

Remote Control and RFID - FAQs

As you may be aware, this year Remote Control Quay Cranes and Yard Cranes will be introduced to the Port of Felixstowe. The introduction of Remote Yard Cranes will result in some changes for hauliers when visiting the Port.

This document provides answers to a number of frequently asked questions and will be regularly updated. If you have a question that is not answered below, please submit to remotecontrolcommunications@fdrc.co.uk

RFID Tags

Question ID	Question	Answer
001	What are RFID tags and why do they need to be installed?	<p>RFID tags are required once we have implemented remote control capability to our port operations. RFID tags contain electronic information which can be read once they pass an antenna/reader. The tags are required as these will hold information about the vehicle (vehicle registration number) which is needed for our system to allocate jobs to the remote Yard Cranes.</p> <p>The requirement is to install one RFID tag per window (2 per vehicle). Installation should be on the inside of the driver and passenger windows. A guide will be provided to show how these should be installed.</p>
002	Can I install the tags myself?	<p>Yes you will be able to install them. We will be providing a mechanism shortly which will be accessible via your VBS account which will enable you to upload (copy & paste) the vehicle registration numbers for your fleet. Should you not have a VBS account, please email rfidrequest@fdrc.co.uk with registration details. Once we have received this information, including how you wish to receive such i.e. post or collect from us, we will create the tags (free of charge) along with installation instructions. Once installed these should remain in situ.</p>
003	If I do not install the tags myself, how do I get them installed at the port?	<p>As part of the gate process we will be able to check if a vehicle has RFID tags registered. If not, we will be able to divert the haulier to an area within the port where the registration process can take place.</p> <p>If we do need to complete the registration process upon haulier arrival, it is likely to cause a delay to the haulier. Whilst we will do all we can to minimise this delay, we would recommend that registration and installation of the tags is completed prior to</p>

		arriving at the port.
004	What if I refuse to have the RFID tags fitted?	We hope that this will not be the case. However, in such a scenario then the vehicle would not be able to access the remote blocks and therefore be restricted to conducting moves from non-remote controlled blocks only.
005	Is there any reason the RFID tags can't be installed on the front window, in the position tax discs used to be displayed?	This was considered but this would mean Yard Cranes could never be moved out of the block as the antenna/readers required would block access and egress. Therefore the only practical option was to install on the side windows to permit the Yard Cranes to continue to enter and leave the blocks.
006	How are the tags linked to the vehicles?	<p>The vehicle registration number (VRN) is registered within a new system called ATIS (Automatic Truck Identification System). This sends the encrypted data to be written to the tags; this is the only information that it holds.</p> <p>ATIS then checks the data read by the RFID readers installed at the remote block entrances before informing nGen, our Terminal Operating System, of the arrival of the vehicles at the blocks. This allows the jobs being carried out by the remote controlled Yard Cranes to be allocated.</p>
007	Will the tags track my position all of the time?	No; these are passive tags and are only read by the antenna/readers as and when they pass them.
008	How long will the tags last?	We expect the tags to last between 2-3 years if installed as we suggest.
009	Will the port be charging for the tags?	There will be no charge for initial installation and/or for reasonable replacements due to unavoidable damage or loss.
010	If replacement tags are required will I be charged and how would I request these?	<p>If replacement tags are required we can provide new ones by request. You can contact the port in advance to request replacements for self-installation by following Q002 or during your visit to the port by contacting Customer Services</p> <p>We would not charge for any replacements resulting from unavoidable damage or loss. However, if abuse of such is evident then we reserve the right to reassess this aspect and apply charges where installation exceeds what is deemed to be reasonable.</p>
011	Can the tags be removed?	Yes; these are sticky labels and expected to be left in situ. However, if the truck is no longer operating at Felixstowe then removing them is possible, but this is not a requirement
012	What do I do in the event that the tag is misread? How will I know if my tag is working?	In the event of a misread you will need to exit and re-enter the blocks, passing by the antenna/reader again. If you have entered the block as instructed and the tag doesn't work you should contact Customer Services who will be able to read the tag and either provide a replacement or rewrite the information to the tag(s).

013	How will I know I am entering a remote block?	<p>When the blocks are in operational use, the gate slips will include a warning against the location. For example the location will also include ** and at the bottom of the gate slip a warning message like this:</p> <p>LNG E762 **</p> <p>** CAUTION: This location is operated by automated/remotely controlled yard cranes. Please stay in your cab and observe traffic lights and safety precautions at all times.</p>
014	Do driver and passenger windows need to be fully wound up when entering the blocks?	<p>Yes, we would recommend that windows are fully wound up.</p> <p>Although we do have a margin of error, if drivers could have their windows closed this would increase the likelihood of a right read first time, ensuring hauliers do not experience delays to their visit.</p>
015	How safe are the remote control/automated areas and will any information be available before I go there for the first time?	<p>The safety of all Port users remains our top priority. We have produced an animation to help users understand what to expect when using these areas which can be accessed via this link</p> <p>Further literature is currently being produced that will also be made available to you.</p> <p>If you follow the port's safety rules and act on any instructions given to you whilst at the port you will be safe when in automated areas</p>
016	What do I do in the event of an emergency?	<p>In the event of an emergency, you should remain in your cab if it is safe to do so and sound your horn continuously.</p> <p>If you are able to, you should contact the emergency services on 01394 604300.</p>

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