

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA011121-6589

5 November 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 29 October 2021. Your request has been considered under the Freedom of Information Act 2000.

You requested:

*Information request 1:*

- *Do you have an app?*
- *When was it launched?*
- *How many people have downloaded the app since its launch?*
- *How many reports have come through the app since its launch?*

*Information request 2:*

- *Do you have a Chatbot?*
- *Is it internal for staff or external for customers?*
- *Which supplier did you go with or was it built in-house?*
- *When was it released to the public?*
- *How many conversations have taken place since launch?*

Our response is as follows:

The GLA does not have an app for the Authority. The GLA does not have a chatbot.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA011121-6589.

Yours sincerely

[REDACTED]  
**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>