███████
(By email)

Our Ref: MGLA010618-3689

29 June 2018

Dear ████████

Thank you for your request for information which the GLA received on 1 June, and your clarification of 14 June 2018. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

1. *All documents from the past 2 years that relate to the creation of this tool*
2. *Any justification of cost, and time, for the creation of this tool*
3. *Any planned/prospective expansions/upgrades of this tool (for example, including the London Overground, or National Rail), when it is expected that these upgrades will go live on the website, the cost of the upgrades, and the justifications for these costs*
4. *The current, and projected, annual cost of this tool*

You clarified point 1:

1. *With regards to this, I would like the minutes from any meetings involving people from GLA, specificially, meetings that involve determining the main features (i.e. the fact that it can tell one how many people make one's journey), and those determining, and justifying the funding and creation of the tool. I also seek any relevant e-mails that relate to the justification to make the tool, and the decision itself to make it.*
2. *I am referring to the decision to develop the tool, and not the technical construction*

Please find attached our partial response to your request. We are still in the process of consulting third parties about some of the documents and emails that we located for part 1 of your request and we should be in a position to forward those next week. I am sorry for the slight delay relating to this element.

Please see below the answers to your questions and the information we hold within the scope of your request:

2. Please see attached Decision documentation.

3. There are no plans to expand or upgrade the tool.

4. The current cost is £12,750 as per the decision document attached. This is the total one-off cost.

Finally, you may be interested in some further information available online about the process:

Data methodology
https://data.london.gov.uk/tube-journey-tool-methodology/

Blog from the GLA:
https://medium.com/@SmartLondon/your-commute-how-city-hall-used-oyster-card-data-to-gauge-citizen-views-on-the-use-of-personal-2b786ff01819

https://medium.com/@SmartLondon/a-new-deal-for-city-data-how-londoners-can-share-their-views-on-the-use-of-their-data-d98e4520eb33

https://www.london.gov.uk/talk-london/smart-london-how-you-helped-create-roadmap (with the results of the engagement)

Blog from Forward Action:
https://medium.com/@forward_action/user-journeys-when-personalisation-is-not-the-answer-7ed840519cbd

If the specific information you were interested in is not represented in the attached documents and you would like to speak to someone for general background information about the project, you can contact the project lead Christine Wingfield via the switchboard 020 7983 4000 or by email at mayor@london.gov.uk.

If you have any further questions about how we handled your request, please contact me quoting the reference MGLA010618-3689.

Yours sincerely

Ruth Phillips
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information