

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 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.</p>
002	Have the DVSA been consulted in relation to the installation of these tags and if so what have they said?	<p>You are responsible for installing the tags safely. You must follow any guidance issued by the DVSA so as not to hurt or injure yourself or others. The use and installation of the tags is entirely at your own risk and to the extent permitted by law, The Felixstowe Dock and Railway Company does not accept any liability in connection with how you install or fit the tags.</p> <p>DVSA guidance is that provided the tag does not obstruct the driver's view to the left or right side of the vehicle, and does not obstruct the driver's view to any mirror, then the position is acceptable.</p> <p>If you have any further questions or concerns we suggest you contact your local DVSA test centre to confirm your proposed location of the tags is acceptable.</p>
003	How do I get the tags?	<p>If you are replacing your fleet of HGVs please email your new vehicle registrations to rfidrequest@fdrc.co.uk . Replacement tags and single requests can now be collected at Berths 8&9 in-gates on arrival.</p>
004	What if I don't have tags when I get to the port?	<p>We now offer a service of registration and collection of tags at the in-gates upon arrival.</p>

005	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 will be restricted to conducting moves from non-remote controlled blocks only.
006	Is there any reason the RFID tags can't be installed on the front window, in the position tax discs used to be displayed?	Installation can only be on the side windows to allow the tags to be visible to the antenna/readers.
007	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>
008	Will the tags track my position all of the time?	No; these are passive tags and are only read by the antenna/readers in the remote controlled blocks.
009	How long will the tags last?	We expect the tags to last between 2-3 years.
010	Will the port be charging for the tags?	No, tags will be issued free of charge. There will also be no charge for reasonable replacements due to unavoidable damage or loss.
011	If replacement tags are required will I be charged and how would I request these?	Please see question 003
012	Can the tags be removed?	<p>The tags should be left in place if you continue to operate at Felixstowe.</p> <p>However, if the truck is no longer operating at Felixstowe then removing them is possible.</p>
013	How will I know I need to enter a remote block?	<p>When the blocks are in operational use, the gate slips will include a warning against the location.</p> <p>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/within the remote blocks?	<p>Yes, we would recommend that when entering or within the remote blocks windows should remain fully wound up or be wound up enough to ensure that the RFID tags remain visible and are at least 5cm from the door surround.</p> <p>If the tags are not visible (i.e. window wound down) they cannot be read by the antennae/reader. This could lead to hauliers experiencing delays.</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>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>
017	What if the tags are removed when conducting a MOT?	<p>If this happens, please let us know at rfidrequest@fdrc.co.uk.</p> <p>Replacement tags will be available, see question 011.</p>

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