Pax-QR | Service Definition

Overview

Pax Systems have formed a partnership with QRoutes to provide Local Authorities with a modern, integrated passenger transport software solution to deliver financial improvements and quality controls.

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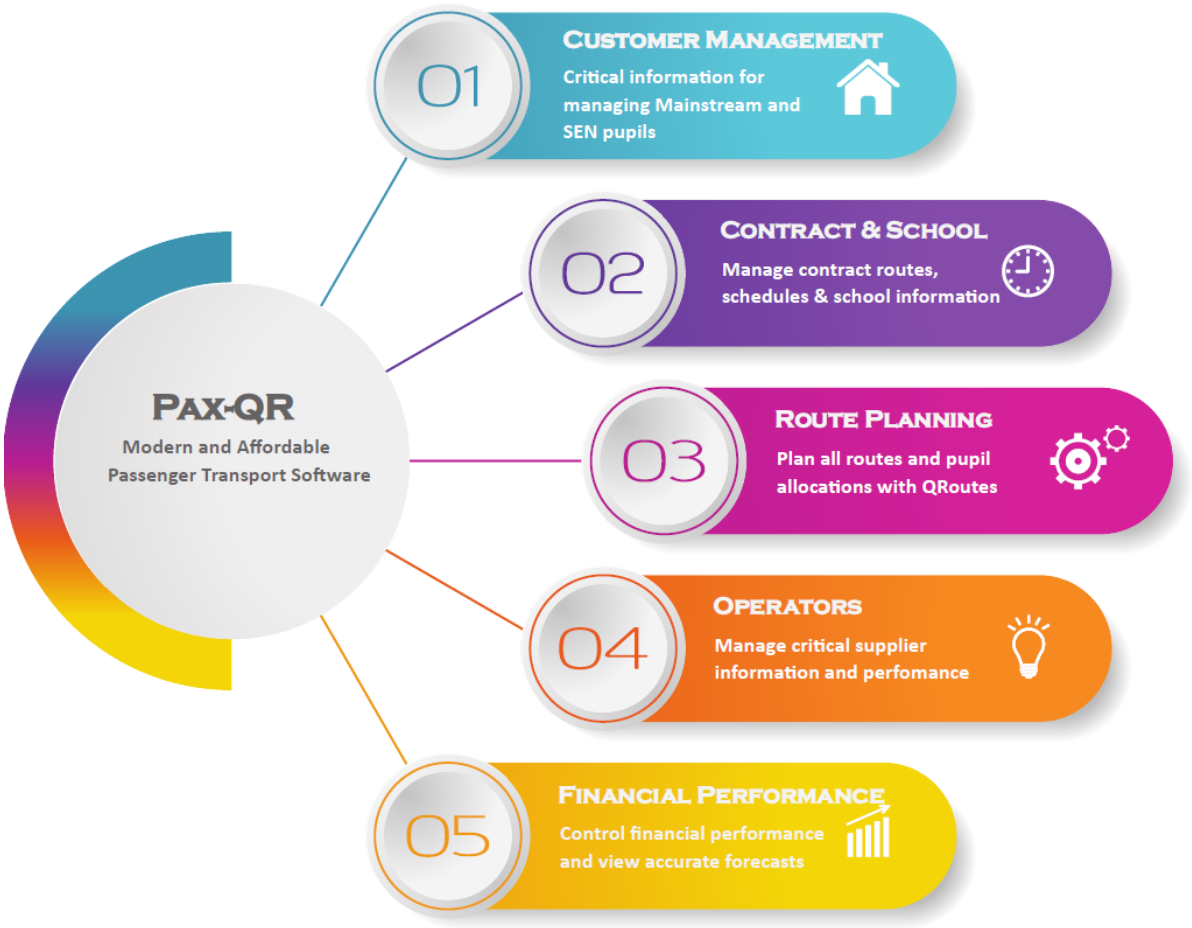
Document Control

Issue	Date	Release
GC15	January 26	Authorised Release

CYBER ESSENTIALS CERTIFIED
CYBER ESSENTIALS CERTIFIED PLUS

Pax-QR Description

Pax-QR is a cloud-based school contract and passenger transport scheduling system, bringing Pax Systems unique passenger & contract management software, together with best-in-class school transport route planning from QRoutes. Built specifically for Council integrated passenger transport departments or smaller transport authorities to deliver safe and appropriate home to school transport with the capability to improve, maintain and control route efficiency.



