



NATIONAL SECURITY AGENCY
FORT GEORGE G. MEADE, MARYLAND 20755-6000

FOIA Case: 109876
26 July 2021

EMILY CROSE
MUCKROCK NEWS
DEPT MR 97670
411A HIGHLAND AVENUE
DEPT MR 97670
SOMERVILLE, MA 02144

Dear Ms. Crose:

This responds to your Freedom of Information Act (FOIA) request of 3 July 2020, received 6 July 2020, for "Complaints and commendations received by NSA about its employee cafeteria(s) from Jan. 1, 2018 to the date this request is processed." There are no assessable fees for this request. Your request has been processed under the FOIA and the document(s) you requested are enclosed. Certain information, however, has been protected in the enclosures. Please be advised that, in some of the documents, information has been blacked out, but no NSA exemption codes are noted. This is how these documents appeared when they were provided to the PA/FOIA Division.

In addition, this Agency is authorized by various statutes to protect certain information concerning its activities. We have determined that such information exists in these documents. Accordingly, those portions are exempt from disclosure pursuant to the third exemption of the FOIA, which provides for the withholding of information specifically protected from disclosure by statute. The specific statutes applicable in this case are Title 18 U.S. Code 798; Title 50 U.S. Code 3024(i); and Section 6, Public Law 86-36 (50 U.S. Code 3605).

Since these withholdings may be construed as a partial denial of your request, you are hereby advised of this Agency's appeal procedures.

You may appeal this decision. If you decide to appeal, you should do so in the manner outlined below. NSA will endeavor to respond within 20 working days of receiving any appeal, absent any unusual circumstances.

- The appeal must be sent via U.S. postal mail, fax, or electronic delivery (e-mail) and addressed to:

NSA FOIA/PA Appeal Authority (P132)
National Security Agency
9800 Savage Road STE 6932
Fort George G. Meade, MD 20755-6932

The facsimile number is 443-479-3612.
The appropriate email address to submit an appeal is
FOIARSC@nsa.gov.

- It must be postmarked or delivered electronically no later than 90 calendar days from the date of this letter. Decisions appealed after 90 days will not be addressed.
- Please include the case number provided above.
- Please describe with sufficient detail why you believe the denial of requested information was unwarranted.

You may also contact our FOIA Public Liaison at foialo@nsa.gov for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Rd. - OGIS
College Park, MD 20740
ogis@nara.gov
877-684-6448
(Fax) 202-741-5769

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Mapp', with a stylized flourish at the end.

RONALD MAPP
Chief, FOIA/PA Division
NSA Initial Denial Authority

Encls:
a/s

From: [REDACTED]
To: [REDACTED]
Subject: (U) Hotline Complaint New Submission (CD-19-0302)
Date: Wednesday, January 30, 2020 10:30 AM

Classification UNCLASSIFIED//~~FOUO~~

PEGA EMAIL NOTIFICATION

(U//~~FOUO~~) A new Hotline Complaint form has been submitted:

Case ID: CD-19-0302

Case Title (Subject): (U//~~FOUO~~) VAT Office at RAFMH

Case Description (Message): As part of the Joint Inspection of R/F Menwith Hill this spring, could you please take a look at the VAT Free Program on site? The program manages the purchase of VAT-exempt goods that US personnel are able to purchase due to the Status of Forces agreement with the UK. I do not have any particular knowledge of any fraud, waste or abuse, but it feels like it could use a little more oversight. I have heard it is run as a for-profit business. It also appears that it is run by one person with no outward signs of oversight and that this person sets their own prices for the service. (We are currently charged £10 per transaction, which seems high for the service being provided.) Oh, that reminds me, the cafeteria prices are also very high. It might not be a bad idea to look into those too.
Thank you.

Source First Name: [REDACTED]

Source Last Name: [REDACTED]

Source SID: [REDACTED]

Source Organization: [REDACTED]

(b) (3) - P.L. 86-36

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Classification UNCLASSIFIED//~~FOUO~~

FOOD PRICES IN CAFÉ WERE RAISED "YET AGAIN" and NO NOTIFICATION TO PERSONNEL TO JUSTIFY THE RAISE. THEY ARE ALREADY OVERCHARGING AND PRICE GALCHING.

NO REGULATIONS IN PLACE TO CHECK THAT SEXDO MANAGEMENT IS ADJUSTING THE SCALES DAILY, AS WE HAVE PROVEN SEVERAL OF THE SCALES CHARGE DIFFERENT PRICES.

THEY STOPPED SERVING FRIED EGGS AT THE OPS1 BREAKFAST BAR BECAUSE IT'S FASTER AND CHEAPER TO GET THEM. NOW IF YOU GO TO THE GRILL THE PRICE IS INFLATED.

