)** | | **100.0%** | **3** |
| Financial stress | | 33.3% | 1 |
| Jealousy | | 0.0% | 0 |
| Alcohol related | | 0.0% | 0 |
| Family history of abuse | | 33.3% | 1 |
| Not Applicable | | 0.0% | 0 |
| | | **Valid Responses** | **3** |

**59.** Who did you contact about the abuse? (Choose all that apply)
(Respondents were allowed to choose **multiple** responses)

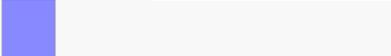| Response | Chart | Frequency | Count |
|---|---|---|---|
| Chain of command | | 33.3% | 1 |
| **Family Advocacy at Fleet Family Support Center** | | **66.7%** | **2** |
| Civilian counseling center | | 0.0% | 0 |
| Civilian medical facility | | 0.0% | 0 |
| On-base medical facility | | 0.0% | 0 |
| Naval Criminal Investigative Service (NCIS) | | 33.3% | 1 |
| Military security | | 33.3% | 1 |
| Civilian law enforcement (police) | | 0.0% | 0 |
| Chaplain/Pastor | | 0.0% | 0 |
| Navy or DoD IG | | 0.0% | 0 |
| Friend | | 0.0% | 0 |
| No one, didn't report | | 33.3% | 1 |
| Not Applicable | | 0.0% | 0 |
| | | **Valid Responses** | **3** |
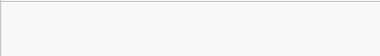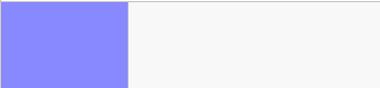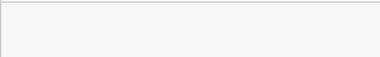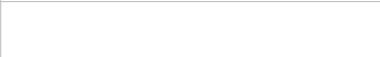
**60.** Fraternization is occurring in my spouse's command/organization.
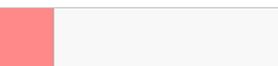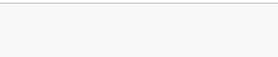(Respondents could only choose a **single** response)
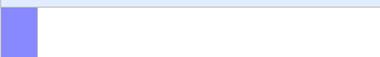
| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 10.0% | 8 |
| Agree | | 10.0% | 8 |
| **Neither Agree nor Disagree\Don't know** | | **38.8%** | **31** |
| Disagree | | 12.5% | 10 |
| Strongly Disagree | | 28.8% | 23 |
| | | **Valid Responses** | **80** |

**61.** Sexual harassment is occurring in my spouse's command/organization.
(Respondents could only choose a **single** response)

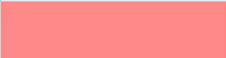| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 5.0% | 4 |
| Agree | | 6.3% | 5 |
| Neither Agree nor Disagree\Don't know | | 36.3% | 29 |
| Disagree | | 11.3% | 9 |
| **Strongly Disagree** | | **41.3%** | **33** |
| | | **Valid Responses** | **80** |

**62.** I understand the absentee voting process in the Federal Absentee Voting Program
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Strongly Agree | | 16.3% | 13 |
| **Agree** | | **40.0%** | **32** |
| Neither Agree nor Disagree | | 22.5% | 18 |
| Disagree | | 16.3% | 13 |
| Strongly Disagree | | 5.0% | 4 |
| | | **Valid Responses** | **80** |

**63.** I know who my Voting Assistance Officer (VAO) is.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Yes | | 27.8% | 22 |
| **No** | | **72.2%** | **57** |
| | | **Valid Responses** | **79** |

**64.** I voted in the last election.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| **Yes** | | **58.8%** | **47** |
| No | | 41.3% | 33 |
| | | **Valid Responses** | **80** |

**65.** If you did not vote in the last election, why?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| I choose not to | | 30.3% | 10 |
| I didn't know how to | | 33.3% | 11 |
| **Other** | | **36.4%** | **12** |
| | | **Valid Responses** | **33** |

**66.** For the current calendar year, how satisfied are you with the performance (knowledge base/distribution of voting materials) of your Command VAO?
(Respondents were allowed to choose **multiple** responses)