The Pax-QR interrelated database maintains all the key information needed to successfully manage Local Authority transport services. The QRoutes integration enables immediate and robust route planning on any transport service, school, or unallocated pupil.

Additional modules and upgrades are also available to add capabilities which match specific transport departments requirements.

Pax-QR Core System Functionality

Customer Management

- Maintain customer records including address history and contact details
- Record SEND, medical and mobility requirements
- Manage eligibility codes and customer status
- Assign customers to routes, contracts and establishments
- Attach and store customer documentation

Benefit:
Provides a single, consistent customer record to support transport planning and decision-making.

Route and Contract Management

- Create and manage contracted routes
- Assign customers, schools and operators to routes
- Record boarding points and stop information
- Maintain route documentation and manifests
- Record compliance and performance information

Benefit:
Supports effective management of contracted transport services and operational oversight.

Establishment Management

- Maintain establishment records and contact details
- Record term dates and non-standard days
- Attach supporting documentation

Benefit:
Ensures accurate school data is available for planning and eligibility assessment.

External Operator Management

- Maintain operator records and compliance documentation
- Record licensing, insurance and equipment information
- View contracts by operator

Benefit:
Supports supplier management and compliance monitoring.

Reporting

Pax-QR includes standard operational reports and data export functionality to support service management.

- Standard operational reports
- Data export to Excel and CSV
- Mail merge and document generation

Benefit:
Supports operational oversight, audit and local reporting requirements.

Additional Modules

Financial Management

- Invoice reconciliation
- Contract cost apportionment
- Public transport contract management
- Discrepancy investigation tools
- Price changes & financial adjustments
- Payment dispute tracking
- Financial reporting & exports

Benefit:
Improved financial control and transparency, enabling authorities to accurately reconcile payments, resolve disputes quickly, and forecast transport expenditure with confidence.

Driver & Staff Management

- Centralised staff records
- DBS tracking
- Training, qualifications & licensing
- Operator allocation
- Compliance & penalties
- Document management

Benefit:
A single, reliable source of truth for transport staff that simplifies compliance management, reduces risk, and supports safer, more accountable service delivery.

Enhanced Customer Management

- Bus pass file creation
- Flexible pass validity dates
- Customer photo management
- Pass status & type management
- Public bus route assessment

Benefit:
An efficient, accurate bus pass management process that reduces manual handling, supports flexible eligibility rules, and ensures passes are issued correctly and on time.

Transport Application and Case Management

Pax-QR is also designed for transport teams to process transport applications and supporting decisions on entitlement. The system enabling teams to accept applications online and manage them through a secure back-office system. It provides accessible, mobile-friendly digital forms with validation and secure document upload, alongside configurable workflows, automation, case management, audit trails, and reporting to reduce manual processing, improve consistency, and support transport teams. It can be used as a standalone service or integrate with QPaths.

Application Form

Pax-QR supports digital transport applications and case management where enabled. This includes:

- Online application form
- Accessible, mobile-friendly design
- Smart questions & validation
- Secure evidence uploads
- Applicant tracking & confirmation
- Configurable per authority
- Back-office integration

Benefit:
A simple, accessible, and reliable digital application experience that increases completion rates, reduces applicant errors, and feeds clean data straight into council systems.

Application Case Management

Pax-QR supports digital transport applications and case management where enabled. This includes:

- Centralised case management
- Configurable workflows & statuses
- Automation & triggered data capture
- Secure document management
- Search, reporting & dashboards
- Full audit trail
- Integration with QPaths

Benefit:
A streamlined, secure, and policy-aligned transport application service that reduces processing time, improves decision consistency, and gives authorities full operational visibility and control.

