

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC



FINAL SURVEY REPORT KOBERO/KABANGA BORDER POST BURUNDI / TANZANIA

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14 – 19 December 2016 (Impact Survey)

Prepared by:

Nick Porée & Associates (Pty) Ltd
P O Box 2495
Prestondale
4021
Tel: +27 31-5723258
Fax: 0862723145
Email: nick@npagroup.co.za

Prepared for:

TradeMark East Africa (TMEA)
Equatorial Fidelity Centre
P O Box 31300606
Nairobi
Kenya

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EXECUTIVE SUMMARY

TradeMark East Africa (TMEA) has been 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. The merging of these activities eliminates the necessity for two stops for each function, for cargo and passenger vehicles crossing the border.

This report describes the Border Post survey performed at Kobero/Kabanga border post between Burundi and Tanzania on 14th to 19th December 2016. The results of this survey are compared with the baseline survey done in 2011. The survey is intended to provide comparative data for future evaluation of the effectiveness of the conversion of the border to fully operational one-stop-border-post (OSBP) status. The second or end line survey will be performed on a date still to be decided to assess any changes in the current traffic flows and volumes through the border. The next survey at Kobero/Kabanga will be planned for a date after all facilities at both border posts have been completed and all procedures have been implemented and normalised at full effectiveness. All times are expressed as Hours: Minutes e.g. 2:57 = (2 hours and 57 minutes).

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

The average total OSBP cross-border times are:
(Tanzania-Burundi 8:48 hours) and (Burundi-Tanzania 3:25 hours).

The 7-day baseline survey at the two-stop border in 2011 showed;
(Tanzania-Burundi 11:56 hours) and (Burundi-Tanzania 8:05 hours).

The significant time savings at Kobero and Kabanga after converting to OSBP in both directions is most encouraging as the reduction in cross-border times are; Tanzania to Burundi reduced from 11:56 hours to 8:48 hours, saving of 3:08 hours (26%) and Burundi to Tanzania a reduction from 8:05 hours to 3:25 hours a saving of 4:40 hours (72%).

1. Summary of Survey Results Traffic Counts

a) Traffic Count Kobero - Burundi

Comparison of the present volumes with the baseline survey shows that the total traffic volumes have increased overall from 438 to 757 (72%); and the composition of the traffic flow has changed significantly. There has been a large increase in passenger vehicle volumes, both buses and light vehicles, in both directions. The total number of passenger vehicles recorded in 2011 from Tanzania to Burundi through Kabanga/Kobero (as a Two-stop Border post) was 166, and in 2016 it was 426 (an increase of 162%), as shown in Table 1 below.

Table 1 - Comparison with Baseline Traffic Count at Kobero (2011-2016)

Survey	Buses	Passenger Vehicles	Trailer Trucks	Other Trucks	Total
2011	3	166	169	100	438
2016	20	426	185	126	757

**Note Trailer Trucks includes containerised and tankers*

- Buses - 2011 = 3
2016 = 20
(566% increase in bus traffic)
- Passenger Vehicles - 2011 = 166
2016 = 426
(162% increase in passenger vehicles i.e. saloon cars, 4wd and pick-ups)
- Trailer Trucks (Containerized and Tankers) - 2011 = 169
2016 = 185
(9% increase in containerised and tanker traffic)
- Trucks (Other) - 2011 = 100
2016 = 126
(26% increase in truck other traffic)
- All Vehicles - 2011 = 438
2016 = 757
(72% increase in traffic volumes)

There was a slight increase in total truck traffic volumes from the 2011 baseline survey, containerised cargo vehicles inclusive of tankers i.e. 169 in 2011 and 185 in 2016, (9%); "other truck" types made up of Light and Medium trucks, increased from 100 in 2011 to 126 in 2016 (26%).

b) Traffic Count: Kabanga - Tanzania

Comparison of the baseline survey done in 2011, with the current survey at Kabanga OSBP, shows that the total traffic volumes have increased significantly i.e. in 2011 the total traffic volumes were 391 and in 2016 it was 697, an increase of 78%. This was largely due to the increase in passenger traffic from 174 in 2011 to 433 in 2016, (148%) as shown in the table below.

Table 2 - Comparison with Baseline Traffic Count at Kabanga (2011-2016)

Survey	Buses	Passenger Vehicles	Trucks	Other	Total
2011	5	174	150	62	391
2016	8	441	150	106	697

- Buses - 2011 = 5
2016 = 8
(60% increase in bus traffic)
- Passenger Vehicles - 2011 = 174
2016 = 433
(148% increase in passenger vehicle traffic
i.e. saloon cars, 4wd and pick-ups)
- Trucks (Other) - 2011 = 62
2016 = 106
(71% increase in other truck traffic)
- Trucks (Containerised and Tankers) - 2011 = 150
2016 = 150
(0% increase in containerised and tanker
trucks)
- All Vehicles - 2011 = 391
2016 = 697
(78% increase in total traffic volumes)

Containerised and Tanker truck traffic was unchanged but the other truck categories, (both light and medium trucks) increased significantly from 62 to 106 (71%), and Buses showed a 60% increase.

2. Time Surveys

a) Time Survey – Kobero - Burundi

In order to fully appreciate the time comparisons between the baseline survey in 2011 and the current survey in 2016 it is important to note the changes to the traffic flow, caused by the OSBP process. The baseline survey in 2011 categorised the queue time and processing times for commercial traffic (trucks) as; “transit from Kabanga (Tanzania)” to Kobero (Burundi); and the reverse direction Kobero (Burundi) to Kabanga - (Tanzania).

By comparison the 2016 survey analysed the border crossing times for each OSBP into the following elements of time:

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

The table below shows a comparison of the time components analysed in 2016, with the baseline survey data for Kobero – Burundi in 2011.

Table 3 – Analysis of Border Crossing Times - Kobero

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	2:14	9:42	11:56	0:00	0%
2016 (All Trucks)	1:53	6:55	8:48	3:08	-26%
2011 (Containerised)	1:45	10:24	12:09	0:00	0%
2016 (Containerised)	0:26	8:55	9:21	2:35	-24%

- Queue Time (all trucks) - 2011 = 2:14
2016 = 1:53
(decreased by 16%)
- Queue time (containerised) - 2011 = 1.45
2016 = 0.26
(decreased by 82%)
- Customs Processing (all trucks) - 2011 = 9:42
2016 = 6:55
(decreased by 23%)
- Customs Processing (containerised) - 2011 = 10:24
2016 = 8:55
(decreased by 15%)
- Total Dwell Time (Border Crossing Time) - 2011 = 11:56
2016 = 8:48
(decreased by 26%)
- Containerised Cargo (excluding Tankers) - 2011 = 12:09
2016 = 9:21
(decreased by 24%)

The significant reduction in border crossing times from 11:56 (h:mm). to 8:48 (h:mm) gives a time saving of 26% and is a very positive sign of the impact that the OSBP has had on cross-border delays at Kobero.

In the baseline survey the combined border-crossing time for containerised cargo and tankers was 11:56 (h:mm), but times for containerised and tankers were also shown separately in the baseline. In order to compare like with like, containerised cargo is shown separately from tankers

in Table 4 below; the comparison shows that there is a 68% saving in the tanker times and a 26% saving in the times for containerised cargo. The faster processing of tankers is a positive development as it means that tankers (which carry a high risk or dangerous commodities) are being processed quickly through the border; thereby contributing to desirable safety improvements from the OSBP.