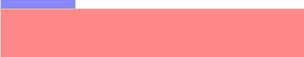| Response | Chart | Frequency | Count |
|----------|-------|-----------|-------|
| Very Satisfied | | 5.0% | 4 |
| Satisfied | | 8.8% | 7 |
| **Neither Satisfied nor Dissatisfied** | | **66.3%** | **53** |
| Dissatisfied | | 8.8% | 7 |
| Very Dissatisfied | | 12.5% | 10 |
| | | **Valid Responses** | **80** |

**67.** Do you routinely drink the tap water in your off base DoD housing?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 28.8% | 23 |
| **No Why not?** | | **36.3%** | **29** |
| N/A -I do not live in off base DoD housing. | | 35.0% | 28 |
| | | **Valid Responses** | **80** |

**68.** I am satisfied with the quality of the tap water at off-base DoD housing.
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Strongly Agree | | 1.9% | 1 |
| Agree | | 30.8% | 16 |
| **Neither Agree nor Disagree** | | **32.7%** | **17** |
| Disagree | | 13.5% | 7 |
| Strongly Disagree | | 21.2% | 11 |
| | | **Valid Responses** | **52** |

**69.** Were you informed about the quality of tap water in off base DoD housing during the last 12 months?
(Respondents could only choose a **single** response)

| Response | Chart | Frequency | Count |
|---|---|---|---|
| Yes | | 19.2% | 10 |
| **No** | | **80.8%** | **42** |
| | | **Valid Responses** | **52** |

**70:** Please provide any additional comments or concerns impacting your quality of life not already covered in this survey.

_____
_____
_____
_____

**SUMMARY OF FOCUS GROUP DATA ANALYSIS FOR ACTIVE DUTY MILITARY
AND DEPARTMENT OF THE NAVY CIVILIAN PERSONNEL**

1.  Overall Observations and Methodology.  The Naval Inspector General (NAVINSGEN) conducted 40 active duty military and civilian focus groups or round tables in Rota, Spain and Sigonella, Italy.  A total of 499 personnel, consisting of 338 active duty military (67.7 percent) and 161 Department of the Navy (DON) civilians (32.3 percent), participated in these focus groups on a variety of QOHL and QOWL topics.

