

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC



FINAL END LINE SURVEY REPORT MUTUKULA BORDER POST UGANDA - TANZANIA

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TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

DRAFT FINAL SURVEY REPORT MUTUKULA BORDER POST UGANDA - TANZANIA

Executive Summary

TradeMark East Africa (TMEA) was established to support the growth of trade in the East African region, both regional and international and is therefore focused on developing measures that will contribute to more effective transportation, trade and economic development in the region

The One-Stop Border Post (OSBP) model is aimed at reducing the duplication of activities and improving the efficiency of the procedures performed by the authorities at border posts. This is done by combining the activities of border officials from both sides of the border in one location, thereby eliminating the necessity for two stops for each function, for cargo and passenger vehicles crossing the border.

This report describes the Border Post End Line Survey performed at the Mutukula border between Uganda and Tanzania on 19th to 25th June 2017. This is the final survey of the border in this project, done after the OSBP has become fully operational and the results are compared with the baseline survey done in 2011 and the Impact Survey done in July 2016. This survey is intended to provide comparative data for evaluation of the effectiveness of the conversion of the border to fully operational one-stop-border-post (OSBP) status.

The present survey results revealed the following information on border crossing times: -

The average total OSBP cross-border times are:

(Tanzania-Uganda 4:37 h:mm) & (Uganda-Tanzania 3:24 h:mm) [mainly empties - 80%].

The impact survey for 7 days at the two-stop border in July 2016 showed;

(Tanzania-Uganda 8:00 h:mm) & (Uganda-Tanzania 4:34 h:mm)

The baseline survey for 7 days at the two-stop border in 2011 showed;

(Tanzania-Uganda 45:49 h:mm) & (Uganda-Tanzania 10:12 h:mm)

Comparison with the Impact survey shows that for the Uganda border there is a reduction in border crossing times from 8:00 h:mm to 4:37 h:mm (a 42%-time reduction) and for the Tanzania border a reduction from 4:34 h:mm to 3:24 h:mm (a 25%-time reduction). The time reduction since the baseline survey is Uganda 41:12 h:mm and for the Tanzania border 6:88 h:mm.

The TMEA objective of reducing cross border time by 30% has therefore been over-achieved; and it must be noted that there is scope for further time reduction in both directions, in the future.

Summary of Survey Results

1. Traffic Counts

a) Traffic Count: Mutukula - Uganda

Comparison of the current volumes with the baseline survey shows that the total traffic volumes have reduced since 2011. The volumes have however, increased since the impact survey in 2016. The total number of vehicles recorded from Tanzania to Uganda through Mutukula (as a

Two-stop Border post) in 2011 was 1557, in 2016 it was 383 (a decrease of 75%) and in 2017 it increased to 542 an increase of 42%, as shown in the table below.

| Survey | Buses | Passenger Vehicles | Trailer Trucks | Other Trucks | Total |
|--------|-------|--------------------|----------------|--------------|-------------|
| 2011 | 254 | 1061 | 57 | 185 | 1557 |
| 2016 | 33 | 166 | 29 | 155 | 383 |
| 2017 | 28 | 205 | 43 | 267 | 542 |

- Buses
 - 2011 = 254
 - 2016 = 33 (87% decrease in bus traffic)
 - 2017 = 28 (15% decrease in bus traffic)
- Passenger Vehicles
 - 2011 = 1061
 - 2016 = 166 (84% decrease in passenger vehicles)
 - 2017 = 205 (23% increase in passenger vehicles)
- Trucks (All)
 - 2011 = 242
 - 2016 = 184 (24% decrease in truck traffic)
 - 2017 = 310 (68% increase in truck traffic)
- All Vehicles
 - 2011 = 1557
 - 2016 = 383 (75% decrease in all traffic)
 - 2017 = 542 (42% increase in all traffic)

There was a significant drop in traffic volumes of all types of vehicles from the 2011 baseline survey versus impact study done in July of 2016. This was particularly evident in the bus and passenger vehicle categories which showed a decline of 87% and 84% respectively, while the drop in truck traffic was only 24%. It is encouraging to see that, with the exception of bus traffic, which has dropped by a further 15% since the impact survey in July last year, all other types of traffic have picked up, with a 23% increase in passenger vehicles and 68% in commercial truck traffic with an overall increase in all categories of traffic of 42%.

Since the Impact survey, there has been a surge in truck volumes with containerised traffic increasing by 48%, but with numbers still down 25% on the baseline survey in 2011. All other categories of truck are up 72% from the impact survey in July 2016 and 44% on the baseline survey done in 2011. This increase is largely due to the significant increase in tanker (fuel) traffic which increased by 550% and breakbulk cargo which increased by 243%. The data is corroborated by the URA figures in the table below, which indicates a 33% increase in commercial truck traffic for the same period over the previous year.

| URA Statistical Data - Commercial Traffic Counts (Mutukula Uganda) - July 2015 to June 2016 and Aug 2016 to June 2017 | | | | | | | | | | | | | | | |
|---|-----|------|------|------|------|-----|-----|-----|------|------|------|------|-------|-------------|------------|
| All Trucks from Tanzania | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total | Month Avg. | Daily Avg. |
| 2015/16 | 814 | 932 | 975 | 776 | 635 | 723 | 832 | 642 | 769 | 772 | 927 | 1098 | 9895 | 825 | 27 |
| 2016/17 | - | 1364 | 1142 | 1340 | 1126 | 977 | 923 | 847 | 1095 | 1296 | 1500 | 1380 | 11976 | 1089 | 36 |

*Source of Information – URA Mutukula

The URA truck count of 27 per day (2016) and 36 per day (2017) shown in the table above, compares well with the survey counts of 26 per day (2016) and 39 per day (2017).

b) Traffic Count: Mutukula -Tanzania

Comparison with the baseline survey done in 2011 and the 2016 impact survey at Mutukula - Tanzania OSBP shows that the total traffic volumes decreased significantly since 2011. The current end line survey showed an overall increasing trend from the impact survey of 2016. The baseline survey in 2011 recorded total traffic volumes of 1366, in 2016 it was 472 and 2017 it increased to 568 for the survey period as shown in the table below.

| Survey | Buses | Passenger Vehicles | Trucks | Other | Total |
|--------|-------|--------------------|--------|-------|-------------|
| 2011 | 78 | 903 | 34 | 351 | 1366 |
| 2016 | 31 | 256 | 40 | 145 | 472 |
| 2017 | 36 | 236 | 45 | 251 | 568 |

- Buses
 - 2011 = 78
 - 2016 = 31 (58% decrease in bus traffic)
 - 2017 = 36 (16% increase in bus traffic)
- Passenger Vehicles
 - 2011 = 903
 - 2016 = 256 (72% decrease in passenger vehicles)
 - 2017 = 236 (7% decrease in passenger vehicles)
- Trucks (All)
 - 2011 = 385
 - 2016 = 185 (52% decrease in truck traffic)
 - 2017 = 296 (60% increase in truck traffic)
- All Vehicles
 - 2011 = 1366
 - 2016 = 472 (65% decrease in traffic volumes)
 - 2017 = 568 (20% increase in traffic volumes)

The 2016 impact survey data showed that there was a significant reduction in traffic volumes of all type vehicles from the 2011 baseline survey. The current end line survey shows an overall increase of 20% from the impact survey of 2016. This is particularly evident in the bus and commercial truck vehicle categories which showed increases of 16% and 60% respectively. The reduction in passenger traffic was only 7% from 2016 to 2017.

2. Time Surveys

The baseline survey in 2011 showed the queue time and processing times for commercial traffic (trucks) as transit time from Mutukula - Tanzania to Mutukula - Uganda; and in the reverse direction Mutukula - Uganda to Mutukula - Tanzania; whereas the 2016 survey provides a breakdown of the crossing times for each OSBP as follows;

- Arrival to Customs
- Customs Processing Time
- Customs to Gate Out
- Total Dwell Time (Crossing Time)

Time Surveys: Mutukula - Uganda

The table below shows queuing time, customs processing time and total dwell times at Mutukula - Uganda.

a) Time Survey Mutukula - Uganda

| Survey | Queue Time (h:min) | Customs Processing (h:min) | Total Dwell Time (h:min) | Time Difference (h:min) | Time Difference (%) |
|------------------------------|--------------------|----------------------------|--------------------------|-------------------------|---------------------|
| 2011 (All Trucks -Baseline) | 0:49 | 44:55 | 45:49 | 0:00 | 0 |
| 2016 (All Trucks - Impact) | 1:31 | 6:29 | 8:00 | 37:49 | 83% |
| 2017 (All Trucks – End Line) | 1:05 | 2:56 | 4:37 | 3:23 | 42% |

- Queue Time
 - 2011 = 0:49
 - 2016 = 1:31 (increased by 85%)
 - 2017 = 1:05 (decreased by 29%)
- Customs Processing
 - 2011 = 44:55
 - 2016 = 6:29 (decreased by 85%)
 - 2017 = 2:56 (decreased by 55%)
- Total Dwell Time
 - 2011 = 45:49
 - 2016 = 8:00 (decreased by 83%)
 - 2017 = 4:37 (decreased by 42%)

The significant reduction in border crossing times from 45:49 h:mm (Baseline) to 8:00 h:mm (Impact) to 4:37 h:mm (End Line) equates to an overall time saving of 90% and is a very positive sign of the impact that the OSBP has had on border crossing times at Mutukula.

It should however be noted that while border-crossing times and customs processing times have reduced by large amounts, there is scope for further reduction as the impact of SCT at Mutukula has not been fully realized with the volume of cargo being processed under this regime now standing at around 85%.

In the past, the SCT regime was included the Global Fuel International (GFI) product sampling and testing which takes place outside the official control area, but inside the truck park. This was different to the Busia where the GFI process did not form part of the SCT regime, as the SCT regime ended at the first Customs Exit Gate and the GFI process was then performed elsewhere. This was put forward as a recommendation to be implemented at Mutukula in the Impact Survey Report completed in July 2016 and was quoted as follows.

“In order to derive comparable figures, it will be necessary to separate the GFI processing time from the SCT regime which will drastically reduce SCT regime times at Mutukula. It must however be recognised that from the commercial perspective, the GFI process is actually part of the total border crossing time so that the Busia data understates the impact of the total border crossing delays.”

During the end line survey, it was noted that this recommendation had in fact been implemented and GFI was now located in a separate yard adjacent to the external Customs yard, but still within the Customs exit gate.

This enabled us to record the time taken for Fuel tankers to be processed through GFI as well as all other trucks parked in the external Customs a separate measure, but not included in the Dwell or Border-crossing times. And is shown in the table below:

| Vehicle Type | External Customs Yard & GFI | | External Customs Yard & GFI | | |
|----------------------------|-----------------------------|--------|-----------------------------|-------|----------------|
| | Average | Median | Min | Max | Std. Deviation |
| 1X20 Containerized Truck | 0:05 | 0:05 | 0:05 | 0:05 | 0:00 |
| 1X40 Containerized Truck | 4:02 | 0:11 | 0:01 | 30:52 | 8:54 |
| 2X20 Containerized Truck | 0:01 | 0:01 | 0:01 | 0:02 | 0:00 |
| All Containerized Vehicles | 3:22 | 0:05 | 0:01 | 30:52 | 8:15 |
| Fuel Tanker | 1:36 | 0:01 | 0:01 | 43:52 | 7:19 |
| Break Bulk | 12:04 | 0:36 | 0:01 | 61:21 | 18:34 |
| Medium Truck | 0:24 | 0:06 | 0:01 | 5:39 | 1:08 |
| Light Truck | 0:01 | 0:01 | 0:01 | 0:01 | 0:00 |
| Other GVM>3500kg | 0:00 | 0:00 | 0:00 | 0:00 | 0:00 |
| All Vehicles | 5:15 | 0:03 | 0:01 | 61:21 | 13:10 |

It must be noted that from the commercial perspective there is still concern that, whilst these times are not included in the border-crossing times for the purpose of this survey, the extended delays outside of Customs control are essentially part of the border crossing time. Vehicles are not actually free to leave the border until they exit through the Customs gate.

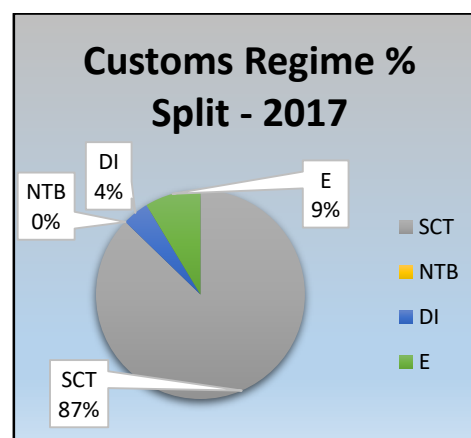
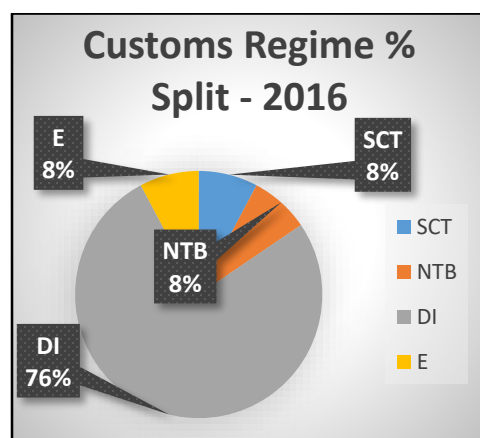
The Benefit of SCT and its impact on Border-crossing Times

During the impact survey done in June 2016 only 8% of all cargo was cleared under SCT and the time survey showed SCT times at 12:24 h:mm, in the current survey 87% of all cargo was cleared under SCT and SCT times dropped to 6:26 h:mm which is a clear indication of the impact of SCT on dwell or border-crossing times, as shown in the table and graphs below.

Summary of Customs Regime Times 2016/17

| Customs Regime | Queue Time (h:min) | Customs Processing (h:min) | Total Dwell Time (h:min) |
|----------------|--------------------|----------------------------|--------------------------|
| SCT (2016) | 0:06 | 12:18 | 12:24 |
| SCT (2017) | 2:42 | 3:02 | 6:26 |
| NTB (2016) | 0:50 | 20:31 | 21:21 |
| NTB (2017) | 0:00 | 0:00 | 0:00 |
| DI (2016) | 1:52 | 5:07 | 6:59 |
| DI (2017) | 0:54 | 1:18 | 1:43 |
| E (2016) | 0:08 | 0:52 | 1:00 |
| E (2017) | 0:03 | 0:02 | 0:06 |

Customs Regime Percentage Split – 2016 versus 2017



SCT – Single Customs Territory
 NTB – National Transit Bond
 DI – Direct Imports
 E – Empty Returns

b) Time Survey: Mutukula -Tanzania

| Survey | Queue Time (h:min) | Customs Processing (h:min) | Total Dwell Time (h:min) | Time Difference (h:min) | Time Difference (%) |
|-------------------|--------------------|----------------------------|--------------------------|-------------------------|---------------------|
| 2011 (Baseline) | 2:20 | 7:52 | 10:12 | 0:00 | 0 |
| 2016 (All Trucks) | 0:39 | 3:53 | 4:34 | 5:38 | 55% |
| 2017 (All Trucks) | 0:21 | 2:54 | 3:24 | 1:10 | 26% |

- Queue Time
 - 2011 = 2:20
 - 2016 = 0:39 (decreased by 72%)
 - 2017 = 0:21 (decreased by 46%)
- Customs Processing
 - 2011 = 7:52
 - 2016 = 3:53 (decreased by 51%)
 - 2017 = 2:54 (decreased by 25%)
- Total Dwell Time
 - 2011 = 10:12
 - 2016 = 4:34 (decreased by 55%)
 - 2017 = 3:24 (decreased by 26%)

The impact survey recorded a reduction in border dwell times in 2016 of 5:38 h:mm compared to the baseline study done in 2011; a 55% saving in time since the introduction of the OSBP. The end line survey has shown a further reduction in dwell or border-crossing times of 1:10 h:mm or 26% and an overall time saving of 6:48 h:mm or 67%. There was also a simultaneous decrease in the customs processing time of 0:59 h:mm or 25%. There is however some concern regarding the time spent in the Customs control area for empty returns which constitute 83% of all traffic into Tanzania from Uganda. The time recorded during this end line survey for this process was 2:21 h:mm compared to 1:59 h:mm during the 2016 impact survey. This indicates that there is little change, and the time wastage is incurred by drivers wasting time in and around Mutukula

town, or trying to secure return loads out of Mutukula back to Tanzania while their trucks are parked off in the Customs yard. This time is still recorded as under Customs control until they depart through the Customs exit gate and therefore impacts on the overall dwell or border-crossing times. Therefore, there remains room for improvement here and the dwell or border-crossing times can be further reduced if this practice by drivers can be discouraged.

User Satisfaction Survey

The User Satisfaction Survey was administered by the survey team to a mixed sample of border users, to evaluate the level of user satisfaction after construction of the OSBP. In this report, the User Survey results for the 2016 survey are contrasted with the current survey in 2017.

The survey results for the Mutukula - Uganda Border Post are presented first, followed by the tables for Mutukula - Tanzania Border Post. The summary tables are shown below, and the complete user survey report is in Annexure H. It is clear from the User Satisfaction responses that there has been further improvement from the 2016 survey in most areas. The travellers, passengers, informal traders and the majority of users of this new facility reported time savings and smoother traffic flows. There were however different levels of satisfaction for the Uganda and Tanzania sides of the border as shown in the following summary tables.

Summary of User Satisfaction Responses: Mutukula – Uganda

2016 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 100% | 100% | 100% |
| Joint Examination | 90% | 93% | 86% |
| Decreased time | 43% | 56% | 29% |
| Security | 88% | 94% | 79% |
| Search -gender | 14% | 27% | 0% |
| Maintenance | 86% | 88% | 83% |
| Cleanliness | 98% | 97% | 100% |
| Toilets -M/F | 100% | 100% | 100% |
| Warehouse | 86% | 84% | 88% |
| Signage | 3% | 6% | 0% |
| Parking | 61% | 75% | 44% |
| Separation of . Pass/goods | 59% | 72% | 37% |
| HIV Signage | 5% | 9% | 0% |
| Disabled facilities | 53% | 48% | 58% |
| Overall level of satisfaction | 83% | 81% | 85% |
| Average Score (%) | 65% | 69% | 59% |

2017 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 98% | 96% | 100% |
| Joint Examination | 90% | 100% | 76% |
| Decreased time | 65% | 62% | 69% |
| Security | 89% | 93% | 86% |
| Search -gender | 7% | 5% | 9% |
| Maintenance | 91% | 93% | 89% |
| Cleanliness | 95% | 96% | 94% |
| Toilets -M/F | 100% | 100% | 100% |
| Warehouse | 48% | 45% | 55% |
| Signage | 95% | 100% | 91% |
| Parking | 74% | 71% | 52% |
| Separation of . Pass/goods | 56% | 90% | 71% |
| HIV Signage | 0% | 0% | 0% |
| Disabled facilities | 76% | 76% | 76% |
| Overall level of satisfaction | 79% | 85% | 72% |
| Average Score (%) | 71% | 74% | 69% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

2016 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 2% | 3% | 0% |
| Decreased time | 7% | 4% | 10% |
| Security | 0% | 0% | 0% |
| Search -gender | 52% | 35% | 71% |
| Maintenance | 2% | 3% | 0% |
| Cleanliness | 0% | 0% | 0% |
| Toilets -M/F | 0% | 0% | 0% |
| Warehouse | 0% | 0% | 0% |
| Signage | 95% | 91% | 100% |
| Parking | 5% | 9% | 0% |
| Separation of Pass/goods | 2% | 3% | 0% |
| HIV Signage | 93% | 88% | 100% |
| Disabled facilities | 8% | 15% | 0% |
| Overall level of satisfaction | 0% | 0% | 0% |
| Average Score (%) | 18% | 17% | 19% |

2017 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 0% | 0% | 0% |
| Decreased time | 0% | 0% | 0% |
| Security | 2% | 4% | 0% |
| Search -gender | 67% | 68% | 65% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 0% | 0% | 0% |
| Toilets -M/F | 0% | 0% | 0% |
| Warehouse | 13% | 10% | 18% |
| Signage | 2% | 0% | 3% |
| Parking | 2% | 4% | 0% |
| Separation of Pass/goods | 0% | 0% | 0% |
| HIV Signage | 95% | 100% | 90% |
| Disabled facilities | 0% | 0% | 0% |
| Overall level of satisfaction | 0% | 0% | 0% |
| Average Score (%) | 12% | 12% | 12% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

The summary of all user satisfaction tables indicated that the overall user satisfaction was 65% in 2016 versus 71% in 2017 with most aspects that were negatively scored in the 2016 survey improving and becoming positive in 2017 with the exception of Gender Searches which remains low at under 10% satisfaction and at the 70% on the dissatisfaction tables. The big movers in user satisfaction tables are Signage for 3% to 95%, Disabled Facilities from 53% to 65% and the improvement in Decreased Times at the border from 43% in 2016 to 65% in 2017 a 22% improvement, is confirmation of the findings of the Time and Traffic Survey that showed an overall time saving of 42%.

Summary of User Satisfaction Responses: Mutukula - Tanzania

The user responses for the Mutukula - Tanzania border post are much more positive as shown in the following summary tables below.

The summary of all user satisfaction tables indicated that the overall user satisfaction was 73% in 2016 versus 79% in 2017. The ratings or scores for the male toilets are low due to the fact that the toilets are not functional, having been stripped and damaged in acts of vandalism. It is noteworthy that gender searches, and time reduction have improved dramatically and are now showing positive. Disabled facilities have also improved from 60% satisfaction to 88%.

2016 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 86% | 85% | 91% |
| Joint Examination | 91% | 89% | 100% |
| Decreased time | 37% | 38% | 30% |
| Security | 95% | 94% | 100% |
| Search -gender | 46% | 50% | 36% |
| Maintenance | 84% | 88% | 67% |
| Cleanliness | 85% | 86% | 83% |
| Toilets -M/F | 31% | 29% | 42% |
| Warehouse | 86% | 87% | 83% |
| Signage | 78% | 79% | 73% |
| Parking | 88% | 90% | 78% |
| Separation of Pass/goods | 95% | 94% | 100% |
| Disabled facilities | 60% | 57% | 75% |
| Overall level of satisfaction | 62% | 65% | 50% |
| Average Score (%) | 73% | 74% | 72% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

2017 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 95% | 100% | 83% |
| Joint Examination | 89% | 95% | 73% |
| Decreased time | 57% | 56% | 57% |
| Security | 88% | 90% | 84% |
| Search -gender | 57% | 59% | 53% |
| Maintenance | 95% | 95% | 95% |
| Cleanliness | 83% | 83% | 84% |
| Toilets -M/F | 56% | 48% | 74% |
| Warehouse | 85% | 87% | 80% |
| Signage | 88% | 93% | 79% |
| Parking | 93% | 93% | 95% |
| Separation of Pass/goods | 89% | 87% | 94% |
| Disabled facilities | 88% | 85% | 94% |
| Overall level of satisfaction | 92% | 93% | 89% |
| Average Score (%) | 79% | 80% | 77% |

2016 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 8% | 8% | 9% |
| Joint Examination | 7% | 9% | 0% |
| Decreased time | 37% | 38% | 30% |
| Security | 2% | 2% | 0% |
| Search -gender | 38% | 43% | 27% |
| Maintenance | 5% | 4% | 8% |
| Cleanliness | 7% | 6% | 8% |
| Toilets -M/F | 41% | 38% | 50% |
| Warehouse | 2% | 2% | 0% |
| Signage | 9% | 11% | 0% |
| Parking | 8% | 5% | 22% |
| HIV Signage | 11% | 12% | 8% |
| Disabled facilities | 7% | 7% | 8% |
| Overall level of satisfaction | 5% | 6% | 0% |
| Average Score (%) | 12% | 13% | 11% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

2017 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|-----------|-----------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 11% | 5% | 27% |
| Decreased time | 15% | 18% | 7% |
| Security | 8% | 7% | 11% |
| Search -gender | 18% | 18% | 18% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 5% | 2% | 11% |
| Toilets -M/F | 15% | 18% | 11% |
| Warehouse | 6% | 5% | 7% |
| Signage | 10% | 5% | 21% |
| Parking | 2% | 3% | 0% |
| Separation of . Pass/goods | 4% | 3% | 6% |
| Disabled facilities | 4% | 5% | 0% |
| Overall level of satisfaction | 2% | 2% | 0% |
| Average Score (%) | 9% | 8% | 12% |

Summary of Stakeholder (Officials) Report

Border agency officials were interviewed at the start of the survey and were asked to describe problems and challenges with the new border operations. These are summarised below and reported in more detail in the stakeholder reports in Annexure H, for each border post. The stakeholder comments can be summarised as follows.

Mutukula - Uganda:

- Staff Shortages
- illegal immigrants and illegal points of entry (Porous Border)
- lack of laboratory and testing equipment
- Lack of office equipment i.e. computers
- Poor internet connectivity
- No vehicles for patrols (porous border)

The general conditions of the border post infrastructure are excellent and the newly constructed facilities give the impression of a highly efficient border post. However, there are a number of issues raised by the border post stakeholders in the previous survey that remain a concern for them and are briefly summarized above.

Mutukula - Tanzania:

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- No Thermal Scanners for travellers
- Poor Internet Connectivity
- Side gate/boom on Tanzania side needs to be closed

Border Post Stakeholders have listed a number of deficiencies that remain unattended to; some of which need to be addressed urgently like poor internet connectivity, vehicles for immigration and the police to do regular patrols of the porous border, a lack of laboratory equipment and in some cases office equipment or computers.

Community Survey

The Community Survey was introduced in the end line survey level to get a better perspective from the local communities, business owners and border users of the impact that the OSBP has had on the local economy and if it has improved their living conditions. The surveys were performed by locally recruited surveyors, who received training and instruction from the Field Managers on site at Mutukula border. The surveyors were selected for their local knowledge and command of English and Swahili. They used pro forma questionnaires / interview guides (shown in Annexure I) to perform structured interviews with numbers of local business and community members. The responses were entered into the pre-programmed tablets.

The results from the field survey questionnaire / interview guides produced comments and suggestions from respondents that could be of future value at Mutukula and when planning future OSBP developments in the region. The Community survey report is shown in Annexure I.

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

MUTUKULA BORDER POST – KENYA - UGANDA

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List of Acronyms

| | |
|---------|-----------------------------------|
| ASYCUDA | Automated System for Customs Data |
| DI | Direct Imports |
| E | Empty Returns |
| EAC | East African Community |
| EFT | Electronic Funds Transfer |
| GFI | Global Fuel International |
| GPS | Global Positioning System |
| HGVs | Heavy Goods Vehicles |
| KM | Kilometre |
| ICD | International Container Depot |
| NOC | National Oversight Committee |
| NP&A | Nick Porée and Associates |
| NTB | National Transit Bond |
| OGAs | Other Government Agencies |
| OSBPs | One Stop Border Posts |
| O&D | Origins and Destinations |
| PIC | Programme Investment Committee |
| TLC | Transport Logistics Consultants |
| TMEA | Trademark East Africa |
| TRA | Tanzania Revenue Authority |
| SAD | Single Administrative Document |
| SCT | Single Customs Territory |
| SWS | Single Window System |
| URA | Uganda Revenue Authority |

Glossary of Terms and Definitions

| | |
|------------------------|--|
| Containerised Vehicles | All trucks transporting ISO containers (20ft and 40ft) |
| Tankers | All commercial fuel tankers |
| Medium Trucks | All vehicles with a payload capacity of 8T up to 15T |
| Light Trucks | All vehicles with a payload capacity of 3.5T up to 8T |
| Break Bulk | All trucks transporting non containerised or loose cargo |
| Coach | All commercial buses transporting 45 plus passengers |
| Coaster | All commercial buses transporting 30 max passengers |
| Minibus | All commercial buses transporting 14 max passengers |
| Saloon Car | Small passenger vehicles of capacity up to 7 passengers |
| 4WD | Large passenger vehicles |
| Pickup | Passenger Pickups – not carrying goods |
| Pre-clearance | Customs declaration submitted at point of origin |
| Dwell Time | Total time taken to cross border |

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

MUTUKULA BORDER POST – 19-25 JUNE 2017

1. INTRODUCTION

1.1 OSBP Project Background

TradeMark East Africa (TMEA) has since 2010, been implementing a multi-faceted programme supporting EAC partner states and their public and private institutions to ensure sustainable development for the region through increased trade. One of the key strategic objectives of the programme is increased physical access to markets, delivered through infrastructure-related projects, particularly at ports and One Stop Border Posts (OSBPs) in order to reduce the cost of transporting goods.

The establishment of OSBPs is intended to enhance the effectiveness of cross border transport by improving border post infrastructure facilities and promoting efficiency of border agencies. TMEA is supporting the reconstruction of a number of border posts into OSBPs, including Mutukula, Busia, Holili/Taveta, Kabanga/Kobero, Mirama Hills/Kagitumba, Elegu/Nimule, Moyale, and Tunduma/Nakonde. The reconstruction of Malaba OSBP is supported by the World Bank.

TMEA's immediate target is a 30 per cent reduction in the time it will take a truck to cross the border. Time and traffic surveys were undertaken previously to establish the baseline crossing times for each of the border posts. The Mutukula OSBP was finalised and is currently operational.

The measurement of the changes against the baselines of the OSBPs will serve to inform TMEA and the various stakeholders supporting the program including;

- TMEA investors, who are represented on the Council;
- The TMEA Board;
- National Oversight Committee (NOC) members (including government, private sector, civil society and donor representatives at the national level);
- Staff involved in oversight and implementation of OSBPs;
- Implementing partners at regional and national level; and
- Ultimate beneficiaries (producers, transporters, clearing and forwarding agents, consumers) of TMEA's programme support.

The surveys are being performed by Nick Porée and Associates (NP&A) and Transport Logistics Consultants (TLC) which were commissioned by Trademark East Africa (TMEA) as part of the support programme described above.

1.2 Mutukula Survey Process

This report describes the Border Post survey performed at the Mutukula border post between Uganda and Tanzania from 19th and 25th June 2017. This was the second or end line survey of the border in the current project and was intended to provide a data set for comparative evaluation of the effectiveness of the conversion of the border to fully operational One-Stop-Border-Post (OSBP) status.

The survey measured all activities for a period of seven days of day time traffic operational for 12 hours from 06:00 to 18:00 and two night surveys undertaken on one-week night (Wednesday) and one weekend night (Saturday) from 18:00 to 06:00. The survey provides an average border crossing time and traffic volumes for commercial goods and passenger vehicles (coach & mini

bus) as well as light passenger vehicles such as saloon cars, SUV's (4wd) and pickups recorded during the survey period. The report also describes the border activities processes, and procedures which take place on both sides of the Mutukula border. Data analysis is provided separately for Mutukula (Uganda) and Mutukula (Tanzania).

1.3 Location of Survey

The Mutukula border post is on the border between Uganda and Tanzania and serves the route from Kampala to the port of Dar es Salaam along the Central Corridor.

The GPS location of the border post at Mutukula is latitude: 1°00'01.00" S - longitude: 31°24'59.72" E. The position of the border post is shown on the map below.

Map of Border Post Location



1.4 Scope of the Survey

The purpose of the traffic survey is two-fold; it aims to determine current traffic flow of freight and passenger vehicles which transit the border at the OSBP; and to measure border crossing time in order to identify and explain the extent and causes of delays.