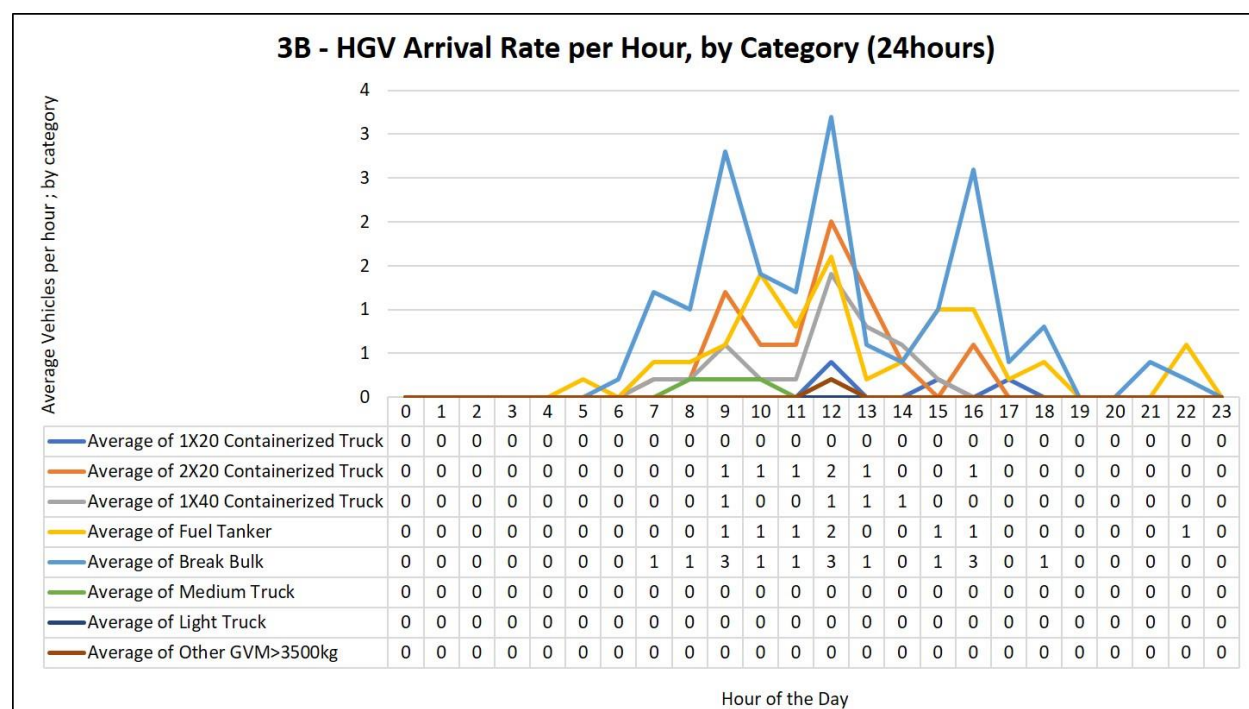
Table 4 – Analysis of Tanker & Containerized Crossing Times – Kobero

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Tankers)	2:48	8:58	11:46	0:00	0%
2016 (Tankers)	0:09	3:40	3:49	7:57	-68%
2011 (Containerised)	1:45	10:24	12:09	0:00	0%
2016 (Containerised)	0:26	8:55	9:21	2:35	-26%

Arrival Time Survey – Old Kabanga Border Post

In order to obtain an overview of the total time spent in transit through the border, an Arrival Time Survey was performed at the Old Kabanga Border Post which is being used as pre-crossing truck stop before proceeding to Kobero OSBP. The description of these delays in Tanzania, is included in the section on Kobero as they have negative impacts on the effectiveness of the Tanzania to Burundi transit times via Kobero OSBP.

The graph below shows that trucks arrive continuously from about 05:00 in the morning until 22:00 at night, with a peak of arrivals at midday. The steady flow of trucks throughout the day suggests that there is potential to increase the border operating hours to 22:00, to increase the numbers of trucks processed per day, and further reduce dwell or border crossing times at Kobero.

Figure 1 - HGV Arrival Rate at Old Kabanga Truck Stop

Analysis of Total Dwell Time including Old Kabanga Border Post (HGV)

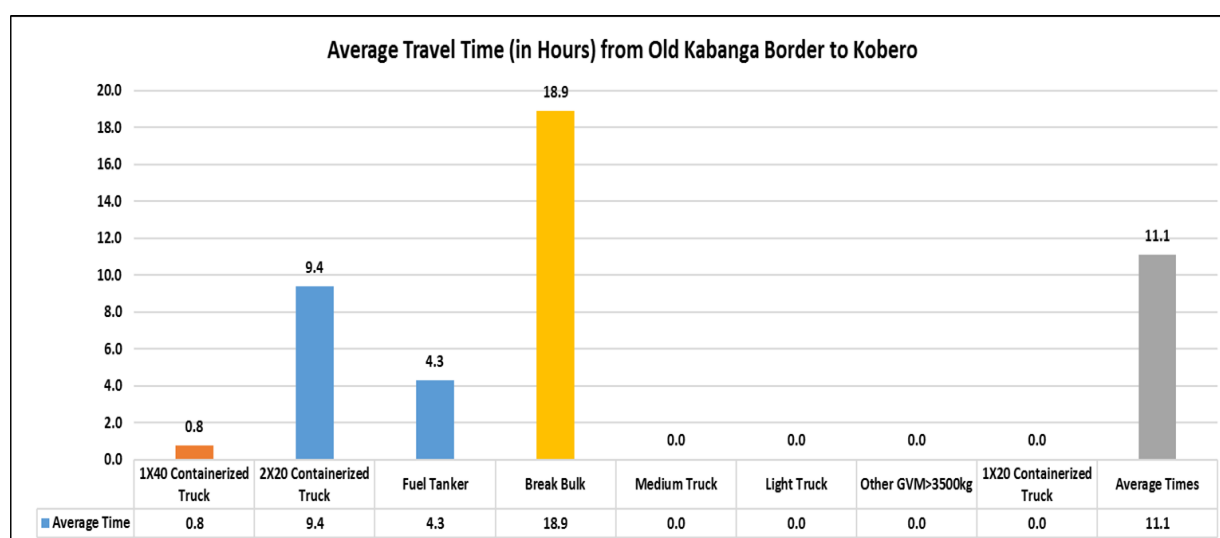
Analysis of time spent at the Old Kabanga Border Post (now used as a truck stop) shows that delays in this area add approximately 11 hours to the total time from arrival at the border to final clearance of the border crossing.

Enquiries and driver interviews at the informal truck stop revealed that drivers are often delayed by waiting for funds from Dar es Salaam, to pay TRA penalties for transit overstay while on route from Dar es Salaam to Burundi. This is an area of concern, because although it is not a reflection on border efficiency, it is still a part of the corridor transit times, and as such, is affecting the overall efficiency of the corridor and vehicle utilisation.

Transit overstay needs to be eliminated or at least minimized to improve the efficiency of the Central Corridor. This is important as the improved border post efficiencies through the introduction of OSBP's is being negated by the transit overstay issue. This has impact on the overall efficiency of the corridor from port to final destination. The Table 5 and Fig.2 below show the amount of time wasted at the truck stop; the maximum delay time recorded at this point during the survey was 54 hours; adding more than 2 days to the trip time.

Table 5 – Analysis of Delay Times at Old Kabanga Truck Stop

Vehicle Category	Avg. Time Old Kabanga Border to Queue	Avg. Time in Queue	Avg. Time Customs Processing	Avg. Border Crossing-time	Total Avg. Time to Cross Border to Burundi
Container Vehicles	7:48	0:24	8:55	9:19	17:07
Fuel Tankers	4:17	0:9	3:38	3:47	8:04
Light Trucks	0:00	0:2	1:47	1:49	1:49
Medium Trucks	0:00	11:44	1:54	13:38	13:38
Break Bulk	18:52	0:46	10:16	11:02	29:54
All Freight Vehicles	11:06	1:53	6:53	8:46	19:52

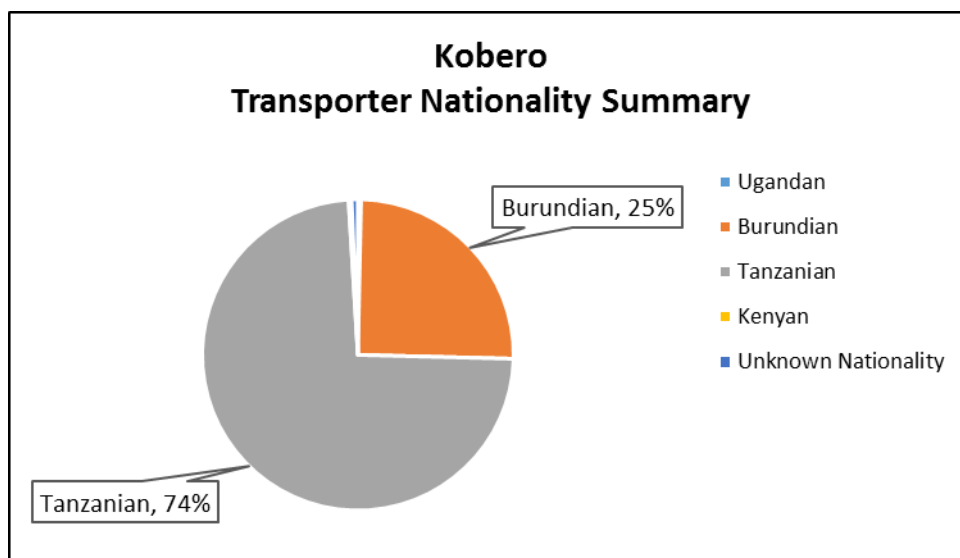
Figure 2 - Analysis of Delay Times at Old Kabanga Truck Stop

Analysis of Traffic Count at the Old Kabanga Border Post

It should be noted that 198 vehicles were counted arriving at the Old Kabanga Border Post (40 vehicles per day) compared to the 311 (52 trucks per day), arrivals at the Kobero OSBP. This means that 40 out of 50 (80%) of all vehicle arriving at Kobero OSBP are being delayed for a period of time at the Old Kabanga Border Post while waiting for funds from Dar es Salaam to pay transit overstay penalties to TRA or through driver behaviour, and thereby adding to the overall corridor transit time. This is cause for concern and needs to be addressed with the Transport Associations in Tanzania as they operate +/- 75% of the vehicles along this corridor, as shown in the table and graph below.