2.  Quality of Life.  Overall Quality of Life (QOL) is verbally assessed in focus groups using a scale from 1 to 10, where 1 is worst and 10 is best.  The aggregate distribution of QOL ratings from the two sites is displayed in the graph below.  Active duty military and DON civilian personnel focus group participants rated their average QOL across the two sites at 7.17, which is comparable to the NAVINSGEN average of 6.98.
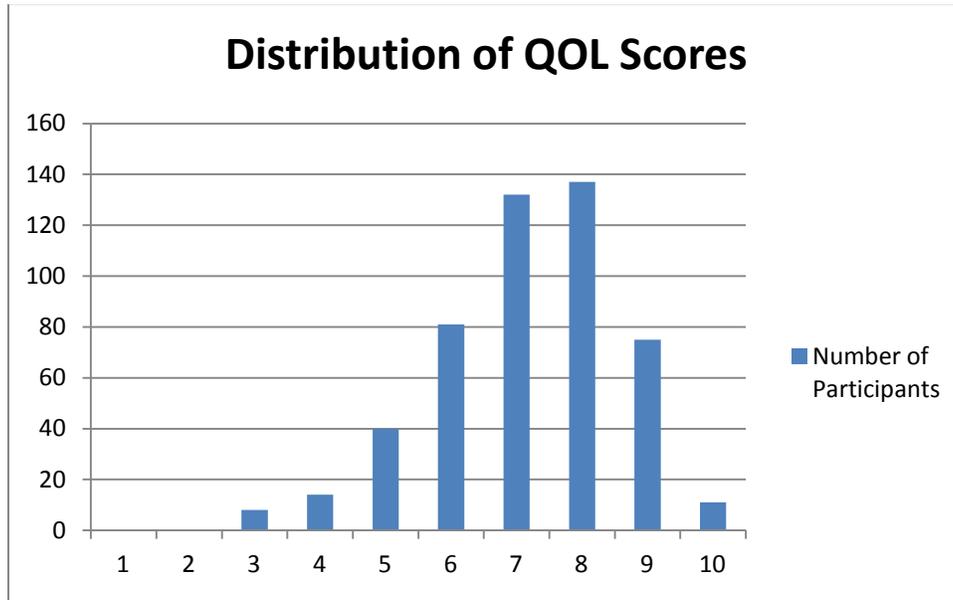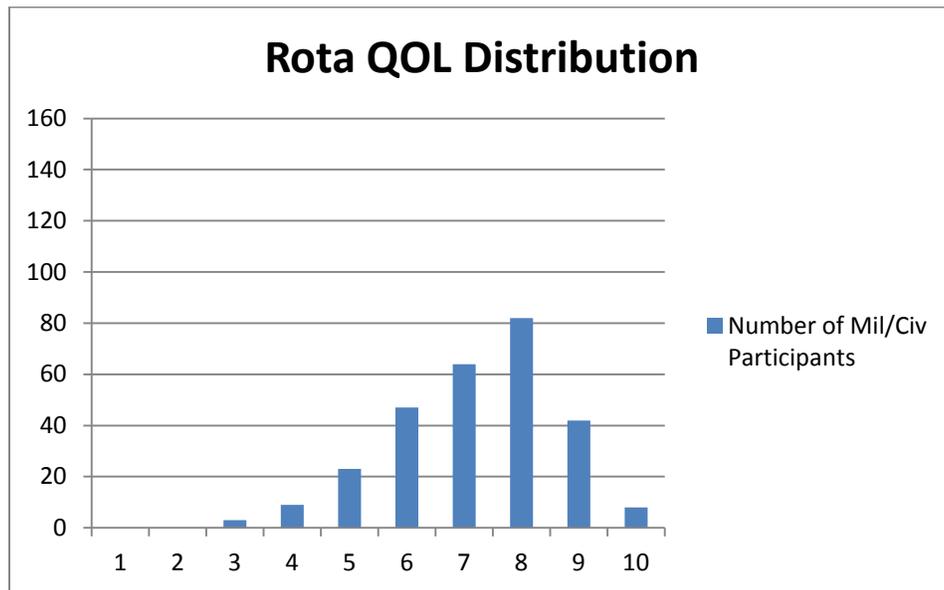


3.  Major Concerns.  The top five major concerns of active duty military and DON civilian focus group participants in Rota and Sigonella include: housing (26/40), facilities (25/40), manning/manpower (23/40), Morale, Welfare, and Recreation (MWR) (21/40) [Gym (19/40)], and Navy Exchange (NEX) (19/40).

4.  Rota Focus Groups

    a.  Twenty focus groups were conducted with active duty military and DON civilian participants in Rota, Spain.  A total of 279 personnel, 174 military and 105 DON civilians, participated in the focus groups. The distribution of QOL ratings from Rota is displayed in the graph below. The average QOL rating at Rota is 7.21.

**Rota QOL Distribution**

A bar chart titled "Rota QOL Distribution" showing the Number of Mil/Civ Participants on the y-axis (0 to 160) and values 1 through 10 on the x-axis. The bars approximately show: 1 = 0, 2 = 0, 3 = 3, 4 = 9, 5 = 23, 6 = 47, 7 = 64, 8 = 82, 9 = 42, 10 = 8.

    b.  Concerns.  There were several items (themes) identified by focus group participants affecting their QOL.  The major concerns were: facilities; manning/manpower; MWR; housing, policies, and the Agreement on Defense Cooperation.

        (1) Facilities were indicated as an issue during 12 of the 20 focus groups.  Participants stated that there is a mold issue at the child development center.  Mold was also stated as an issue in the barracks.  Maintenance facilities at Camp Mitchell were stated as being in need of improvement.  Focus group participants also stated that the water is often brown – probably due to old pipes.