For commercial freight vehicles, the survey captures the volumes and composition of traffic flows by vehicle categories and types of goods (containers, petroleum products and break-bulk cargo or non-containerised). The time taken to transit the border is recorded and analysed and the origins and destinations of commercial vehicles and their loads are recorded. For commercial passenger vehicles (coaches, coasters and minibuses) the survey records origin and destination and time taken to cross the border.

For light passenger vehicles the numbers are recorded, but no other details.

The survey provides statistics for:

- Day time traffic by vehicle category;
- Average day time traffic by vehicle category;
- Night traffic by vehicle category;
- Average night time traffic by vehicle category;
- Average Daily Traffic by vehicle category;
- Total Volume of traffic for the survey week; and
- Origins and Destinations for the commercial goods and passenger traffic (Coaches, Coasters and all truck categories).
- Queuing and customs clearance times for goods and passenger traffic
- Total time taken to cross the border for goods and passenger traffic
- Analysis of the effects of customs regimes

1.5 Vehicle Categories

The vehicle categories that are defined in the survey system are shown below.

Table 1.1: Vehicle Categories

| Vehicle Category | Description |
|----------------------------|---|
| Commercial Vehicles | |
| Container Vehicles | All trucks transporting removable containers (20ft and 40ft) |
| Fuel Tankers | All commercial fuel transporting vehicles |
| Light Trucks | Pickups, lorries and small trucks carrying goods of capacity up to 8T |
| Medium Trucks | Trucks with equivalent carrying capacity from 8T up to 15T |
| Break Bulk | All other trucks larger than medium trucks |
| Passenger Vehicles: | |
| Bus or Coach | All commercial buses transporting 45 or more passengers |
| Coaster | All commercial buses transporting max 30 passengers |
| Minibus | All commercial buses transporting max 14 passengers |
| Saloon/Sedan/Mini-van | Small passenger vehicles of capacity up to 7 passengers |
| 4WDs | Large passenger vehicles |
| Pick-ups | Passenger pickups - Not carrying goods |

1.6 Survey Team Selection and Training

The consultants recruited post graduate students or school leavers from a pool of candidates drawn from the local community in Mutukula.

The impartiality of the selected survey team workers provides comfort to border post personal that there is no security risk while data collection is undertaken within the customs control area. Selection Criteria were based on the following:

- School leaver or post graduate
- Read & write English and one other local language i.e. Swahili.
- Basic numeracy knowledge i.e. addition, subtraction, multiplication etc. are essential.
- Basic computer skills i.e. Word, Excel and knowledge of internet/e-mails were considered as an added advantage for supervisor level.

No past working history was necessary for the selection process, but where candidates had previous working experience i.e. in the case of clearing agent experience; this assisted the consultants with selection of personal for key positions in the team such as truck enumerators and supervisors. A one-day classroom and on the job training session prior to the start of the survey i.e. was given by the consultants to ensure that the incumbents were capable of handling the job. Training consisted of a classroom session of 1-2 hours where the selected enumerators were instructed on the completion of data capture sheets i.e. forms 1A, 1B, 1C, 2A.

Selected enumerators were taught to administer the User Satisfaction questionnaire and how to approach travellers to request the information required. Thereafter the rest of the day or until the consultants were satisfied of the enumerators level of competency was spent physically completing the forms in their respective positions in the team. One further day was used to do a “pilot” exercise to ensure that the trainees were able to do the work.

1.7 Survey of Border User Satisfaction

As part of the border survey process a survey of border user satisfaction was performed using a pro-forma questionnaire (shown in Annexure A). The User Satisfaction Report is in Annexure H.

1.8 Community Survey

A survey of members of the local border communities on both sides of the border is intended to provide information regarding the perspectives and expectations of the border communities relative to the OSBP development. The results of the survey are shown in Annexure I.

2. SURVEY OF CROSS-BORDER OPERATIONS – MUTUKULA BORDER POST

2.1 Setup and Organisation

As a standard procedure in the setup phase of the border post survey process, introductory interviews were held with all relevant authorities and stakeholders, the structured interview pro-forma is shown in Annexure B and C. The processes performed on each side of the border were recorded and are described separately in the report to permit comparison of the operations on both sides of the border.

With the border operating as a OSBP, all vehicles (travellers, passenger buses/coaches and commercial vehicles (trucks) arriving at the border from Uganda, going to Tanzania, do not stop on the Uganda side but proceed directly to the Tanzania side of the border post, and all vehicles arriving from Tanzania, going to Uganda, proceed directly to the Uganda side of the border post.

On each side of the border two national customs officers and two immigration officers are stationed alongside similar colleagues from the neighbouring country, during the day. Operating times of this border post are from 06:00 to 20:00 for both passenger movements and for commercial traffic, giving 14 hours for border processing per day. There are facilities for traveller parking (passenger vehicles), passenger buses and coaches as well as a commercial centre for processing the trucks carrying cargo for import, export and transit.

The commercial truck parking facilities on the Tanzania side of the border are currently sufficient for the volume of truck traffic as 80% plus of all traffic is empty returns and most vehicles move through the border within 3 hours. On the Uganda side the commercial vehicle parking space is not sufficient for the current traffic volumes and the majority of cargo vehicles have to park outside the main gates in the old customs yard while being processed by Customs. With future traffic growth, the efficiency of the border will be hampered by lack of space

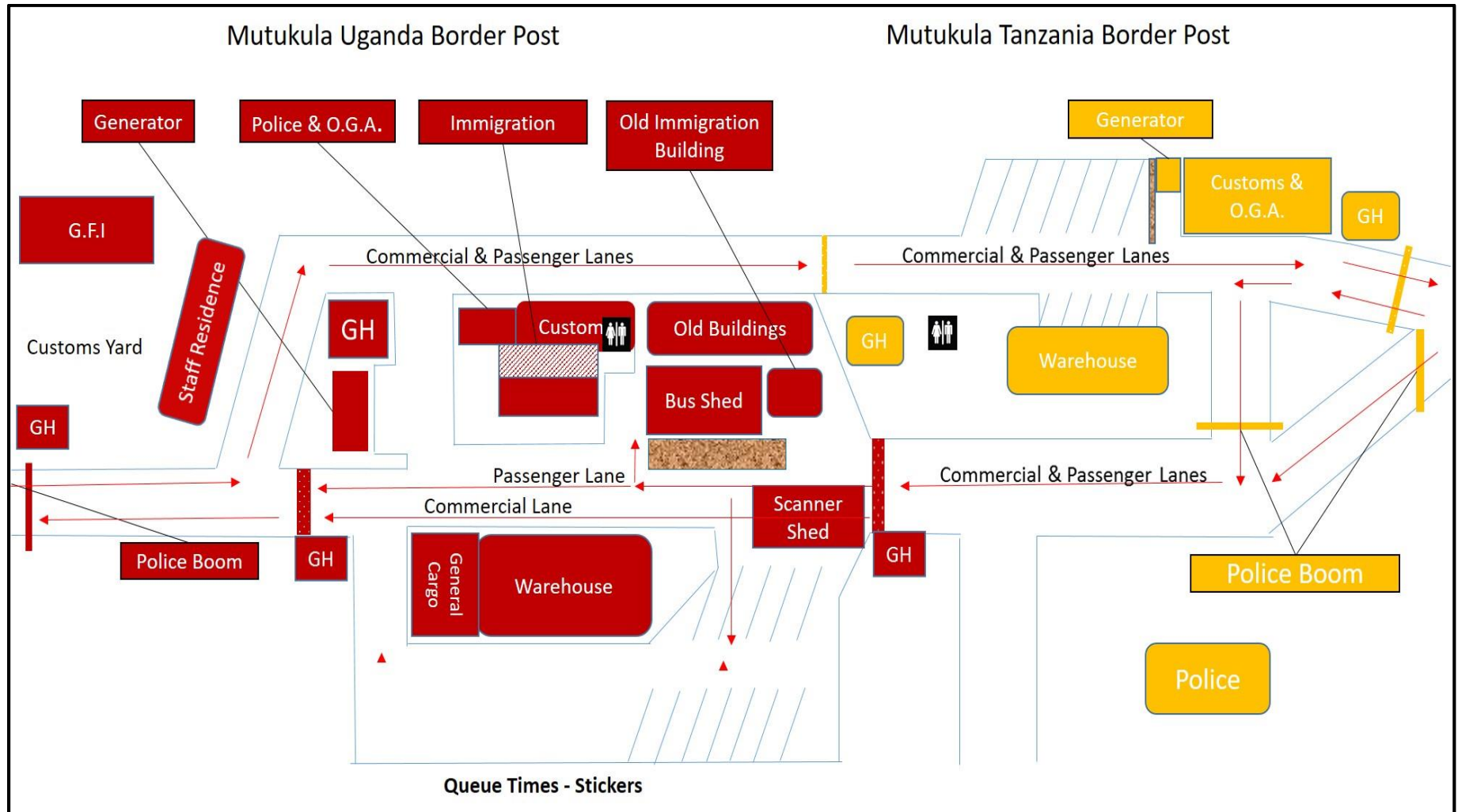
87% of all cargo vehicles including fuel tankers move under the SCT Regime which is proving to be very efficient. The proportion of SCT increased to 79% in 2016, from 8% at the impact survey, and has now reached 87% in this end line survey; SCT has drastically reduced border-crossing times by a further 42% over the impact survey and a massive 90% improvement since the baseline survey done in 2011. The improved border-post times have been further aided by moving GFI inspection outside of the Customs control area to another truck park adjacent to the Customs control yard; this means that the time data for customs process for tankers excludes the GFI inspection and ends after the vehicle leaves the first exit gate.

The time which is taken for GFI control was measured separately, and remains a concern as does the time wasted by other cargo vehicles that use the old customs yard as a truck park after completion of Customs processing; that time was also measured in a separate process.

It should however be noted that where customs processes include mandatory further inspections after the border post, these are from a commercial perspective, still regarded as cross-border delays and had they been included in the overall dwell or border-crossing times would have added an additional 5:15 h:mm to the declared time of 4:37 h:mm or a total dwell or border crossing time of 9:52 h:mm.

The border processes, the traffic flows and the location of the survey teams are shown in Figures 2.1 and 2.2 below.

Figure 2.1: Schematic Drawing of OSBP Layout and Traffic Flows



Stations A and F are the points at which vehicles approach the border stations and start to queue. Stations B, C, D and E are the points at which vehicles enter and exit from the customs.

Data collection was done using the forms shown in Annexures D-G and these were also used to capture descriptive data and the times at which vehicles moved through the border.

- Form 1A was used to capture data on trucks arriving at the border. This includes the descriptive information necessary to track the vehicles.
- Form 2A was used to capture the data on buses and large passenger vehicles crossing the border station. This includes origin and destination and the vehicle description.
- Forms 1B and 1C were used to capture the data regarding entry and exit times for trucks entering and leaving the customs clearing area.
- Form 1A was completed at survey station A and F respectively; Form 2A was completed at survey station B and E; Form 1B was completed at survey stations B and E; and Form 1C was completed at station C and D.

The number of enumerators was determined after evaluation of the border post layout during the initial assessment and from the interviews with border officials. A total of 11 enumerators were deployed at the border; 5 on the Tanzania side and 6 on the Uganda side as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 2.1.

2.2 Data Collection Process - Both Sides of Border

The survey data collection activity was performed for a period of one week covering 12 hours per day and two-night surveys; one-week night (Wednesday) and one weekend night (Saturday), the survey of both sides of the border was done during the same period.

2.3 Survey Staff

The survey staff employed were as follows.

Supervisors

Mike Fitzmaurice – Supervisor Mutukula - Uganda
Kelly-John Barnett – Supervisor Mutukula - Tanzania

Tanzania

Uganda

Truck

Hamza Abdu Yusuph 1A Forms
Octavian Temu 1B Forms

Lawrence Nsambe 1A Forms
Shadrack Muhumura 1B Forms
Jamshidu Kakooza Queue Times

Passenger

Edgar Octavian 2A Forms

Abumereck Omunyonga 2A Forms

User Satisfaction Questionnaire

Madinah Kisabi

Joseline Komkhambi

Gate Out

Juma Mosha 1C Forms

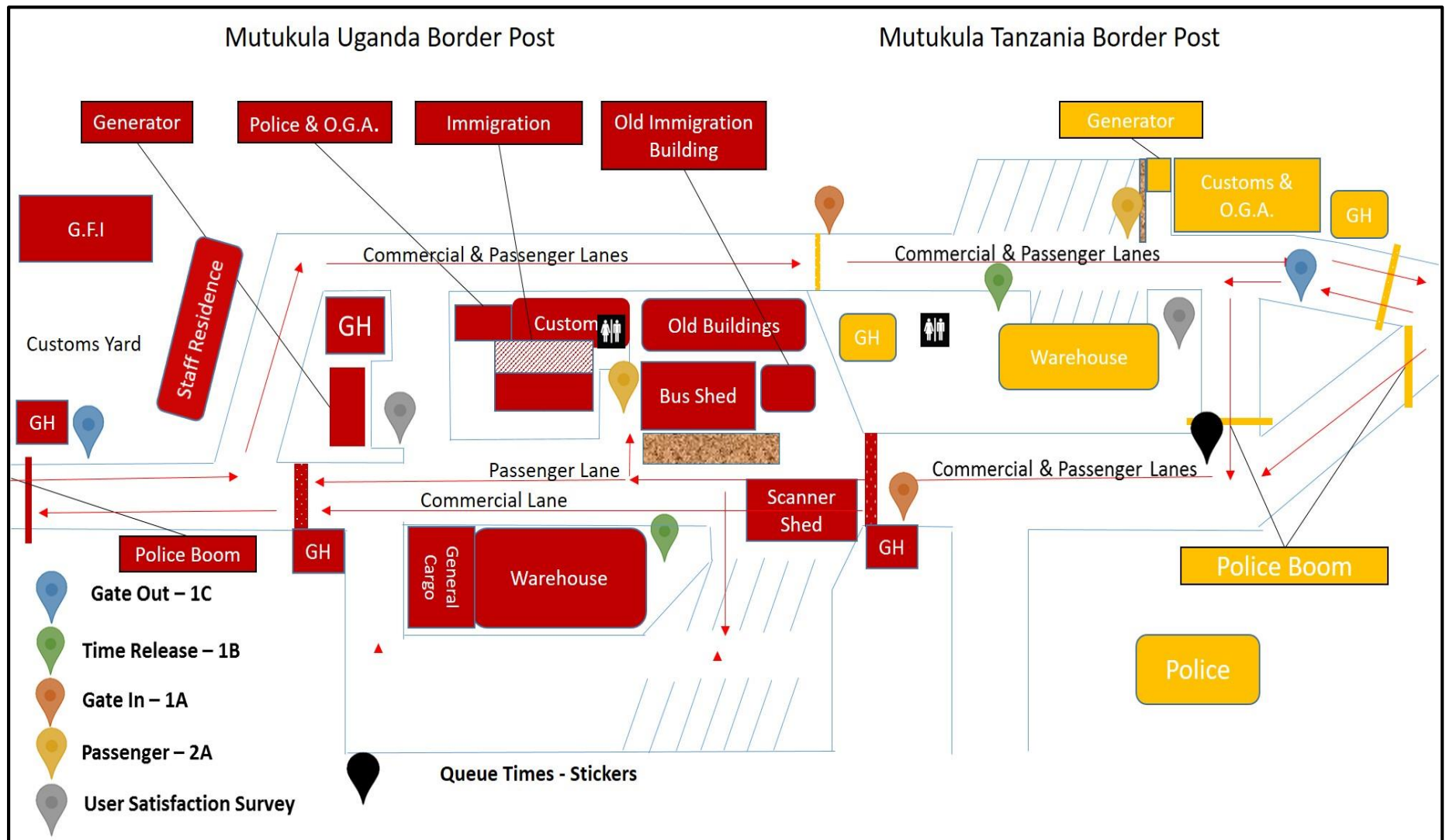
Anyangat Josephine 1C Forms

Night Shift

Hamza Abdu Yusuph

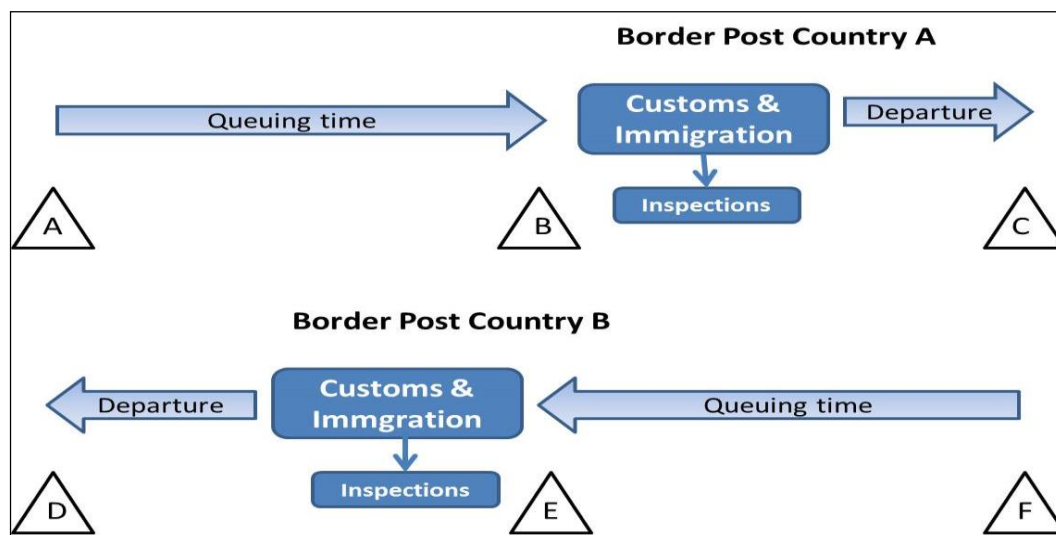
Lawrence Nsambe

Figure 2.2: Schematic Drawing Showing the OSBP Layout, Traffic Flows and Positioning of the Enumerators for the Survey



At all times it was necessary to have spare enumerator capacity in order to be able to provide cover in cases of need and to ensure that data collection was not jeopardised by personal problems. The movement of the vehicles is illustrated in Figure 2.3 below.

Figure 2.3: Vehicle Movements and Survey Points



2.4 Document Flow or Survey Sheet Movement

The pro-forma documents used for each recording function are illustrated in the Annexures D-G. The flow process by which the documents were handled by the survey staff is illustrated in Table 2.1 below.

Table 2.1: Survey Sheet Movement 1A, 1B, 1C & 2A

| Forms | Location | Survey Points | Enumerator | Information to be filled in | Control check |
|---------|---|----------------|--------------|---|--|
| Form 1A | Arrival point (queuing) or parking (Truck traffic count & OD information) | Points A and F | Surveyor (1) | Vehicle registration Number, truck type, Time of arrival and OD information | Handed to Supervisor and checked on completion |
| Form 1B | Customs area entry point (Truck time survey) | Points B and E | Surveyor (2) | Arrival time, Customs registration, inspections, release order and gate out. | Handed to Supervisor and checked on completion |
| Form 2A | Customs area entry point (Passenger traffic count and OD information) | Points B and E | Surveyor (3) | Vehicle registration Number, vehicle type, Time of arrival and OD information | Handed to Supervisor and checked on completion |
| Form 1C | Exit point or departure from border (truck only) | Points C and D | Surveyor (4) | Vehicle registration Number, truck type, Time of departure from border | Handed to Supervisor and checked on completion |

3. ORGANISATION OF THE MUTUKULA - UGANDA BORDER STATION

As a standard procedure in the setup phase of the border post survey process, introductory interviews were held with all relevant authorities and stakeholders, the structured interview proforma is shown in Annexure B and C.

3.1 Authorities: Mutukula - Uganda Border Post

There are 14 staff members in the Uganda Customs operations operating on one shift i.e. 6:00-19:00, with two per shift deployed on the Tanzania side. This includes staff employed in processing Customs entries, examinations, entry and exit gates, etc., customs clearance is fully automated using ASYCUDA World an online System

Table 3.1: Staff Employed by Government Agencies:

| Government Agencies | Staff Complement | Single Window System (Sharing) |
|-----------------------------------|------------------|--------------------------------|
| Customs | 14 | Yes |
| Immigration | 11 | No |
| Uganda Police | 39 | No |
| UNBS – Uganda Bureau of Standards | 2 | No |
| Agriculture | 5 | Yes |
| Fisheries | 1 | No |
| Plant Health | 5 | Yes |

The approximate numbers of SAD/ declarations processed per week at the border post are:

| | | | |
|--------|--------|------------|-------------|
| Import | Export | Transit-in | Transit-out |
| 284 | 48 | | |

Number of informal trader declarations or entries per week was not available, the number of clearing agents located at the Mutukula - Uganda border station is +/- 300.

The office opening and closing times of the station is from 06:00 to 20:00 or 14 hrs.

The office opening & closing time of the adjacent country (Mutukula - Tanzania) station is from 07:00 to 19:00 (12 hrs.).

The Customs opening hours are synchronised with Immigration on both sides of the border as well as with police who operate the same hours, all other Agencies only operate during daylight hours only.

3.2 Traffic Movements

There were approximately 310 inbound trucks per week from Tanzania per week. There were 2 commercial passenger coaches daily or 14 per week inbound from Tanzania en route to Kampala, 13 Coasters (30 seaters), 1 minibus and 205 passenger vehicles made up of saloon cars, 4WD and pick-ups that were recorded during the survey period. There are separate lanes for private vehicles, passenger buses and commercial trucks.

3.3 Procedures: Mutukula - Uganda Border Station

Travellers:

Travellers arriving on the Uganda side, park in the public parking area and then proceed through security on entrance to Immigration, in the Passenger Terminal. They then proceed to Uganda and Tanzania Immigration to get their passports stamped and to pay for an entry visa if necessary.

They pass through customs where they are required to declare any goods they are carrying i.e. such as laptops, cameras etc. and any other goods (duty free or otherwise). If they are driving a foreign registered vehicle to the country that they are entering they also have to pay a road user charge and take out either third party insurance or yellow card insurance obtainable through an authorized agent at the border.

Bus or Coach Passengers:

Passenger Buses or Coaches must park in the designated parking area. They must allow all passengers to disembark and proceed to the Passenger Terminal. Passengers must first pass through security on entrance to the Passenger Terminal before proceeding to Uganda and Tanzania Immigration to have passports stamped and pay for entry visas where necessary. Thereafter they must proceed to customs to have their luggage checked and weighed and valued if they are carrying any goods for informal trading and pay any duties required as determined by Customs.

Commercial Truck Traffic

All Trucks carrying cargoes on arrival on the Uganda side must proceed as follows: -

- Tankers under SCT – move from entry gate to exit gate and into GFI truck park adjacent to the old Customs yard for product sampling and dipping by GFI (Global Fluids International) and is not part of customs procedures.
- Containerised and or B/Bulk cargo under NTB (National Transit Bond) requiring a physical or 100% inspection are diverted to the inspection ramps. (*Verification Yards or Parking Yards*)
- Containerised and or B/Bulk cargo under NTB requiring verification are parked in available parking in the customs control area

These traffic flow procedures are shown on the schematic drawing of the OSBP layout (Figure 2.1 above).

On arrival into the Customs Control Area (Entry Gate), truck drivers make contact with the Clearing Agent responsible for submitting their papers to Customs. The procedure on the Uganda side is as follows;

a) Goods moved under NTB (National Transit Bond) and or where there is a Direct Import between Tanzania and Uganda:

The driver submits cargo documents to Clearing Agent - Commercial invoice, consignment note, packing list, certificate of origin (if required) and phytosanitary certificate (if necessary).

Clearing Agent checks documents and prepares the declaration on-line and prints a hard copy for submission with the other supporting documents listed above to Customs.

Customs officials check the documents and verify the declaration then capture the entry into the automated online ASYCUDA World Customs system. The Customs Officer is required to validate the entry and determine the duties to be paid by the importer. Inspections are undertaken jointly by Customs from URA and TRA as well as any other OGA's that may be involved in the process.

Once the validation and duty determination has been completed the importer is informed

of the amount of duty to be paid, automatically on line; the importer can perform an electronic transfer of funds (EFT) from his bank to Uganda Revenue Authority (URA) or a direct deposit into URA bank account. On receipt of the payment by URA in the system, the release order is issued at the border post.

At this point it may be felt necessary either by Customs or one or more of the OGA's, based on risk management or by tip off, to undertake a physical inspection or verification of the cargo being carried. When this decision is taken, the vehicle is directed to the Inspection bays in the Border Control Zone as indicated in Figure 3.1 for the inspection or verification of the cargo. This is then undertaken jointly by Customs and all other OGA's involved in the process.

On receipt of the release order at the border post or port of entry, the clearing agent is informed and documents stamped by Customs for release of the cargo and vehicle.

The Clearing Agent then collects the stamped documents and release order from Customs and returns all documents to the driver who is then be allowed to leave the border after passing through Immigration to have his passport stamped, and by following the correct traffic flow lanes for commercial vehicles to the exit gate as shown in Figure 2.2. At the gate, a final check of documents is done by the police and customs to verify all is in order and then the truck is allowed to leave the border.

b) Goods moved under SCT (Single Customs Territory);

NB. under SCT the normal declaration is made by the clearing agent as guided by the importer and initial payments are made as per the invoice value of the goods declared by the importer to customs. Goods are released at the border so that loading can be done with in the EAC region, an exit note is created by the URA officers based in Tanzania i.e. Dar es Salaam, then a C2 document which is a movement document for foreign cargo to move through Tanzania, once this is issued the cargo can move and be received at the borders.

- Fuel and Petroleum products – On arrival at Mutukula border the driver enters the Customs Control Area proceeds directly to the exit gate and into the external truck park under Customs control. He then moves to the Customs offices and hands the SCT documents directly to the customs officer who verifies the SCT entry, at this point the release order is issued and the driver must now move to the GFI truck park adjacent to the Customs yard and wait for GFI (Global Fuel International) to complete product sampling and dipping.
- For all other cargo under SCT, the Customs procedure only ends after C2 document has been verified and the release order is issued by Customs. Only then is the entire Customs or SCT process complete and the vehicle can proceed to gate out or exit gate at external truck park where the police do a final security check to ensure all documents are in order before the vehicle leaves the border.

4. ORGANISATION OF THE MUTUKULA -TANZANIA BORDER POST

As the first step in the setup phase of the border post survey process, information about the organisation and staffing was gathered by means of interviews with all relevant authorities and stakeholders. The structured interview pro-forma is shown in Annexure B and C.

4.1 Authorities: Mutukula - Tanzania Border Post

The authority structure and organisations represented at the border are as follows.

Customs operations are performed by 18 staff members operating one shift from 07:00-19:00, there are 2 per shift deployed on the Uganda side. The staffing includes those who perform the processing of Customs entries, examinations, control of entry and exit gates, etc. The Customs clearance system is fully automated, using TANCIS which is an online system.

Table 4.1: Staff Employed by Government Agencies: Mutukula – Tanzania

| Government Agencies | Staff Complement | Single Window System (Sharing) |
|------------------------------------|------------------|--------------------------------|
| Customs | 18 | Yes |
| Immigration | 12 | No |
| Tanzania Bureau of Standards (TBS) | 2 | No |
| Govt. Chem. Lab. Agency | 1 | No |
| Weights and Measures | 2 | No |
| Port Health | 3 | No |
| Police | 21 | No |

The office opening and closing times of the Mutukula - Tanzania border post is from 07:00 to 19:00 (12 hours). The office opening & closing time of the adjacent country border station Mutukula - Uganda is from 06:00 to 20:00 (14 hours).

The Customs opening hours are synchronised with Immigration on both sides of the border and also with the police who operate the same hours as Customs and Immigration.

The approximate number of SAD/ declarations processed per week at the border station:

| | | | |
|--------|--------|------------|-------------|
| Import | Export | Transit-in | Transit-out |
| 48 | 284 | | |

Approximately 250 informal trader declarations or entries are processed per week. There are +/- 1000 registered clearing agents located on the Tanzania side of border.

4.2 Traffic Movements

During the survey period, the number of inbound trucks from Uganda was 296 per week. 23 coaches or commercial passenger vehicles, 4 coasters and 9 mini buses were recorded in transit from Uganda to Tanzania per week. There were also 236 passenger vehicles which crossed into Tanzania from Uganda per week, made up of 132 saloon cars, 97 SUV (4WD) vehicles and 7 pick-ups. There are separate lanes for private passenger vehicles and commercial trucks.

4.3 Procedures: Mutukula -Tanzania Border Post

Travellers

Travellers arriving on the Tanzania side, park in the passenger parking bays after entering the Border Control Zone; they disembark from their vehicle and proceed through security to the Customs and Immigration hall or Passenger Terminal. They then proceed to Tanzania and

Uganda Immigration to get their passports stamped and to pay for an entry visa if necessary. They also pass through customs where they are required to declare any goods that they are carrying i.e. such as laptops, cameras etc. and any other goods (duty free or otherwise). If they are driving a foreign registered vehicle to the country that they are entering they also pay a road user charge and take out either third party insurance or yellow card insurance (obtainable through an authorized agent at the border).

Bus or Coach Passengers

Passenger buses or coaches have to park in the designated parking for buses on the Tanzania side and allow all passengers to disembark and proceed to the Passenger Terminal. Passengers must first pass through security on entrance to the building before proceeding to Tanzania and Uganda Immigration to have passports stamped and pay for entry visas where necessary. Thereafter they must proceed to customs to have their luggage checked and weighed and valued if they are carrying any goods for informal trading and pay any duties required as determined by Customs.

Commercial Truck Traffic

All trucks carrying cargoes, on arrival on the Tanzania side must proceed directly to the commercial centre as shown in the schematic drawing of the OSBP layout (Figure 2.2). Once parked, truck drivers disembark and proceed to find the Clearing Agent responsible for submitting their papers to Customs.

The procedure on the Tanzania side is as follows; The drivers submit cargo documents to Clearing Agents – Pre-cleared Declaration, Commercial invoice, consignment note, packing list, certificate of origin (if required), phytosanitary certificate (if necessary), etc.

Clearing Agents check documents, raise a declaration (SAD) on the TANCIS system and submit to Customs. Imports into Tanzania from Uganda are not pre-cleared and are either direct imports into Tanzania or in transit to the port of Dar es Salaam for export to overseas countries. The main goods exported from Uganda are foodstuffs, agricultural products, cement, steel and some miscellaneous goods.

Once the validation and duty determination has been completed the importer is informed of the amount of duty to be paid. In most cases the validation and duty determination process is done by the Customs Central Data Processing Centre in Dar es Salaam and it can therefore sometimes be problematic and take some time before the determination is released if the DPC is under pressure and have high volumes of declarations to process. The agent then pays the duties by EFT and is required to wait until the payment reflects in the TRA bank account before the release order is issued. The release order is produced by the Customs Central Data Processing Centre in Dar es Salaam and forwarded electronically to the TRA at Mutukula to be handed to the agent or driver.

Once the duties are paid, Customs and all OGA's involved in the cargo to be cleared, are required to physically verify the cargo being carried. The initial inspections are carried out where the truck is parked in the commercial centre (Figure 2.2).

If there is reason to undertake a full physical inspection the driver of the vehicle is instructed to park the vehicle in a designated inspection bay and the inspection is undertaken jointly by Customs and all other OGA's involved in the process

When the release order is issued at the border post (or if goods are moving under a transit bond to the Port of Dar es Salaam), the clearing agent is informed and documents stamped by Customs for release of the cargo and vehicle.