Table 6 - Traffic Count Old Kabanga Border Post

1X20 Containerised Truck	2X20 Containerised Truck	1X40 Containerised Truck	Fuel Tanker	Break Bulk	Medium Truck	Light Truck	Other GVM>3500kg	Unspecified Vehicle Type	Total
0	2	1	4	9	0	0	0	0	16
0	1	1	2	5	1	0	0	0	10
0	6	3	3	13	1	0	0	0	26
0	3	1	7	7	1	0	0	0	19
0	3	1	3	6	0	0	0	0	13
1	9	9	11	14	1	0	0	0	45
0	6	4	1	3	0	0	0	0	14
0	3	3	1	2	0	0	0	0	9
1	0	1	5	5	0	0	0	0	12
0	3	0	3	14	0	0	0	0	20
1	0	0	1	1	0	0	0	0	3
0	0	0	0	4	0	0	0	0	4
0	0	0	3	4	0	0	0	0	7
									198

Figure 3 - Transporter Nationality Kobero OSBP**a) Time Survey – Kabanga - Tanzania****Table 7 – Analysis of Border Crossing Times – Kabanga**

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	0:39	7:26	8:05	0:00	0%
2016 (All Trucks)	0:23	3:02	3:25	4:40	72%
2011 (Containerised)	1:01	12:19	13:20	0:00	0%
2016 (Containerised)	0:50	5:57	6:47	3:30	69%

• Queue Time (all trucks)	-	2011 = 0:39 2016 = 0:23 (decreased by 39%)
• Queue Time (containerised)	-	2011 = 1:01 2016 = 0:50 (decreased by 50%)
• Customs Processing (all trucks)	-	2011 = 7:26 2016 = 3:02 (decreased by 46%)
• Customs Processing (containerised)	-	2011 = 12:19 2016 = 5:57 (decreased by 54%)
• Total Dwell Time (all trucks)	-	2011 = 8:05 2016 = 3:25 (decreased by 58%)
• Total Dwell Time (Containerised)	-	2011 = 13:20 2016 = 6:47 (decreased by 61%)

The 2016 survey showed a reduction of 4 hours 40 minutes in border dwell times for all trucks, compared with the baseline study done in 2011; this is a 58% saving in time as a result of developing the OSBP.

The customs processing time also shows a decrease of approximately 4 hours 24 minutes or 46%. This exceeds the TMEA target improvement of a 30% reduction and is an indication that the OSBP at Kabanga is working well, and is achieving its objectives.

User Satisfaction Surveys

The User Satisfaction Survey designed by TMEA 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.

The present User Satisfaction Survey (USS) of the Kobero-Kabanga border has been scored, using the revised scoring system recommended by the TMEA committee. The full USS for Kobero and Kabanga is shown in Annexure G. The same data is shown in Annexure H, using the previous scoring system to enable comparison of the scoring systems.

It is clear from the User Satisfaction responses that the OSBP is regarded as an improvement over the old two stop facility from an infrastructure development and processing perspective. The travellers, passengers, informal traders and the majority of users of this new facility reported time savings and smoother traffic flows. There were however some very indifferent responses for the Burundi and Tanzania sides of the border as shown in the following summary tables.

Summary of User Satisfaction Responses:

Kobero – Burundi

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	92%	92%	100%
Joint Examination	87%	89%	50%
Decreased time	55%	52%	100%
Security	68%	66%	100%
Search -gender	67%	65%	100%
Maintenance	79%	77%	100%
Cleanliness	76%	74%	100%
Toilets -M/F	9%	9%	0%
Warehouse	16%	13%	100%
Signage	39%	37%	100%
Parking	35%	33%	100%
Separation of . Pass/goods	14%	14%	0%
HIV Signage	3%	0%	50%
Disabled facilities	22%	19%	50%
Overall level of satisfaction	85%	84%	100%
Average Score (%)	50%	48%	77%

Legend:

	70-100	Satisfaction
	50-70	
	0-50	

Overall: The average satisfaction level for all respondents was 50%.

Males: Average response was 48%.

Females: Response was 77%, but is not representative as there were only 2 females.

Border Users made comments on specific issues, as shown below.

Kobero Border Survey User Comments

Category	Comments
Border Fees and Payments	<ul style="list-style-type: none"> • Problems of owner of cargo – delay to pay tax on time which makes driver to stay longer at border • Drivers sleep in their trucks as owner's delay paying tax on time • Electronic device of trucking cargo doesn't work at times • All drivers are required to pay Burundi agents TSH15,000 for documentation and copies which is supposed to be paid by owner of cargo
Bribery	<ul style="list-style-type: none"> • Bribery inside the border – drivers must pay security • Police at Kobero – if they arrest drivers, they tell them to pay fine of USD100 • The cost of security at border for trucks which is paid by driver of amount at Tsh5,000 per night is paid by driver who uses their own pocket money • Yellow card problem to drivers and contractors on Burundi side; bribery with immigrations officers – give them the money then they stamp the card. • Security fee charged TSH2,000 per night for truck. • Drivers not allowed to sleep in trucks. • Yellow card – force drivers to give money • Road from Hyukhula weighbridge has more congestion which cause arguments of cargo, corruption for Burundi police • Security force drivers and conductors to drop bags of passengers without their permission • Corruption of staff
Officials and Staffing	<ul style="list-style-type: none"> • No gender balance • Other custom officers take longer lunch breaks – 2 hours • Expanded warehouse but few officers • Overwork – shortage of staff
Systems	<ul style="list-style-type: none"> • Single inspections done on both side of border
Transporters	<ul style="list-style-type: none"> • Many drivers do not have contract agreements with the owner of cargo • Driver complains about overtime when staying longer at the borders – not in contract • Problem with roads from Ushirombo to Kahama in Tanzania which cause mechanical damage to the trucks
Driver and Public Facilities	<ul style="list-style-type: none"> • On all parking areas, there is no place for cooking their own food as they are not allowed to cook inside the border. • Lack of toilet and management of parking of trucks, buses, minibus and private cars • Parking problems • Language on signage • Toilets a problem; Lack of toilets • Shortage of water • No dustbins • No water and electricity • No water

The negative comments detailed in the table above, account for the generally low scoring and negative perception by border post users at Kobero OSBP; and do reflect the real situation; and

are confirmed by the stakeholder reports.




The main issues are Infrastructure (Main building not yet built), lack of running water, no flushing toilets, there is also reference made to bribery and corruption at the border post by drivers; which also impacts on the negative perception of border post users.

Kabanga – Tanzania

The user responses for the Kabanga – Tanzania border post were much more positive as shown in the following summary table.

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	100%	100%	100%
Joint Examination	100%	100%	100%
Decreased time	97%	98%	90%
Security	100%	100%	100%
Search -gender	100%	100%	100%
Maintenance	100%	100%	100%
Cleanliness	98%	98%	100%
Toilets -M/F	98%	98%	100%
Warehouse	98%	100%	91%
Signage	100%	100%	100%
Parking	97%	96%	100%
Separation of . Pass/goods	97%	96%	100%
HIV Signage	90%	92%	82%
Disabled facilities	90%	90%	90%
Overall level of satisfaction	92%	92%	91%
Average Score (%)	97%	97%	96%

Legend:  70-100 Satisfaction
 50-70
 0-50

Overall: Satisfaction level for all respondents was 97%.

Males: Also registered 97%.

Females: The average level of satisfaction was 96%.

Kabanga Border Survey User Comments

Category	Comments
Procedures	<ul style="list-style-type: none"> Procedures are simplifying services to the borders
Officials and Staffing	<ul style="list-style-type: none"> Customs officers are sources of delays - few officers Shortage of customs staff hence delays at the border Burundi border officials always come late Shortage of customs staff
Customs Agents	<ul style="list-style-type: none"> Customs agents are located far from the border Customs agents are sources of delays
Seating	<ul style="list-style-type: none"> Large areas but few chairs for customers to sit

Summary of Stakeholder (Officials) Reports

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 G for each border post.

