ROBBEN ISLAND MUSEUM WELCOMES NEW FERRY AS IT GEARS UP FOR
PEAK SEASON

Robben Island will soon increase its passenger carrying capacity by 270 as it has acquired a new ferry. Named after the first recorded female political prisoner on Robben Island, Krotoa, the new ferry arrived on Friday, 12 July 2019. “We are very excited about Kroata’s arrival as this will enhance our carrying capacity as a key component to ensuring high visitor numbers and a seamless visitor experience,” says Ellerick Olckers, Visitor Operations Specialist at Robben Island Museum.

Olckers was appointed a year ago to address visitor experience and improve on Robben Island’s operations. Several interventions are planned as part of the new operational structure and plan. The new operations structure lends itself to a more integrated and seamless value chain approach that is aimed at improving overall visitor experience and operational capacity.

“It is of critical importance that we prepare for peak periods months in advance. This enables the organisation to be ready in terms of resource acquisition, training of staff, increasing ferry capacity, and retail requirement planning. We would like to proactively prepare to avoid situations where we are caught on the back foot that may detract from visitors’ experience of the Island,” shares Olckers. “Our staff are undoubtedly our number one asset, with most of them having a wealth of experience with regards to peak periods which we can tap into as we prepare for the next peak season. We always appreciate their input from which the organisation can learn and grow,” adds Olckers.

More about Krotoa the ferry

Krotoa is a catamaran passenger ferry with a passenger capacity of 285. She was designed by Incat Crowther and built by Penguin Shipyards. She is built to Bureau Veritas Classification standards and is fully High Speed Craft (HSC) code compliant. She has a gross tonnage of 319 tons a speed of 28.5 knots at a 100 percent load. She is expected to take her maiden journey once full marine processes have been finalised and cleared by the governing marine authority, South African Maritime Safety Authority (SAMSA).
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List of references