

# RoadXS Project

*I am asking for the Committee's approval to go the next stage of the project, namely, to explain and demonstrate the system to duty officers and drivers and to create a small project team to engage with the system and work out the details of how to implement it at CC.*

Colleagues have raised some questions about the system which I address below:

## **How much would it cost to run RoadXS ?**

The costs of the software are £3600 a year. The hardware costs are likely to be modest: computer £350, keyboard £100, monitor £150.

## **How would we provide the technical support?**

Support for the hardware and the internet connection needed to operate the system would be provided by David Stephenson of QCD in Tickenham, who already provides us tech support for free. Support for RoadXS would be provided by Olly Kemp and his colleagues at RoadXS by phone and email as part of the fees.

## **What happens if the system breaks down?**

The system depends on the internet. We have a robust broadband connection at the office currently and any interruptions are usually minor and easily addressed. In the event that the disruption was major then we would have no landline anyway, so we would re-locate the office temporarily. Hardware problems are usually rare but would be dealt with by QCD and possibly a back-up computer. Systems issues would be addressed directly by RoadXS.

## **How would we support the volunteers in using it?**

We would train all the volunteers offline before we go live. Once we implement it all the duty officers would be provided with direct in-person support for the first time they use it and helpline support thereafter.

## **What if volunteers don't want to work with the system?**

Not everyone needs to be fully up to speed for the system to work-at least initially. We will only need at least one duty officer per pair to be able to operate the system, which is simple and user friendly. Assuming that we implement the drivers' portal in phase 2, after we have implemented the office system, the drivers will see no change initially. In phase 2, we would seek to get as many drivers as possible onto the system -it is realistic to assume that the 33 drivers currently on WhatsApp could adapt to the new system given training. Even after phase 2 drivers will still be contactable by phone and they will be able to visit the office in person as now.

## **What about data protection?**

The computer would be password protected and security coded. RoadXS has separate individual user password protection. The data is not stored locally but 'in the cloud'. There is a protocol built into the system which would prompt DOs to ask clients if they agree to us holding their data the first time, we use it. The system would also hold the contact details and vehicle details of the drivers. This data is currently held in paper format, and we would ask the drivers to consent to us holding the data. Drivers would be able to see and update their own data. Drivers accessing the portal would only be able to access client data once they have accepted a job.

## **When would the project be implemented?**

Depends on the decision of the project team, but probably starting in the middle of year.