Kobero - Burundi:

- Internet Connectivity
- No running water
- Lack of working toilets
- No Scanner or Weighbridge
- Lack of testing equipment and laboratories
- Staff Shortages

Kabanga - Tanzania:

- Staff Shortages
- Lack of staff transport (bus) for Kobero
- Lack of staff housing and accommodation
- No extra duty allowances
- lack of laboratory and testing equipment
- No Isolation room for disease outbreaks i.e. Cholera and Ebola

Comments and Recommendations

Kobero - Burundi:

1. Border Post Stakeholders have listed a number of deficiencies; some of which need to be addressed urgently like internet connectivity, running water, working toilets and lack of testing and laboratory equipment
2. The need for a scanner and weighbridge was mentioned, but we are assuming that this is part of the forward planning on completion of the construction of the OSBP.
3. In general, there appears to be staff shortages in all departments and OGA's at the border, resulting in the current staff having to work longer than acceptable working hours per day and often without time off to spend with their families.

Kabanga - Tanzania:

1. The main issues at Kabanga relate to staff shortages, lack of staff housing and accommodation and staff transport to get to Kobero, as currently staff have make use of Boda-Boda's to cross to Kobero and back.
2. In general conditions at this border post are good and there are no real issues of concern to deal with on an urgent basis, other than the few personal issues mentioned.

TIME AND TRAFFIC SURVEY AT KOBERO/KABANGA BORDER POST
BURUNDI - TANZANIA

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List of Acronyms

EAC	East African Community
DI	Direct Import
E	Empty Returns
EFT	Electronic Transfer of Funds
GFI	Global Fluids 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
OBR	L'Office Burundais des Recettes
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

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	Four wheel Drive: 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

KOBERO/KABANGA BORDER POST 14-19 December 2016

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 to increase 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, Kobero/Kabanga, Mirama Hills/Kagitumba, Elegu/Nimule and Tunduma. The reconstruction of Malaba OSBP is supported by the World Bank.

TMEA's immediate target is a 30% 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. Construction of the Kobero-Kabanga OSBP was finalised, and the one-stop border post is currently operational, but there are still some obstructions and the need for further equipment and system development as described in the stakeholder report.

The measurement performed in the current survey is compared with the times and traffic reports in the baseline survey in 2011. The survey results serve to inform TMEA and the various stakeholders which are supporting the program, of the progress to date. The TMEA donors, who are represented on the Programme Investment Committee (PIC) include the following;

- 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 Survey Process at Kobero/Kabanga Border Post

This report describes the Border Post survey performed at the Kobero - Kabanga border post between Burundi and Tanzania from 14th to 19th December 2016. This is the first survey of this border post in the current project and is intended to provide a set of data for future evaluation of the effectiveness of the conversion of the border to fully operational status as a One-Stop-Border-Post (OSBP). The final survey will be planned for performance in the last quarter of 2017 after all facilities have been commissioned.

The time and traffic survey measured all activities for seven days of day time traffic, operational for 11 hours from 07:00 to 18:00 at Kobero and 08:00 to 19:00 at Kabanga (due to the one hour time difference). The survey provides detailed analysis and average border crossing times and traffic volumes for commercial goods and passenger vehicles (coach and mini bus) as well as light passenger vehicles such as saloon cars, SUV's (4WD) and pickups. All times are expressed as Hours and Minutes e.g. 2:57 = (2 hours and 57 minutes)

This report also describes the border activities processes, and procedures which take place at Kobero and Kabanga border. Data analysis is provided separately for each OSBP, described as Kobero - Burundi and Kabanga -Tanzania.

1.3 Location of Survey

The Kobero/Kabanga border post on the border between Burundi and Tanzania serves as the main border-crossing route from the port of Dar es Salaam along the Central Corridor into Burundi (Bujumbura) and onward to DRC.

The GPS location of the border post at Kobero/Kabanga is latitude: 2° 39' 52.17" S - longitude: 30° 24' 27.30" 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 border survey is two-fold; it aims to measure the efficiency of the border in terms of current traffic flow at the OSBP and to analyse crossing time for freight and passenger vehicles which transit the border, as well as examining and explaining the extent and causes of delays.

At the same time the process includes a survey of User Satisfaction and a report on the stakeholders (officials) perception of the current status of the OSBP implementation process to identify the needs for further improvements.

For commercial freight vehicles, the survey process captures data on volumes and composition 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 system 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 category of vehicles;
- Average day time traffic by category of vehicles;
- Night traffic by category of vehicles;
- Average night time traffic by vehicle category;
- Average Daily Traffic (by category);
- Total Volume of traffic for the survey week; and
- Origin/Destinations for the selected commercial traffic (coaches, coasters and all truck categories).
- Queuing and customs clearance times
- Total time taken to cross the border

1.5 Survey Team Selection and Training - Kobero/Kabanga Border

The consultants recruited post graduate students or school leavers from a pool of candidates drawn from the local community in Kabanga and Kobero - Tanzania and Burundi.

The impartiality of the selected survey team workers provides comfort to border post personnel 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 and write English and one other local language e.g. 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 personnel 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.

2. CROSS-BORDER OPERATIONS – KOBERO/KABANGA BORDER POST

2.1 OSBP Survey Process

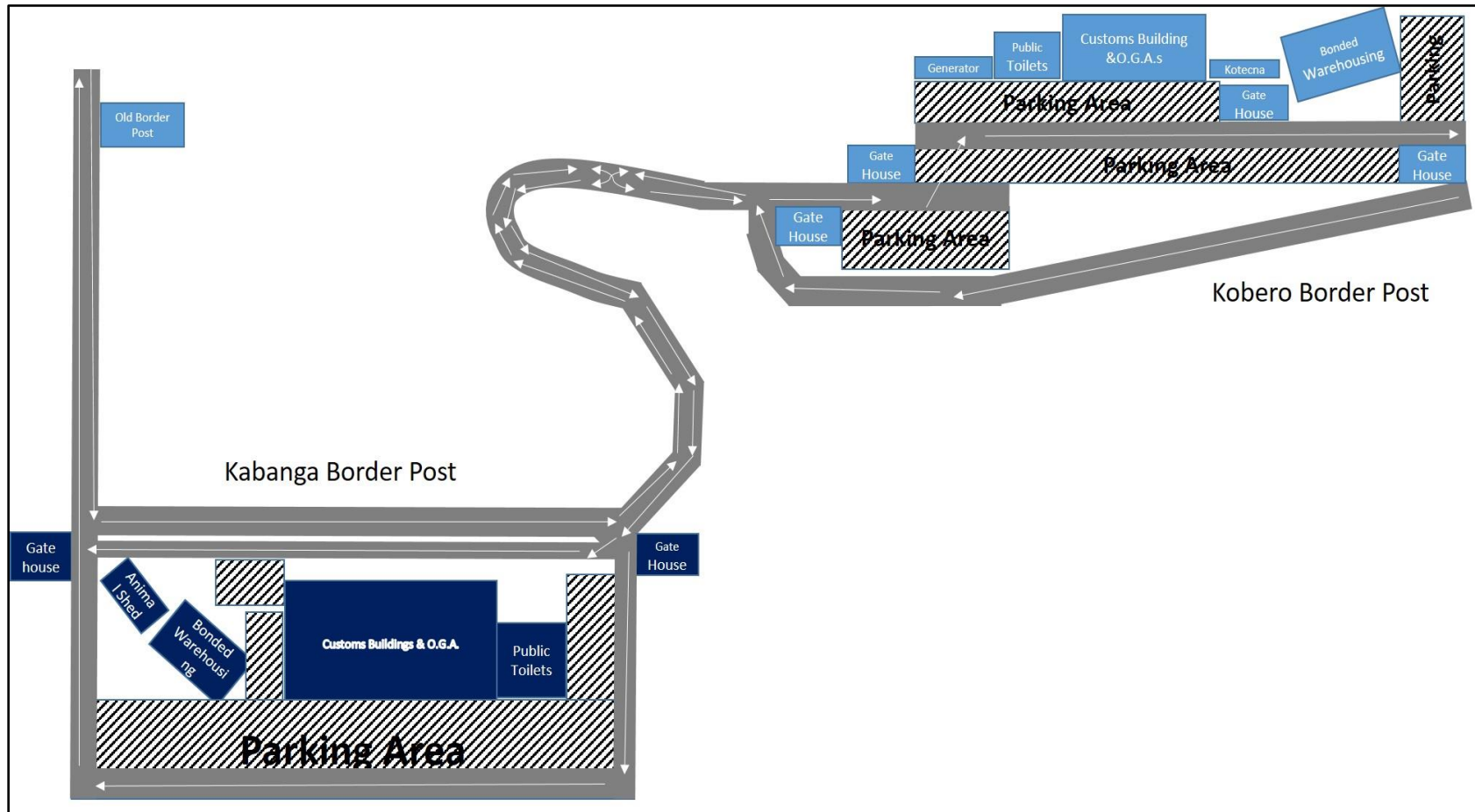
At the start of the survey process, information about the organisation and staffing of the border post was gathered by means of initial interviews with all relevant authorities and stakeholders. The processes performed on each side of the border were recorded and are described in the report as a basis for later comparison of the operations at the two 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 Tanzania going to Burundi do not stop on the Tanzania side but proceed directly to the border station on the Burundi side and vice versa; all vehicles arriving from Burundi going to Tanzania do not stop on the Burundi side and proceed directly to the border station on the Tanzania side.