        (2) Manning/manpower was indicated as an issue during 11 of the 20 focus groups.  Participants stated that they do not believe that Sailors are being properly screened for overseas duty.  When asked what is the one thing you would tell the Secretary of the Navy to improve the Navy as a whole, one participant said, "Big Navy - stop telling us to do more with less – I'm sick of it."  Many members of the focus groups believed that they will not be properly manned to support the upcoming Forward Deployed Naval Forces (FDNF).

        (3) MWR was also discussed during 11 of the 20 focus groups.  One of the main topics discussed was the gym.  Participants indicated that the gym is under constant repair and that the equipment appears to be too close to each other posing safety issues.  Many participants would like to see a new gym facility.  It was indicated that MWR reduced their overall services so they could stay green in the remaining categories, but now feel like they are being asked to cover the costs for others in the region that are in the red.

(4) Housing was discussed during 10 of the 20 focus groups.  Participants stated that they often feel rushed to make a decision.  They stated that with the way housing is scheduled they often end up with only a few days to see units.  They also stated that they feel like the staff at the housing office is steering them toward units owned by their friends and family.

(5) Policies were discussed during 9 of the 20 focus groups.  One of polices that the civilians were most upset with was the 5-year rule.  Several indicated that they would like to stay longer.  Others stated that they believe it will have a negative impact on continuity and furthermore will be a huge loss of knowledge.  The other policy that participants were frustrated by is the 70/30 rule with regard to local nationals.  This is part of the ADC.

(6) The ADC was discussed in 8 of the 20 focus groups.  Participants were frustrated because they do not feel anyone is really reviewing the ADC, and they stated that the agreement had just been renewed for 8 more years.  As indicated above, the 70/30 rule is one of the areas of frustration.

(7) Spousal employment, food choices, the exchange, and the Department of Defense schools were each discussed in 7 of the 20 focus groups.

5.  Sigonella Focus Groups

a.  Twenty focus groups were conducted with active duty military and DON civilian participants in Sigonella, Italy.  A total of 164 military and 56 DON civilians, participated in the focus groups.  The distribution of QOL ratings from Rota is displayed in the graph below. The average QOL rating at Sigonella is 7.12.  The average rating for the military is 7.20 and for civilians, 6.89.
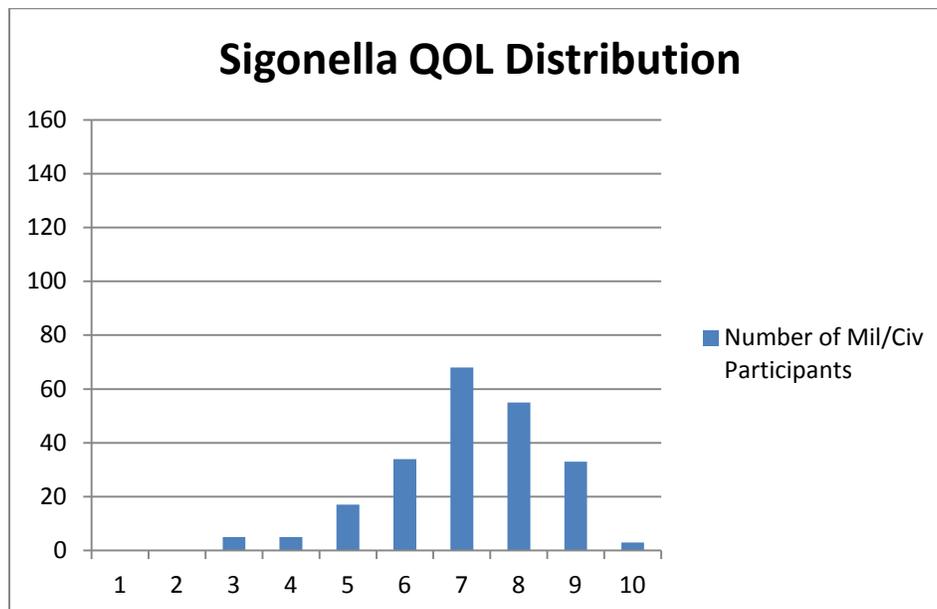


**Sigonella QOL Distribution**

Legend: Number of Mil/Civ Participants

b.  <u>Concerns</u>.  There were several items (themes) identified by focus group participants affecting their QOL.  The major concerns were: housing; MWR; facilities; manning/manpower; NEX; and transportation.