The Clearing Agent then collects the stamped documents and release order from Customs and returns all documents to the driver who must go through Immigration to have his passport stamped and can then leave the border. HGVs are required to follow the correct traffic flow lanes for commercial vehicles to the exit gate (Figure 2.2) where a final check of documents is done by the police to verify all is in order. The vehicle then is allowed to leave the border post.

5. SURVEY RESULTS – MUTUKULA - UGANDA BORDER POST

A total of 542 vehicles entered Uganda from Tanzania during the week of the survey compared to 383 during the impact survey in 2016 and 1557 in the 2011 baseline survey. While this is a significant reduction in traffic from the baseline it is an increase in traffic of 42% over the 2016 impact survey. The numbers are confirmed by the data received from URA, which agree with the 2016 impact and current end line surveys.

Prior to the construction of the OSBP, all passenger vehicles destined to Mutukula terminated their service at the front of the old Immigration building and these were wrongly included as passenger vehicles crossing the border resulting in a significant reduction in bus and passenger traffic. This explains the spike in numbers of passenger traffic when compared to the baseline passenger traffic in Tanzania. However, the impact and end line survey traffic counts are in line with the traffic data supplied by URA.

5.1 Commercial Freight Traffic Count, and O&D Survey: Mutukula - Uganda

The survey of commercial freight traffic is shown in the following tables and graphs.

Table 5.1: Freight Vehicles Traffic Count by Category: Mutukula - Uganda

| Vehicle Category | Day Survey | | Night Survey | | Total Survey | | Calculated Forecasts | |
|-------------------------------------|------------------|---------------|------------------|-----------------|------------------|---------------|----------------------|-----------------|
| | Total for Survey | Daily Average | Total for Survey | Nightly Average | Total for Survey | Daily Average | Monthly Estimate | Annual Estimate |
| 1X20 Containerized Truck | 3 | - | - | - | 3 | - | - | - |
| 1X40 Containerized Truck | 36 | 5 | - | - | 36 | 5 | 152 | 1 825 |
| 2X20 Containerized Truck | 4 | 1 | - | - | 4 | 1 | 30 | 365 |
| Containerized Vehicles (All) | 43 | 5 | - | - | 43 | 5 | 152 | 1 825 |
| Fuel Tanker | 117 | 15 | - | - | 117 | 15 | 456 | 5 475 |
| Break Bulk | 96 | 12 | - | - | 96 | 12 | 365 | 4 380 |
| Medium Truck | 51 | 6 | - | - | 51 | 6 | 183 | 2 190 |
| Light Truck | 3 | - | - | - | 3 | - | - | - |
| Other GVM>3500kg | - | - | - | - | - | - | - | - |
| Total | 310 | 39 | - | - | 310 | 39 | 1 186 | 14 235 |

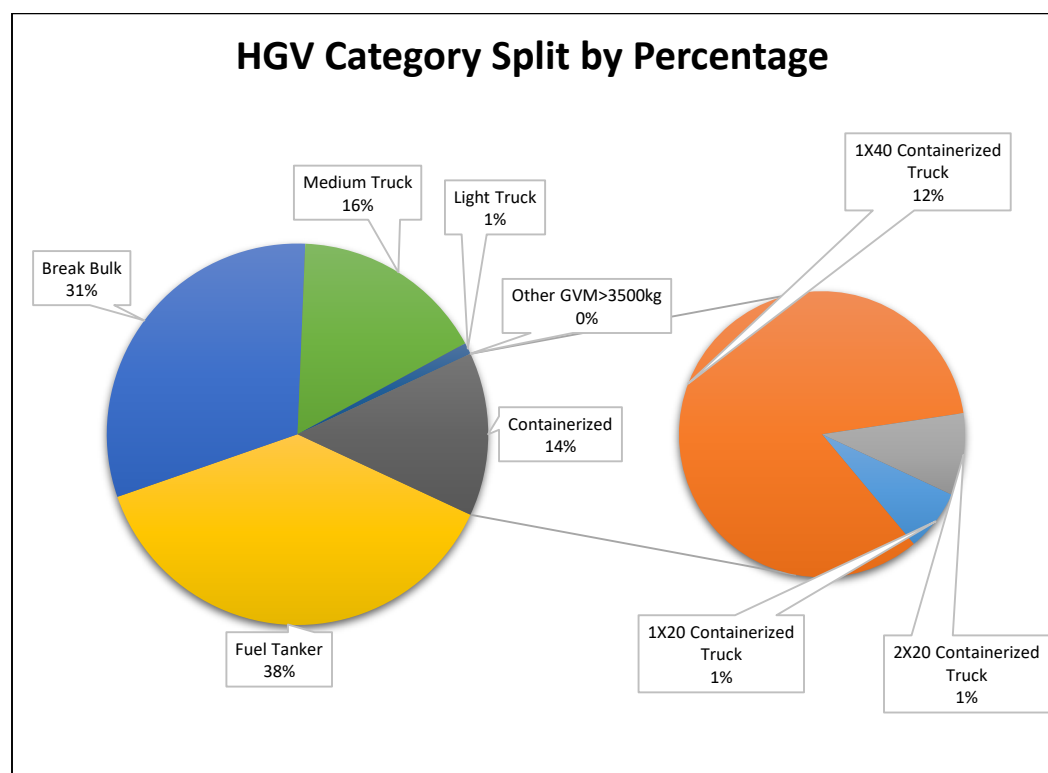
As shown in Table 5.1, a total of 310 trucks per week (average of 39 trucks per day) entered Uganda from Tanzania during the survey period. This is an increase of 136 trucks per week or 24% compared to 184 per week (26 per day) recorded during the impact survey in 2016. There

were no vehicles recorded in the two night counts and in comparison the 2016 survey count only recorded 3 truck movements for the same period and they were all medium trucks which indicates that there is little or no HGV movements at night at this border post.

The low night count can be attributed to the fact that the Border Post exit gates close at 20:00 and Customs close at 19:00 and re-open at 06:00 the following morning. Police also close at night and there is no activity at the border after closing time.

A breakdown of the percentage of vehicle categories is shown in figure below and highlights in the drop in containerized cargo and the subsequent increase in fuel tankers and breakbulk cargo through this border post.

Figure 5.1: Heavy Goods Vehicle Category split by Percentage



In order to provide data on the arrival rate for HGV traffic on the corridor route into the Mutukula - Uganda border post a survey was done outside of the border as part of the border post survey. The pattern of arrivals per hour over the 24 daily period is shown in Figure 5.2 below. The pattern clearly indicates peaks in arrival from 06:00 to 10:00 in the morning and again from 12:00 to around 16:00 and then the traffic movements taper off to zero between 17:00 and 18:00.

Figure 5.2: HGV Hourly Arrival Rate

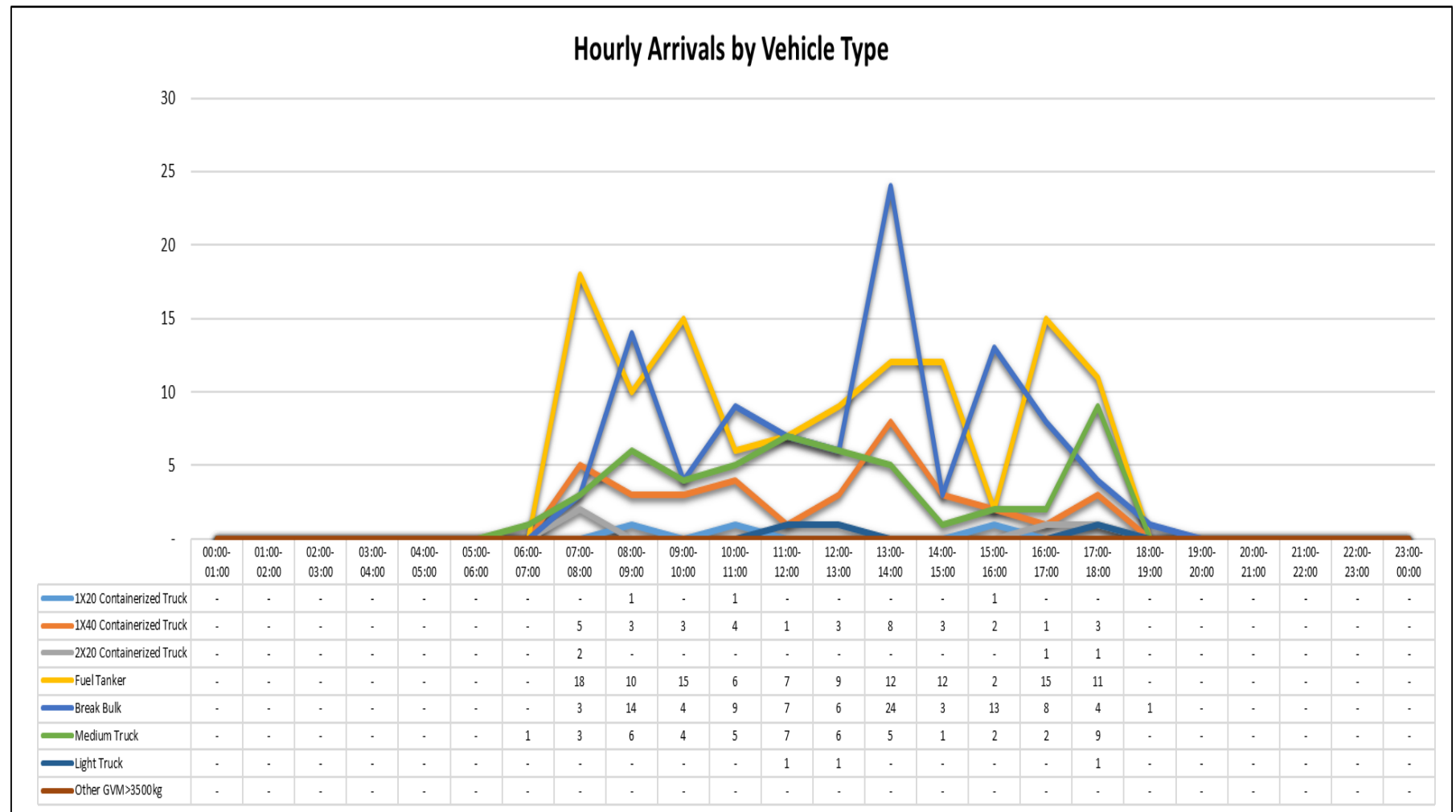
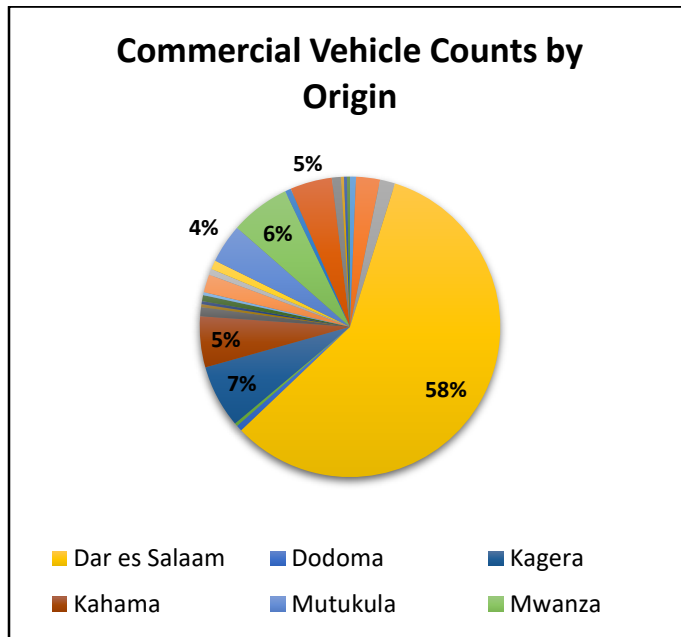


Figure 5.3: Origin of Freight Vehicles

58% of the total truck traffic (HGVs) tankers, containerised and break bulk originated from Dar es Salaam. The balance of 42% was made up of HGV and small to medium trucks carrying variety of commodities originating from various areas and regions in Tanzania.

The main destinations are Kampala (78%), Tororo 7% and Jinja 4% each receiving 10% of traffic. The balance of 11% went to a wide range of destinations in Uganda.

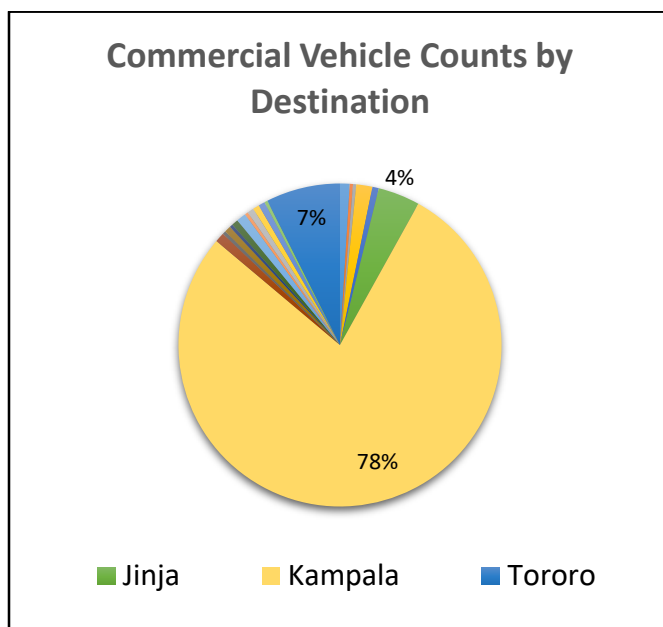
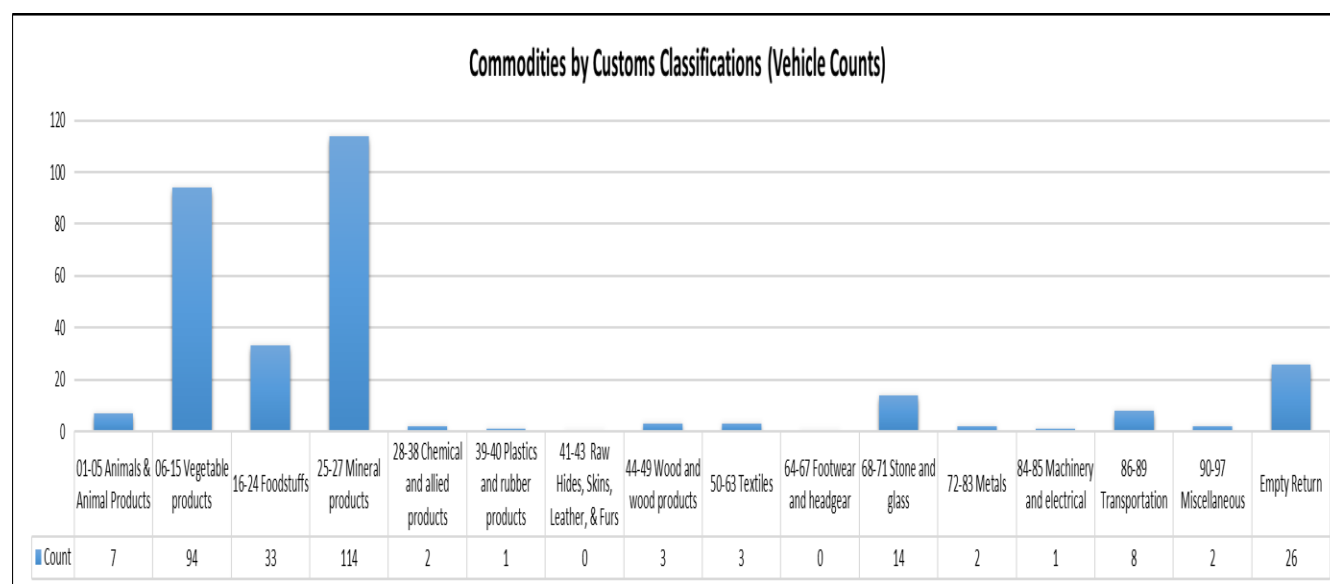
Figure 5.4: Destination of Freight Vehicles

Figure 5.4: Commodities Carried by Freight Vehicles

The vast majority of cargo crossing into Uganda from Tanzania is fuel, vegetable products and foodstuffs other commodities include chemical and allied products, steel and machinery being imported into Uganda. Full details of commodities and their tonnages are shown in Table 5.2 below.

Table 5.2: Detailed Commodity Tonnage by Vehicle Type

| Row Labels | Vehicle Count | Total Tonnage |
|---|---------------|-----------------|
| 16-24 Foodstuffs | 33 | 804,06 |
| Molasses | 30 | 779,06 |
| Cigarettes | 1 | 12,00 |
| Cooking Oil | 1 | 2,00 |
| Garlic | 1 | 11,00 |
| 25-27 Mineral products | 114 | 4 052,50 |
| Petrol | 13 | 387,00 |
| Diesel | 85 | 3 352,00 |
| Bitumen | 10 | 200,00 |
| Oil | 1 | 20,00 |
| Sodium | 1 | 1,00 |
| Lime | 2 | 62,00 |
| Bitumen | 1 | 29,00 |
| Gypsum | 1 | 1,50 |
| 28-38 Chemical and allied products | 2 | 43,00 |
| Water Treatment | 1 | 23,00 |
| Explosive | 1 | 20,00 |
| 68-71 Stone and glass | 14 | 340,00 |
| Tiles | 8 | 223,00 |

| | | |
|--|------------|-----------------|
| Empty bottles | 5 | 95,00 |
| Gravel | 1 | 22,00 |
| 90-97 Miscellaneous | 2 | 30,50 |
| Mixed Goods | 2 | 30,50 |
| 06-15 Vegetable products | 94 | 2 114,00 |
| Rice | 22 | 540,00 |
| Wheat | 11 | 272,00 |
| Onions | 17 | 194,00 |
| Soya beans | 2 | 60,00 |
| Cassava | 6 | 61,00 |
| Maize | 27 | 818,00 |
| Ground Nuts | 3 | 62,00 |
| Cow Peas | 5 | 77,00 |
| wheat | 1 | 30,00 |
| 86-89 Transportation | 8 | 205,00 |
| Used Vehicles | 2 | 55,00 |
| Bicycle Spares | 1 | 28,00 |
| Sorted Spares | 1 | 20,00 |
| Mining Spares | 3 | 62,00 |
| Tractor | 1 | 40,00 |
| Empty Return | 26 | - |
| No Cargo | 26 | - |
| 44-49 Wood and wood products | 3 | 63,00 |
| Furniture | 1 | 7,00 |
| Paper | 2 | 56,00 |
| 01-05 Animals & Animal Products | 7 | 125,00 |
| Fish | 7 | 125,00 |
| 50-63 Textiles | 3 | 74,00 |
| Used clothes | 1 | 22,00 |
| Fabrics | 1 | 30,00 |
| Clothes | 1 | 22,00 |
| 84-85 Machinery and electrical | 1 | 5,00 |
| Generator | 1 | 5,00 |
| 72-83 Metals | 2 | 30,00 |
| Scrap | 1 | 15,00 |
| Metal Pipes | 1 | 15,00 |
| 39-40 Plastics and rubber products | 1 | 2,00 |
| Plastics | 1 | 2,00 |
| Grand Total | 310 | 7 888,06 |

5.2 Time Analysis Mutukula - Uganda

Dwell times (total time to cross the border) at Mutukula - Uganda OSBP for HGVs has come down from 08:00 h:mm this is an improvement over 2016 impact survey and the baseline survey in 2011 which averaged 30:15 hours, but excludes wasted or idle time spent in the external Customs yard and time taken by Tankers processed through GFI. These times have been highlighted in Table 5:10 which clearly shows some excessively high times for containerized cargo 30:52 h:mm, fuel tankers (GFI) 43:52 h:mm and breakbulk 61:21 h:mm. These high times although not include in the border crossing times as they do not form part of the Customs clearance process should ideally form part of the border-crossing time as they have not left the border. The issue of “external” delays is effectively a border-crossing process, and is an area that needs to be addressed for the future.

Table 5.3: Time Analysis by Function by Vehicle Category

| Vehicle Type | Queue Time | | Customs Inspection | | 1B Customs | | Release to Gate Out | | Total Dwell Time | |
|----------------------------|------------|--------|--------------------|--------|------------|--------|---------------------|--------|------------------|--------|
| | Average | Median | Average | Median | Average | Median | Average | Median | Average | Median |
| All Containerized Vehicles | 2:06 | 0:04 | 2:59 | 0:05 | 3:51 | 0:05 | 3:22 | 0:05 | 5:51 | 0:13 |
| Fuel Tanker | 0:27 | 0:29 | 0:07 | 0:04 | 1:10 | 0:01 | 1:36 | 0:01 | 1:53 | 0:02 |
| Break Bulk | 1:34 | 0:12 | 1:15 | 0:04 | 3:10 | 0:03 | 12:04 | 0:36 | 10:49 | 0:13 |
| Medium Truck | 0:38 | 0:40 | 0:31 | 0:04 | 1:07 | 0:06 | 0:24 | 0:06 | 1:38 | 0:22 |
| Light Truck | 0:00 | 0:00 | 0:29 | 0:13 | 0:29 | 0:13 | 0:01 | 0:01 | 0:30 | 0:13 |
| All Vehicles | 1:05 | 0:20 | 1:03 | 0:04 | 1:53 | 0:03 | 5:15 | 0:03 | 4:37 | 0:04 |

Table 5.4: Time Analysis by Function of External Factors affecting Border-crossing Times

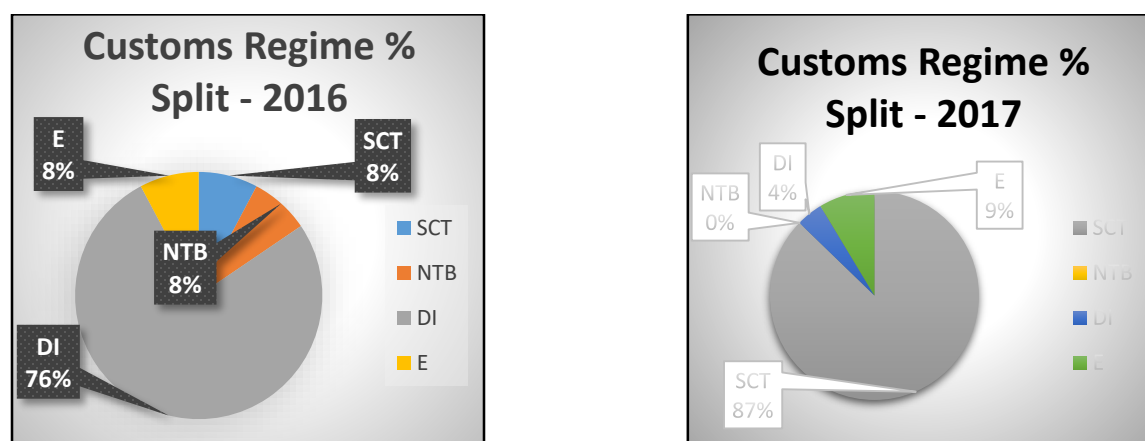
| Vehicle Type | External Customs Yard & GFI | | External Customs Yard & GFI | | |
|----------------------------|-----------------------------|--------|-----------------------------|-------|----------------|
| | Average | Median | Min | Max | Std. Deviation |
| 1X20 Containerized Truck | 0:05 | 0:05 | 0:05 | 0:05 | 0:00 |
| 1X40 Containerized Truck | 4:02 | 0:11 | 0:01 | 30:52 | 8:54 |
| 2X20 Containerized Truck | 0:01 | 0:01 | 0:01 | 0:02 | 0:00 |
| All Containerized Vehicles | 3:22 | 0:05 | 0:01 | 30:52 | 8:15 |
| Fuel Tanker | 1:36 | 0:01 | 0:01 | 43:52 | 7:19 |
| Break Bulk | 12:04 | 0:36 | 0:01 | 61:21 | 18:34 |
| Medium Truck | 0:24 | 0:06 | 0:01 | 5:39 | 1:08 |
| Light Truck | 0:01 | 0:01 | 0:01 | 0:01 | 0:00 |
| All Vehicles | 5:15 | 0:03 | 0:01 | 61:21 | 13:10 |

5.3 The Impact of SCT

Previously during the impact survey done in June 2016 only 8% of all cargo was cleared under SCT and the time survey showed SCT times at 12:24 h:mm, in this survey 87% of all cargo was cleared under SCT and SCT times dropped to 6:26 h:mm which is a clear indication of the impact of SCT on dwell or border-crossing times and is demonstrated in the graphs and tables below.

Table 5.5: Summary of Customs Regime Times 2016/17

| Customs Regime | Queue Time (h:mm) | Customs Processing (h:mm) | Total Dwell Time (h:mm) |
|----------------|-------------------|---------------------------|-------------------------|
| SCT (2016) | 0:06 | 12:18 | 12:24 |
| SCT (2017) | 2:42 | 3:02 | 6:26 |
| NTB (2016) | 0:50 | 20:31 | 21:21 |
| NTB (2017) | 0:00 | 0:00 | 0:00 |
| DI (2016) | 1:52 | 5:07 | 6:59 |
| DI (2017) | 0:54 | 1:18 | 1:43 |
| E (2016) | 0:08 | 0:52 | 1:00 |
| E (2017) | 0:03 | 0:02 | 0:06 |

Figure 5.5: Customs Regime Percentage Split – 2016 versus 2017

SCT – Single Customs Territory
 NTB – National Transit Bond
 DI – Direct Imports
 E – Empty Returns

5.4 Passenger Traffic Count, O&D and Time Survey – Mutukula Uganda

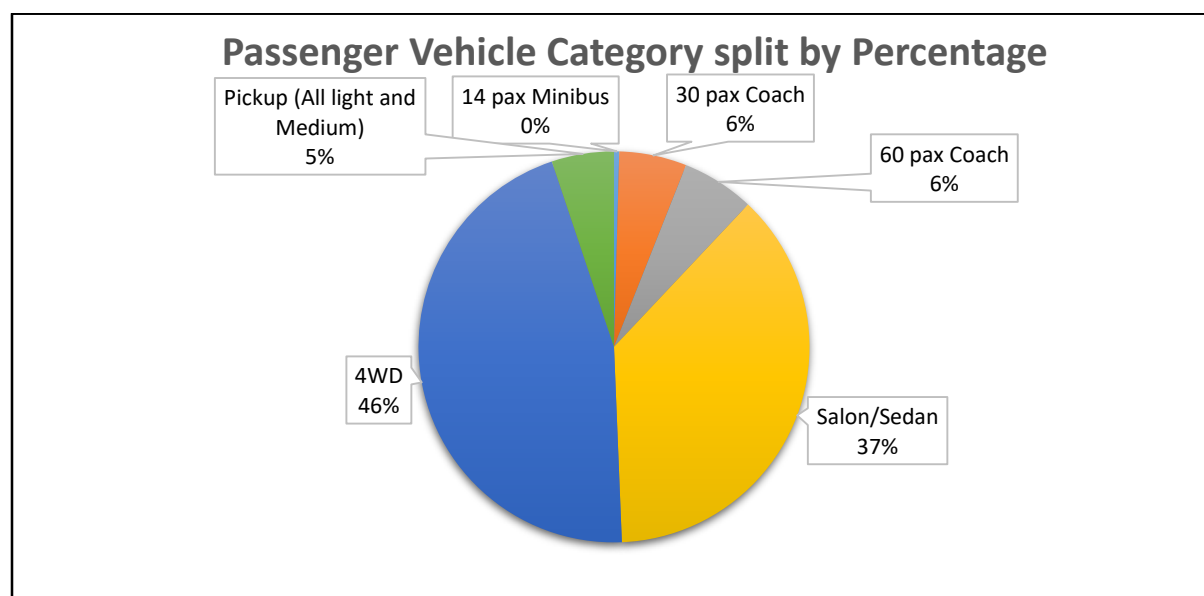
Passenger traffic volumes dropped by more than half in this survey, compared to the baseline traffic counts done in 2011. A total of 166 passenger vehicles were recorded for the 7 days of the survey period compared to 1061 recorded for the same period in the baseline survey which took place in September 2011.

A total of 28 passenger carrying vehicles which included 14 coaches, 13 minibuses totalling and 1 coaster crossed into Uganda from Tanzania through Mutukula Uganda OSBP during the survey period as shown in Table 5.6 below.

Table 5.6: Passenger Vehicles Traffic Count by Categories

| Vehicle Category | Day Survey | | Night Survey | | Total Survey | | Calculated Forecasts | |
|-------------------------------|------------------|---------------|------------------|-----------------|------------------|---------------|----------------------|-----------------|
| | Total for Survey | Daily Average | Total for Survey | Nightly Average | Total for Survey | Daily Average | Monthly Estimate | Annual Estimate |
| 14 pax Minibus | 1 | 0 | - | - | 1 | 0 | 4 | 46 |
| 30 pax Coach | 13 | 2 | - | - | 13 | 2 | 49 | 593 |
| 60 pax Coach | 14 | 2 | - | - | 14 | 2 | 53 | 639 |
| Salon/Sedan | 87 | 11 | - | - | 87 | 11 | 331 | 3 969 |
| 4WD | 106 | 13 | - | - | 106 | 13 | 403 | 4 836 |
| Pickup (All light and Medium) | 12 | 2 | - | - | 12 | 2 | 46 | 548 |
| Total | 233 | 29 | - | - | 233 | 29 | 886 | 10 631 |

There was no passenger traffic recorded crossing on the evening counts, and no coach traffic recorded at all for the two night counts. The breakdown of traffic crossing the border is shown in Figure 5.6 below:

Figure 5.6: Passenger Vehicle Category Split by Percentage**Table 5.7: Commercial Passenger Vehicles: Origins and Destinations**

| Passenger Vehicle Origin | Count | Passenger Vehicle Destination | Count |
|--------------------------|-----------|-------------------------------|-----------|
| Bukoba | 6 | Kampala | 28 |
| Dar es Salaam | 12 | | |
| Mwanza | 10 | | |
| TOTAL | 28 | TOTAL | 28 |

The majority passenger coach traffic originated from Dar es Salaam (43%) and Mwanza (36%) and all long-distance coaches were destined for Kampala.

6. SURVEY RESULTS – MUTUKULA - TANZANIA

6.1 Border Crossings: Commercial Vehicles – Mutukula - Tanzania

Border crossing times on the Tanzania side for commercial vehicles at the OSBP have shown a big improvement in Dwell and Customs processing times. Dwell times have been reduced further by an additional 26% from 4:34 h:mm to 3:24 h:mm and Customs processing by 25% from 3:53 h:mm to 2:54 h:mm. Queue times have reduced from 0:39 h:min to 0:21 h:mm. This improvement in efficiency exceeds the overall TMEA target of reducing border crossing times by 30%.

6.2 Commercial Freight Traffic Count and O&D Survey – Mutukula - Tanzania

A total of 568 vehicles entered Tanzania from Uganda compared to 472 during the 2016 impact survey and 1366 in 2011 baseline survey an increase of % over the impact survey, but an overall drop of 58% against the 2011 baseline survey. 296 trucks at an average of 42 trucks per day entered Tanzania from Uganda through Mutukula OSBP. This was an increase of 111 trucks per week (60%) compared to the impact survey in 2011 where 185 trucks crossed the border.