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 07:00 to 18:00 at Kobero OSBP and 08:00 to 19:00 at Kabanga for commercial and passenger movements. 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 two border posts are approximately 2 kilometres apart.

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

Figure 2.1 - Schematic Drawing of OSBP Layout and Traffic Flows



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, the survey of both sides of the border was done during the same period.

Six survey points were used at Kabanga and five at Kobero as shown in the schematic diagram (Figure 2.3) below. Stations A and F are the points of 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 clearing area. However, on entry into Kobero - Tanzania due to transit overstay and penalties due to TRA for these overstay, many trucks were forced to park-off at the old Kabanga border post while waiting for funds from Dar es Salaam to pay the TRA Penalties.

In order to allow for the extended time spent at the old Kabanga border post, it was necessary to use an additional Enumerator (X) as a “floater” whose task it was to label each truck using sticky labels and to record the truck registration numbers, and the date and time of arrival at the old Kabanga border post. Then on arrival at the Customs entry gate the enumerator (using Form 1A) removed the sticker from the driver’s cab door, confirmed the truck registration, recorded it on the Form 1A. He then entered the arrival time and the entry time into the Customs gate, stuck the sticker to the back of Form 1A for reference purposes. This permitted accurate recording of arrival times for entry into Burundi.

The data collection was done using the forms described in Annexures B-E which were used to capture descriptive data and the specific 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 was 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 at Kobero and 6 at Kabanga as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 2.3 below.

Arrival Time Survey – Old Kabanga Border Post

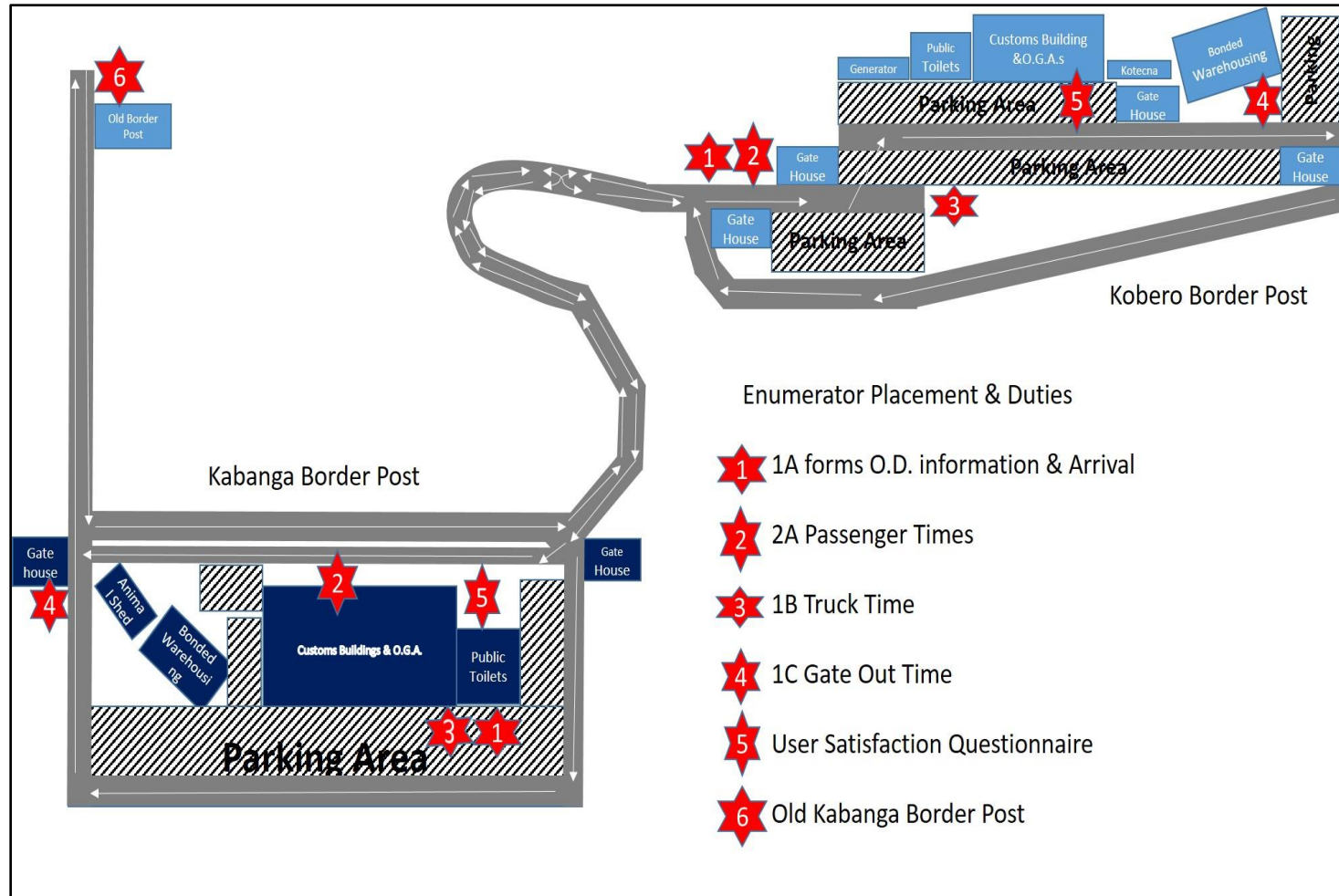
In addition to the survey, described above, an arrival time survey was conducted at the old Kabanga border post covering a five-day period from Wednesday 14-18 December for 12 hours per day. One additional Enumerator was deployed at this location covering one shift from 07:00 to 19:00. The purpose of the survey was to determine how much wasted or idle was spent by drivers and trucks before crossing the border to Kobero OSBP. The location of the Arrival Time survey is shown below in Figure 2.2 below.

Figure 2.2 - Arrival Time Survey Location at Old Kabanga Border Post



The positioning of the Enumerator is shown by the pin and the extent of the queue, by the area covered by the arrows above in the Google Earth image.

Figure 2.3 - Schematic Drawing Showing the OSBP Layout, Traffic Flows and Positioning of the Enumerators for the Survey



2.3 Staffing

The survey staff deployed as shown below.

Supervisors

Kage Barnett – Supervisor Kobero - Burundi
Mike Fitzmaurice – Supervisor Kabanga - Tanzania

<u>Kobero</u>	Truck	<u>Kabanga</u>
Agnes Kalia Niksonkuru Abdul Karim		Annet Kagwebe Daniel Crophas
	Passenger	
Saraphina Bitore		Rihama James