(1) Housing was discussed as an issue in 16 of the 20 focus groups.  Some participants stated that they felt forced to sign three year leases, making it very difficult to break the lease, even when they are changing their permanent duty station.

(2) Topics related to MWR were discussed in 15 of the 20 focus groups.  Participants indicated that they would like more youth program activities.  They stated that the gym on Naval Air Station (NAS) II was in poor condition; often refer to it as the prison gym.  The pool was also discussed in the military focus groups as an issue.  In general, the focus group participants do not feel that the gyms support those on night duty or 24-hour shifts.

(3) Facilities were discussed in 13 of the 20 focus groups.  Participants stated that there is a lack of responsiveness when it comes to facilities issues.  In several of the groups, participants stated that it can cost in excess of $1,000 to replace a simple light bulb.  They also complained about the lack of heat in the colder months and that the air conditioning often breaks during the summer.  There were also concerns about the quality of water on the base.

(4) Manning/manpower was discussed as an issue in 12 of the 20 focus groups.  An example was given where the Security Department has been reduced by about 100 people from a high of approximately 350.  Participants stated that the Child Development Center (CDC) was understaffed, and that this may be due to poor management/leadership within the CDC.  Participants also stated that mission creep at CTF-67 has exacerbated the manning issue and increased workload and shift duties.

(5) The exchange was discussed in 12 of the 20 focus groups.  Participants stated that clothing items in the exchange are too expensive.  They also stated that furniture items are too expensive.  By way of example, one participant stated that there is only one crib available in the exchange and it costs approximately $700.  Several of the groups also stated that they would like a gas station on base.

(6) Transportation was discussed in 12 of the 20 focus groups.  There were several concerns with transportation between NAS I and NAS II. Participants stated that the shuttle bus does not run on schedule and occasionally can take about 2 ½ hours to transit between the bases. An example was given where the shuttle bus driver told a waiting customer that he was on break – this was at a scheduled pick-up time. Focus group participants also stated that the buses are getting smaller and smaller, which means not as many people are able to ride the bus.

**SUMMARY OF FOCUS GROUP DATA ANALYSIS**
**FOR ACTIVE DUTY MILITARY SPOUSES AND OMBUDSMAN**

1.  <u>Overall Observations and Methodology</u>.  The Naval Inspector General (NAVINSGEN) conducted 6 focus groups with spouses of active duty military and ombudsman in Rota, Spain and Sigonella, Italy.  Two spouse focus groups and one ombudsman focus group were conducted at each site.  There were a total of 65 participants; 31 in Rota and 34 in Sigonella.  A variety of Quality of Life (QOL) topics were discussed.

2.  <u>Quality of Life (QOL)</u>.  The spouses of active duty military and ombudsman focus group participants at the two sites rated their average QOL at 7.06, which is comparable to the NAVINSGEN average of 6.84.  The distribution of ratings is shown in the chart below.



**Distribution of QOL Scores**
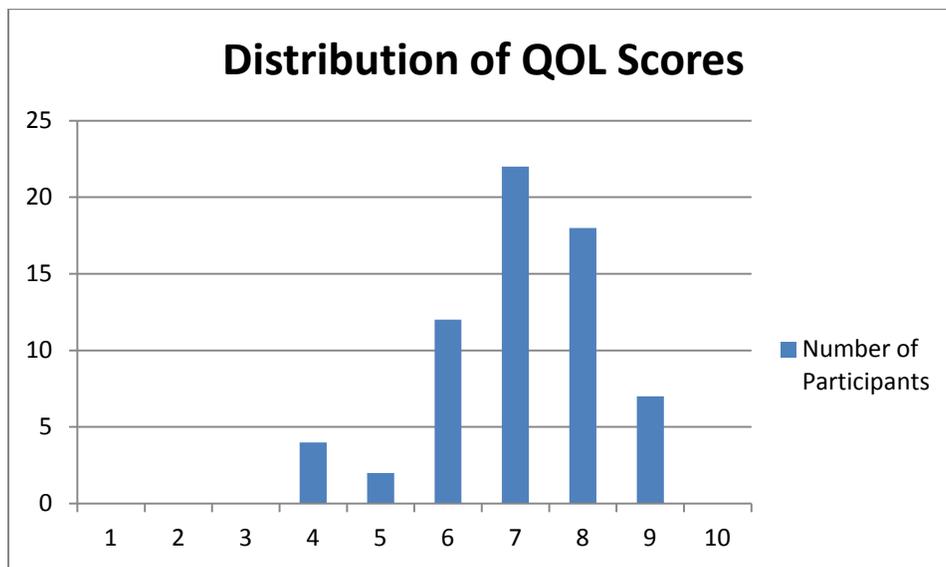
    The intent for the spouse focus groups was to determine the QOL from the spouses' perspective regarding housing; family medical/dental care; the Commissary and Navy Exchange (NEX); Moral, Welfare, and Recreation (MWR) facilities and opportunities; Fleet and Family Support Center (FFSC); and the impact of their spouses' assignment for quality family time, family resources, and family stressors.