Table 6.1: Freight Vehicles Traffic Count by Category – Mutukula -Tanzania

| Vehicle Category | Day Survey | | Night Survey | | Total Survey | | Calculated Forecasts | |
|-------------------------------------|------------------|---------------|------------------|-----------------|------------------|---------------|----------------------|-----------------|
| | Total for Survey | Daily Average | Total for Survey | Nightly Average | Total for Survey | Daily Average | Monthly Estimate | Annual Estimate |
| 1X20 Containerized Truck | 3 | - | - | - | 3 | - | - | - |
| 1X40 Containerized Truck | 42 | 6 | - | - | 42 | 6 | 183 | 2 190 |
| 2X20 Containerized Truck | - | - | - | - | - | - | - | - |
| Containerized Vehicles (All) | 45 | 6 | - | - | 45 | 6 | 183 | 2 190 |
| Fuel Tanker | 124 | 18 | - | - | 124 | 18 | 548 | 6 570 |
| Break Bulk | 46 | 7 | - | - | 46 | 7 | 213 | 2 555 |
| Medium Truck | 58 | 8 | - | - | 58 | 8 | 243 | 2 920 |
| Light Truck | 14 | 2 | - | - | 14 | 2 | 61 | 730 |
| Other GVM>3500kg | 9 | 1 | - | - | 9 | 1 | 30 | 365 |
| Total | 296 | 42 | - | - | 296 | 42 | 1 278 | 15 330 |

As shown in Table 6.1 the number of fuel tankers have increased whereas container vehicles have dropped in numbers. Due to early closure of the border post on the Tanzania side i.e. 19:00 there is no HGV movements at night.

Origin and Destination of Freight Vehicles

Two hundred and sixty or 88% of all vehicles from Uganda to Tanzania originated from Kampala with the balance of 12% or 36 vehicles came from various other towns in Uganda. While 57% of these vehicles were destined for Dar es Salaam, 8% for Kagera and Mutukula respectively and 5% to Bukoba with the balance of 22% going to various destinations in Tanzania.

Figure 6.1: Origin of Freight Vehicles

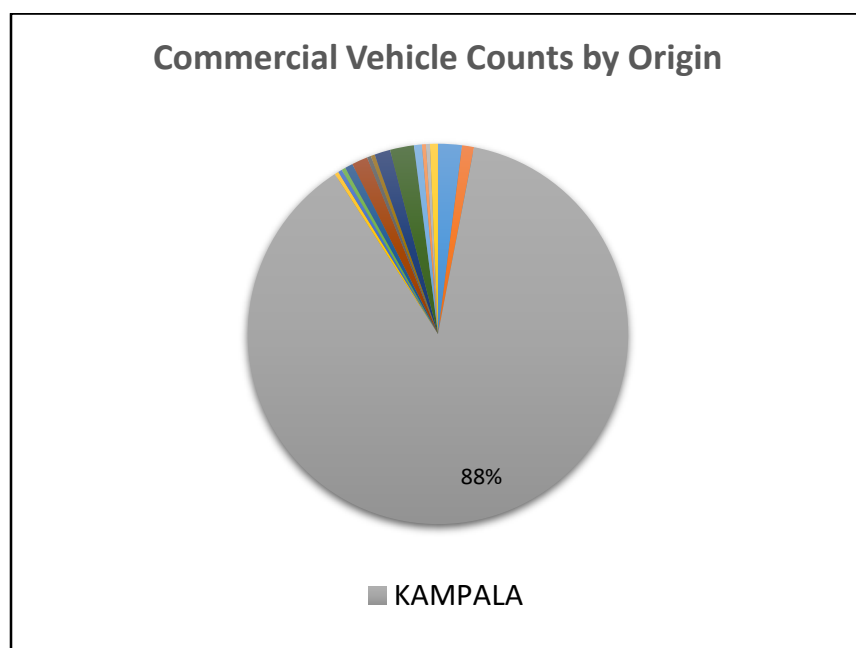
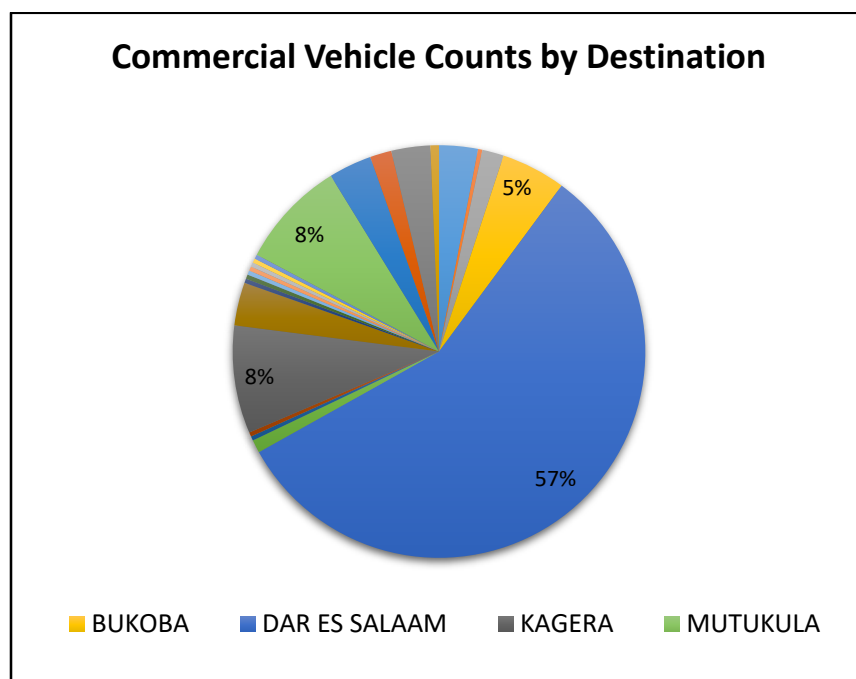
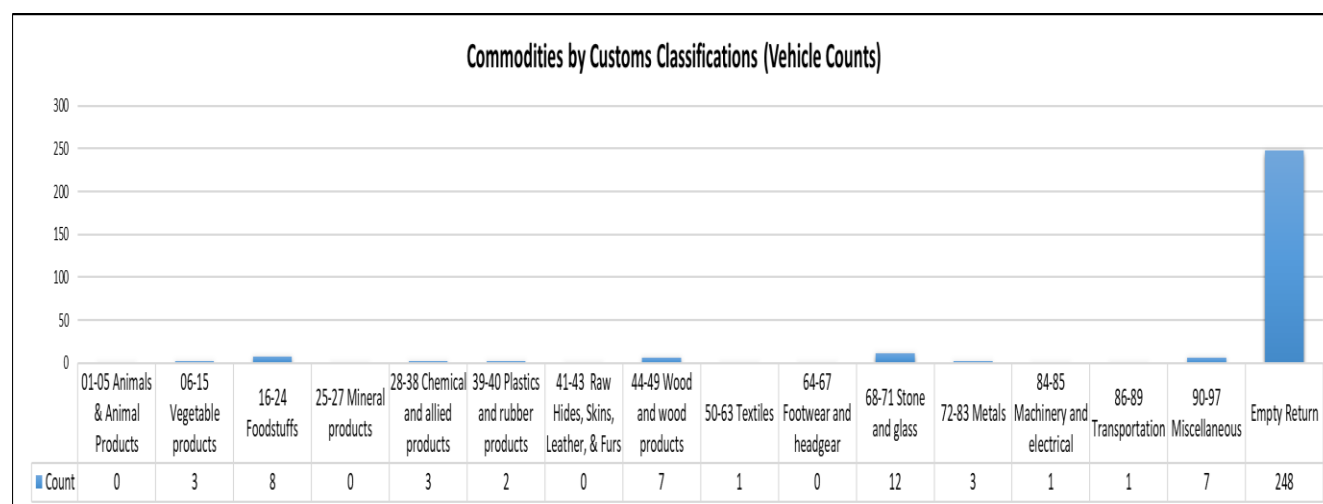


Figure 6.2: Destination of Freight Vehicles



Low volumes of commodities are exported from Uganda to Tanzania. Exports include foodstuffs, chemical and allied products, wood, plastics and rubber products, sheet metal and a number of miscellaneous goods. The majority of vehicles (84%) are empty returns with a high proportion of tankers.

Figure 6.3: Commodities Carried by Freight Vehicles

The Table 6.2 gives a detailed breakdown of the commodities and their tonnages exported from Uganda.

Table 6.2: Vehicle Count and Estimated Tons by Commodity and Vehicle Type

| Row Labels | Vehicle Count | Total Tonnage |
|---|---------------|---------------|
| 16-24 Foodstuffs | 8 | 125,00 |
| SUGAR | 4 | 39,00 |
| Tobacco | 2 | 45,00 |
| Milk | 1 | 21,00 |
| Cosmetics | 1 | 20,00 |
| 28-38 Chemical and allied products | 3 | 55,00 |
| FERTILISER | 1 | 10,00 |
| Cosmetics | 2 | 45,00 |
| 68-71 Stone and glass | 12 | 99,00 |
| Cement | 2 | 40,00 |
| SAND | 7 | 11,00 |
| BROKEN BOTTLES | 2 | 48,00 |
| GLASSES | 1 | - |
| 90-97 Miscellaneous | 7 | 60,00 |
| MIXED GOODS | 7 | 60,00 |
| 06-15 Vegetable products | 3 | 68,00 |
| BEANS | 3 | 68,00 |
| 86-89 Transportation | 1 | 15,00 |
| GRADER | 1 | 15,00 |
| EMPTY RETURN | 248 | - |
| NO CARGO | 248 | - |
| 44-49 Wood and wood products | 7 | 173,00 |

| | | |
|---|------------|---------------|
| WOOD | 1 | 22,00 |
| TIMBER | 5 | 136,00 |
| BOTTLE LABELS | 1 | 15,00 |
| 50-63 Textiles | 1 | 31,00 |
| SHEETS | 1 | 31,00 |
| 84-85 Machinery and electrical | 1 | |
| SPARES | 1 | |
| 72-83 Metals | 3 | 47,00 |
| SCRAPPERS | 1 | 17,00 |
| DRUMS | 1 | - |
| IRON SHEETS | 1 | 30,00 |
| 39-40 Plastics and rubber products | 2 | 13,00 |
| Bottle Caps | 2 | 13,00 |
| Grand Total | 296 | 686,00 |

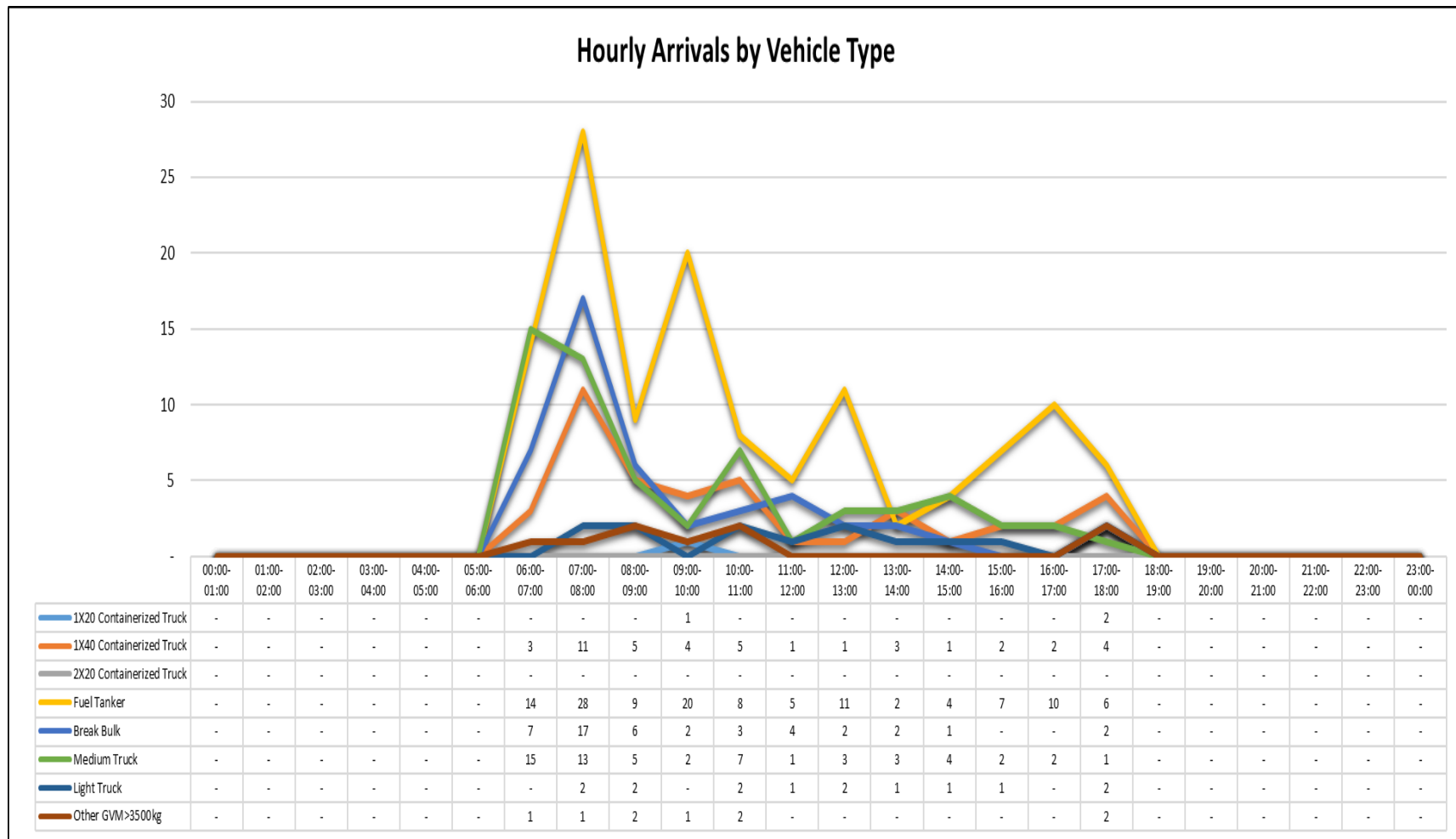
6.3 Time Survey: Mutukula Tanzania

Dwell times (total time to cross the border) at Mutukula - Tanzania OSBP for HGVs has come down from 04:34 h:mm to 3:24 h:mm, this is an improvement over the 2016 impact survey and the baseline survey in 2011 which averaged 30:15 hours, but excludes wasted or idle time spent in the Customs yard. These times have been highlighted in Table 6:5 which clearly identifies the wasted or idle time after release to exit from the border at an average 2:29 h:mm. These times although not include in the border crossing times as they do not form part of the Customs clearance process should ideally form part of the border-crossing time as they have not left the border. It is understood from TRA this wasted time is spent by drivers either buy supplies at the market for home consumption or looking for return loads out of the market for export to Tanzania and is an area that needs to be addressed going forward.

Table 6.3: Time Analysis by Function by Vehicle Category

| Vehicle Type | Queue Times | | Customs | | Release to Gate Out | | Total Dwell Time | |
|----------------------------|-------------|--------|---------|--------|---------------------|--------|------------------|--------|
| | Average | Median | Average | Median | Average | Median | Average | Median |
| All Containerized Vehicles | 0:16 | 0:02 | 11:45 | 0:27 | 0:00 | 0:00 | 11:28 | 1:05 |
| Fuel Tanker | 0:22 | 0:03 | 0:27 | 0:04 | 3:48 | 0:05 | 1:18 | 0:09 |
| Break Bulk | 0:23 | 0:02 | 2:09 | 0:09 | 0:05 | 0:05 | 2:32 | 1:03 |
| Medium Truck | 0:28 | 0:28 | 1:30 | 0:06 | 1:05 | 1:05 | 2:00 | 0:51 |
| Light Truck | 0:19 | 0:03 | 8:34 | 0:12 | 0:32 | 0:05 | 4:10 | 0:22 |
| Other GVM>3500kg | 0:35 | 0:04 | 13:37 | 13:56 | 2:08 | 1:08 | 18:03 | 16:58 |
| All Vehicles | 0:21 | 0:02 | 2:54 | 0:07 | 2:29 | 0:05 | 3:24 | 0:25 |

Figure 6.4: HGV Hourly Arrival Rate



The bulk of the vehicles arrive at the Tanzania OSBP en route to Tanzania from around 06:00 h:mm in the morning to 10:00 h:mm and then taper off for the rest of the day with a slight peak in empty tanker traffic between 15:00 and 17:00 in the late afternoon with all traffic coming to a virtual standstill from after 17:00 h:mm in the afternoon.

6.4 Passenger Traffic Count, O&D and Time Survey: Mutukula - Tanzania Border

A total of 272 passenger-carrying vehicles were recorded for the survey period. This total was made up of 23 Coaches, 4 Coasters, 14 Mini Buses, 132 Saloon Cars, 97 SUV or 4WD vehicles and 7 pickups. This is a reduction of 15 vehicles or 5% compared to the 287 of the impact survey done in 2016 and 902 vehicles recorded in the 2011 base line survey. There is no apparent reason for this huge drop off in passenger traffic, but the data agrees with the URA statistics for the years 2015/16/17 as supplied by URA.

Table 6.4: Passenger Vehicles Traffic Count: Numbers by Categories

| Vehicle Category | Day Survey | | Night Survey | | Total Survey | | Calculated Forecasts | |
|-------------------------------|------------------|---------------|------------------|-----------------|------------------|---------------|----------------------|-----------------|
| | Total for Survey | Daily Average | Total for Survey | Nightly Average | Total for Survey | Daily Average | Monthly Estimate | Annual Estimate |
| 14 pax Minibus | 9 | 1 | - | - | 9 | 1 | 39 | 469 |
| 30 pax Coach | 4 | 1 | - | - | 4 | 1 | 17 | 209 |
| 60 pax Coach | 23 | 3 | - | - | 23 | 3 | 100 | 1 199 |
| Salon/Sedan | 132 | 19 | - | - | 132 | 19 | 574 | 6 883 |
| 4WD | 97 | 14 | - | - | 97 | 14 | 421 | 5 058 |
| Pickup (All light and Medium) | 7 | 1 | - | - | 7 | 1 | 30 | 365 |
| Total | 272 | 39 | - | - | 272 | 39 | 1 182 | 14 183 |

Two night counts were done during the survey period; one on a week day (Wednesday) and the other at the weekend (Saturday), but no passenger traffic was recorded during this period. There were only 9 saloon cars that crossed the border for the same period in 2016.

Table 6.5: Commercial Passenger Vehicles: Origins and Destinations

| Passenger Vehicle Origin | Count | Passenger Vehicle Destination | Count |
|--------------------------|-----------|-------------------------------|-----------|
| Kampala | 34 | Mwanza | 13 |
| Masaka | 1 | Bukoba | 6 |
| | | Dar es Salaam | 11 |
| | | Kigoma | 3 |
| | | Kigara | 1 |
| | | Bujumbura | 1 |
| TOTAL | 35 | TOTAL | 35 |

98% of all coach traffic originated from Kampala, while the main destinations were Dar es Salaam (31%); Mwanza (37%) and Bukoba (32%) (Coasters and Minibus).

7. REVIEW OF SURVEY RESULTS

7.1 Border Crossings Commercial Vehicles – Mutukula - Uganda

Border crossing times at Mutukula - Uganda for commercial vehicle at this newly operational OSBP are now showing significant time reductions of up to 90% from the 2011 baseline study. The border crossing-time or dwell time has dropped from 45 plus hours to 4 hours, Customs processing has reduced from 44:55 h:mm to 2:56 h:mm; this is where most of the time saving has taken place due to the improved Customs systems such as SCT which now covers 87% of all cargo cleared through this border post and the development of the OSBP infrastructure with dedicated lanes for truck and passenger to improve traffic flows.

There are several issues which are still to be addressed, which will help reduce the overall time spent at this OSBP:

a) *GFI:*

The implementation of our recommendation to move the GFI process away from the Customs external yard to another location so that it does not form part of the Customs process and border crossing times, has helped and assisted the reduced times at this OSBP. However, it must be recognised that from the commercial perspective the GFI time is part of the border crossing time and some work needs to be done at GFI to reduce their times for processing fuel tankers through the system.

Figure 7.1: GFI Yard – Tankers waiting to be Processed through GFI



b) *Wasted or idle Time – Customs External Yard:*

It was noted that a number of vehicles use this area as a truck park once they have been cleared and released by Customs and on average an additional 5 hours was wasted or spent idle after being released with a maximum time of 61 hours or 2.5 days being

recorded for one truck. This is not acceptable, drivers should not be allowed to use this facility as a truck park and we would strongly recommend some sort of penalty or parking fee should be introduced for drivers/truckers using this facility as a truck park. Also, there are no facilities such as ablutions or eating houses to accommodate such a practice.

c) *Aesthetics of External Customs Yard:*

This area which is under Customs control is the only downside of this OSBP and does not portray a good image of an otherwise immaculate and well-designed OSBP. Firstly, the area is not fenced or secure, neither is it paved and becomes water logged and muddy during the rainy seasons. There is no proper demarked parking areas and trucks are parked haphazardly all over the yard, which means there is no order to proceedings and when fully occupied it is chaos as seen in the pictures below. The haphazard parking is also potentially dangerous.

Figure 7.2: Trucks parked in the External Customs Yard – Mutukula Uganda



Figure 7.3: Trucks parked in the External Customs Yard – Mutukula Uganda



Figure 7.4: The State of the Boom Gate for the External Customs Yard



7.2 Border Crossings Commercial Passenger Vehicles – Mutukula - Uganda

There are no real issues with commercial passenger traffic; there are adequate parking facilities to accommodate the current traffic and anticipated future traffic volumes. Immigration and customs processing of passengers is quick and operates smoothly with few hitches.

7.3 Border Crossings by Passengers and Travellers – Mutukula - Uganda

There are no real issues with passenger and traveller traffic as there is adequate parking facilities. Immigration and customs processing of travellers is quick and operates smoothly.

7.4 Summary of User Satisfaction Responses: Mutukula - Uganda

The summary of all user satisfaction Survey indicated that the overall user satisfaction was 65% in 2016 and has improved to 71% in 2017 with most aspects that were negatively scored in the 2016 survey improving and becoming positive in 2017 with the exception of Gender Searches which remains low at under 10% satisfaction and at the 70% on the dissatisfaction tables. The improvement in “times at the border” from 43% in 2016 to 65% in 2017 is confirmation of the findings of the Time and Traffic Survey that showed an overall time saving of 42%.

7.5 Border Crossings: Commercial Vehicles – Mutukula - Tanzania

Border crossing times on the Tanzania side for commercial vehicles at the OSBP have shown a big improvement in Dwell and Customs processing times. Dwell times have been reduced further by an additional 26% from 4:34 h:mm to 3:24 h:mm and Customs processing by 25% from 3:53 h:mm to 2:54 h:mm. Queue times have reduced from 0:39 h:min to 0:21 h:mm. This improvement in efficiency exceeds the overall TMEA target of reducing border crossing times by 30%.

Issues which are still of concern on the Tanzania side are as follows:

a) Wasted or Driver Idle Time:

The amount of time spent (or wasted) by drivers who park their trucks in the Customs yard while shopping at the local markets in Mutukula for goods and supplies to be taken to their homes. While this time was not recorded as part of the total dwell or border crossing time, it is time spent at the border and ideally should form part of the total dwell or border crossing-time. This driver behaviour becomes an issue if incorporated into the measurement of border post efficiency and for that reason it is recommended that alternative arrangements should be explored. In the interests of proving the efficacy of the OSBP developments a solution should be developed to force vehicles to park outside the Customs Control Area while undertaking their personal business. It is undesirable for the Customs Control Area to be used as a Truck Park.

b) Side Gate Entrance Tanzania OSBP

This issue was brought up by TRA at our pre-survey interview and we monitored the activities at this entrance as a separate exercise. At the time of the Impact and end line surveys there was no gate or boom at this side entrance and no security so vehicles could enter or exit through this gate virtually undetected as seen in Figure 7.5 below.

Figure 7.5: Side Gate/Entrance Tanzania OSBP



A total of 48 vehicles used this gate to enter or access the Customs Control area during the survey period all of which were empties with the exception of two vehicles, one was carrying a grader

from Mbara to Dar es Salaam and the other carrying beans from Mutukula to Dodoma, all vehicles left the border through the main Customs exit gate. It is understood that all of these vehicles with the exception of the one truck carrying the grader would have entered the OSBP through the main entrance gate and then used the side entrance to enter Mutukula Town and or market in search of back loads to Tanzania. This entrance or thoroughfare is being used both by the public and truckers to access Mutukula Town vice versa and the OSBP from Mutukula Town. It is however, not clear why the truck carrying the grader from Mbara to Dar es Salaam made use of this thoroughfare to enter the OSBP. Further clarification from TRA post the end line survey has revealed that an access gate has since been erected mid-August during the week of 14-20 August. There is a security guard in place to open and close the gate for both public and commercial traffic as seen in Figure 7.6 below, but at this stage there is no gate register in place to monitor commercial traffic movements through this thoroughfare. It is however, strongly recommended that this is put in place to monitor commercial traffic using this thoroughfare as it now appears to be part of the OSBP procedures.

Figure 7.6: New Access Gate at the Side Entrance Mutukula Tanzania OSBP



7.6 Border Crossings Commercial Passenger Vehicles – Mutukula - Tanzania

There are no real issues with commercial passenger traffic. Parking facilities are adequate to accommodate the current and future traffic volumes. The processing of passengers is efficient.

7.7 Border Crossings Passenger and Travellers – Mutukula - Tanzania

There are no real issues with passengers and travellers. Immigration and customs processing of passengers is quick and operates smoothly.

7.8 Summary of User Satisfaction Responses: Mutukula - Tanzania

The summary of the user satisfaction survey indicated that the overall user satisfaction was 73% in 2016 versus 79% in 2017. The ratings or scores for the male toilets remain low and these toilets are not functional due to vandalism, with most fixtures and fittings having been stolen; as seen in the pictures below. Gender searches, and time reduction have improved dramatically and are now showing positive. Disabled facilities have also improved from 60% satisfaction to 88%.

Figure 7.7: Basin in the Male Public Toilets – No Taps



It would appear that the basin was installed with no taps, it is not certain whether it was intended to install taps with running water, but if so, this should have been done when the basin was installed as it has been like this since our first visit in July 2016.

Figure 7.8: Shower in the Male Public Toilets – No Shower Head



Figure 7.9: Shower in the Male Public Toilets – Not well maintained or clean



The shower does not appear to be in use and there was no running water in the toilet which was in a disgusting condition. Also for the size of this border and volume of trucks and drivers using this border, one toilet, basin and shower is hardly sufficient to service the needs of those intended to make use of this facility.

8. OBSERVATIONS AND COMMENTS

It is clear from the User Satisfaction responses that the OSBP is definitely an improvement over the old two stop facility from an infrastructure development perspective. The travellers, passengers, informal traders and the majority of users of this new facility reported some time savings made and smoother traffic flows. There is however a need to review the challenges raised by border agency officials in the stakeholder interviews as described in the Stakeholder matrix.

There are still some concerns around gender searches by border officials and on the Tanzania side the inadequate male public toilet facilities.

The real challenge will come once the OSBP operates 24/7 basis to ensure that traffic flows are more evenly distributed over the 24-hour period to avoid the bottlenecks which are currently taking place during the day time operating hours. Otherwise the border post is capable of handling increased traffic volumes from an infrastructure and design perspective both for commercial and passenger/travellers.

8.1 Mutukula – Uganda

The only other issue for attention on the Mutukula Uganda side is the state of the external Customs yard which needs urgent attention from a security point of view i.e. perimeter fencing, proper boom gates, lighting and paving. Once this has been attended to driver overstays should be discouraged by introducing a penalty or parking fee charge to prevent idle or wasted time by drivers after being cleared and released by Customs.

Other than that, this OSBP is equipped and ready to handle any upsurge in traffic volumes both from a commercial and passenger/traveller perspective.

8.2 Mutukula - Tanzania

The major issue for attention on the Tanzania side at this stage is the wasted or idle spent by drivers shopping in local markets while their vehicles are parked in the Customs Control Area; a practise which is adding to border crossing times. While these vehicles are in the Customs yard they are deemed to be under Customs control and their dwell times cannot be calculated until they exit the customs gate. This time wastage is evident from the empty returns which have no customs processing times yet still have an average dwell time in excess of 2 hours.

It is therefore recommended that due consideration be giving to forcing these vehicles to park outside the Customs Control Area. This reiterates the recommendation made at the 2015 Holili/Taveta survey for the need for the development of a commercial Truck Parks at busy border post. It is recognised that this may not be part of TMEA's mandate, but border posts throughout Africa are traditionally rest stops for drivers and for practical reasons, this will not change, due to the lengths of the journeys and the rigours of long distance driving. If it is not shopping for supplies to take home, it will be taverns and prostitution that will extend their stay at a border post. It therefore makes sense to encourage private sector developments that will facilitate these behavioural driver habits in a safe, secure and comfortable environment outside of the OSBP, and that will not impose on Customs processing efficiencies and overall dwell times at border posts.

The Mutukula OSBP is equipped and ready to handle any future growth in traffic volumes both from a commercial and passenger/traveller perspective.