User Satisfaction Questionnaire

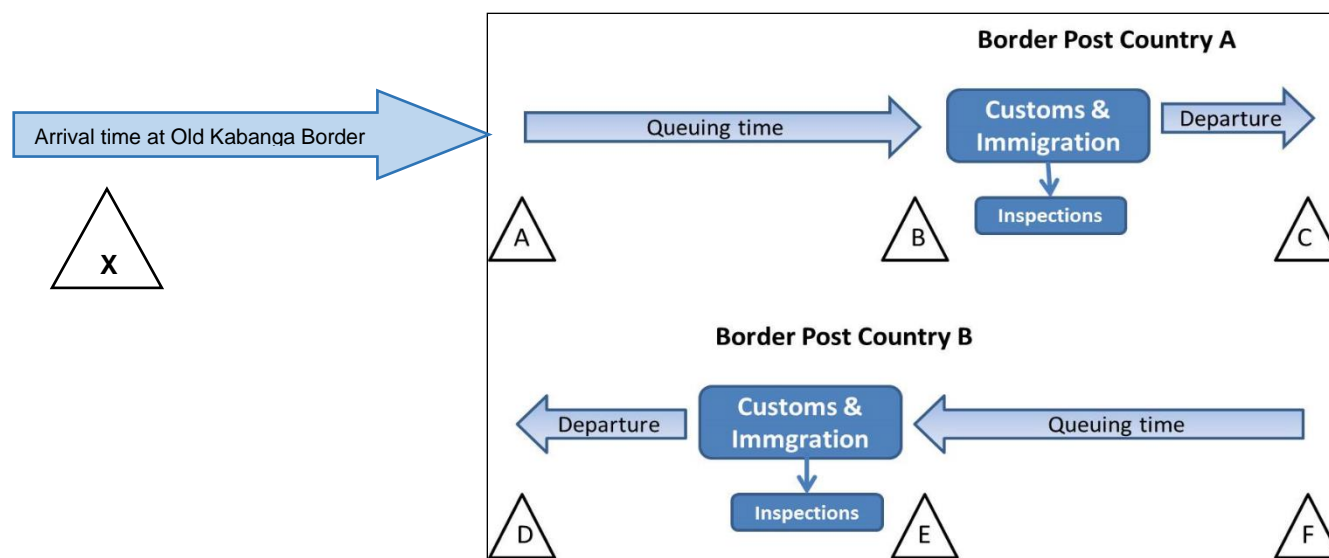
Brighte Sanga	Gate Out	Akhamed Mlope
Charles Stafford		Joepister Naula

Old Kabanga Border Time Recording

Samwel Jackson

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 jeopardized by personal problems. Due to the old Kabanga border post being used a border truck stop prior to crossing to the Burundi border it was necessary to deploy an additional enumerator (X) at this point to monitor the arrival times of trucks using this facility. This process enabled accurate recording of arrival times and the delays in crossing into Burundi.

The movement of the vehicles is illustrated in Figure 2.4 below.

Figure 2.4 - Vehicle Movements and Survey Points

2.4 Document Flow or Survey Sheet Movement

The proforma documents used for each recording function are illustrated in the Annexures. 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 and 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

2.5 Vehicle Categories

The vehicle categories that are defined in the survey system follow the TMEA classification as shown in Table 2.2 below.

Table 2.2: 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

2.6 Parking

The commercial truck parking facilities at Kabanga are currently sufficient for the volume of truck traffic as more than 90% of all traffic is empty vehicles that move through the border within 30 minutes.

On the Burundi side, there are two commercial parking areas, one on the right of the main gate which is currently being used for problematic cargo i.e. document related issues and the other parking area is just before the current prefab Customs and Immigration Hall which is used for the fast movers such as Fuel Tankers and SCT cargo. Due to the limited space in the latter parking area it is frequently congested; and because of the number of Commercial vehicles using this area there is a lack of parking for Passenger Buses and private travellers.

3. ORGANISATION OF THE KOBERO - BURUNDI BORDER STATION

Before the start of the survey, introductory interviews were held with all relevant authorities and stakeholders. This is a standard procedure in the setup phase of the border post survey process. The structured interview proforma is shown in Annexure A.

3.1 Authorities at Kobero Border Post - Burundi

The information received, regarding the authority structure and the organisations represented at the border is as follows.

There are 21 staff members in the Burundi Customs operations operating one shift from 7:00-18:00, with 8 officers per shift on the Burundi side and two per shift are deployed on the Tanzania. This includes staff employed in processing Customs entries, examinations, entry and exit gates, etc., customs clearance is fully automated using the ASYCUDA System.

Table 3.1: Staff Employed by Government Agencies

Government Agencies	Staff Complement	Single Window System (Sharing)
Customs	21	Yes
Immigration	26	No
Port Health	3	No
BS – Bureau of Standards	2	No
Agriculture, Fisheries and Livestock	2	No

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

Import	Export	Transit-in	Transit-out
270	5	21	5

The office opening and closing times of the station is from 07:00 to 18:00 or 11 hrs. The office opening and closing time of the adjacent country (Kabanga - Tanzania) station is from 08:00 to 19:00 (11 hrs.).

The Customs opening hours are synchronized with Immigration on both sides of the border as well as with police who operate 24/7, all other Agencies only operate during day light hours only.

There are approximately 16 Clearing Agents on the Burundi side of the border.

3.2 Traffic Movements

There are approximately 311 inbound trucks per week from Tanzania and 256 outbound trucks from Burundi per week.

There were 5 commercial passenger coaches daily inbound from Tanzania on route to Bujumbura, 1 Coaster (30 seater), 14 mini buses (Matatus) and 426 passenger vehicles i.e. saloon cars, 4wd and pick-ups that were recorded during the survey period.

There are currently no separate lanes for private vehicles, passenger buses and commercial trucks.

3.3 Procedures at Kobero - Burundi Border Station

Travellers

Travellers arriving on the Burundi side park in front of the main Customs/Immigration prefabricated building in the public parking area and then proceed through security on entrance to Customs/Immigration Hall. They then proceed to Tanzania and Burundi 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 in front of the main Customs/Immigration prefabricated building. They must allow all passengers to disembark and proceed to the Passenger Terminal. Passengers must first pass through security on entrance to the Customs/Immigration Hall before proceeding to Tanzania and Burundi 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 Burundi side must proceed as follows: -

- Tankers under SCT – from entry gate to second parking area just before the main prefabricated building.
- Containerised and or B/Bulk cargo under NTB (National Transit Bond) requiring a physical or 100% inspection are diverted to the inspection ramps.
- Containerised and or B/Bulk cargo under NTB requiring verification only, are parked in available parking in the customs control area

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

On arrival into the queue at Kobero, truck drivers make contact with the Clearing Agent responsible for submitting their papers to Customs. The procedure on the Burundi side is as follows;

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

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 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 ASYCUDA 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 ORA 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 Burundi Revenue Authority (OBR) or a direct deposit into OBR bank account, alternatively if a small amount it can be paid in the bank at the border. On receipt of the payment by OBR 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 are 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 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 3.1. 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 in the EAC region, an exit note is created in Tanzania, 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 Kobero OSBP, the driver enters the queue and proceeds through the entry gate to the second commercial parking area just before the main building; he hands SCT documents directly to the customs officer Customs Hall who verifies the SCT entry and returns the documents duly stamped by customs. After completion of this process the driver and truck proceed to the exit gate where a final check of documents and verification are by the customs officer at the gate out and recorded in the gate out register under SCT before the vehicle departs the border.
- For all other Cargoes moved under SCT the drivers present their documents to the Customs officer at the Customs Hall who verifies the entry in the Customs system; once verification of the declaration or SAD (Single Administrative Document) has been completed and the release order is issued and inspection is completed the vehicle is allowed to proceed to the gate out, where the customs officer does a final check of documents and verification and enter the vehicle details into the gate out register before entering Burundi.

4. ORGANISATION OF THE KABANGA - TANZANIA BORDER STATION

Information about the organisation and staffing was gathered by means of initial interviews with all relevant authorities and stakeholders. This is the standard first step in the setup phase of the border post survey process. The structured stakeholder interview proforma is shown in Annexure A.

4.1 Authorities at Kabanga - Tanzania Border Post

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

Customs operations are performed by 6 staff members operating one shift from 08:00-19:00 and 2 per shift deployed on the Burundi 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 Simba which is an online system.

Table 4.1: Staff Employed by Government Agencies: Kabanga -Tanzania

Government Agencies	Staff Compliment	Single Window System (Sharing)
Customs	6	Yes
Immigration	18	No
Tanzania Bureau of Standards (TBS)	1	No
Plant Protection	3	No
Livestock	1	No
Fisheries	2	No
Port Health	2	No
Forestry	1	No
Police	4	No

The office opening and closing times of the Kabanga - Tanzania border station is from 08:00 to 19:00 or 11 hours. The office opening and closing time of the adjacent country border station Kobero - Burundi is from 07:00 to 18:00.

The Customs opening hours are synchronized with Immigration on both sides of the border and also with the police who operate 24/7.

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

Import	Export	Transit-in	Transit-out
0	270	5	21

There are 10 registered Clearing Agents located on the Tanzania side of border.

4.2 Traffic Movements

During the survey period the number of inbound trucks from Burundi was 256 per week and the number outbound to Tanzania was 311 per week.

5 coaches or commercial passenger vehicles, 1 coaster and 3 mini buses were recorded in transit from Burundi to Tanzania per week and a total of 433 passenger vehicles made up of 308 saloon cars, 69 SUV (4wd) vehicles and 56 pick-ups crossed into Tanzania from Burundi per week.

There are separate lanes for private vehicles and commercial trucks.