3.  <u>Major Concerns</u>.  Major concerns for spouses of the active duty military focus groups in the Rota, Spain and Sigonella, Italy areas include: spousal employment (6); housing (5); MWR (5); commissary (5); NEX (4); and Child Development Center/Home (CDC/CDH) (4).

4.  Rota, Spain Focus Groups

    a.  Focus Groups were conducted with spouses' of active duty military; one with spouses of enlisted members and one with officer spouses in Rota, Spain.  A third focus group with ombudsmen was also conducted.  There were 31 participants in the three groups.  The average QOL rating for military spouses at Rota is 7.19, which is comparable to the NAVINSGEN rolling average of 6.84.  The distribution of ratings is shown in the chart below.
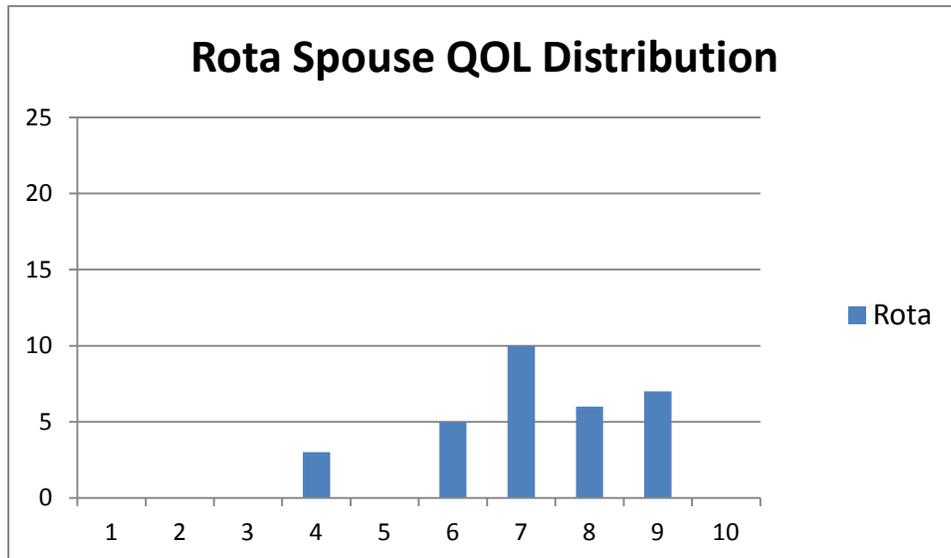


Rota Spouse QOL Distribution

    b.  Concerns.  There were several items (themes) identified by focus group participants affecting their QOL.  Two issues were discussed in all three of the focus groups: spousal employment and housing.  Ten topics were discussed in two of the focus groups.

    (1) The lack of spousal employment opportunities was discussed in all three of the focus groups.  Participants stated that it does not seem to matter if they have spousal preference.  When asked what they would say to the Secretary of the Navy if they were given an opportunity, several focus group participants stated that they would ask for more job opportunities for spouses.