Annexure A – User Satisfaction Survey Capture Form

| Questions | | Reponses | | | | | | | | User Response |
|------------|--|-----------------------|--------------------------------|---------------------------------|--------------------|------------------------------|------------------------|------------------------|------------------------|---------------|
| 1 | What is your gender? | Male | Female | | | | | | | 1 |
| | | 1 | 2 | | | | | | | |
| 2 | What age category do you fall under? | >21 | 22-34 | 35-44 | 45-54 | 55-64 | 65< | Decline | | 2 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 3 | What is your nationality? | Ugandan | Kenyan | Tanzanian | Rwandan | Burundian | Zambian | Other (Please specify) | | 3 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 4 | What category of border user best describes you in relation to any transactions you do carry out at the border post? | Border Official | Registered Trader | Informal trader | Clearing agent | Truck driver | Traveller or passenger | Transporter | Other (Please specify) | 4 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | |
| 5 | If you are a trader, how many years have you been in business/trading? | One - six months | Six months – one year | One – two years | Two – four years | Over five years | Other | | | 5 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 6 | How often do you cross the border? | Several Times per Day | Daily | Weekly | Monthly | Infrequently | | | | 6 |
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 7 | What mode of transport do you use to cross the border? | Car | Taxi | Bus | Motorbike | Bicycle | Truck | Walk | Other (Please specify) | 7 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | |
| 8 | What is the estimated total worth of your merchandise per transaction? | \$50 | \$100 | \$500 | \$5000 | \$10,000 + | Not Known | N/A | | 8 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 9 | What border routes do you normally use? | Always use this one | Have changed route | Previous route (please specify) | | | | | | 9 |
| | | 1 | 2 | 3 | | | | | | |
| 10 | If you have changed to this route; what is the reason | More convenient | Shorter | Quicker | Better Roads | Other Reason | | | | 10 |
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| PROCEDURES | | | | | | | | | | |
| 11 | What changes if any, have you experienced at the border post? | Quicker Processing | Less Delay | Reduce Cost | Simpler Procedures | All of the Foregoing | | | | 11 |
| | | 1 | 2 | 3 | 4 | 5 | | | | |
| 12 | Were you informed about the changes/new procedures at the border? | Yes | No | Not Sure | | | | | | 12 |
| | | 1 | 2 | 3 | | | | | | |
| 13 | What savings have you made as a result of changes at the border? | Less Delays | Reduced transaction costs | Overall time saving | Increased trade | Reduced import costs | Other (Please specify) | | | 13 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 14 | How long has it taken you before you start the clearance procedures at the border? | 1 Hour | 2 Hours | 5 Hours | 12 hours | 1 Day | 2 Days | More than 2 days | | 14 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 15 | If you have spent more than one day at the border what was the problem? | Agent Delay | Documents from Authority | Bank clearance | Process delay | Officials waiting for bribes | Vehicle Problems | Other (Please specify) | | 15 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 16 | What new procedures and changes at the border are you most satisfied with.? | Single Inspections | Better Parking | Faster Processing | Less Corruption | Better facilities | Other (Please specify) | | | 16 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 17 | If you have experienced harassment at the border ; what was it? | Verbal Abuse | Requests for Bribe | Service delayed for bribe | Sexual Abuse | Physical Abuse | Service Refusal | Other (Please specify) | None | 17 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | |
| 18 | If the changes at the border have any negative effects on women and girls please describe them | Lack of Facilities | Crowding | Queuing conflicts | Toilet Facilities | Lack of Seating | Other (Please specify) | None | | 18 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | |
| 19 | Have the changes to the border made any impact on corruption? If so what has changed ? | No Change | Reduced Opportunity for Bribes | More open transactions | Better System | Combined Inspections | Other (Please specify) | | | 19 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 20 | What is the most significant change you have witnessed since the implementation of the OSBP? | Less Delays | Simpler Procedures | Better Facilities | More parking | Faster Processing | Other (Please specify) | | | 20 |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | |

| The following statements relate to your satisfaction with the changes at the border. In your response, please indicate whether you agree or disagree with each statement. | | | | | | | | |
|---|---|---------------------|----------------|--------------|-------------------|------------------------|---------------|----|
| 21 | Border officials from both countries operate from one central location on this side of the border | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 21 |
| 22 | Border officials from both countries jointly examine (verify) goods. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 22 |
| 23 | The time for my transactions to be completed has decreased. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 23 |
| 24 | There is improved security such as lighting, security fencing in place | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 24 |
| 25 | Question 25: Security searches are always conducted by a person of my gender. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 25 |
| FACILITIES | | | | | | | | |
| 26 | The new facilities are well maintained. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 26 |
| 27 | The new facilities are clean. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 27 |
| 28 | The new facilities have different toilets for men and women. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 28 |
| 29 | Warehouse facilities are adequate. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 29 |
| 30 | The signage is helpful to show me where the different offices are. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 30 |
| 31 | There is always enough space for trucks and light vehicles in the parking yard at the border post | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 31 |
| 32 | There is separation of passenger and freight (cargo) traffic | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 32 |
| 33 | There are billboards with information educating people about health and HIV / AIDS. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 33 |
| 34 | There are adequate facilities for the physically impaired members of the public. | Strongly agree 1 | Agree 2 | Neutral 3 | Disagree 4 | Strongly disagree 5 | Not Sure 6 | 34 |
| 35 | As an overall comment; how satisfied are you with the new developments at the border post ? | Very satisfied 1 | Satisfied 2 | Neutral 3 | Dissatisfied 4 | Very Dissatisfied 5 | Not Sure 6 | 35 |
| Other comments | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Name of Surveyor | | | | | | | | |
| Supervisor | | Date | | | | | | |

Annexure B – Stakeholder Interview Assessment Form



Stakeholder Interview - Assessment Form

Station name: _____

1. What is the approximate number of SAD/ declarations (per week) at the border post

| Import | Export | Transit-in* | Transit-out* |
|--------|--------|-------------|--------------|
| _____ | _____ | _____ | _____ |

2. Number of informal trader entries per week _____
3. Number of staff employed in Customs operations (includes staff employed in processing Customs entries, examinations, entry and exit gates, etc.) _____

Number of staff employed in enforcement and other duties _____

4. Is the Customs clearance system automated?
5. If yes, what system is being used?
6. Number of staff employed by Other Government Agencies (OGA's) located at the border control area?

| | |
|----------------------|-------|
| Immigration | _____ |
| Agriculture | _____ |
| Veterinary | _____ |
| Health | _____ |
| Standards | _____ |
| Food & Drugs | _____ |
| Police | _____ |
| Environmental agency | _____ |
| Others (specify) | _____ |

7. Are OGA's operations automated? (*tick where applicable*)

| | |
|---------------------------|-------|
| Immigration | _____ |
| Agriculture | _____ |
| Veterinary | _____ |
| Health | _____ |
| Standards | _____ |
| Food & Drugs | _____ |
| Police | _____ |
| Environmental agency | _____ |
| President's office | _____ |
| Others (<i>specify</i>) | _____ |

8. Number of clearing agents located at the station? _____
9. Office opening and closing times of the station:
from _____ to _____
10. Office opening & closing time of the adjacent country station :
from _____ to _____
11. Is Customs opening hours in tandem with other Government Agencies?
12. Is Customs opening hours in tandem with adjacent Customs?
13. Number of inbound trucks per week: _____
14. Number of outbound trucks per week: _____
15. Number of private vehicles (*including commercial passenger vehicles such as buses*)
inbound per week: _____
16. Number of private vehicles (*including commercial passenger vehicles such as buses*)
outbound per week : _____
17. Are lanes for private vehicles and commercial trucks separate:
Yes _____ No _____

Annexure C – Stakeholder Interview / Questionnaire



STAKEHOLDER INTERVIEW / QUESTIONNAIRE

| | | | |
|--|-----------------|---------------------------|--|
| DATE: | | TIME STARTED: | |
| SURVEYOR: | | | |
| BORDER POST: | | TIME FINISHED: | |
| | | | |
| PERSON VISITED | POSITION | DEPARTMENT | |
| | | | |
| | | | |
| STAFF COMPLEMENT: | | | |
| NUMBER OF SHIFTS: | | | |
| NUMBER PER SHIFT: | | | |
| SHIFT TIMES: | | | |
| STAFF SHORTAGES: | | | |
| <u>FUNCTIONS AND WORK PROCEDURES:</u> | | | |
| | | | |
| <u>CHALLENGES FACED:</u> | | | |

Annexure E – Form 1B: Time Survey Commercial Vehicles

[illegible]

Annexure F – Form 1C: Gate out Register

[illegible]

Annexure H – User Satisfaction Surveys

Mutukula Border Posts

19-25 June 2017

The Border User Satisfaction Survey questionnaire is designed to collect information in relation to procedures, facilities, infrastructure, design and layout of the border, features and the performance of the border authorities. The User Satisfaction Survey questionnaire is shown in Annexure A.

The questionnaire on both sides of the border at Mutukula – Uganda and Mutukula – Tanzania was completed by trained members of the survey team and the process was tested prior to data collection with a one-day pilot survey. The User information was collected over a period of one week from a range of different respondents. The sample included the following key stakeholders; borders officials, clearing agents, Registered and informal traders, truck drivers, Passengers and Other travellers.

The selection of the respondents at borders is somewhat random due to the highly mobile population, many of whom are not willing to spend any unnecessary time on their journey.

The questions in the survey form cover various aspects of border operations and the new facilities. The questions are classified as follows;

| | |
|-----------------|--|
| Questions 1-10 | describe various attributes of the respondent sample. |
| Questions 11-20 | seek comments from respondents on various aspects of border usage. |
| Questions 21-35 | assess the levels of satisfaction with procedures and facilities. |

The results of the survey are presented in a set of tables with the responses to the 35 questions in the questionnaire. The tables are colour coded as All Users (white); Males (Blue); and Females (Pink).

The analysis of the user satisfaction uses the revised scoring method to produce the tables showing responses to each question in the USS questionnaire. The tables show the number (as percentage) of - “good”; -“neutral”; and - “bad” responses, with the results summarised as a percentage score.

After each set of survey tables there is table of user comments.

The results of the “stakeholder” (officials) interviews with different departments at the border are shown in tables after the User survey tables for each side of the border.

The survey results for Mutukula - Tanzania border post are shown first, followed by the results for Mutukula – Uganda.

User Satisfaction Survey: Mutukula - Tanzania

| Age | Total | | Male | | Female | |
|-------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| >21 | 4 | 7% | 1 | 2% | 3 | 16% |
| 22-34 | 20 | 33% | 13 | 32% | 7 | 37% |
| 35-44 | 26 | 43% | 18 | 44% | 8 | 42% |
| 45-54 | 7 | 12% | 6 | 15% | 1 | 5% |
| 55-64 | 3 | 5% | 3 | 7% | 0 | 0% |
| Decline | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: There were 60 respondents of which 41 were male and 19 were female. 43% of respondents were aged 35-44, 33% were 22-34.

Males: 32% of respondents were aged 22-34 and 44% in age group 35-44 with only 15% aged 45-54.

Females: 16% were below the age of 21, 37% were 23-34, and 42% were 35-44.

| Nationality | Total | | Male | | Female | |
|-------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Ugandan | 7 | 12% | 5 | 12% | 2 | 11% |
| Kenyan | 10 | 17% | 8 | 20% | 2 | 11% |
| Tanzanian | 38 | 63% | 25 | 61% | 13 | 68% |
| Rwandan | 2 | 3% | 1 | 2% | 1 | 5% |
| Burundian | 2 | 3% | 1 | 2% | 1 | 5% |
| Zambian | 1 | 2% | 1 | 2% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 63% of respondents were Tanzanian, 17% were Kenyan and 12% were Ugandan.

Males: 20% were Kenyan, 61% were Tanzanian and 12% were Ugandan.

Females: 11% were Ugandan, 11% Kenyan and 68% Tanzanian.

| Border User | Total | | Male | | Female | |
|-------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Border Official | 13 | 22% | 5 | 12% | 8 | 42% |
| Clearing Agents | 8 | 13% | 6 | 15% | 2 | 11% |
| Truck Driver | 5 | 8% | 3 | 7% | 2 | 11% |
| Informal Trader | 6 | 10% | 5 | 12% | 1 | 5% |
| Other | 12 | 20% | 11 | 27% | 1 | 5% |
| Passenger | 5 | 8% | 3 | 7% | 2 | 11% |
| Registered Trader | 10 | 17% | 8 | 20% | 2 | 11% |
| Transporter | 1 | 2% | 0 | 0% | 1 | 5% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 22% of respondents were border officials, 13% clearing agents, 8% were truck drivers and 10% were informal traders and 17% registered traders.

Males: 15% were clearing agents, 12% were informal traders, and 20% registered traders.

Females: 42% were border officials, 11% clearing agents, 11% truck drivers and 11% were passengers.

| Trader Years in Business | Total | | Male | | Female | |
|--------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| One - Six Months | 7 | 13% | 2 | 5% | 5 | 31% |
| Six Months - One Year | 3 | 6% | 2 | 5% | 1 | 6% |
| One - Two Years | 9 | 17% | 7 | 18% | 2 | 13% |
| Two - Four Years | 20 | 37% | 15 | 39% | 5 | 31% |
| Over Five Years | 15 | 28% | 12 | 32% | 3 | 19% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 54 | | 38 | | 16 | |

Total: 17% of traders have been in business for 1-2 years, 37% 2-4 years and 28% over 5 years.

Males: 18% have been in business 1-2 years, 39% 2-4 years and 32% over five years.

Females: 31% had been in business for less than 6 months, 13% 1-2 years, 31% 2-4 years and only 19% over five years.

| Cross times Frequency | Total | | Male | | Female | |
|-----------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| 1 Hour | 3 | 5% | 2 | 5% | 1 | 6% |
| 2 Hours | 16 | 28% | 10 | 25% | 6 | 33% |
| 5 Hours | 18 | 31% | 14 | 35% | 4 | 22% |
| 12 Hours | 18 | 31% | 11 | 28% | 7 | 39% |
| 1 Day | 3 | 5% | 3 | 8% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 58 | | 40 | | 18 | |

Total: 28% of respondents cross the border in two hours, 31% in five hours and 31% in twelve hours.

Males: 25% crossed in two hours, 35% in five hours and 28% in twelve hours.

Females: 33% crossed the border in two hours, 22% in five hours and 39% in twelve hours.

| Transport Mode | Total | | Male | | Female | |
|------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Car | 6 | 10% | 3 | 7% | 3 | 16% |
| Taxi | 5 | 8% | 2 | 5% | 3 | 16% |
| Bus | 11 | 18% | 4 | 10% | 7 | 37% |
| Motorbike | 3 | 5% | 2 | 5% | 1 | 5% |
| Bicycle | 0 | 0% | 0 | 0% | 0 | 0% |
| Truck | 28 | 47% | 25 | 61% | 3 | 16% |
| Walk | 4 | 7% | 3 | 7% | 1 | 5% |
| Other (Please specify) | 3 | 5% | 2 | 5% | 1 | 5% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 10% of respondents travelled by car, 8% by taxi, 18% by bus and 47% by truck.

Males: 7% travelled by car, 10% by bus, 61% by truck.

Females: 16% travelled by car, 16% by taxi, 37% by bus, 16% by truck.

| Table 7 | Total | | Male | | Female | |
|-------------------|-------|-----|------|-----|--------|-----|
| Transaction Value | | | No. | % | No. | % |
| \$50 | 5 | 8% | 1 | 2% | 4 | 22% |
| \$100 | 7 | 12% | 4 | 10% | 3 | 17% |
| \$500 | 12 | 20% | 12 | 29% | 0 | 0% |
| \$5000 | 5 | 8% | 5 | 12% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| Millions | 24 | 41% | 16 | 39% | 8 | 44% |
| Not known | 6 | 10% | 3 | 7% | 3 | 17% |
| N/A | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 41 | | 18 | |

Total: 12% of respondents said that transaction values were \$100, 20% said \$500, 8% said \$5000.

Males: 10% said \$100, 29% said \$500 and 12% said \$5000.

Females: 22% said \$50, 17% said \$100 and 44% said millions.

| Table 8 | Total | | Male | | Female | |
|---------------------|-------|-----|------|-----|--------|-----|
| Routes | | | No. | % | No. | % |
| Always use this one | 33 | 56% | 22 | 55% | 11 | 58% |
| Have changed route | 26 | 44% | 18 | 45% | 8 | 42% |
| Previous route | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 40 | | 19 | |

Total: 56% has always used this route and 44% had shown recently changed.

Males: 55% said always used this route and 45% said that they have changed.

Females: 58% said always used this route and 42% said that they have changed.

| Table 9 | Total | | Male | | Female | |
|-----------------|-------|-----|------|-----|--------|-----|
| Change Route | | | No. | % | No. | % |
| More convenient | 12 | 36% | 8 | 36% | 4 | 36% |
| Shorter | 8 | 24% | 6 | 27% | 2 | 18% |
| Quicker | 1 | 3% | 0 | 0% | 1 | 9% |
| Better Roads | 12 | 36% | 8 | 36% | 4 | 36% |
| Other Reason | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 33 | | 22 | | 11 | |

Total: 36% said more convenient, 24% said shorter and 36% said shorter roads.

Males: 36% said more convenient, 27% shorter and 36% said shorter roads.

Females: 36% said more convenient, 18% said shorter and 36% said better roads.

| Table 10 | Total | | Male | | Female | |
|----------------------|-------|-----|------|-----|--------|-----|
| What is different | | | No. | % | No. | % |
| Quicker Processing | 6 | 10% | 5 | 12% | 1 | 5% |
| Less Delay | 12 | 20% | 6 | 15% | 6 | 32% |
| Reduce Cost | 4 | 7% | 3 | 7% | 1 | 5% |
| Simpler Procedures | 31 | 52% | 23 | 56% | 8 | 42% |
| All of the Foregoing | 7 | 12% | 4 | 10% | 3 | 16% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 20% said less delays and 52% said simpler procedures, 12% said all of the improvements.

Males: 15% said less delays, 56% said simpler procedures, 7% said reduced costs.

Females: 32% said less delays, 5% said reduced costs and 42% said simpler procedures, 16% said all of the foregoing improvements.

| Table 11 | Total | | Male | | Female | |
|---------------------|-------|-----|------|-----|--------|-----|
| Informed of changes | | | No. | % | No. | % |
| Yes | 46 | 77% | 31 | 76% | 15 | 79% |
| No | 11 | 18% | 8 | 20% | 3 | 16% |
| Not Sure | 3 | 5% | 2 | 5% | 1 | 5% |
| | 60 | | 41 | | 19 | |

Total: 77% had been informed of changes and 18% not.

Males: 76% had been informed of changes and 20% not.

Females: 79% had been informed of changed and 16% had not.

| Table 12 | Total | | Male | | Female | |
|---------------------------|-------|-----|------|-----|--------|-----|
| What savings | | | No. | % | No. | % |
| Less Delays | 13 | 22% | 4 | 10% | 9 | 47% |
| Reduced transaction costs | 7 | 12% | 5 | 13% | 2 | 11% |
| Overall time saving | 12 | 20% | 8 | 20% | 4 | 21% |
| Increased trade | 20 | 34% | 16 | 40% | 4 | 21% |
| Reduced import costs | 7 | 12% | 7 | 18% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 40 | | 19 | |

Total: 22% said less delays, 12% said a reduced transaction costs, 20% said overall time saving and 34% said increased trade.

Males: 10% said less delays, 13% reduced transaction costs, 40% said increased trade and 18% said reduced import costs.

Females: 47% said less delays, 11% said reduced transaction costs, 21% said overall time saving and 21% said increased trade.

| Time-start transaction | Total | | Male | | Female | |
|------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| 1 Hour | 18 | 32% | 8 | 20% | 10 | 59% |
| 2 Hour | 4 | 7% | 3 | 8% | 1 | 6% |
| 5 Hour | 2 | 4% | 1 | 3% | 1 | 6% |
| 12 Hour | 1 | 2% | 0 | 0% | 1 | 6% |
| 1 Day | 5 | 9% | 5 | 13% | 0 | 0% |
| 2 Days | 16 | 28% | 13 | 33% | 3 | 18% |
| No Answer | 11 | 19% | 10 | 25% | 1 | 6% |
| | 57 | | 40 | | 17 | |

Total: 32% said transaction started in 1 hour, 7% said 2 hours, 9% said 1 day and 28% said 2 days.

Males: 20% said 1 hour, 8% said 2 hours, 13% said 1 day, 33% said 2 days.

Females: 59% said transaction started in 1 hour, 6% said 2 hours, 18% said 2 days.

| Reasons for delays | Total | | Male | | Female | |
|------------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Agent Delay | 10 | 26% | 6 | 21% | 4 | 40% |
| Documents from Authority | 13 | 34% | 9 | 32% | 4 | 40% |
| Bank clearance | 7 | 18% | 6 | 21% | 1 | 10% |
| Process delay | 2 | 5% | 2 | 7% | 0 | 0% |
| Officials waiting for bribes | 1 | 3% | 0 | 0% | 1 | 10% |
| Vehicle Problems | 4 | 11% | 4 | 14% | 0 | 0% |
| Other | 1 | 3% | 1 | 4% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 38 | | 28 | | 10 | |

Total: 34% blamed delays on documents from authority, 26% blamed agents, 18% said bank clearance and 11% said vehicle problems,

Males: 32% blamed documents from authorities, 21% said agent delays, 21% said bank clearance and 14% said vehicle problems.

Females: 40% blamed agent delays, 40% documents from authorities, 20% mentioned officials waiting for bribes.

| New procedures | Total | | Male | | Female | |
|--------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Single Inspections | 7 | 12% | 2 | 5% | 5 | 26% |
| Better Parking | 36 | 60% | 27 | 66% | 9 | 47% |
| Faster Processing | 6 | 10% | 4 | 10% | 2 | 11% |
| Less Corruption | 3 | 5% | 2 | 5% | 1 | 5% |
| Better facilities | 6 | 10% | 4 | 10% | 2 | 11% |
| Other | 2 | 3% | 2 | 5% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 60% mentioned better parking, 10% faster processing, 12% single inspections and 10% said better facilities.

Males: 66% mentioned better parking, 10% faster processing and 10% better facilities and 5% mentioned less corruption.

Females: 26% mentioned single inspections and 47% better parking, 11% said faster processing and 11% mentioned better facilities.

| Harassment | Total | | Male | | Female | |
|---------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Verbal Abuse | 4 | 7% | 2 | 5% | 2 | 11% |
| Requests for Bribe | 3 | 5% | 0 | 0% | 3 | 16% |
| Service delayed for bribe | 2 | 3% | 2 | 5% | 0 | 0% |
| Sexual Abuse | 0 | 0% | 0 | 0% | 0 | 0% |
| Physical Abuse | 1 | 2% | 1 | 3% | 0 | 0% |
| Service Refusal | 1 | 2% | 1 | 3% | 0 | 0% |
| Other | 48 | 81% | 34 | 85% | 14 | 74% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 40 | | 19 | |

Total: 7% mentioned verbal abuse, 5% mentioned request for bribes, 81% said other.

Males: 5% mentioned verbal abuse, 5% service delayed for a bribe and 85% said other.

Females: 11% mentioned verbal abuse, 16% mentioned request for bribes and 74% said other.

| Neg impact for Girls | Total | | Male | | Female | |
|----------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Lack of Facilities | 8 | 13% | 5 | 12% | 3 | 16% |
| Crowding | 21 | 35% | 15 | 37% | 6 | 32% |
| Queuing conflicts | 5 | 8% | 2 | 5% | 3 | 16% |
| Toilet Facilities | 9 | 15% | 6 | 15% | 3 | 16% |
| Lack of Seating | 9 | 15% | 7 | 17% | 2 | 11% |
| Other | 7 | 12% | 5 | 12% | 2 | 11% |
| None | 1 | 2% | 1 | 2% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 35% mentioned crowding, 13% lack of facilities, 15% mentioned toilet facilities and 15% lack of seating.

Males: 12% mentioned lack of facilities, 37% crowding, 15% mentioned toilet facilities and 17% lack of seating.

Females: 16% mentioned lack of facilities, 32% crowding, 16% queuing conflicts and 16% toilet facilities.

| Corruption | Total | | Male | | Female | |
|--------------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| No Change | 6 | 10% | 2 | 5% | 4 | 21% |
| Reduced Opportunity for Bribes | 7 | 12% | 5 | 12% | 2 | 11% |
| More open transactions | 11 | 18% | 11 | 27% | 0 | 0% |
| Better System | 32 | 53% | 19 | 46% | 13 | 68% |
| Combined Inspections | 4 | 7% | 4 | 10% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 53% mentioned better systems, 18% more open transactions, 12% reduced opportunities for bribes but 10% said no change.

Males: 46% mentioned better systems, 27% more open transactions, and 12% reduced opportunities for bribes.

Females: 21% said not change, 11% said reduced opportunities for bribes and 68% said that there were better systems.

Table 19

| | Total | | Male | | Female | |
|--------------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Most significant change | | | | | | |
| Less Delays | 7 | 12% | 3 | 7% | 4 | 21% |
| Simpler Procedures | 9 | 15% | 7 | 17% | 2 | 11% |
| Better Facilities | 30 | 50% | 20 | 49% | 10 | 53% |
| More parking | 9 | 15% | 7 | 17% | 2 | 11% |
| Faster Processing | 5 | 8% | 4 | 10% | 1 | 5% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 41 | | 19 | |

Total: 50% mentioned better facilities, 15% simpler procedures, 12% mentioned less delays and 15% more parking.

Males: 49% mentioned better facilities, 17% more parking, 17% simpler procedures.

Females: 53% mentioned better facilities, 11% simpler procedures and 21% said less delays.

Table 20

| | Total | | | Male | | | Female | | |
|-------------------------|-----------|----|-----|-----------|----|------|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Central location | | | | | | | | | |
| Very satisfied | 35 | | | 28 | | | 7 | | |
| Satisfied | 21 | 56 | 95% | 13 | 41 | 100% | 8 | 15 | 83% |
| Neutral | 3 | 3 | 5% | 0 | 0 | 0% | 3 | 3 | 17% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| Total | 59 | | | 41 | | | 18 | | |

Total: 95% were satisfied with the centralised processing.

Males: 100% were satisfied with centralised processing.

Females: 83% were satisfied but 17% neutral.

Table 21

| | Total | | | Male | | | Female | | |
|--------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Joint Examination | | | | | | | | | |
| Very satisfied | 19 | | | 15 | | | 4 | | |
| Satisfied | 31 | 50 | 89% | 24 | 39 | 95% | 7 | 11 | 73% |
| Neutral | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| Dissatisfied | 1 | | | 1 | | | 0 | | |
| Very Dissatisfied | 5 | 6 | 11% | 1 | 2 | 5% | 4 | 4 | 27% |
| | 56 | | | 41 | | | 15 | | |

Total: 89% were satisfied with joint examination, 11% very dissatisfied.

Males: 95% were satisfied.

Females: 73% were satisfied with joint examination but 27% were very dissatisfied.

Table 22

| | Total | | | Male | | | Female | | |
|-----------------------|-----------|----|-----|-----------|----|-----|-----------|---|-----|
| | No. | | % | No. | | % | No. | | % |
| Decreased time | | | | | | | | | |
| Very satisfied | 9 | | | 8 | | | 1 | | |
| Satisfied | 21 | 30 | 57% | 14 | 22 | 56% | 7 | 8 | 57% |
| Neutral | 15 | 15 | 28% | 10 | 10 | 26% | 5 | 5 | 36% |
| Dissatisfied | 8 | | | 7 | | | 1 | | |
| Very Dissatisfied | 0 | 8 | 15% | 0 | 7 | 18% | 0 | 1 | 7% |
| | 53 | | | 39 | | | 14 | | |

Total: 51% of all respondents were satisfied with decreased time but 28% were neutral and 15% very dissatisfied.

Males: 56% were satisfied, 26% neutral and 18% were very dissatisfied.

Females: 57% were satisfied and 36% were neutral.

Table 23

| | Total | | | Male | | | Female | | |
|---------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Security +/- | | | | | | | | | |
| Very satisfied | 30 | | | 20 | | | 10 | | |
| Satisfied | 23 | 53 | 88% | 17 | 37 | 90% | 6 | 16 | 84% |
| Neutral | 2 | 2 | 3% | 1 | 1 | 2% | 1 | 1 | 5% |
| Dissatisfied | 4 | | | 2 | | | 2 | | |
| Very Dissatisfied | 1 | 5 | 8% | 1 | 3 | 7% | 0 | 2 | 11% |
| | 60 | | | 41 | | | 19 | | |

Total: 88% of total respondents were satisfied with security.

Males: 90% were satisfied.

Females: 84% were satisfied but 11% were very dissatisfied.

Table 24

| | Total | | | Male | | | Female | | |
|-----------------------|-----------|----|-----|-----------|----|-----|-----------|---|-----|
| | No. | | % | No. | | % | No. | | % |
| Search -gender | | | | | | | | | |
| Very satisfied | 15 | | | 11 | | | 4 | | |
| Satisfied | 17 | 32 | 57% | 12 | 23 | 59% | 5 | 9 | 53% |
| Neutral | 14 | 14 | 25% | 9 | 9 | 23% | 5 | 5 | 29% |
| Dissatisfied | 6 | | | 5 | | | 1 | | |
| Very Dissatisfied | 4 | 10 | 18% | 2 | 7 | 18% | 2 | 3 | 18% |
| | 56 | | | 39 | | | 17 | | |

Total: 57% of respondents were satisfied with gender search, 25% were neutral and 18% very dissatisfied.

Males: 59% were satisfied, 23% neutral and 18% very dissatisfied.

Females: 53% were satisfied, 29% were neutral and 18% were very dissatisfied.

| Table 25 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Maintenance | No. | | % | No. | | % | No. | | % |
| Very satisfied | 29 | 56 | 95% | 22 | 38 | 95% | 7 | 18 | 95% |
| Satisfied | 27 | | | 16 | | | 11 | | |
| Neutral | 3 | 3 | 5% | 2 | 2 | 5% | 1 | 1 | 5% |
| Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| Very Dissatisfied | 0 | | | 0 | | | 0 | | |
| | 59 | | | 40 | | | 19 | | |

Total: 95% of total respondents were satisfied with maintenance.

Males: 95% were satisfied and 5% were netutral.

Females: 95% were satisfied.

| Table 26 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Cleanliness | No. | | % | No. | | % | No. | | % |
| Very satisfied | 18 | 50 | 83% | 12 | 34 | 83% | 6 | 16 | 84% |
| Satisfied | 32 | | | 22 | | | 10 | | |
| Neutral | 7 | 7 | 12% | 6 | 6 | 15% | 1 | 1 | 5% |
| Dissatisfied | 3 | 3 | 5% | 1 | 1 | 2% | 2 | 2 | 11% |
| Very Dissatisfied | 0 | | | 0 | | | 0 | | |
| | 60 | | | 41 | | | 19 | | |

Total: 83% of all respondents were satisfied with the cleanliness, 12% were neutral.

Males: 83% were satisfied and 15% were neutral.

Females: 84% were satisfied, 5% were neutral but 11% were very dissatisfied.

| Table 27 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Toilets -M/F | No. | | % | No. | | % | No. | | % |
| Very satisfied | 7 | 33 | 56% | 5 | 19 | 48% | 2 | 14 | 74% |
| Satisfied | 26 | | | 14 | | | 12 | | |
| Neutral | 17 | 17 | 29% | 14 | 14 | 35% | 3 | 3 | 16% |
| Dissatisfied | 5 | 9 | 15% | 3 | 7 | 18% | 2 | 2 | 11% |
| Very Dissatisfied | 4 | | | 4 | | | 0 | | |
| | 59 | | | 40 | | | 19 | | |

Total: 56% were satisfied and 29% neutral with the male/female toilets. 15% were very dissatisfied.

Males: 48% were satisfied, 35% were neutral and 18% were very dissatisfied.

Females: 74% were satisfied, 16% neutral and 11% were very dissatisfied.

| Table 28 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Warehouse | No. | | % | No. | | % | No. | | % |
| Very satisfied | 14 | 46 | 85% | 12 | 34 | 87% | 2 | 12 | 80% |
| Satisfied | 32 | | | 22 | | | 10 | | |
| Neutral | 5 | 5 | 9% | 3 | 3 | 8% | 2 | 2 | 13% |
| Dissatisfied | 2 | 3 | 6% | 1 | 2 | 5% | 1 | 1 | 7% |
| Very Dissatisfied | 1 | | | 1 | | | 0 | | |
| | 54 | | | 39 | | | 15 | | |

Total: 85% of respondents were satisfied with warehousing.

Males: 87% were satisfied.

Females: 80% were satisfied, 13% were neutral and 7% were very dissatisfied.

| Table 29 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Signage | No. | | % | No. | | % | No. | | % |
| Very satisfied | 25 | 52 | 88% | 19 | 37 | 93% | 6 | 15 | 79% |
| Satisfied | 27 | | | 18 | | | 9 | | |
| Neutral | 1 | 1 | 2% | 1 | 1 | 3% | 0 | 0 | 0% |
| Dissatisfied | 1 | 6 | 10% | 0 | 2 | 5% | 1 | 4 | 21% |
| Very Dissatisfied | 5 | | | 2 | | | 3 | | |
| | 59 | | | 40 | | | 19 | | |

Total: 88% of all respondents were satisfied with signage, 10% were very dissatisfied.

Males: 93% were satisfied.

Females: 79% were satisfied and 21% very dissatisfied.

| Table 30 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Parking | No. | | % | No. | | % | No. | | % |
| Very satisfied | 23 | 55 | 93% | 17 | 37 | 93% | 6 | 18 | 95% |
| Satisfied | 32 | | | 20 | | | 12 | | |
| Neutral | 3 | 3 | 5% | 2 | 2 | 5% | 1 | 1 | 5% |
| Dissatisfied | 1 | 1 | 2% | 1 | 1 | 3% | 0 | 0 | 0% |
| Very Dissatisfied | 0 | | | 0 | | | 0 | | |
| | 59 | | | 40 | | | 19 | | |

Total: 93% of all respondents were satisfied with the parking.