4.3 Procedures at Kabanga - Tanzania Border Station

a) Travellers

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

b) Bus or Coach Passengers

Passenger buses or coaches have to park in the designated bus parking area 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 Burundi 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.

c) 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 4.1 above). 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 – 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) and submit to Customs. The main goods exported from Burundi are largely Coffee and Tea for export overseas.

Once the validation and duty determination has been completed, the importer is informed of the amount of duty to be paid. In most cases this process is done by the Customs Central Data Processing Centre in Dar es Salaam and can take some time before duties are transferred by EFT and must reflect in the TRA bank account; after which the release order is issued by the Customs Central Data Processing Centre in Dar es Salaam and transmitted electronically to TRA at Kabanga.

At this point, Customs and all OGA's involved in the cargo to be cleared, are required to physically verify the cargo being carried; the inspections are carried out where the truck is parked in the commercial centre as shown in Figure 4.1.

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 then go through Immigration to have his passport stamped and can leave the border, (following the correct traffic flow lanes for commercial vehicles)

to the exit gate as shown in Figure 1 where a final check of documents is done by the police to verify all is in order. The vehicle is then allowed to leave the border post.

5. SURVEY RESULTS: KOBERO – BURUNDI

A total of 757 vehicles entered Burundi from Tanzania for the week of the survey compared to 438 in the 2011 baseline survey. There was a large increase in traffic volumes at the Kobero OSBP especially in the passenger traffic, bus and passenger vehicles since the baseline survey in 2011, this may be attributed to the political situation in Burundi which has resulted in a greater movement of people in the region

5.1 Commercial Freight Traffic Count, and O&D Survey: Kobero - Burundi

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

5.2 Vehicle Categories

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

Table 5.1: 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

Table 5.2: Freight Vehicles Traffic Count by Category: Kobero – Tanzania

Vehicle Category	Mon	Tues	Wed	Thu	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Container Vehicles	24	-	17	12	7	12	16	88	15	103	5 353
Fuel Tankers	28	-	-	2	7	13	47	97	16	113	5 901
Light Trucks	-	-	-	2	3	3	-	8	1	9	487
Medium Trucks	4	-	4	3	5	5	5	26	4	30	1 582
Break Bulk	9	-	15	4	18	27	17	90	15	105	5 475
Other	-	-	-	1	-	1	-	2	1	2	122
Total	65	-	36	24	40	61	85	311	52	363	18 919

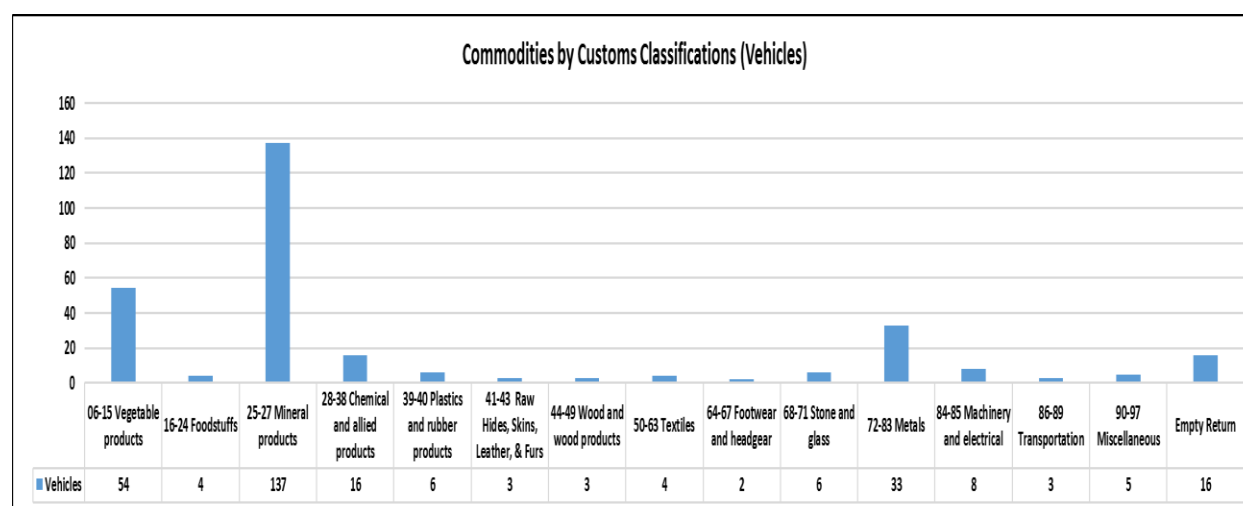
A total of 311 trucks per week (average of 52 trucks per day) entered Burundi from Tanzania during the survey period. There were night counts carried out due to the closure of the border after 18:00 hours.

Table 5.3: O&D of Freight Vehicles by Categories

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Nairobi	6	2%	Bujumbura	167	54%
Mombasa	2	1%	Ngozi	28	9%
Dar Es Salaam	229	74%	Kigali	2	1%
Kabanga	16	5%	Muyinga	16	5%
Tanga	11	4%	Wira	2	1%
Nzanza	17	5%	Kitega	70	23%
Isaka	8	3%	Kayanza	5	2%
Songea	13	4%	Rugari	1	0%
Kitelanyi	1	0%	D.R.C	3	1%
Kobero	4	1%	Kobero	5	2%
South Africa	2	1%	Rwanda	11	4%
Zambia	1	0%	Ritega	1	0%
Kirwa	1	0%			
TOTAL	311	100%	TOTAL	311	100%

As shown in Table 5.3, 74% of the total truck traffic (HGVs) tankers, containerised and break bulk originated from Port of Dar es Salaam. The balance of 26% originating from a range of other regions in Tanzania as well as other countries such as Kenya, South Africa and Zambia.

The main destinations of cargoes are Bujumbura at 54% and Kitega at 23% with the balance of 18% going to a variety of destinations in Burundi; 4% going to Rwanda and 1% to DRC.

Figure 5.1: Commodities Carried by Freight Vehicles

Most of the cargo crossing into Burundi and for onward transit to other destinations such as Kigali in Rwanda, Burundi and DRC is fuel and other petroleum products (classified under mineral products), this is 44% of all cargoes transported. Other cargoes are range of other commodities such as vegetable products, chemical and allied products, steel and machinery being imported into Burundi; these make up 51% of cargoes with the remaining 5% being empty returns (a low level compared with the outbound traffic flow).

5.3 Time Analysis Kobero - Burundi

As shown in Table 5.4 and Figure 5.2, there is a pattern of high levels of morning arrivals at Kobero OSBP between 06:00. Submissions to customs follow a similar pattern to arrivals and departures peak after 16:00 (traffic released from early morning arrivals). During the day 09:00 to 16:00 it plateaus out and is fairly consistent throughout the day until about 16:00.

Table 5.4: Total Freight Vehicles: Daily Arrival, Processing and Departure Times

Time of Day	Arrival Count	Arrival %	Submission Count	Submission %	Departure Count	Departure %
00:00 - 06:59	0	0%	0	0%	0	0%
07:00 - 07:59	0	0%	0	0%	0	0%
08:00 - 08:59	23	19%	18	15%	0	0%
09:00 - 09:59	18	15%	18	15%	1	1%
10:00 - 10:59	14	12%	12	10%	4	3%
11:00 - 11:59	9	8%	8	7%	7	6%
12:00 - 12:59	14	12%	16	14%	14	12%
13:00 - 13:59	10	8%	10	8%	5	4%
14:00 - 14:59	8	7%	5	4%	5	4%
15:00 - 15:59	6	5%	12	10%	11	9%
16:00 - 16:59	8	7%	7	6%	18	15%
17:00 - 17:59	2	2%	2	2%	23	19%
18:00 - 18:59	6	5%	10	8%	22	19%
19:00 - 19:59	0	0%	0	0%	8	7%
20:00 - 20:59	0	0%	0	0%	0	0%
21:00 - 21:59	0	0%	0	0%	0	0%
22:00 - 00:00	0	0%	0	0%	0	0%