    (2) Housing was discussed in all three groups.  Participants stated that there is an issue with mold, ants, flees, etc.  Participants also stated that that they occasionally have water pressure issues during the evening to early morning hours.  They also indicated that the housing office staff is not courteous.  Participants stated that complaints about certain landlords have been submitted; however, those landlords are still on the list for places to rent.

    (3) Ten topics were each discussed in two groups each.  Those topics are as follows: medical, dental, recreation activities, MWR, galley/food choice, NEX, Commissary, CDC/CDH, and the Defense Cooperation Agreement (DCA).

5.  Sigonella Italy Focus Groups

a.  Summary.  Focus Groups were conducted with spouses' of active duty military; one with spouses of enlisted members and one with officer spouses in Sigonella, Italy.  A third focus group with ombudsmen was also conducted.  There were 34 participants in the three groups.  On a scale of 1 to 10, where 1 is 'worst' and 10 is 'best', they rated their average QOL score as 6.94, which is comparable to the NAVINSGEN average of 6.84.  The distribution of scores can be seen in the chart below.

**Sigonella Spouse QOL Distribution**
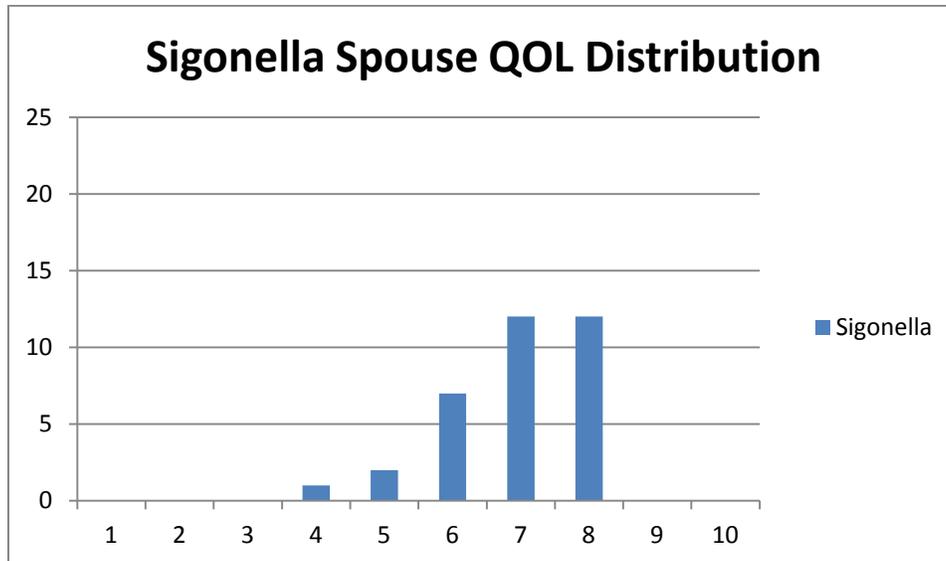
b.  Concerns.  There were several topics identified by focus group participants affecting their QOL.  Spousal employment, Commissary, and MWR were discussed in all three focus groups.  There were five topics discussed in two focus groups each.

(1) Spousal employment was discussed in all three groups.  Participants stated that there are not a lot of opportunities for employment.  They indicated that the majority of jobs are lower level jobs and are limited to part-time.  Participants would like for the military spouse preference to be better explained; they stated that during indoctrination would be a good time for this explanation.

(2) The Commissary was discussed in all three of the focus groups.  One of the complaints about the Commissary is that they always seem to be out of everything.  By way of example, they further stated that there is no milk, eggs, or water at the Commissary.  They also indicated that food expires quickly.  They stated that the fruit is half rotten by the time it gets on the shelves.  Participants stated that the Commissary opens too late and that they would like it to open earlier in the day.

(3) MWR was also discussed in all three focus groups.  Participants indicated that they would like more activities for young children.  They would like events like Sesame Street Live to come to Sigonella.  They indicated that almost all those type activities stop at Naples, but never make it down to them.  Participants also stated that MWR has a high staff turnover rate and that they have poor customer service.  They further stated that many programs are falling apart, due to the high turnover and lack of vision for MWR.

(4) The following topics were each discussed in two focus groups: communication, housing, recreation activities, NEX, and Department of Defense Dependent Schools.