Males: 93% were satisfied.

Females: 95% were satisfied.

| | Total | | | Male | | | Female | | |
|---------------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Separation of Pass/goods | | | | | | | | | |
| Very satisfied | 12 | 50 | 89% | 8 | 34 | 87% | 4 | 16 | 94% |
| Satisfied | 38 | | | 26 | | | 12 | | |
| Neutral | 4 | 4 | 7% | 4 | 4 | 10% | 0 | 0 | 0% |
| Dissatisfied | 2 | 2 | 4% | 1 | 1 | 3% | 1 | 1 | 6% |
| Very Dissatisfied | 0 | | | 0 | | | 0 | | |
| | 56 | | | 39 | | | 17 | | |

Total: 89% of total respondents were satisfied with separation of passenger and goods.

Males: 87% were satisfied and 10% neutral.

Females: 94% were satisfied.

| | Total | | | Male | | | Female | | |
|-------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| HIV signs | | | | | | | | | |
| Very satisfied | 6 | 16 | 29% | 5 | 13 | 35% | 1 | 3 | 17% |
| Satisfied | 10 | | | 8 | | | 2 | | |
| Neutral | 15 | 15 | 27% | 11 | 11 | 30% | 4 | 4 | 22% |
| Dissatisfied | 10 | 24 | 44% | 7 | 13 | 35% | 3 | 11 | 61% |
| Very Dissatisfied | 14 | | | 6 | | | 8 | | |
| | 55 | | | 37 | | | 18 | | |

Total: 29% of total respondents were satisfied with HIV signage, 27% were neutral and 44% were very dissatisfied.

Males: 35% were satisfied, 30% neutral and 35% very dissatisfied.

Females: 17% were satisfied, 22% neutral and 61% very dissatisfied.

| | Total | | | Male | | | Female | | |
|----------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Disabled facilities | | | | | | | | | |
| Very satisfied | 21 | 50 | 88% | 16 | 34 | 85% | 5 | 16 | 94% |
| Satisfied | 29 | | | 18 | | | 11 | | |
| Neutral | 5 | 5 | 9% | 4 | 4 | 10% | 1 | 1 | 6% |
| Dissatisfied | 1 | 2 | 4% | 1 | 2 | 5% | 0 | 0 | 0% |
| Very Dissatisfied | 1 | | | 1 | | | 0 | | |
| | 57 | | | 40 | | | 17 | | |

Total: 85% of total respondents were satisfied with disabled facilities

Males: 85% were satisfied, 10% neutral and 4% very dissatisfied.

Females: 94% were satisfied, 6% neutral.

| | Total | | | Male | | | Female | | |
|--------------------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Overall level of satisfaction | | | | | | | | | |
| Very satisfied | 10 | 55 | 92% | 7 | 38 | 93% | 3 | 17 | 89% |
| Satisfied | 45 | | | 31 | | | 14 | | |
| Neutral | 4 | 4 | 7% | 2 | 2 | 5% | 2 | 2 | 11% |
| Dissatisfied | 1 | 1 | 2% | 1 | 1 | 2% | 0 | 0 | 0% |
| Very Dissatisfied | 0 | | | 0 | | | 0 | | |
| | 60 | | | 41 | | | 19 | | |

Total: 92% of respondents were satisfied with overall level of satisfaction.

Males: 93% were satisfied.

Females: 89% were satisfied, 11% neutral.

Overall Average :Satisfaction

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 95% | 100% | 83% |
| Joint Examination | 89% | 95% | 73% |
| Decreased time | 57% | 56% | 57% |
| Security | 88% | 90% | 84% |
| Search -gender | 57% | 59% | 53% |
| Maintenance | 95% | 95% | 95% |
| Cleanliness | 83% | 83% | 84% |
| Toilets -M/F | 56% | 48% | 74% |
| Warehouse | 85% | 87% | 80% |
| Signage | 88% | 93% | 79% |
| Parking | 93% | 93% | 95% |
| Separation of . Pass/goods | 89% | 87% | 94% |
| HIV Signage | 29% | 35% | 17% |
| Disabled facilities | 88% | 85% | 94% |
| Overall level of satisfaction | 92% | 93% | 89% |
| Average Score (%) | 79% | 80% | 77% |

Legend

| | |
|---|--------|
|  | 70-100 |
|  | 50-70 |
|  | 0-50 |

For all respondents, the consolidated scores for all questions gave an average score of 79% with the lowest scores recorded for HIV signage, male and female toilets, 57% for gender search and decreased time.




Males recorded an overall score of 80% with the lowest scores for male/female toilets, gender search and decreased time.

Females recorded 77% with the lowest scores for HIV signage and gender search.

Overall Average : Dissatisfaction

| | Total | Male | Female |
|-------------------------------|-----------|-----------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 11% | 5% | 27% |
| Decreased time | 15% | 18% | 7% |
| Security | 8% | 7% | 11% |
| Search -gender | 18% | 18% | 18% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 5% | 2% | 11% |
| Toilets -M/F | 15% | 18% | 11% |
| Warehouse | 6% | 5% | 7% |
| Signage | 10% | 5% | 21% |
| Parking | 2% | 3% | 0% |
| Separation of . Pass/goods | 4% | 3% | 6% |
| HIV Signage | 44% | 35% | 61% |
| Disabled facilities | 4% | 5% | 0% |
| Overall level of satisfaction | 2% | 2% | 0% |
| Average Score (%) | 9% | 8% | 12% |

Legend

| | |
|---|--------|
|  | 70-100 |
|  | 50-70 |
|  | 0-50 |

Overall response regard to dissatisfactions showed the highest levels of dissatisfaction for gender search, male/female toilets, HIV signage.

For males the highest levels of dissatisfaction were also decreased time, gender search and HIV signage.

For females, the highest levels of dissatisfaction were recorded for joint examination, gender search, signage and HIV signage.

Summary of User Satisfaction Responses: Mutukula - Tanzania (2016-2017)

The user responses for the Mutukula - Tanzania border post are much more positive as shown in the following summary tables below. The summary of all user satisfaction tables indicated that the overall user satisfaction was 73% in 2016 versus 79% in 2017. The ratings or scores for the male toilets are low due to the fact that the toilets are not functional, having been stripped and damaged in acts of vandalism. It is noteworthy that gender searches, and time reduction have improved dramatically and are now showing positive. Disabled facilities have also improved from 60% satisfaction to 88%.

2016 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 86% | 85% | 91% |
| Joint Examination | 91% | 89% | 100% |
| Decreased time | 37% | 38% | 30% |
| Security | 95% | 94% | 100% |
| Search -gender | 46% | 50% | 36% |
| Maintenance | 84% | 88% | 67% |
| Cleanliness | 85% | 86% | 83% |
| Toilets -M/F | 31% | 29% | 42% |
| Warehouse | 86% | 87% | 83% |
| Signage | 78% | 79% | 73% |
| Parking | 88% | 90% | 78% |
| Separation of Pass/goods | 95% | 94% | 100% |
| Disabled facilities | 60% | 57% | 75% |
| Overall level of satisfaction | 62% | 65% | 50% |
| Average Score (%) | 73% | 74% | 72% |

2017 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 95% | 100% | 83% |
| Joint Examination | 89% | 95% | 73% |
| Decreased time | 57% | 56% | 57% |
| Security | 88% | 90% | 84% |
| Search -gender | 57% | 59% | 53% |
| Maintenance | 95% | 95% | 95% |
| Cleanliness | 83% | 83% | 84% |
| Toilets -M/F | 56% | 48% | 74% |
| Warehouse | 85% | 87% | 80% |
| Signage | 88% | 93% | 79% |
| Parking | 93% | 93% | 95% |
| Separation of Pass/goods | 89% | 87% | 94% |
| Disabled facilities | 88% | 85% | 94% |
| Overall level of satisfaction | 92% | 93% | 89% |
| Average Score (%) | 79% | 80% | 77% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

2016 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 8% | 8% | 9% |
| Joint Examination | 7% | 9% | 0% |
| Decreased time | 37% | 38% | 30% |
| Security | 2% | 2% | 0% |
| Search -gender | 38% | 43% | 27% |
| Maintenance | 5% | 4% | 8% |
| Cleanliness | 7% | 6% | 8% |
| Toilets -M/F | 41% | 38% | 50% |
| Warehouse | 2% | 2% | 0% |
| Signage | 9% | 11% | 0% |
| Parking | 8% | 5% | 22% |
| HIV Signage | 11% | 12% | 8% |
| Disabled facilities | 7% | 7% | 8% |
| Overall level of satisfaction | 5% | 6% | 0% |
| Average Score (%) | 12% | 13% | 11% |

2016 USS – Overall Dissatisfaction Levels

| | Total | Male | Female |
|-------------------------------|-----------|-----------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 11% | 5% | 27% |
| Decreased time | 15% | 18% | 7% |
| Security | 8% | 7% | 11% |
| Search -gender | 18% | 18% | 18% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 5% | 2% | 11% |
| Toilets -M/F | 15% | 18% | 11% |
| Warehouse | 6% | 5% | 7% |
| Signage | 10% | 5% | 21% |
| Parking | 2% | 3% | 0% |
| Separation of . Pass/goods | 4% | 3% | 6% |
| Disabled facilities | 4% | 5% | 0% |
| Overall level of satisfaction | 2% | 2% | 0% |
| Average Score (%) | 9% | 8% | 12% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

Mutukula - Tanzania Border User Comments

| Category | Comments |
|------------------------------|---|
| Bribery | <ul style="list-style-type: none"> • Inspection by different authorities increases chances for corruption |
| Officials and Staffing | <ul style="list-style-type: none"> • More cooperation is needed • More inspection is needed for the established facilities. • The survey program should long live because it awakens most of the leaders who tend to dodge work. • More skilled labour is needed. |
| Systems | <ul style="list-style-type: none"> • Request a twenty-four hours for operation, as a business person needs not to lose even a single minute • OSBP should operate 24/7 hrs. As a business man, one should not delay to next day waiting for clearance to the next day in case one reaches at the border at LATE hrs. • Need for government intervention because of delay. • Educating people about goods transported. • There is improved better system than in past years. • There is a need to teach people on how some of the facilities are used. • A need to educate people about the imported and exported goods |
| Transporters and Agents | <ul style="list-style-type: none"> • Need to improve on the transport means • More trained clearing agents are required. • clearing agent's offices also to be allocated in the same building. standby generator should be more than one to enhance perpetual services. • Most of the delay is due to agents lack of enough BOND • There is a need for the clearing agents to get their offices. |
| Signage and Security | <ul style="list-style-type: none"> • Establish more bill boards for directing a new passenger where to go. Also for Health and HIV. • No any information about the delay by the bus like in the waiting room for airports, despite completion of document verification for passengers More security is needed especially on fencing. • Need for more signage. • More billboards to show the leaders is needed. |
| Driver and Public Facilities | <ul style="list-style-type: none"> • There is a very big distance between the OSBP (TRA) and the clearing agents. • More sanitation is needed • Inadequate social services such as water supply • There is rapid spread of diseases. • Facilities are well improved. • Enlargement of some parts is needed. • There is faster development of the border. • Some rules for drivers to reduce accidents. • There is a need to enlarge the place to avoid congestion. |
| Social Comments | <ul style="list-style-type: none"> • People should help others to know different languages because of language barriers • Need for more jobs to avoid unemployment among we teenagers around the OSBP • The hospitality given to the foreigners is not pleasing. • There is a need to educate people about sanitation. • Support to the informal traders is needed. • Need for women emancipation since most women are unemployed |

Stakeholder Observations Matrix: Mutukula - Tanzania

These are the comments and observations received from the officials in different departments in the initial stakeholder interviews at the start of the border survey.

| Department | Staff Total | Op hours from | Op hours to | Total work hours | Shifts | Staff per shift | shift duration | Staff shortages | Deficit | Functions | Challenge faced |
|---------------------------|-------------|---------------|-------------|------------------|--------|-----------------|----------------|-----------------|---------|--|--|
| 1 TZ Bureau of Standards | 2 | 07:00am | 06:00pm | 11 hrs | 1 | 2 | 11 hrs | None | None | 1. Control of all goods incoming 2. Issuing P.V.O.C. Certificate 3. Testing of all incoming goods | |
| 2 Immigration | 12 | 07:00am | 06:00pm | 11 hrs | 1 | 6 | 11: hrs | 5 | 5 | 1. Control of incoming and outgoing people 2. Monitoring of illegal immigrants 3. Control of the border | 1. Porous Border 2. Transport 3. No communication between border posts |
| 3 Govt. Chem. Lab. Agency | 1 | 07:30am | 06:00pm | 10:30:hrs | 1 | 1 | 10:30 hrs | 1 | 1 | 1. Verification of chemical permits 2. Issuing of chemical permits 3. Inspection of goods for import 4. Impounding of contaminated goods | 1. No laboratory service 2. No laboratory equipment |
| 4 Port Health | 3 | 07:30am | 12:00pm | 4:30 hrs | 1 | 3 | 4:30 hrs | 4 | 4 | 1. Inspection of border premises 2. Vaccination of international travelers 3. Health education to community and travelers 4. Inspection of environmental sanitation around border 5. Supervision of solid and liquid disposal. | 1. Staff shortage 2. More traveler surveillance 3. Thermal scanner for travelers |
| 5 Weights & Measurement | 1 | 07:00am | 12:pm | 5 hrs | 1 | 1 | 5 hrs | None | None | 1. Control & Inspection of linear measurements 2. Quantity Measurement 3. Volume Measurement 4. Weight Measurement | 1. Consumer Ignorance 2. No Connectivity 3. Insufficient signage 4. Inadequate facilities |
| 6 Customs | 18 | 07:00am | 07:00pm | 12 hrs | 1 | 18 | 12 hrs | 1 | 1 | 1. Transit monitoring and control 2. Export import control 3. Passenger and baggage assessment 4. Border patrol 5. Facilitation of trade | 1. Porous Border 2. No inspection shed 3. Uganda entry from tanzania needs to be closed |
| 7 Police | 21 | 06:00am | 06:00pm | 12 hrs | 1 | 21 | 12 hrs | 13 | 13 | 1. Guarding of checkpoints 2. Receiving of complaints, information 3. Detention of criminals 4. Conducting of inspection of people, cars, busses and trucks | 1. Narcotics 2. Connectivity 3. Staff shortage 4. More security 5. No motor vehicles 6. Smuggling 7. Porous border |

User Satisfaction Survey: Mutukula - Uganda

| Table 1 | Total | | Male | | Female | |
|-------------|-------|-----|------|-----|--------|-----|
| Age | No. | % | No. | % | No. | % |
| >21 | 1 | 2% | 0 | 0% | 1 | 3% |
| 22-34 | 11 | 18% | 4 | 14% | 7 | 22% |
| 35-44 | 18 | 30% | 9 | 32% | 9 | 28% |
| 45-54 | 10 | 17% | 4 | 14% | 6 | 19% |
| 55-64 | 3 | 5% | 1 | 4% | 2 | 6% |
| Decline | 1 | 2% | 1 | 4% | 0 | 0% |
| No Response | 16 | 27% | 9 | 32% | 7 | 22% |
| | 60 | | 28 | | 32 | |

Total: There were a total 60 respondents, 28 were males and 32 were females. The total respondents, 30% were aged 35-44, 18% 22-34% and 17% aged 45-54.

Males: 32% were aged 35-44, 14% aged 22-34 and 14% aged 45-54. 32% did not respond.

Females: 22% were aged 22-34, 28% aged 35-44, 19% were aged 45-54 and 22% did not respond.

| Table 2 | Total | | Male | | Female | |
|-------------|-------|-----|------|-----|--------|-----|
| Nationality | No. | % | No. | % | No. | % |
| Ugandan | 49 | 82% | 24 | 86% | 25 | 78% |
| Kenyan | 0 | 0% | 0 | 0% | 0 | 0% |
| Tanzanian | 10 | 17% | 3 | 11% | 7 | 22% |
| Rwandan | 1 | 2% | 1 | 4% | 0 | 0% |
| Burundian | 0 | 0% | 0 | 0% | 0 | 0% |
| Zambian | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 82% of respondents were Ugandan and 17% were Tanzanian. and 12% were Ugandan.

Males: 86% were Ugandan, 11% were Tanzanian and 4% were Rwandan.

Females: 78% were Ugandan, 22% Tanzanian.

| Table 3 | Total | | Male | | Female | |
|-------------------|-------|-----|------|-----|--------|-----|
| Border User | No. | % | No. | % | No. | % |
| Border Official | 15 | 25% | 4 | 14% | 11 | 34% |
| Clearing Agents | 9 | 15% | 1 | 4% | 8 | 25% |
| Truck Driver | 2 | 3% | 0 | 0% | 2 | 6% |
| Informal Trader | 12 | 20% | 7 | 25% | 5 | 16% |
| Other | 9 | 15% | 7 | 25% | 2 | 6% |
| Passenger | 6 | 10% | 5 | 18% | 1 | 3% |
| Registered Trader | 3 | 5% | 3 | 11% | 0 | 0% |
| Transporter | 4 | 7% | 1 | 4% | 3 | 9% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 25% of respondents were border officials, 20% were informal traders, 10% were passengers and 15% were clearing agents.

Males: 14% were border officials, 25% were informal traders, 18% were passengers and 11% were registered traders.

Females: 34% were border officials, 25% clearing agents, 16% were informal traders and 3% were passengers.

| Table 4 | Total | | Male | | Female | |
|--------------------------|-------|-----|------|-----|--------|-----|
| Trader Years in Business | No. | % | No. | % | No. | % |
| One - Six Months | 0 | 0% | 0 | 0% | 0 | 0% |
| Six Months - One Year | 3 | 12% | 3 | 21% | 0 | 0% |
| One - Two Years | 9 | 35% | 4 | 29% | 5 | 42% |
| Two - Four Years | 7 | 27% | 2 | 14% | 5 | 42% |
| Over Five Years | 7 | 27% | 5 | 36% | 2 | 17% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 26 | | 14 | | 12 | |

Total: 35% of traders have been in business for 1-2 years, 27% 2-4 years and 27% over 5 years.

Males: 29% have been in business 1-2 years, 14% 2-4 years and 36% over five years but 21% had been in business for less than 1 year.

Females: 42% had been in business for one or two years, 42% two-four years and 17% over five years.

| Table 5 | Total | | Male | | Female | |
|-----------------------|-------|-----|------|-----|--------|-----|
| Cross times Frequency | No. | % | No. | % | No. | % |
| 1 Hour | 5 | 8% | 3 | 11% | 2 | 6% |
| 2 Hours | 15 | 25% | 7 | 25% | 8 | 25% |
| 5 Hours | 15 | 25% | 9 | 32% | 6 | 19% |
| 12 Hours | 3 | 5% | 2 | 7% | 1 | 3% |
| 1 Day | 22 | 37% | 7 | 25% | 15 | 47% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 25% of respondents cross the border in two hours, 25% in five hours and 37% in one day.

Males: 11% crossed in one hour, 25% in two hours, 32% in five hours but 25% crossed in one day.

Females: 6% crossed the border in one hour, 25% in two hours and 19% in five hours and 47% in one day.

| Table 6 | Total | | Male | | Female | |
|------------------------|-------|-----|------|-----|--------|-----|
| Transport Mode | No. | % | No. | % | No. | % |
| Car | 3 | 5% | 1 | 4% | 2 | 6% |
| Taxi | 6 | 10% | 2 | 7% | 4 | 13% |
| Bus | 12 | 20% | 3 | 11% | 9 | 28% |
| Motorbike | 12 | 20% | 5 | 18% | 7 | 22% |
| Bicycle | 1 | 2% | 1 | 4% | 0 | 0% |
| Truck | 12 | 20% | 9 | 32% | 3 | 9% |
| Walk | 14 | 23% | 7 | 25% | 7 | 22% |
| Other (Please specify) | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 27% of respondents travelled by bus, 20% by motorbike, 20% by truck and 23% were pedestrians.

Males: 4% travelled by car, 11% by bus, 18% by motorbike, 32% by truck and 25% were pedestrians.

Females: 28% travelled by bus, 13% by taxi, 22% by motorbike and 22% were pedestrians.

| Table 7 | Total | | Male | | Female | |
|-------------------|-------|-----|------|-----|--------|-----|
| Transaction Value | | | No. | % | No. | % |
| \$50 | 0 | 0% | 0 | 0% | 0 | 0% |
| \$100 | 1 | 2% | 0 | 0% | 1 | 3% |
| \$500 | 1 | 2% | 0 | 0% | 1 | 3% |
| \$5000 | 8 | 14% | 2 | 7% | 6 | 21% |
| Other | 1 | 2% | 0 | 0% | 1 | 3% |
| Millions | 15 | 26% | 9 | 32% | 6 | 21% |
| Not known | 31 | 54% | 17 | 61% | 14 | 48% |
| N/A | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 57 | | 28 | | 29 | |

Total: 14% of respondents said that transaction values were \$5000, 2% said \$500 and 26% said millions while 54% did not know the value.

Males: 61% said they did not know the value and 32% said millions.

Females: 48% said they did not know the value and 21% said millions whilst 21% said \$5000.

| Table 8 | Total | | Male | | Female | |
|---------------------|-------|------|------|------|--------|------|
| Routes | | | No. | % | No. | % |
| Always use this one | 59 | 100% | 28 | 100% | 31 | 100% |
| Have changed route | 0 | 0% | 0 | 0% | 0 | 0% |
| Previous route | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 28 | | 31 | |

Total: 100% of the respondents said that always used this route.

| Table 9 | Total | | Male | | Female | |
|-----------------|-------|-----|------|-----|--------|-----|
| Change Route | | | No. | % | No. | % |
| More convenient | 21 | 36% | 9 | 33% | 12 | 38% |
| Shorter | 2 | 3% | 0 | 0% | 2 | 6% |
| Quicker | 1 | 2% | 0 | 0% | 1 | 3% |
| Better Roads | 1 | 2% | 1 | 4% | 0 | 0% |
| Other Reason | 34 | 58% | 17 | 63% | 17 | 53% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 27 | | 32 | |

Total: 36% said more convenient and 58% said other reasons.

Males: 33% said the route was more convenient and 63% said other reasons.

Females: 38% said the route was more convenient, 6% said shorter and 53% said other reasons.

| Table 10 | Total | | Male | | Female | |
|----------------------|-------|-----|------|-----|--------|-----|
| What is different | | | No. | % | No. | % |
| Quicker Processing | 14 | 25% | 8 | 29% | 6 | 21% |
| Less Delay | 22 | 39% | 8 | 29% | 14 | 48% |
| Reduce Cost | 2 | 4% | 1 | 4% | 1 | 3% |
| Simpler Procedures | 1 | 2% | 0 | 0% | 1 | 3% |
| All of the Foregoing | 18 | 32% | 11 | 39% | 7 | 24% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 57 | | 28 | | 29 | |

Total: 39% said that were less delays at the OSBP, 25% said quicker processing and 32% said all of the foregoing advantages.

Males: 29% mentioned quicker processing, 29% said less delays and 39% said all of the above advanges.

Females: 21% mentioned quicker processing and 48% said less delays whilst 24% said all of the foregoing benefits.

| Table 11 | Total | | Male | | Female | |
|---------------------|-------|-----|------|-----|--------|-----|
| Informed of changes | | | No. | % | No. | % |
| Yes | 24 | 41% | 13 | 46% | 11 | 35% |
| No | 26 | 44% | 10 | 36% | 16 | 52% |
| Not Sure | 9 | 15% | 5 | 18% | 4 | 13% |
| | 59 | | 28 | | 31 | |

Total: 44% said that they had not been informed, 41% said they had been informed of changes and 15% were unsure.

Males: 46% said they had been informed and 36% said they had not.

Females: 35% had been informed, 52% had not and 13% were unsure.

| Table 12 | Total | | Male | | Female | |
|---------------------------|-------|-----|------|-----|--------|-----|
| What savings | | | No. | % | No. | % |
| Less Delays | 14 | 24% | 4 | 14% | 10 | 32% |
| Reduced transaction costs | 5 | 8% | 4 | 14% | 1 | 3% |
| Overall time saving | 28 | 47% | 14 | 50% | 14 | 45% |
| Increased trade | 10 | 17% | 6 | 21% | 4 | 13% |
| Reduced import costs | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 2 | 3% | 0 | 0% | 2 | 6% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 28 | | 31 | |

Total: 24% mentioned improvement by less delays, 47% said overall timesavings and 17% said increased trade.

Males: 14% mentioned less delays, 14% reduced transaction cost, 50% an overall time saving and 21% said increased trade.

Females: 32% said less delays, 45% said an overall time saving and 13% mentioned increased trade.

| Table 13 | Total | | Male | | Female | |
|------------------------|-------|-----|------|-----|--------|-----|
| Time-start transaction | | | No. | % | No. | % |
| 1 Hour | 4 | 10% | 2 | 9% | 2 | 10% |
| 2 Hour | 25 | 60% | 16 | 73% | 9 | 45% |
| 5 Hour | 13 | 31% | 4 | 18% | 9 | 45% |
| 12 Hour | 0 | 0% | 0 | 0% | 0 | 0% |
| 1 Day | 0 | 0% | 0 | 0% | 0 | 0% |
| 2 Days | 0 | 0% | 0 | 0% | 0 | 0% |
| No Answer | 0 | 0% | 0 | 0% | 0 | 0% |
| | 42 | | 22 | | 20 | |

Total: 60% of all respondents said they started transactions within two hours and 31% said within five hours, only 10% started within one hour.

Males: 9% started within one hour, 73% in two hours and 18% in five hours.

Females: 10% started in one hour, 45% in two hours and 45% within five hours.

| Table 14 | Total | | Male | | Female | |
|------------------------------|-------|-----|------|-----|--------|-----|
| Reasons for delays | | | No. | % | No. | % |
| Agent Delay | 9 | 15% | 3 | 11% | 6 | 19% |
| Documents from Authority | 8 | 14% | 5 | 19% | 3 | 9% |
| Bank clearance | 0 | 0% | 0 | 0% | 0 | 0% |
| Process delay | 6 | 10% | 5 | 19% | 1 | 3% |
| Officials waiting for bribes | 0 | 0% | 0 | 0% | 0 | 0% |
| Vehicle Problems | 6 | 10% | 2 | 7% | 4 | 13% |
| Other | 30 | 51% | 12 | 44% | 18 | 56% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 27 | | 32 | |

Total: 15% blamed delays on agents, 14% blamed documents from authorities and 10% blamed vehicle problems.

Males: 19% blamed documents from authorities, 11% said agent delays, 19% process delays and 44% said other.

Females: 19% blamed agent delays, 13% vehicle problems and 56% said other.

| Table 15 | Total | | Male | | Female | |
|--------------------|-------|-----|------|-----|--------|-----|
| New procedures | | | No. | % | No. | % |
| Single Inspections | 10 | 17% | 4 | 14% | 6 | 19% |
| Better Parking | 5 | 8% | 4 | 14% | 1 | 3% |
| Faster Processing | 13 | 22% | 6 | 21% | 7 | 22% |
| Less Corruption | 3 | 5% | 0 | 0% | 3 | 9% |
| Better facilities | 29 | 48% | 14 | 50% | 15 | 47% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 22% mentioned faster processing, 48% mentioned better facilities, 17% mentioned single inspections.

Males: 14% mentioned single inspections, 14% said better parking, 21% said faster processing and 50% said better facilities.

Females: 47% said better facilities, 22% said faster processing and 19% mentioned the single inspections.

| Table 16 | Total | | Male | | Female | |
|---------------------------|-------|-----|------|-----|--------|-----|
| Harassment | | | No. | % | No. | % |
| Verbal Abuse | 2 | 3% | 1 | 4% | 1 | 3% |
| Requests for Bribe | 3 | 5% | 3 | 11% | 0 | 0% |
| Service delayed for bribe | 0 | 0% | 0 | 0% | 0 | 0% |
| Sexual Abuse | 3 | 5% | 1 | 4% | 2 | 6% |
| Physical Abuse | 0 | 0% | 0 | 0% | 0 | 0% |
| Service Refusal | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 51 | 85% | 23 | 82% | 28 | 88% |
| No Response | 1 | 2% | 0 | 0% | 1 | 3% |
| | 60 | | 28 | | 32 | |

Total: 3% mentioned verbal abuse, 5% mentioned request for bribes, 3% mentioned sexual abuse and 85% said other.

Males: 4% mentioned verbal abuse, 11% mentioned request for bribes and 82% said other.

Females: 3% mentioned verbal abuse, 6% mentioned sexual abuse and 88% said other.

| Table 17 | Total | | Male | | Female | |
|----------------------|-------|-----|------|-----|--------|-----|
| Neg impact for Girls | No. | % | No. | % | No. | % |
| Lack of Facilities | 0 | 0% | 0 | 0% | 0 | 0% |
| Crowding | 0 | 0% | 0 | 0% | 0 | 0% |
| Queuing conflicts | 1 | 2% | 0 | 0% | 1 | 3% |
| Toilet Facilities | 0 | 0% | 0 | 0% | 0 | 0% |
| Lack of Seating | 1 | 2% | 0 | 0% | 1 | 3% |
| Other | 55 | 92% | 27 | 96% | 28 | 88% |
| None | 3 | 5% | 1 | 4% | 2 | 6% |
| | 60 | | 28 | | 32 | |

Total: 92% said there were other negative impact for girls.

Males: 96% of them said other.

Females: 88% said other negative impacts.

| Table 18 | Total | | Male | | Female | |
|--------------------------------|-------|-----|------|-----|--------|-----|
| Corruption | No. | % | No. | % | No. | % |
| No Change | 4 | 7% | 2 | 7% | 2 | 6% |
| Reduced Opportunity for Bribes | 12 | 20% | 6 | 21% | 6 | 19% |
| More open transactions | 29 | 49% | 16 | 57% | 13 | 42% |
| Better System | 4 | 7% | 2 | 7% | 2 | 6% |
| Combined Inspections | 0 | 0% | 0 | 0% | 0 | 0% |
| Other | 10 | 17% | 2 | 7% | 8 | 26% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 59 | | 28 | | 31 | |

Total: 20% mentioned reduced opportunities for bribes, 49% mentioned more open transactions and 7% said better systems.

Males: 21% said reduced opportunity for bribes, 57% said more open transactions and 7% said better systems.

Females: 19% said reduced opportunities for bribes, 42% said more open transactions and 26% said other.

Table 19

| | Total | | Male | | Female | |
|--------------------------------|-------|-----|------|-----|--------|-----|
| | No. | % | No. | % | No. | % |
| Most significant change | | | | | | |
| Less Delays | 21 | 35% | 12 | 43% | 9 | 28% |
| Simpler Procedures | 3 | 5% | 0 | 0% | 3 | 9% |
| Better Facilities | 32 | 53% | 15 | 54% | 17 | 53% |
| More parking | 0 | 0% | 0 | 0% | 0 | 0% |
| Faster Processing | 2 | 3% | 1 | 4% | 1 | 3% |
| Other | 2 | 3% | 0 | 0% | 2 | 6% |
| No Response | 0 | 0% | 0 | 0% | 0 | 0% |
| | 60 | | 28 | | 32 | |

Total: 35% mentioned less delays, 53% mentioned better facilities.

Males: 43% said less delays and 54% said better facilities.