System Configuration

Initial System Set up

Function Activity	Benefit
Configure Pax-QR	Work collaboratively to quickly configure the system to match customer your service.
OS Partnership	Ordnance Survey address look up and geo-coded address mapping.
QRoutes Partnership	QRoutes (API) available with best-in-class route and path optimisaton for planning transport & entitlement to school transport.
Single Sign on	Ability for users to access Pax-QR seamlessly using Microsoft Entra ID
User Access	Role based 'system access' which provides the ability to restrict user access to any data.
Website URL	Transport application URL embedded in the Council's website

QRoutes Services

Pax Systems also offers a pathway to purchasing QRoutes and QPaths software.

QRoutes is the UK's market-leading strategic transport planning and optimisation tool for home-to-school transport. It manages the complexities of SEND transport by design, incorporating accessibility requirements, passenger compatibility, safeguarding constraints and specialist vehicle needs into its network-wide planning and scenario modelling. The integration with Pax software enables Council's to easily plan using data for any timeframe, whether planning current arrangements or future tenders.

QRoutes Lite

- Automated route planning
- Mobility types & passenger rules
- Vehicle fleet management
- Journey time calibration
- Forward planning
- Passenger assistant management
- GIS-based map interface
- Reporting & exports

Benefit:
Fast, intelligent route planning that reduces transport costs, improves service efficiency, and gives authorities the flexibility to model, optimise, and manage complex transport provision with confidence.

QRoutes Pro

In addition to QRoutes Lite

- Advanced routing tools for Mainstream schools
- Automated stop creation & assignment
- Stop definition & management
- Multi-destination routing
- Automated rollover & route extension
- U-turn avoidance & waypoint creation
- Walking path integration

Benefit:
A powerful, automated routing solution that cuts transport costs, simplifies mainstream planning at scale, and ensures routes are safe, efficient, and future-proofed.

QRoutes Vantage

In addition to QRoutes Pro

- Schedule All (global optimisation)
- Cost change ranking
- Month-to-month route comparison
- Route number matching
- Map-based destination selection
- Configurable co-planning distance

Benefit:
Clear visibility and control over large-scale schedule changes, enabling planners to optimise costs, manage disruption, and make confident, data-driven routing decisions.

QPaths

QPaths that helps local authorities quickly assess eligibility for home-to-school transport based on safe walking routes, catchment areas, and closest appropriate schools.

- Safe walking checks
- Unsafe path management
- Automated batch distance testing
- Closest school identification
- Multiple gate support
- Single enquiry tool
- Street-level inspection
- Online eligibility checker (QPaths Pro only)

Benefit:
Consistent, transparent, and defensible home-to-school distance and eligibility assessments that save planner time, reduce disputes, and improve the customer experience for families.

Support Services

User Support and Service Availability

Helpdesk support during the hours of 9am-5pm (GMT) Monday to Friday (excluding any non-working days such as bank holidays).

The Supplier shall use all reasonable endeavours to ensure that it responds to support requests within the timeframes.

All priority 1 critical faults will be prioritised for immediate investigation and resolution by a business leader to ensure that the resolution is actioned and communication between the Customer and the Supplier is efficient and precise.

Priority Level	Description	Target Response	Target Resolution	Goal %
1. Outage	SaaS server down	Immediate	8 hours	95%
2. Critical	High risk of server downtime	1 hour	16 hours	95%
3. Important	End-user impact initiated	Within one business day	40 hours	95%
4. Monitor	Issue addressed but potentially impactful in the future	Within one business day	As required	95%
5. Informational	Inquiry for information	Within 48 hours	As required	95%

All planned maintenance and outages will be scheduled outside of hours and communicated in advance.

Any bug fixes/enhancements or new releases of the software are available to the local authority automatically upon release.

Training

Initial training forms part of an implementation project prior to a Council going live with Pax-QR. Additional training days after this can be purchased if required.

Onboarding

Pax Systems, under the terms of the contract, will support the system configuration and set up case management workflow and deliver an implementation project to move Council's to the live Pax-QR environment.

Pax Systems will work with the Local Authority to configure the user rights, single sign-on, configure APIs, and train users prior to going live.

Off-boarding

Pax Systems, at the end of the contract, will support the Council to moving to a new software service by exporting all the static data in a .csv format and retain the Pax-QR environment and data for a further 30 days to support any Council post-contract queries.