WHAT'S THE DIFFERENCE BETWEEN THE GRILL CHICKEN AT THE GRILL AND THE GRILL CHICK AT CHICKEN SHACK ? THE PRICE FOR THE SAME KIND OF CHICKEN.

BOTTLED DRINKS IN STORE 2.59 WHY ARE THEY CHARGING US \$4.00 FOR THE SAME DRINK !

THE CAFÉ MENU ITEMS AND PRICING ARE OUT OF CONTROL ! WEIGHING THE FOOD TO GET MORE MONEY, THE SCALES ARE NOT PROPERLY ADJUSTED RIPPING US OFF.

From: [REDACTED]
Sent: Wednesday, February 13, 2019 12:09 PM
To: Mitchell Carroll R III NSA-A443 USA CIV
Cc: DL Restaurant_all (ALIAS) DC09
Subject: RE: (U) RE: Feedback for the Restaurant Council

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The prices weren't increased based on what was being charged. The sales tax was increased and she confirmed it and stated she has no control over what is put in the machine. This morning for example someone bought a soda for \$1.95 and wasn't charged sales tax and then this afternoon was charged 2.07 and it showed a 12% sales tax for the same soda. There is clearly an issue with this cafeteria, the registers are going down weekly and people have to wait for them to reboot. I got a salad and soda and it was the same prices as stated on the signs and other places but I was charged 6 cents more.

I don't recall seeing anything stating that things were being increased. With all the problems that are going on with the [REDACTED] cafeteria and increase in pricing should be the last thing they are worried about.

(U//~~FOUO~~)

(b) (3) - P.L. 86-36

From: Mitchell Carroll R III NSA-A443 USA CIV <cmrmlcs@nsa.ic.gov>
Sent: Wednesday, February 13, 2019 11:58 AM
To: [REDACTED]
Cc: DL Restaurant_all (ALIAS) DC09; Restaurant_all (ALIAS) DC09
Subject: (U) RE: Feedback for the Restaurant Council

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Hello,

Every year Sodexo submits a proposal to increase prices on certain items. That proposal was received and researched by the A443 office and then sent to I&L leadership. The select items approved for increase went into effect on Monday. There should not be a 12% sales tax but rather slight increases on certain items. For more information on this process please click the following link and go to the question "why do cafeteria prices increase"
https://efrontdoor.nsa.ic.gov/eLogistics/restaurant/services/services_faqs.html

To see the updated price guide please click the following link:

<https://efrontdoor.nsa.ic.gov/eLogistics/restaurantservices/pdfs/Cafeteria Price List.pdf>

v/r,
Carroll

Carroll Mitchell III
A443- Cafeterias and CWF
Ops1-SCAFE2
963-3925
443-634-9403

-----Original Message-----

From: unknown-yams-user@feedback.web.nsa.ic.gov [mailto:unknown-yams-user@feedback.web.nsa.ic.gov]

Sent: Wednesday, February 13, 2019 10:58 AM

To: DL Restaurant all (ALIAS) DC09 <Restaurant_all@nsa.ic.gov>

Cc: Taffan Simon J NSA-A4 USA CIV <stalia@nsa.ic.gov>

Subject: Feedback for the Restaurant Council

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(b) (3) - P.L. 86-36

Building: [REDACTED]

Type: Pricing

SID: [REDACTED]

Comments:

Concerned with pricing today. The sales tax on the registers are charging everyone 12% on their purchases today. People are complaining but the cashiers comment is that she doesn't program the register. I notice an increase in my prices for a salad and a drink which is normally \$9.01 and today it was \$9.07. When I questioned it and heard someone else make the comment about the 12%. She proceeded to tell me that there was a price increase which is normally announced.

I find this very concerning because we are having many issues with this cafeteria and this is not making it any better. Any suggestions that people can do will be appreciated.

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Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

From: KERTS
To: [REDACTED]
Subject: (U) Hotline Complaint New Submission (CO-20-0184)
Date: Thursday, December 3, 2015 9:46:33 AM

Classification UNCLASSIFIED//**[REDACTED]**

PEGA EMAIL NOTIFICATION

(U//**[REDACTED]**) A new Hotline Complaint form has been submitted:

Case ID: CO-20-0184

Case Title (Subject): OPS1 Cafeteria renovation/upgrade

Case Description (Message): The OPS1 cafeteria was just renovated a few years ago. Why are we wasting money again so soon for new furniture? In my current office we are packed in old spaces with very little room to even have ample space to store our classified burn bag. We're told our organization doesn't have the money to renovate our spaces. So why is there always money for the cafeteria to revamp? I could be wrong but it seems to me like fraud, waste and abuse. Thank you for your time.

Source First Name: [REDACTED]

Source Last Name: [REDACTED]

Source SID: [REDACTED]

Source Organization: [REDACTED]

(b) (3) - P.L. 86-36

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Classification UNCLASSIFIED//**[REDACTED]**