Females: 53% said better facilities and 28% said less delays but 9% said simpler procedures.

Table 20

| | Total | | Male | | Female | |
|-------------------------|-----------|----|-----------|----|-----------|----|
| | No. | % | No. | % | No. | % |
| Central location | | | | | | |
| Very satisfied | 19 | 54 | 9 | 27 | 10 | 27 |
| Satisfied | 35 | | 18 | | 17 | |
| Neutral | 1 | 1 | 1 | 1 | 0 | 0 |
| Dissatisfied | 0 | 0 | 0 | 0 | 0 | 0 |
| Very Dissatisfied | 0 | | 0 | | 0 | |
| Total | 55 | | 28 | | 27 | |

Total: 98% were satisfied with the centralised processing.

Males: 96% were satisfied with centralised processing.

Females: 100% were satisfied.

Table 21

| | Total | | Male | | Female | |
|--------------------------|-----------|----|-----------|----|-----------|----|
| | No. | % | No. | % | No. | % |
| Joint Examination | | | | | | |
| Very satisfied | 13 | 37 | 7 | 24 | 6 | 13 |
| Satisfied | 24 | | 17 | | 7 | |
| Neutral | 4 | 4 | 0 | 0 | 4 | 4 |
| Dissatisfied | 0 | 0 | 0 | 0 | 0 | 0 |
| Very Dissatisfied | 0 | | 0 | | 0 | |
| | 41 | | 24 | | 17 | |

Total: 90% were satisfied with joint examination, 10% were neutral.

Males: 100% were satisfied.

Females: 76% were satisfied with joint examination but 24% were neutral.

Table 22

| | Total | | Male | | Female | |
|-----------------------|-----------|----|-----------|----|-----------|----|
| | No. | % | No. | % | No. | % |
| Decreased time | | | | | | |
| Very satisfied | 6 | 34 | 4 | 16 | 2 | 18 |
| Satisfied | 28 | | 12 | | 16 | |
| Neutral | 18 | 18 | 10 | 10 | 8 | 8 |
| Dissatisfied | 0 | 0 | 0 | 0 | 0 | 0 |
| Very Dissatisfied | 0 | | 0 | | 0 | |
| | 52 | | 26 | | 26 | |

Total: 65% of all respondents were satisfied and 35% were neutral with regard to time reduction.

Males: 62% were satisfied and 38% neutral.

Females: 69% were satisfied and 31% were neutral.

Table 23

| | Total | | Male | | Female | |
|---------------------|-----------|----|-----------|----|-----------|----|
| | No. | % | No. | % | No. | % |
| Security +/- | | | | | | |
| Very satisfied | 16 | 50 | 10 | 25 | 6 | 25 |
| Satisfied | 34 | | 15 | | 19 | |
| Neutral | 5 | 5 | 1 | 1 | 4 | 4 |
| Dissatisfied | 1 | 1 | 1 | 1 | 0 | 0 |
| Very Dissatisfied | 0 | | 0 | | 0 | |
| | 56 | | 27 | | 29 | |

Total: 89% were satisfied with security.

Males: 93% were satisfied.

Females: 85% were satisfied but 14% were neutral.

Table 24

| | Total | | Male | | Female | |
|-----------------------|-----------|----|-----------|----|-----------|----|
| | No. | % | No. | % | No. | % |
| Search -gender | | | | | | |
| Very satisfied | 0 | 3 | 0 | 1 | 0 | 2 |
| Satisfied | 3 | | 1 | | 2 | |
| Neutral | 12 | 12 | 6 | 6 | 6 | 6 |
| Dissatisfied | 11 | 30 | 5 | 15 | 6 | 15 |
| Very Dissatisfied | 19 | | 10 | | 9 | |
| | 45 | | 22 | | 23 | |

Total: 7% of respondents were satisfied with gender search, 27% were neutral and 67% very dissatisfied.

Males: 5% were satisfied, 27% neutral and 68% very dissatisfied.

Females: 9% were satisfied, 26% were neutral and 65% were very dissatisfied.

| Table 25 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Maintenance | No. | | % | No. | | % | No. | | % |
| Very satisfied | 15 | | | 10 | | | 5 | | |
| Satisfied | 35 | 50 | 91% | 15 | 25 | 93% | 20 | 25 | 89% |
| Neutral | 5 | 5 | 9% | 2 | 2 | 7% | 3 | 3 | 11% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 55 | | | 27 | | | 28 | | |

Total: 91% of total respondents were satisfied with maintenance.

Males: 93% were satisfied and 7% were neutral.

Females: 89% were satisfied whilst 11% were neutral.

| Table 26 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Cleanliness | No. | | % | No. | | % | No. | | % |
| Very satisfied | 17 | | | 10 | | | 7 | | |
| Satisfied | 39 | 56 | 95% | 16 | 26 | 96% | 23 | 30 | 94% |
| Neutral | 3 | 3 | 5% | 1 | 1 | 4% | 2 | 2 | 6% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 59 | | | 27 | | | 32 | | |

Total: 95% of all respondents were satisfied with the cleanliness, 5% were neutral.

Males: 96% were satisfied and 4% were neutral.

Females: 94% were satisfied, 6% were neutral.

| Table 27 | Total | | | Male | | | Female | | |
|-------------------|-------|----|------|------|----|------|--------|----|------|
| Toilets -M/F | No. | | % | No. | | % | No. | | % |
| Very satisfied | 23 | | | 13 | | | 10 | | |
| Satisfied | 37 | 60 | 100% | 15 | 28 | 100% | 22 | 32 | 100% |
| Neutral | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 60 | | | 28 | | | 32 | | |

Total: 100% were satisfied with the male/female toilets.

| Table 28 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|---|-----|--------|---|-----|
| Warehouse | No. | | % | No. | | % | No. | | % |
| Very satisfied | 3 | | | 2 | | | 1 | | |
| Satisfied | 12 | 15 | 48% | 7 | 9 | 45% | 5 | 6 | 55% |
| Neutral | 12 | 12 | 39% | 9 | 9 | 45% | 3 | 3 | 27% |
| Dissatisfied | 3 | | | 2 | | | 1 | | |
| Very Dissatisfied | 1 | 4 | 13% | 0 | 2 | 10% | 1 | 2 | 18% |
| | 31 | | | 20 | | | 11 | | |

Total: 48% of respondents were satisfied with warehousing.

Males: 45% were satisfied and 45% were neutral.

Females: 55% were satisfied, 27% were neutral and 18% were very dissatisfied.

| Table 29 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|------|--------|----|-----|
| Signage | No. | | % | No. | | % | No. | | % |
| Very satisfied | 18 | | | 10 | | | 8 | | |
| Satisfied | 38 | 56 | 95% | 17 | 27 | 100% | 21 | 29 | 91% |
| Neutral | 2 | 2 | 3% | 0 | 0 | 0% | 2 | 2 | 6% |
| Dissatisfied | 1 | | | 0 | | | 1 | | |
| Very Dissatisfied | 0 | 1 | 2% | 0 | 0 | 0% | 0 | 1 | 3% |
| | 59 | | | 27 | | | 32 | | |

Total: 95% of all respondents were satisfied with signage, 2% were very dissatisfied.

Males: 100% were satisfied.

Females: 91% were satisfied and 3% very dissatisfied.

| Table 30 | Total | | | Male | | | Female | | |
|-------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Parking | No. | | % | No. | | % | No. | | % |
| Very satisfied | 0 | | | 0 | | | 0 | | |
| Satisfied | 28 | 28 | 74% | 17 | 17 | 71% | 11 | 11 | 52% |
| Neutral | 16 | 16 | 36% | 6 | 6 | 25% | 10 | 10 | 48% |
| Dissatisfied | 1 | | | 1 | | | 0 | | |
| Very Dissatisfied | 0 | 1 | 2% | 0 | 1 | 4% | 0 | 0 | 0% |
| | 45 | | | 24 | | | 21 | | |

Total: 74% of all respondents were satisfied with the parking.

Males: 71% were satisfied and 25% were neutral.

Females: 52% were satisfied and 48% were neutral.

| Table 31 | Total | | | Male | | | Female | | |
|--------------------------|-------|----|-----|------|----|-----|--------|----|-----|
| Separation of Pass/goods | No. | | % | No. | | % | No. | | % |
| Very satisfied | 10 | | | 6 | | | 4 | | |
| Satisfied | 21 | 31 | 56% | 13 | 19 | 90% | 8 | 12 | 71% |
| Neutral | 7 | 7 | 18% | 2 | 2 | 10% | 5 | 5 | 29% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 38 | | | 21 | | | 17 | | |

Total: 56% of total respondents were satisfied with separation of passenger and goods and 18% were neutral.

Males: 90% were satisfied and 10% neutral.

Females: 71% were satisfied and 29% were neutral.

Table 32

| | Total | | | Male | | | Female | | |
|-------------------|-----------|----|-----|-----------|----|------|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| HIV signs | | | | | | | | | |
| Very satisfied | 0 | | | 0 | | | 0 | | |
| Satisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| Neutral | 3 | 3 | 5% | 0 | 0 | 0% | 3 | 3 | 10% |
| Dissatisfied | 24 | | | 12 | | | 12 | | |
| Very Dissatisfied | 28 | 52 | 95% | 14 | 26 | 100% | 14 | 26 | 90% |
| | 55 | | | 26 | | | 29 | | |

Total: 5% of total respondents were neutral with HIV signage, and 95% were very dissatisfied.

Males: 100% were very dissatisfied.

Females: 10% were neutral and 90% very dissatisfied.

Table 33

| | Total | | | Male | | | Female | | |
|----------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Disabled facilities | | | | | | | | | |
| Very satisfied | 10 | | | 6 | | | 4 | | |
| Satisfied | 28 | 38 | 76% | 13 | 19 | 76% | 15 | 19 | 76% |
| Neutral | 12 | 12 | 24% | 6 | 6 | 24% | 6 | 6 | 24% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 50 | | | 25 | | | 25 | | |

Total: 76% of total respondents were satisfied with disabled facilities and 24% were neutral.

Males: 76% were satisfied and 24% were neutral.

Females: 76% were satisfied and 24% neutral.

Table 34

| | Total | | | Male | | | Female | | |
|--------------------------------------|-----------|----|-----|-----------|----|-----|-----------|----|-----|
| | No. | | % | No. | | % | No. | | % |
| Overall level of satisfaction | | | | | | | | | |
| Very satisfied | 13 | | | 7 | | | 6 | | |
| Satisfied | 31 | 44 | 79% | 16 | 23 | 85% | 15 | 21 | 72% |
| Neutral | 12 | 12 | 21% | 4 | 4 | 15% | 8 | 8 | 28% |
| Dissatisfied | 0 | | | 0 | | | 0 | | |
| Very Dissatisfied | 0 | 0 | 0% | 0 | 0 | 0% | 0 | 0 | 0% |
| | 56 | | | 27 | | | 29 | | |

Total: 79% of respondents were satisfied with overall level of satisfaction and 21% neutral.

Males: 85% were satisfied and 15% neutral.

Females: 72% were satisfied and 28% neutral.

Overall Average :Satisfaction

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 98% | 96% | 100% |
| Joint Examination | 90% | 100% | 76% |
| Decreased time | 65% | 62% | 69% |
| Security | 89% | 93% | 86% |
| Search -gender | 7% | 5% | 9% |
| Maintenance | 91% | 93% | 89% |
| Cleanliness | 95% | 96% | 94% |
| Toilets -M/F | 100% | 100% | 100% |
| Warehouse | 48% | 45% | 55% |
| Signage | 95% | 100% | 91% |
| Parking | 74% | 71% | 52% |
| Separation of . Pass/goods | 56% | 90% | 71% |
| HIV Signage | 0% | 0% | 0% |
| Disabled facilities | 76% | 76% | 76% |
| Overall level of satisfaction | 79% | 85% | 72% |
| Average Score (%) | 71% | 74% | 69% |

Legend

| | |
|--|--------|
| | 70-100 |
| | 50-70 |
| | 0-50 |

For all respondents, the consolidated scores for all questions gave an average score of 71% with the lowest scores recorded for HIV signage, gender search and warehousing.

Males recorded an overall score of 74% with the lowest scores for warehousing, gender search and decreased time.

Females recorded 69% with the lowest scores for HIV signage and gender search.

Overall Average : Dissatisfaction

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 0% | 0% | 0% |
| Decreased time | 0% | 0% | 0% |
| Security | 2% | 4% | 0% |
| Search -gender | 67% | 68% | 65% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 0% | 0% | 0% |
| Toilets -M/F | 0% | 0% | 0% |
| Warehouse | 13% | 10% | 18% |
| Signage | 2% | 0% | 3% |
| Parking | 2% | 4% | 0% |
| Separation of . Pass/goods | 0% | 0% | 0% |
| HIV Signage | 95% | 100% | 90% |
| Disabled facilities | 0% | 0% | 0% |
| Overall level of satisfaction | 0% | 0% | 0% |
| Average Score (%) | 12% | 12% | 12% |

Legend

| | |
|--|--------|
| | 70-100 |
| | 50-70 |
| | 0-50 |

Overall response regard to dissatisfactions showed the highest levels of dissatisfaction for gender search, male/female toilets, HIV signage.

For males the highest levels of dissatisfaction were also gender search, HIV signage.

For females, the highest levels of dissatisfaction were recorded for gender search, HIV signage.

Summary of User Satisfaction Responses: Mutukula – Uganda (2016-2017) Nick to write

2016 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 100% | 100% | 100% |
| Joint Examination | 90% | 93% | 86% |
| Decreased time | 43% | 56% | 29% |
| Security | 88% | 94% | 79% |
| Search -gender | 14% | 27% | 0% |
| Maintenance | 86% | 88% | 83% |
| Cleanliness | 98% | 97% | 100% |
| Toilets -M/F | 100% | 100% | 100% |
| Warehouse | 86% | 84% | 88% |
| Signage | 3% | 6% | 0% |
| Parking | 61% | 75% | 44% |
| Separation of . Pass/goods | 59% | 72% | 37% |
| HIV Signage | 5% | 9% | 0% |
| Disabled facilities | 53% | 48% | 58% |
| Overall level of satisfaction | 83% | 81% | 85% |
| Average Score (%) | 65% | 69% | 59% |

2017 USS – Overall Satisfaction Levels

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 98% | 96% | 100% |
| Joint Examination | 90% | 100% | 76% |
| Decreased time | 65% | 62% | 69% |
| Security | 89% | 93% | 86% |
| Search -gender | 7% | 5% | 9% |
| Maintenance | 91% | 93% | 89% |
| Cleanliness | 95% | 96% | 94% |
| Toilets -M/F | 100% | 100% | 100% |
| Warehouse | 48% | 45% | 55% |
| Signage | 95% | 100% | 91% |
| Parking | 74% | 71% | 52% |
| Separation of . Pass/goods | 56% | 90% | 71% |
| HIV Signage | 0% | 0% | 0% |
| Disabled facilities | 76% | 76% | 76% |
| Overall level of satisfaction | 79% | 85% | 72% |
| Average Score (%) | 71% | 74% | 69% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

**2016 USS – Overall
Dissatisfaction Levels**

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 2% | 3% | 0% |
| Decreased time | 7% | 4% | 10% |
| Security | 0% | 0% | 0% |
| Search -gender | 52% | 35% | 71% |
| Maintenance | 2% | 3% | 0% |
| Cleanliness | 0% | 0% | 0% |
| Toilets -M/F | 0% | 0% | 0% |
| Warehouse | 0% | 0% | 0% |
| Signage | 95% | 91% | 100% |
| Parking | 5% | 9% | 0% |
| Separation of Pass/goods | 2% | 3% | 0% |
| HIV Signage | 93% | 88% | 100% |
| Disabled facilities | 8% | 15% | 0% |
| Overall level of satisfaction | 0% | 0% | 0% |
| Average Score (%) | 18% | 17% | 19% |

**2017 USS – Overall
Dissatisfaction Levels**

| | Total | Male | Female |
|-------------------------------|------------|------------|------------|
| Parameter | % | % | % |
| Centralised Operations | 0% | 0% | 0% |
| Joint Examination | 0% | 0% | 0% |
| Decreased time | 0% | 0% | 0% |
| Security | 2% | 4% | 0% |
| Search -gender | 67% | 68% | 65% |
| Maintenance | 0% | 0% | 0% |
| Cleanliness | 0% | 0% | 0% |
| Toilets -M/F | 0% | 0% | 0% |
| Warehouse | 13% | 10% | 18% |
| Signage | 2% | 0% | 3% |
| Parking | 2% | 4% | 0% |
| Separation of Pass/goods | 0% | 0% | 0% |
| HIV Signage | 95% | 100% | 90% |
| Disabled facilities | 0% | 0% | 0% |
| Overall level of satisfaction | 0% | 0% | 0% |
| Average Score (%) | 12% | 12% | 12% |

| | | |
|---------------|--|--------|
| Legend | | 70-100 |
| | | 50-70 |
| | | 0-50 |

The summary of all user satisfaction tables indicated that the overall user satisfaction was 65% in 2016 versus 71% in 2017 with most aspects that were negatively scored in the 2016 survey improving and becoming positive in 2017 with the exception of Gender Searches which remains low at under 10% satisfaction and at the 70% on the dissatisfaction tables. The improvement in Decreased Times at the border from 43% in 2016 to 65% in 2017 a 22% improvement, is confirmation of the findings of the Time and Traffic Survey that showed an overall time saving of 42%.

Mutukula - Uganda Border User Comments

| Category | Comments |
|------------------------------|---|
| Systems | <ul style="list-style-type: none"> The OSBP has led to increased trade in the area. The OSBP has really helped to save trader's time because the process has been simplified. The establishment of the OSBP has improved service delivery at the border. |
| Transporters and Agents | <ul style="list-style-type: none"> More clearing firms have emerged due to the OSBP. The OSBP has led to development of more businesses especially clearing firms. |
| Signage and Security | <ul style="list-style-type: none"> Billboards educating people about HIV should be put given the fact that HIV is so rampant in the area. They should put the sign educating HIV. |
| Driver and Public Facilities | <ul style="list-style-type: none"> Canteens should be established. The parking may get small as the border gets busy. |

| | |
|-----------------|--|
| | <ul style="list-style-type: none"> • Bathrooms should also be at the OSBP to help long distance traveller to refresh. • Bathrooms where one can shower from. |
| Social Comments | <ul style="list-style-type: none"> • They should teach the community about the OSBP and how it's going to help the community |

Stakeholder Observations Matrix: Mutukula - Uganda

These are the comments and observations received from the officials in different departments in the initial stakeholder interviews at the start of the border survey.

| Department | | Staff Total | Op hours from | Op hours to | Total work hours | Shifts | Staff per shift | shift duration | Staff shortages | Deficit | Functions and procedures | Challenges faced |
|------------|-------------------------------------|-------------|---------------|-------------|------------------|--------|-----------------|----------------|-----------------|---------|--|---|
| 1 | Uganda National Bureau of Standards | 2 | 08:00am | 6:00pm | 10:00 hrs | 1 | 2 | 10 hrs | 4 | 4 | 1. Inspection of imports 2. Sensitization of all participants 3. Provide information & contacts for the other departments. 4. Provide alternatives to complicated cases for referral & appeal & exemptions 5. Provide information on other UNBS service providers outside of the country on the P.V.O.C. programme | 1. No connectivity 2. No maintenance 3. Long hours 4. Staff shortage 5. Transport to offsite stations/bonds eg. Masaka bond |
| 2 | Plant Health | 5 | 07:30am | 06:00pm | 10:30 hrs | 1 | 5 | 10:30 hrs | None | None | 1. Inspection of documents 2. Validation of goods 3. Issuing of phyto sanitary 4. Impounding of goods 5. Treatment of contaminated goods | 1. No transport 2. Porous border 3. Not enough testing equipment 4. No connectivity |
| 3 | Customs | 14 | 08:00am | 09:00pm | 13 hrs | 1 | 14 | 10 hrs | 4 | 4 | 1. Facilitate international border 2. Combat smuggling 3. Sensitization on tax obligations 4. Border surveillance 5. Inspection of vehicles and | 1. Air conditioning 2. Staff shortages 3. Road quality 4. Porous border 5. Dust prevention |

| Department | | Staff Total | Op hours from | Op hours to | Total work hours | Shifts | Staff per shift | shift duration | Staff shortages | Deficit | Functions and procedures | Challenges faced |
|------------|----------------------|-------------|--|---|------------------|--------|-----------------------|----------------|-----------------|---------|--|---|
| 4 | Dept. of Agriculture | 5 | 07:30am | 08:30pm | 13 hrs | 1 | 4 | 13 hrs | 3 | 3 | 1. Inspection of all agricultural imports and exports 2. Issuing of phyto sanitary certificates 3. Verification of all agricultural documents 4. Supervise treatment of non-conforming goods | 1. Staff shortages 2. More vehicles and motorcycles and basic equipment 3. Lack of computers 4. No connectivity 5. Insufficient lab equipment |
| 5 | Police | 39 | 06:00am morning shift 06:00pm night shift | 06:00pm morning shift. 06:00 am night shift | 24 hrs | 2 | 14 (day) 23(night) | 12 hrs | 12 | 12 | 1. Community policing 2. Patrols 3. Traffic duties 4. Security 5. Detecting crime 6. Protecting people and property 7. Keeping law and order 8. Entry and exit validation 9. Country related strengthening | 1. Staff shortages 2. More vehicles and motorcycles 3. Communication 4. Accommodation 5. Porous border 6. No detention area |
| 6 | Immigration | 11 | 07:00am | 07:00pm | 12 hrs | 1 | 6 | 12 hrs | None | None | 1. Insure security of the country 2. Facilitation of passengers | 1. Air conditioning 2. No vehicles 3. No real connectivity 4. No communication with staff on the other side. 5. Power Issues. |

Annexure I – Community Survey Report

Executive Summary

This was the first of the newly introduced Community Surveys to the end line survey package and revealed some very interesting outcomes. Generally, 90% of the community interviewed were of the opinion that the OSBP had impacted them in one way or another i.e. improved business, increase in the population of Mutukula and time saving in doing business through OSBP. Other positives and negatives from the OSBP were as follows:

Tanzania Community Survey:

Impacts of the OSBP:

- Improved Business - 30%
- Reduced Business - 0%
- Time saving - 23%
- New Business Development - 10%
- Increased Population - 27%
- Other - 10%

Positives:

- Good Service Levels - 20%
- Improved Time - 20% Growth - 33%
- Service & Time - 13%
- Service and Growth - 13%

Negatives:

- Poor Service Levels - 30%
- Increased Time - 37%
- No Growth - 4%
- Poor Service and Increased Time - 19%
- Poor Service and No Growth - 4%

Uganda Community Survey:

Impacts of the OSBP:

- Improved Business - 50%
- Reduced Business - 0%
- Time saving - 33%
- New Business Development - 3%
- Increased Population - 13%
- Other - 0%

Positives:

- Good Service Levels - 28%
- Improved Time - 31%
- Growth - 14%
- Service & Time - 3%
- Service and Growth - 10%
- Other – 14%

Negatives:

- Poor Service Levels - 7%
- Increased Time - 3%
- No Growth - 10%
- Poor Service and Increased Time - 0%
- Poor Service and No Growth - 0%
- Other – 80%

In general, the Ugandans were more positive about the OSBP than their Tanzanian counterparts, but overall it would seem that the OSBP has had a positive impact on the communities on both sides of Mutukula Town, both from a growth and increased business opportunities point of view which speaks well for the development of future OSBP's in the region.

1. Background

Nick Porée and Associates (NP&A) in partnership with Transport Logistics Consulting (TLC) was commissioned by TMEA, to perform the surveys of the Mutukula Border to assess the effectiveness of the OSBP operations at this stage of the development process. As a part of the overall survey and assessment process consultant was required to perform a survey to establish the impacts of the OSBP development on the local communities on the Uganda and Tanzania sides of the border. This Border Community Survey Report provides analysis of the border community survey performed on both sides of the Rusumo border between 19th and 23rd June

The following pictures show the relationship between the border post and the surrounding communities in both countries.

Figure 1: Location of Mutukula Border Posts



As shown in Figure 1 the border passes through the communities which are established on both sides of the Masaka – Kakuto Road which passes through the border.

Figure 2: Location of Mutukula - Tanzania Border Post



On the Tanzanian side of the border the border post covers a large area adjacent to the main road.

Figure 3: Location of Mutukula - Uganda Border Post



2. Survey Methodology

The Community Surveys were performed by locally recruited surveyors, who received training and instruction from the Field Managers on site at Mutukula border. The surveyors were selected for their local knowledge and command of English and Swahili. They used pro forma questionnaires / interview guides (shown in Annexure A) to perform structured interviews with numbers of local business and community members. The response were entered into the pre-programmed tablets.

The results from the field survey questionnaire / interview guides were then transferred to marker sheets as a validation and verification process to ensure that the data capture process did not replicate errors and omissions from the field returns.

The questions (14-17) which requested ad hoc comments and suggestions from community members were processed separately and are recorded as lists of random verbatim comments in this report. The survey recorded responses from 30 people on the Uganda side and 30 people on the Tanzania side of the border. The survey results are shown in the following sections of this report.

3. Border Community Survey – Tanzania

3.1 Sample Demographics

Question 1 – Gender

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|-----|---------|-----|
| Gender | 30 | 100% | 15 | 50% | 15 | 50% |

Total: There were a total of 30 respondents, 15 males and 15 females.

Question 2 – Occupation: Business Category

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Tradesman | 4 | 13% | 4 | 27% | 0 | 0% |
| Farmer | 9 | 30% | 5 | 33% | 4 | 27% |
| Taxi Driver | 3 | 10% | 1 | 7% | 2 | 13% |
| Truck Driver | 2 | 7% | 1 | 7% | 1 | 7% |
| Official | 0 | 0% | 0 | 0% | 0 | 0% |
| Beautician | 2 | 7% | 0 | 0% | 2 | 13% |
| Forex Agent | 2 | 7% | 1 | 7% | 1 | 7% |
| Border Agent | 3 | 10% | 2 | 13% | 1 | 7% |
| Hotel and B&B Owner | 5 | 17% | 1 | 7% | 4 | 27% |
| Other (Specify) | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Total: The largest categories were 30% farmers, 17% Hotel and B&B owners and 13% tradesmen. Of the Males, the largest categories were 33% farmers, 27% tradesman, 13% were border agents. Of the females, 27% were farmers, and 27% hotel and B&B owners, 13% were taxi drivers and 13% worked in salons.

Question 3 – Business Nature

| Response | All | % | Males | % | Females | % |
|----------------------|-----|-----|-------|-----|---------|-----|
| Manufacturing | 3 | 10% | 3 | 20% | 0 | 0% |
| Production/Process | 0 | 0% | 0 | 0% | 0 | 0% |
| Agriculture | 8 | 27% | 4 | 27% | 4 | 27% |
| Government | 1 | 3% | 0 | 0% | 1 | 7% |
| Transport Goods | 3 | 10% | 1 | 7% | 2 | 13% |
| Retail/Wholesale | 1 | 3% | 1 | 7% | 0 | 0% |
| Services | 6 | 20% | 2 | 13% | 4 | 27% |
| Hospitality | 5 | 17% | 2 | 13% | 3 | 20% |
| Transport Passengers | 2 | 7% | 1 | 7% | 1 | 7% |
| Other (specify) | 1 | 3% | 1 | 7% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Of the total survey population, the largest categories were 27% agriculture, 20% services, 17% hospitality and 10% transport goods. Of the males, the categories were 27% agriculture, 20% manufacturing, 13% were services and hospitality. Female categories were 27% agriculture and services, 20% hospitality and 13% transport of goods.

Question 4 – Border Usage

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Import-Export | 4 | 13% | 2 | 13% | 2 | 13% |
| Warehousing | 8 | 27% | 5 | 33% | 3 | 20% |
| Personal Travel | 9 | 30% | 3 | 20% | 6 | 40% |
| Passenger Transport | 4 | 13% | 1 | 7% | 3 | 20% |
| Goods Transport | 3 | 10% | 3 | 20% | 0 | 0% |
| Other | 2 | 7% | 1 | 7% | 1 | 7% |
| Total | 30 | | 15 | | 15 | |

Of the total respondents 13% said import/export, 27% warehousing, 30% personal travel, 13% passenger goods and 10% goods transport. The male's responses were 13% import/export, 33% warehousing, 20% personal travel, and 20% goods transport. Of the females, 13% said import/export, 20% warehousing and passenger transport, 40% personal travel and 7% other.

Question 5 – Goods Category

| Response | All | % | Males | % | Females | % |
|-----------------------|-----|-----|-------|-----|---------|-----|
| Foodstuffs | 10 | 36% | 5 | 36% | 5 | 36% |
| Textiles and Clothing | 3 | 11% | 2 | 14% | 1 | 7% |
| Agric. Produce | 5 | 18% | 3 | 21% | 2 | 14% |
| Machines & Appliances | 2 | 7% | 1 | 7% | 1 | 7% |
| Business Supplies | 2 | 7% | 0 | 0% | 2 | 14% |
| Other | 6 | 21% | 3 | 21% | 3 | 21% |
| Total | 28 | | 14 | | 14 | |

In response to the question regarding goods transported 36% of all respondents answered foodstuff, 11% textiles, 18% agricultural produce, 7% machines and appliances and business

supplies whilst 21% said Other. There were 14 male respondents, of which 36% answered foodstuff, 14% textiles, 21% agricultural produce, 7% machines and 21% said Other. There were 14 females of which 36% reported foodstuff, 7% textiles, 18% agricultural produce, 7% machines and 21% said other.

Question 6 – Any Impacts of OSBP

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|-----|
| YES | 26 | 90% | 13 | 87% | 13 | 93% |
| NO | 3 | 11% | 2 | 14% | 1 | 7% |
| Total | 29 | | 15 | | 14 | |

In response to the question of whether the OSBP had made impacts on the community 90% of total respondents said YES to impact of OSBP and 11% said no. Of the males, 87% said yes and 14% said no. The female's responses were; 93% said yes and 7% said no impact.

Question 7 – If so, what Impacts?

| Response | All | % | Males | % | Females | % |
|--------------------------|-----|-----|-------|-----|---------|-----|
| Improved Business | 9 | 30% | 5 | 33% | 4 | 27% |
| Reduced Business | 0 | 0% | 0 | 0% | 0 | 0% |
| Time saving | 7 | 23% | 5 | 33% | 2 | 13% |
| New Business Development | 3 | 10% | 1 | 7% | 2 | 13% |
| Increased Population | 8 | 27% | 2 | 13% | 6 | 40% |
| Other | 3 | 10% | 2 | 13% | 1 | 7% |
| None of these Impacts | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Of the total respondents, the largest categories were 30% improved business, 27% increased population and 23% time saving. 33% of males said improved business and time saving, 13% increased population and other. Of the females, 27% said improved business, 40% said increased population, 13% said time saving and new business development.

Question 8 – Has there been a Population Increase?

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|------|
| YES | 11 | 100% | 5 | 100% | 6 | 100% |
| NO | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 11 | | 5 | | 6 | |

Total: 100% of respondents said that there has been a population increase.

Question 9 – What Population Increase?

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|-----|
| <500 | 2 | 7% | 1 | 7% | 1 | 11% |
| 500-1000 | 20 | 69% | 12 | 80% | 8 | 89% |
| 1000 + | 7 | 24% | 2 | 13% | | 0% |
| Total | 29 | | 15 | | 9 | |

The estimates of the population increase were not based on specific information. 69% of total respondents said 500-1000 population increase whilst 24% said 1000+. Of the males 80% said 500-1000, 13% said 1000+ and 7% said <500. The female's estimates were, 89% said 500-1000 and 11% said <500.