All Council data will be securely destroyed between 30 and 120 days after the contract has ended.

Customer Obligations

Service Dependencies

A modern browser with latest updates applied.

A sufficient and stable connection to public internet for all their users.

Provide Ordnance Survey API key from the OS Hub

Embedded URL into the Council webpage

Local Authority Data

The Local Authority shall own all rights, title and interest in and to all of the data inputted by themselves or by Pax Systems on behalf of the Local Authority and shall have sole responsibility for the legality, reliability, integrity, accuracy and quality of that data.

For the purposes of Data Protection Legislation, the Local Authority is the Data Controller, Pax Systems is a Data Processor.

Users

The Local Authority may authorise employees, agents or independent contractors to use the Services so long as it is solely for internal business operations.

Termination Clause

The Supplier or Customer may terminate the agreement if:

The Customer or Supplier is in breach of any of its contracted obligations; or

The Customer or Supplier has entered into liquidation, has become bankrupt or ceases to carry on business.

Pricing

Pax-QR's user-based subscription offers the best value to Councils by aligning user volume with annual cost. Pax-QR's modular design offers the best value to Councils by precisely matching requirements with a suite of additional modules and upgrade to the core system.

PAX-QR CORE SYSTEM

Number of users	Annual cost (£)
1-5	17,000
6-10	20,750
11-15	24,500
16-20	28,250
21-25	32,000
26-30	35,750

Additional users charged at £750 per user per annum.

ADDITIONAL MODULES

Additional modules/upgrades	Annual cost (£)
Financial Management	8,000
Operator Staff Management	5,000
Enhanced Customer Management	3,000

CUSTOMER APPLICATION AND CASE MANAGEMENT

Additional modules/upgrades	Annual cost (£)
Customer Application Form	5,000
Application Case Management	8,000

Price includes license for 5 users, standard implementation and one smart web application for. £750.00 per annum for any additional users. Additional application forms priced at £2,500 per annum.

QROUTES SOFTWARE

QRoutes	Annual cost (£)
QRoutes Lite	17,700
QRoutes Advanced	28,700
QRoutes Vantage	67,000
QPaths	14,700
QPaths Pro	24,700

Price based on 5 users. £700.00 per annum for any additional users.

Notes:

There is no one-off licence fee to pay.
The annual subscription cost covers all support, maintenance, hosting and backups.
Price includes standard system set up & configuration.
Data migration project cost is calculated separately, based on number of clients and size of the system.
Data migration project activities charged at £850.00 per day.
System interface customisation charged at £1000.00 per day.
All costs quoted are exclusive of VAT.

Pax-QR Technical Information

- Hosted in ISO27001-accredited UK data centres.
- Pax-QR is available to users through modern browsers on computers and tablets.
- Pax Systems procures external CREST penetration testing of all of its applications at least yearly.
- Data in transit between the system user's computer and the Pax-QR application is protected by Transport Layer Security (TLS) version 1.2 or greater.
- Cyber Essentials Plus Certification with relevant policy, procedures and systems in place, use of risk management controls to provide key information about security status and performance.
- Each Pax Systems customer has a dedicated and isolated account.
- Resources are allocated dynamically and scale up as necessary to match any demand.
- Azure Backup provides independent and isolated backups to guard against accidental destruction of data.

QRoutes Technical Information

- QRoutes' products are all hosted in ISO 27001 accredited data centres in the UK (provided by iomart, www.iomart.com and Microsoft Azure, www.azure.com). Data in transit between the planner's computer and the QRoutes application is protected by Transport Layer Security (TLS) version 1.2 or greater.
- QRoutes Ltd procures external penetration testing of all of its applications at least yearly.
- QRoutes' products accessed via a login page available on the qroutes.co.uk website. It works with most modern web browsers, e.g. Edge, Chrome, Firefox and Safari.
- Access to the application is via username and password, with optional 2-factor authentication.
- Password policy is configurable by each customer. Login via Microsoft Entra ID is also available.

Invitation

To arrange a demonstration of Pax-QR or request further information please email or call Phil Dyson.


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