Question 10 – If more business; how many more Customs Trade Agents

| Response | All | % | Males | % | Females | % |
|-----------------|------------|----------|--------------|----------|----------------|----------|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 2 | 67% | 1 | 100% | 1 | 50% |
| 20-50 | 0 | 0% | 0 | 0% | 0 | 0% |
| 50-100 | 1 | 33% | 0 | 0% | 1 | 50% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 3 | | 1 | | 2 | |

There was a very low level of responses (only 1-2 people) to the requests for estimates of increases in the various business categories, as shown in the following tables. The responses show lack of access to information, which negates the usefulness of the information. Total: 67% of respondents said 10-20 and 33% said 50-100. Males: 100% said 10-20. Females: 50% said 10-20 and 50% said 50-100.

Question 11 – If more business; how many more Transporters

| Response | All | % | Males | % | Females | % |
|-----------------|------------|----------|--------------|----------|----------------|----------|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 1 | 50% | 0 | 0% | 1 | 50% |
| 50-100 | 1 | 50% | 0 | 0% | 1 | 50% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 2 | | 0 | | 2 | |

In response to this question, only 2 females responded 50% said 20-50 and 50% said 50-100. The responses appear to indicate lack of information.

Question 12 - If more business; how many more Hotels & Guest Houses

| Response | All | % | Males | % | Females | % |
|-----------------|------------|----------|--------------|----------|----------------|----------|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 0 | 0% | 0 | 0% | 0 | 0% |
| 50-100 | 2 | 67% | 1 | 50% | 1 | 100% |
| 100 + | 1 | 33% | 1 | 50% | 0 | 0% |
| Total | 3 | | 2 | | 1 | |

There were only 3 respondents to this question, 50% of males said 50-100 and other 50% said 100+, whilst 100% of females said 50-100. The responses do not appear to be based on realistic data.

Question 13 – If more business; how many more Forex Businesses

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 1 | 20% | 1 | 20% | 0 | 0% |
| 50-100 | 2 | 40% | 2 | 40% | 0 | 0% |
| 100 + | 2 | 40% | 2 | 40% | 0 | 0% |
| Total | 5 | | 5 | | 0 | |

There were only 5 males who responded to this question, 20% said 20-50, 40% said 50-100 and 40% 100+. The responses are unrealistic.

Question 14 – If more business; how many more Shops

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|----|---------|-----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 1 | 33% | 0 | 0% | 1 | 33% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 1 | 33% | 0 | 0% | 1 | 33% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 1 | 33% | 0 | 0% | 1 | 33% |
| Total | 3 | | 0 | | 3 | |

there were only 3 females who responded to this question, 33% said 5-10, 33% 20-50 and 33% 100+. The higher estimates are unrealistic.

Question 15 - If more business; how many more "Other" businesses

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 0 | 0% | 0 | 0% | 0 | 0% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 1 | 100% | 1 | 100% | 0 | 0% |
| Total | 1 | | 1 | | 0 | |

Only 1 male responded and said, 100+ other businesses.

Question 16 – Positive Features of the OSBP

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Good Service Levels | 6 | 20% | 4 | 27% | 2 | 13% |
| Improved Time | 6 | 20% | 3 | 20% | 3 | 20% |
| Growth | 10 | 33% | 4 | 27% | 6 | 40% |
| Service & Time | 4 | 13% | 1 | 7% | 3 | 20% |
| Service and Growth | 4 | 13% | 3 | 20% | 1 | 7% |
| Other (Specify) | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Of the total respondents 20% said good service levels and improved time, 33% said growth and 13% service and time and service and growth. Of the males, 27% said good service levels and growth, 20% improved time and services and growth. Females answered, 40% growth, 20% improved time and service and improved time.

Question 17 – Negative Features of the OSBP

| Response | All | % | Males | % | Females | % |
|---------------------------------|-----|-----|-------|-----|---------|-----|
| Poor Service Levels | 8 | 30% | 4 | 29% | 4 | 31% |
| Increased Time | 10 | 37% | 6 | 43% | 4 | 31% |
| No Growth | 1 | 4% | 0 | 0% | 1 | 8% |
| Poor Service and Increased Time | 5 | 19% | 2 | 14% | 3 | 23% |
| Poor Service and No Growth | 1 | 4% | 1 | 7% | 0 | 0% |
| Other (Specify) | 2 | 7% | 1 | 7% | 1 | 8% |
| Total | 27 | | 14 | | 13 | |

For the negative features of the OSBP, 37% of total respondents said increased time, 30% poor service levels, 19% poor service and increased time. Of the males, 43% said increased time, 29% poor service levels, 14% poor service and increased time. Females responses were, 31% said poor service levels, 31% increased time, 23% poor service and increased time whilst 8% said other. The relationship between the answers for question 16 and 17 is not clear, but is assumed to reflect the experiences of different members of the community.

Question 18 – Describe Savings from OSBP

| Response | All | % | Males | % | Females | % |
|------------------------|-----|-----|-------|-----|---------|-----|
| Goods Sold | 17 | 57% | 9 | 60% | 8 | 53% |
| Cost Reduction | 6 | 20% | 2 | 13% | 4 | 27% |
| Reduced Business costs | 7 | 23% | 4 | 27% | 3 | 20% |
| Other Specify | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Total: 57% said goods sold, 20% cost reduction, 23% reduced business costs. Males: 60% said goods sold, 13% said cost reduction and 27% said reduced business costs. Females: 53% said goods sold, 27% said cost reduction and 20% said reduced business costs.

Question 19 – Familiarity with the OSBP

| Response | All | % | Males | % | Females | % |
|-------------------|-----|-----|-------|-----|---------|-----|
| Very Familiar | 10 | 33% | 7 | 47% | 3 | 20% |
| Familiar | 18 | 60% | 6 | 40% | 12 | 80% |
| Limited Knowledge | 1 | 3% | 1 | 7% | 0 | 0% |
| Unfamiliar | 1 | 3% | 1 | 7% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Of the total, 33% responded very familiar, 60% familiar, 3% said limited knowledge and 3% unfamiliar. Males: 47% said very familiar, 40% familiar and 7% said limited knowledge and unfamiliar. Females: 80% said they are familiar and 20% said very familiar.

Question 20 – In which Media did you Hear about the OSBP

| Response | All | % | Males | % | Females | % |
|------------------|-----|-----|-------|-----|---------|-----|
| Community Forum | 15 | 50% | 6 | 40% | 9 | 60% |
| Radio | 1 | 3% | 1 | 7% | 0 | 0% |
| Video | 2 | 7% | 0 | 0% | 2 | 13% |
| Forum plus Radio | 3 | 10% | 2 | 13% | 1 | 7% |
| All Media | 9 | 30% | 6 | 40% | 3 | 20% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Total: 50% responded community forum, 30% all media, 10% forum plus radio, 3% radio and 7% video. Males: 40% said community forum, 7% video, 13% forum plus radio and 40% all media. Females: 60% said community forum, 13% video, 20% all media and 7% forum plus radio.

Question 21 – Do you wish to be kept informed in future

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|------|
| | | | | | | |
| YES | 30 | 100% | 15 | 100% | 15 | 100% |
| NO | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 15 | | 15 | |

Total: 100% of respondents said yes that they would wish to be kept informed.

Question 22 – What additional features would you recommend for OSBP

Males

Gazetted areas for industrial development
 More security is needed.
 improve on transport means
 Informing agriculturalists to produce marketable produce.
 Enlargement of the warehouses.
 Establishment of more forex bureaux
 Improve Roads
 More parking
 At the warehousing, security cameras need to be installed.
 Need for industries at the border.
 Need to decrease on the tax spent on imports.
 We need to improve on infrastructural development, regular training of cross border traders.
 Need to improve on the fencing.
 Faster means of transport should be provided.
 Scanning devices for our goods as sometimes one should unload goods for verification by OSBP officers.

Females

More Billboards
 More warehouses.
 Forex bureaux are required.
 Educating people on how different kinds of food are cooked.
 Providing pesticides and herbicides.
 Expansion of the parking yard.
 Housing facilities should be advanced.
 Improved security.
 More skilled people should be employed.
 Billboards indicating the merits of OSBP services should be put in place.
 Need to establish more restaurants.
 Enlargement of the OSBP area.
 Transport means should be improved to avoid delay.
 Improve the network system.
 Educating people on how to acquire loans to invest in agricultural.

Question 23 – What other information should be provided about the OSBP

Males

The category of goods that may be manufactured and exported.

Billboards indicating distances to various places

The value of taxes imposed on the agricultural produce should be advertised on mass media to avoid being cheated by some corrupt officers.

Informing the people how to differentiate between the imported and exported manufactured goods.

The exchange rates of currencies should be advertised.

sensitizing people how loans are acquired

Different categories of people that enter the border.

Better technology especially when offloading and loading goods.

About goods on market.

Educating people on how goods are sold in order to make savings.

Increasing allowances for some people

Taxes charged should be constant.

Concrete fences, cameras on the yard, clearing offices for clearing argents.

Females

Rate at which the exchange rate is done.

The amount of money licensed from the business.

The time for closing the entry gates.

Posting officer's names, photos and their duties for easy identification.

Taxes imposed on agricultural products.

About the exact amount of money that is licensed to the goods in order to provide services.

Stable amount of money for the agricultural products.

when the survey program should take place.

Educating people about the imports and exports.

roads

when the surveying program do take place.

Question 24 – Further Suggestions

Males

introducing more means of technology.

Roads should also be used.

warehouse facilities should be more rehabilitated to avoid destruction of agricultural produce.

The amount of money paid when goods delay in the warehouse should be deducted.

Bill boards indicating the exchange rates should be publicity.

More surveyors should be employed to know people's challenges.

More people should be to teach different language at the border.

Concrete fence is better for the security of our goods in the yard/ warehouses.

Verification of manufactured goods from different industries.

Capital should be given to the retailers.

Border agents should have offices

OSBP needs to operate for 24 hrs

Females

Employment opportunities should be given to people.
 The expiry date of the licenses should be prolonged.
 The time taken when checking the commodities should be done in hurry to avoid delay.
 Adverts should be made to the public before the community survey program takes place.
 Agricultural produce should not be highly taxed
 license should be decreased.
 Support should be given to farmers.
 Need to create more employment for the teenagers.
 More surveyors at least every year for a better improvement.
 New methods of farming should be introduced.

Question 25 – Can you suggest other businesses that should be surveyed?**Males**

farms.
 motorcycle riders
 Trade and commerce.
 lodge and bar.
 Road vendors.
 cattle keeping.
 Developing kiosks that sell different items.
 Peasant farming.
 People with kiosks.
 Lumbering

Females

lumbering.
 cattle rearing.
 Metal welding.
 poultry
 Retail shops.
 Retail- traders.
 Money exchange.
 poultry.
 car selling
 Cattle rearing.

4. Border Community Survey – Uganda

4.1 Sample Demographics

Question 1 – Gender

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|-----|---------|-----|
| Gender | 30 | 100% | 17 | 57% | 13 | 43% |

Total: There were a total of 30 respondents, 17 were males and 13 were females.

Question 2 – Occupation: Business Category

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Tradesman | 0 | 0% | 0 | 0% | 0 | 0% |
| Farmer | 8 | 27% | 2 | 12% | 6 | 46% |
| Taxi Driver | 3 | 10% | 2 | 12% | 1 | 8% |
| Truck Driver | 6 | 20% | 6 | 35% | 0 | 0% |
| Official | 3 | 10% | 3 | 18% | 0 | 0% |
| Beautician | 0 | 0% | 0 | 0% | 0 | 0% |
| Forex Agent | 3 | 10% | 1 | 6% | 2 | 15% |
| Border Agent | 4 | 13% | 3 | 18% | 1 | 8% |
| Hotel and B&B Owner | 3 | 10% | 0 | 0% | 3 | 23% |
| Other (Specify) | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 17 | | 13 | |

Of total respondents, the largest categories were 27% farmers, 20% for truck drivers and 13% border agents. Of the males, the largest categories were 35% truck drivers, 18% officials and border agents. Females were 46% farmers and 23% hotel and B&B owners and 15% forex agents.

Question 3 – Business Nature

| Response | All | % | Males | % | Females | % |
|----------------------|-----|-----|-------|-----|---------|-----|
| Manufacturing | 0 | 0% | 0 | 0% | 0 | 0% |
| Production/Process | 0 | 0% | 0 | 0% | 0 | 0% |
| Agriculture | 8 | 27% | 2 | 12% | 6 | 46% |
| Government | 3 | 10% | 3 | 18% | 0 | 0% |
| Transport Goods | 6 | 20% | 6 | 35% | 0 | 0% |
| Retail/Wholesale | 0 | 0% | 0 | 0% | 0 | 0% |
| Services | 4 | 13% | 3 | 18% | 1 | 8% |
| Hospitality | 3 | 10% | 0 | 0% | 3 | 23% |
| Transport Passengers | 3 | 10% | 2 | 12% | 1 | 8% |
| Other (specify) | 3 | 10% | 1 | 6% | 2 | 15% |
| Total | 30 | | 17 | | 13 | |

Of total respondents, the largest categories were 27% agriculture, 20% transport goods and 13% services. Males: The largest categories were 35% transport goods, 18% government and services. Females: 46% were agriculture and services, 23% were hospitality and 15% other.

Question 4 – Border Usage

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Import-Export | 10 | 33% | 4 | 24% | 6 | 46% |
| Warehousing | 0 | 0% | 0 | 0% | 0 | 0% |
| Personal Travel | 0 | 0% | 0 | 0% | 0 | 0% |
| Passenger Transport | 3 | 10% | 2 | 12% | 1 | 8% |
| Goods Transport | 6 | 20% | 6 | 35% | 0 | 0% |
| Other | 11 | 37% | 5 | 29% | 6 | 46% |
| Total | 30 | | 17 | | 13 | |

33% of total respondents were import/export, 10% passenger goods, 20% goods transport and 37% other. Of the males, 24% were import/export, 12% passenger transport, 35% goods transport and 29% other. Females were 46% import/export, 8% passenger goods and 46% said other.

Question 5 – Goods Category

| Response | All | % | Males | % | Females | % |
|-----------------------|-----|-----|-------|-----|---------|-----|
| Foodstuffs | 0 | 0% | 0 | 0% | 0 | 0% |
| Textiles and Clothing | 1 | 3% | 1 | 6% | 0 | 0% |
| Agric. Produce | 11 | 38% | 5 | 31% | 6 | 46% |
| Machines & Appliances | 0 | 0% | 0 | 0% | 0 | 0% |
| Business Supplies | 5 | 17% | 5 | 31% | 0 | 0% |
| Other | 12 | 41% | 5 | 31% | 7 | 54% |
| Total | 29 | | 16 | | 13 | |

Of the total 38% of respondents answered agricultural produce, 17% business supplies, 3% textiles and clothing and 41% said other. Male response was 31% agricultural produce, business supplies and other whilst 6% said textiles and clothing. Females: 46% said agricultural produce and 54% said Other.

Question 6 – Any Impacts of OSBP

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|------|
| | | | | | | |
| YES | 29 | 100% | 17 | 100% | 12 | 100% |
| NO | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 29 | | 17 | | 12 | |

100% of both males and females said yes to impact of OSBP.

Question 7 – If so, what Impacts?

| Response | All | % | Males | % | Females | % |
|--------------------------|-----|-----|-------|-----|---------|-----|
| Improved Business | 15 | 50% | 8 | 47% | 7 | 54% |
| Reduced Business | 0 | 0% | 0 | 0% | 0 | 0% |
| Time saving | 10 | 33% | 6 | 35% | 4 | 31% |
| New Business Development | 1 | 3% | 0 | 0% | 1 | 8% |
| Increased Population | 4 | 13% | 3 | 18% | 1 | 8% |
| Other | 0 | 0% | 0 | 0% | 0 | 0% |
| None of these Impacts | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 17 | | 13 | |

Of the total, the largest categories were 50% improved business, 33% time saving and 13% increased population. Males said, 47% improved business, 35% time saving and 18% increased population. Of females, 54% said improved business, 31% time saving and 8% new business development and increased population.

Question 8 – Has there been a Population Increase?

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|------|
| | | | | | | |
| YES | 10 | 100% | 7 | 100% | 3 | 100% |
| NO | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 10 | | 7 | | 3 | |

Total: 100% of respondents said that there has been a population increase.

Question 9 – What Population Increase?

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|-----|
| <500 | 8 | 29% | 5 | 31% | 3 | 25% |
| 500-1000 | 20 | 71% | 11 | 69% | 9 | 75% |
| 1000 + | 0 | 0% | 0 | 0% | | 0% |
| Total | 28 | | 16 | | 12 | |

Of the total, 71% of respondents said 500-1000 population increase whilst 29% said <500. Males estimates were 69%; 500-1000 and 31% said <500. Females: 75% said 500-1000 and 25% said <500.

Question 10 – If more business; how many more Customs Trade Agents

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 1 | 20% | 1 | 20% | 0 | 0% |
| 10-20 | 3 | 60% | 3 | 60% | 0 | 0% |
| 20-50 | 1 | 20% | 1 | 20% | 0 | 0% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 5 | | 5 | | 0 | |

Of the total 60% of respondents said 10-20; and 20% said 5-10 and 20% said 20-50. Male responses were 20%; 5-10; 60% said 10-20 and 20% said 50-100. Females: There were no female respondents.

Question 11 – If more business; how many more Transporters

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|------|
| 0-5 | 1 | 25% | 1 | 50% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 2 | 50% | 0 | 0% | 2 | 100% |
| 20-50 | 1 | 25% | 1 | 50% | 0 | 0% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 4 | | 2 | | 2 | |

Of the total, 50% said 0-5; and 50% 20-50. 100% of females said 10-20.

Question 12 - If more business; how many more Hotels & Guest Houses

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|----|---------|-----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 1 | 50% | 0 | 0% | 1 | 50% |
| 10-20 | 1 | 50% | 0 | 0% | 1 | 50% |
| 20-50 | 0 | 0% | 0 | 0% | 0 | 0% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 2 | | 0 | | 2 | |

There were only 2 female respondents to this question, 50% said 5-10 and 50% said 10-20.

Question 13 – If more business; how many more Forex Businesses

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|-----|---------|------|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 1 | 33% | 1 | 50% | 0 | 0% |
| 20-50 | 2 | 67% | 1 | 50% | 1 | 100% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 3 | | 2 | | 1 | |

Of the total, 33% of respondents said 10-20 and 67% said 20-50. Males: 50% said 10-20 and other 50% said 20-50. Female: 100% said 20-50.

Question 14 – If more business; how many more Shops

| Response | All | % | Males | % | Females | % |
|----------|-----|-----|-------|------|---------|------|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 1 | 50% | 1 | 100% | 0 | 0% |
| 20-50 | 1 | 50% | 0 | 0% | 1 | 100% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 2 | | 1 | | 1 | |

100% of males said 10-20 and 100% of females said 20-50.

Question 15 - If more business; how many more "Other" businesses

| Response | All | % | Males | % | Females | % |
|----------|-----|----|-------|----|---------|----|
| 0-5 | 0 | 0% | 0 | 0% | 0 | 0% |
| 5-10 | 0 | 0% | 0 | 0% | 0 | 0% |
| 10-20 | 0 | 0% | 0 | 0% | 0 | 0% |
| 20-50 | 0 | 0% | 0 | 0% | 0 | 0% |
| 50-100 | 0 | 0% | 0 | 0% | 0 | 0% |
| 100 + | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 0 | | 0 | | 0 | |

There was no response to this question.

Question 16 – Positive Features of the OSBP

| Response | All | % | Males | % | Females | % |
|---------------------|-----|-----|-------|-----|---------|-----|
| Good Service Levels | 8 | 28% | 4 | 25% | 4 | 31% |
| Improved Time | 9 | 31% | 7 | 44% | 2 | 15% |
| Growth | 4 | 14% | 2 | 13% | 2 | 15% |
| Service & Time | 1 | 3% | 1 | 6% | 0 | 0% |
| Service and Growth | 3 | 10% | 1 | 6% | 2 | 15% |
| Other (Specify) | 4 | 14% | 1 | 6% | 3 | 23% |
| Total | 29 | | 16 | | 13 | |

28% of total respondents said good service levels, 31% improved time, 14% said growth and 3% service and time, 10% said service and growth whilst 14% said other. Male responses were, 25% said good service levels, 44% improved time, 13% growth, 6% each service and growth, service and time and other. Females: 31% said good service levels, 15% each improved time, growth, service and growth whilst 23% said other.

Question 17 – Negative Features of the OSBP

| Response | All | % | Males | % | Females | % |
|---------------------------------|-----|-----|-------|-----|---------|-----|
| Poor Service Levels | 2 | 7% | 0 | 0% | 2 | 15% |
| Increased Time | 1 | 3% | 0 | 0% | 1 | 8% |
| No Growth | 3 | 10% | 3 | 18% | 0 | 0% |
| Poor Service and Increased Time | 0 | 0% | 0 | 0% | 0 | 0% |
| Poor Service and No Growth | 0 | 0% | 0 | 0% | 0 | 0% |
| Other (Specify) | 24 | 80% | 14 | 82% | 10 | 77% |
| Total | 30 | | 17 | | 13 | |

Of total respondents, 7% said poor service levels, 3% increased time, 10% no growth whilst 80% said Other. Males: 18% said no growth whilst 82% said Other. Females: 15% said poor service levels, 8% said increased time and 77% said Other. The high levels of the response “Other” (unspecified), may bear further research.

Question 18 – Describe Savings from OSBP

| Response | All | % | Males | % | Females | % |
|------------------------|-----|-----|-------|-----|---------|-----|
| Goods Sold | 3 | 10% | 1 | 6% | 2 | 15% |
| Cost Reduction | 0 | 0% | 0 | 0% | 0 | 0% |
| Reduced Business costs | 18 | 60% | 11 | 65% | 7 | 54% |
| Other Specify | 9 | 30% | 5 | 29% | 4 | 31% |
| Total | 30 | | 17 | | 13 | |

Of the total 10% said goods sold, 60% reduced business costs whilst 30% said other. Males: 6% said goods sold, 65% said reduced business costs and 29% said other. Females: 15% said goods sold, 54% said reduced business costs and 31% said other. The “other” savings may be worth researching.

Question 19 – Familiarity with the OSBP

| Response | All | % | Males | % | Females | % |
|-------------------|-----|-----|-------|-----|---------|-----|
| Very Familiar | 8 | 28% | 7 | 44% | 1 | 8% |
| Familiar | 6 | 21% | 5 | 31% | 1 | 8% |
| Limited Knowledge | 11 | 38% | 4 | 25% | 7 | 54% |
| Unfamiliar | 4 | 14% | 0 | 0% | 4 | 31% |
| Total | 29 | | 16 | | 13 | |

28% of the total responded very familiar, 21% familiar, 38% said limited knowledge and 14% unfamiliar. Males: 44% said very familiar, 31% said familiar and 25% limited knowledge. Females: 8% said they are familiar, 8% very familiar, 54% limited knowledge and 31% unfamiliar.

Question 20 – In which Media did you Hear about the OSBP

| Response | All | % | Males | % | Females | % |
|------------------|-----|-----|-------|-----|---------|-----|
| Community Forum | 22 | 73% | 10 | 59% | 12 | 92% |
| Radio | 0 | 0% | 0 | 0% | 0 | 0% |
| Video | 0 | 0% | 0 | 0% | 0 | 0% |
| Forum plus Radio | 0 | 0% | 0 | 0% | 0 | 0% |
| All Media | 5 | 17% | 4 | 24% | 1 | 8% |
| Other | 3 | 10% | 3 | 18% | 0 | 0% |
| Total | 30 | | 17 | | 13 | |

Total: 73% responded community forum, 17% all media and 10% other. Males: 59% said community forum, 24% all media and 18% other. Females: 92% said community forum and 8% all media.

Question 21 – Do you wish to be kept informed in future

| Response | All | % | Males | % | Females | % |
|----------|-----|------|-------|------|---------|------|
| | | | | | | |
| YES | 30 | 100% | 17 | 100% | 13 | 100% |
| NO | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 30 | | 17 | | 13 | |

Total: 100% of respondents said yes that they would wish to be kept informed.

Question 22 – What additional features would you recommend for OSBP

| |
|--|
| Males Canteens forex Bureaus should be given space in the OSBP Canteens Dispensary to take care of emergencies In future by the parking will be smaller. expand the parking yard within the OSBP In future as the border gets busier the parking and warehouse will not be enough Canteens and more parking |
| Females Forex bureaus should be given space within the OSBP Women's office within the OSBP to help the women traders. Bath rooms for travellers to refresh. money changers should be given space within the OSBP. Women's office. |

Question 23 – What other information should be provided about the OSBP

Males

Information on HIV should be put on billboards.

The importance of the OSBP to the community.

It has helped to reduce smuggling of goods because people used to fear the complicated procedures but now they are simplified.

We should be sensitized on what different offices at the OSBP do.

All changes that take place at the OSBP should be communicated.

The community should be sensitized on the use of the OSBP.

Females

It has reduced guest house business because there are no more delays.

The community should be sensitized on the importance of the OSBP so that they can use it.

Question 24 – Further Suggestions

Males

Network should be made stable to quicken the clearing process

Network problem should be worked on

Females

The way service is offered should be improved

Question 25 – Can you suggest other businesses that should be surveyed?

Females

Brokers

Mobile money business

5. Observations and Conclusions

5.1 Asymmetrical Benefits

The border communities at Mutukula, in common with most border communities in remote areas, is highly dependent on transit traffic and travellers for their commercial activities and livelihood. A large proportion of the businesses in such border towns are solely dependent on this supply of services and goods to travellers as well as goods transporters, and the border authorities. This situation holds the implication that a high level of border efficiency, with minimal standing time, is detrimental to the trading activities of the border community.

The most important and obvious observation that can be made regarding the impacts of the OSBP in the perspectives of the local communities in Uganda and Tanzania is that the benefits are asymmetrical in favour of the Uganda community to the detriment of the Tanzanian community as the Market is located on the Uganda side of the border

On the Tanzania side, there is limited space available for trucks to park; and traffic transiting into

Tanzania includes a large proportion of empty goods vehicles which use the Customs Control yard at Tanzania OSBP as a parking facility while they visit the local market on the Uganda side to either purchase supplies/foodstuffs for home consumption before departing the border or to secure return loads from potential exporters at the market. This practise was highlighted in the main report under section 7 and 8 as potential action for correction.

The result of the transit patterns created by the one stop border post is that both the Tanzanian and Ugandan communities have negative and positive perceptions of the OSBP development and in general have very positive expectations of benefits from the development.

5.2 Border Operating Times

The comments from the Tanzanian community were overwhelmingly in favour of increasing border hours to 24 hours per day operation. The perceptions appear to be that longer opening hours will increase opportunities for trade.

5.3 Facilities

The Tanzanian community mentioned the need for increased facilities including increased warehousing facilities at the border, increased road space and improvement of roads and parking, more industries to be developed and the establishment of more forex bureaus at the border.

5.4 Improved OSBP Services

The Tanzanian community made extensive comments about the improvement to the security of the OSBP and installation of more CCTV cameras to cover all activities of the border, more warehousing, more parking facilities at the border, education of traders on cross-border procedures and more forex bureaus. The comments were less effusive on the Uganda side with more negative comments about facilities such as public toilets, security and canteens for border users.

5.5 Facilities and Business

The comments from both Uganda and the Tanzania side of the border indicated the perception of needs for increased facilities such as more forex bureaus and industries to be developed around the border as well as areas available for parking and trading.

In relation to business opportunities, there were numerous comments aimed at the improvement of roads increasing parking, trading areas, encouraging border trade. It is not immediately apparent how increasing the efficiency and reducing cross border times can be reconciled with the community perception that increased stays and delays are beneficial to their commercial activities.

Appendix A – Field Survey Questionnaire / Interview Guide

| | | | | | | | | | | | | | |
|----|--|----------------------|--------------------------|-------------------------|-----------------------------|-------------------------|----------|-----------------------------|-----------------|-------------|--------------------|-----|------|
| 1 | Gender | Male | Female | | | | | | | | | No. | Mark |
| | | 1 | 2 | | | | | | | | | 1 | |
| 2 | Occupation | Manufacture | Agriculture | Transport Passengers | Transport Goods | Government | Services | Banking Forex | Border Agent | Hospitality | Other (specify) | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 2 | |
| 3 | Border Usage | Import-Export | Warehousing | Personal Travel | Passenger transport | Goods transport | Other | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 3 | |
| 4 | Goods Categories | Foodstuffs | Textiles and clothing | Agric. Produce | Mach. Appliance | Business supplies | Other | None | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | | 4 | |
| 5 | Any Impact of OSBP | Yes | No | | | | | | | | | | |
| | | 1 | 2 | | | | | | | | | 5 | |
| 6 | If so, what are the impacts of the OSBP | Improved Business | Reduced Business | Time Saving | New Business Development | Increased population | Other | None of these impacts | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | | 6 | |
| 7 | Has there been a population increase | Yes | No | | | | | | | | | | |
| | | 1 | 2 | | | | | | | | | 7 | |
| 8 | What population increase | <500 | 500-1000 | 1000+ | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | | 8 | |
| 9 | If more businesses, how many Customs Trade Agents | 0-5 | 5-10 | 10-20 | 20-50 | 50-100 | 100+ | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 9 | |
| 10 | If more businesses, how many Transporters | | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 10 | |
| 11 | If more businesses, how many Hotels & Guest Houses | | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 11 | |
| 12 | If more businesses, how many Forex businesses | | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 12 | |

| | | | | | | | | | | | | | |
|----------|---|---------------------|----------------|------------------------|---------------------------------|----------------------------|-------|--|--|--|--|----|--|
| 13 | If more businesses, how many Shops | | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 13 | |
| 14 | If more businesses, how many "Others" (Specify) | | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 14 | |
| 15 | Positive features of OSBP | Good service levels | time | growth | Service and Time | Service and growth | other | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 15 | |
| 16 | Negative features of OSBP | Poor service levels | Increased time | No growth | Poor service and increased time | Poor service and no growth | other | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 16 | |
| 17 | Describe savings | Goods sold | Cost reduction | Reduced business costs | Other (specify) | | | | | | | | |
| | | 1 | 2 | 3 | 4 | | | | | | | 17 | |
| 18 | Familiarity with the OSBP | Very familiar | Familiar | Limited knowledge | Unfamiliar | | | | | | | | |
| | | 1 | 2 | 3 | 4 | | | | | | | 18 | |
| 19 | By which means did you hear about OSBP | Community Forum | Radio | Video | Forum plus radio | all media | Other | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | | | | | 19 | |
| 20 | Do you want to be kept informed in future | Yes | NO | | | | | | | | | | |
| | | 1 | 2 | | | | | | | | | 20 | |
| 21 | Recommended additional features at OSBP | | | | | | | | | | | | |
| | | | | | | | | | | | | 21 | |
| 22 | Other information which should be provided | | | | | | | | | | | | |
| | | | | | | | | | | | | 22 | |
| 23 | Further suggestions | | | | | | | | | | | | |
| | | | | | | | | | | | | 23 | |
| 24 | Other local businesses that should be surveyed | | | | | | | | | | | | |
| | | | | | | | | | | | | 24 | |
| Surveyor | | | Date | | Supervisor | | | | | | | | |