**The data in Table 5.4 is depicted graphically in Figure 5.2 below.*

Figure 5.2: Time Analysis – Freight vehicles

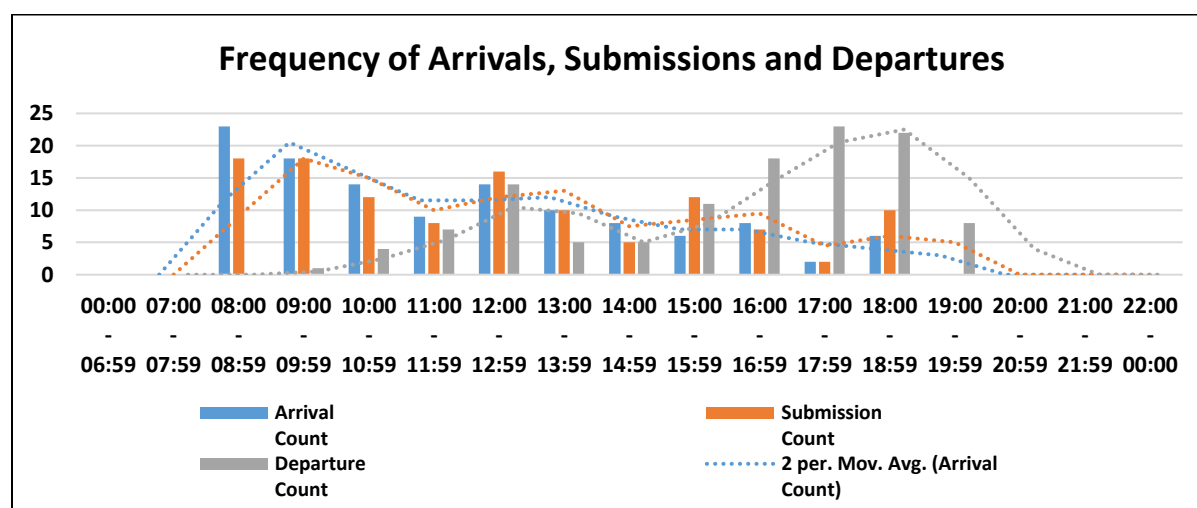
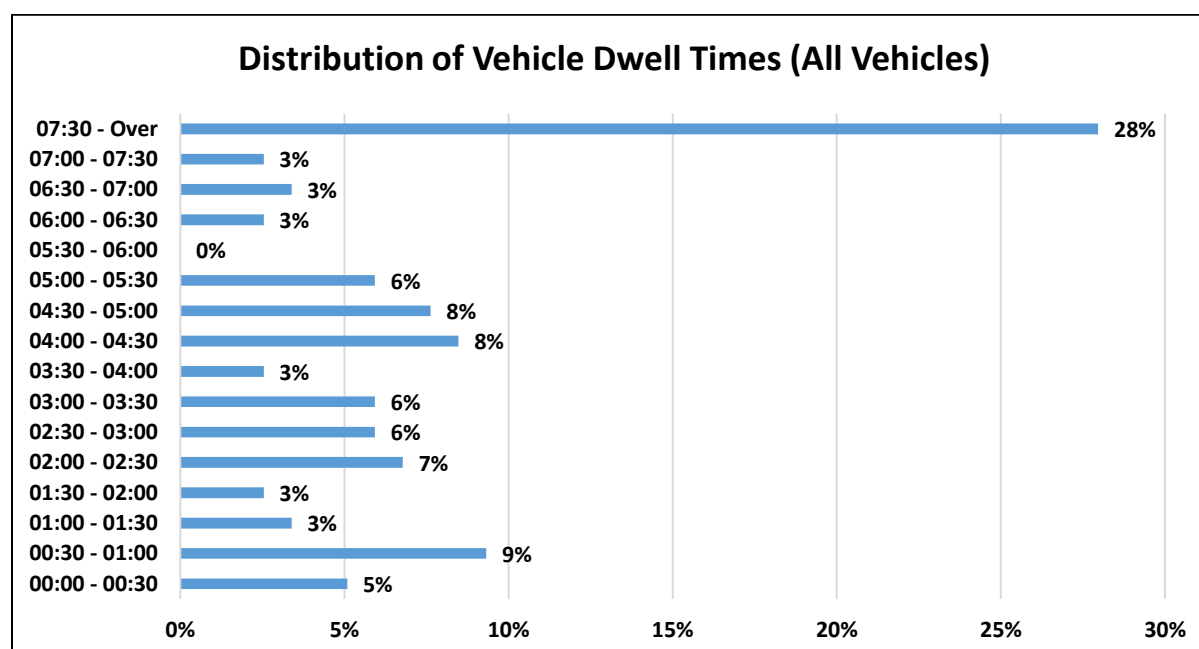


Table 5.5: Freight Vehicles: Total Dwell Time at Border

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %	Pre-Cleared Vehicles	Pre-Cleared Frequency	Not Pre-Cleared Vehicles	Not Pre-Cleared Frequency
00:00 - 00:30	5%	6	6	5%	1	1%	3	3%
00:30 - 01:00	9%	11	17	14%	6	5%	0	0%
01:00 - 01:30	3%	4	21	18%	1	1%	1	1%
01:30 - 02:00	3%	3	24	20%	2	2%	0	0%
02:00 - 02:30	7%	8	32	27%	1	1%	0	0%
02:30 - 03:00	6%	7	39	33%	2	2%	0	0%
03:00 - 03:30	6%	7	46	39%	1	1%	0	0%
03:30 - 04:00	3%	3	49	42%	0	0%	0	0%
04:00 - 04:30	8%	10	59	50%	0	0%	0	0%
04:30 - 05:00	8%	9	68	58%	5	4%	1	1%
05:00 - 05:30	6%	7	75	64%	2	2%	1	1%
05:30 - 06:00	0%	0	75	64%	0	0%	0	0%
06:00 - 06:30	3%	3	78	66%	2	2%	0	0%
06:30 - 07:00	3%	4	82	69%	1	1%	0	0%
07:00 - 07:30	3%	3	85	72%	2	2%	0	0%
07:30 - Over	28%	33	118	100%	20	17%	1	1%

Table 5.5 and Figure 5.3 show the proportion of times taken by the vehicles which clear the border. Dwell time is analysed into 30 minute intervals; from 30 minutes to over-7 hours and 30 minutes, throughout the day.

Figure 5.3: Freight Vehicles: Distribution of Dwell Times (Hours and Minutes)

Dwell times (total time to cross the border) at Kobero OSBP for HGVs are mainly in excess of 7:30 (h:mm) i.e. 28% of all vehicles processed through Customs falling into this category and there does not appear to be any benefit derived from pre-clearance or SCT as less than 15% of vehicles clear within 1 hour.

Table 5.6: Time Analysis by Function by Vehicle Category (Metric Hours)

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs (Processing Time)	Avg. Total Border Time (Dwell Time)
Container Vehicles	00:26	08:55	09:21
Fuel Tankers	00:09	03:40	03:49
Light Trucks	00:02	01:47	01:49
Medium Trucks	11:44	01:55	13:39
Break Bulk	00:46	10:16	11:02
Other	00:00	00:00	00:00
All Freight Vehicles	01:55	06:53	08:48

It is clear from the table above that fuel tankers under SCT are given priority clearance compared to other cargoes to avoid these dangerous or high risk cargoes from standing in the Customs Control Area for long periods of time. The very high queue time of 11:44 (h:mm) recorded for medium trucks was due to a lot of these trucks being referred to the first parking area after entering the main gate before being allowed into the second parking area or Customs Control Area. Trucks referred to the first parking yard often stood for longer than a day before being allowed into the control area while waiting for clearance documents from the importers.

Impact of SCT (Single Customs Territory) on the OSBP

The impact of SCT at this OSBP is obvious and can be clearly seen in Table 5.7 below.

Table 5.7: Customs Regime Time Summaries

Customs Regime	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)
SCT	0:28	3:08	3:36
NTB	0:16	6:01	6:17
DI	2:38	11:27	14:05

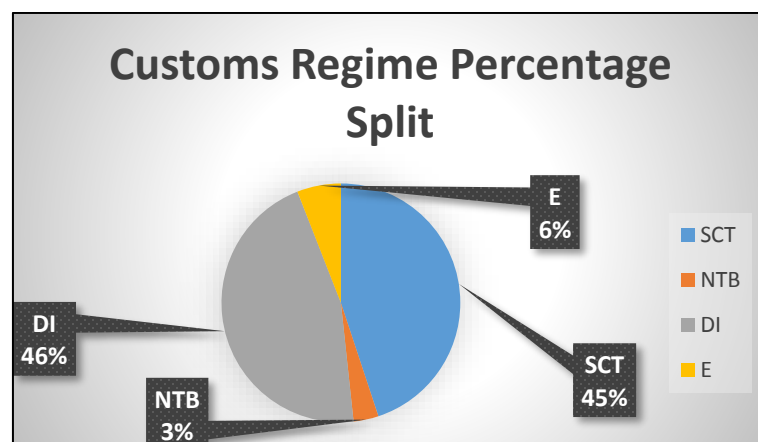
*SCT – Single Customs Territory

*NTB – National Transit Bond

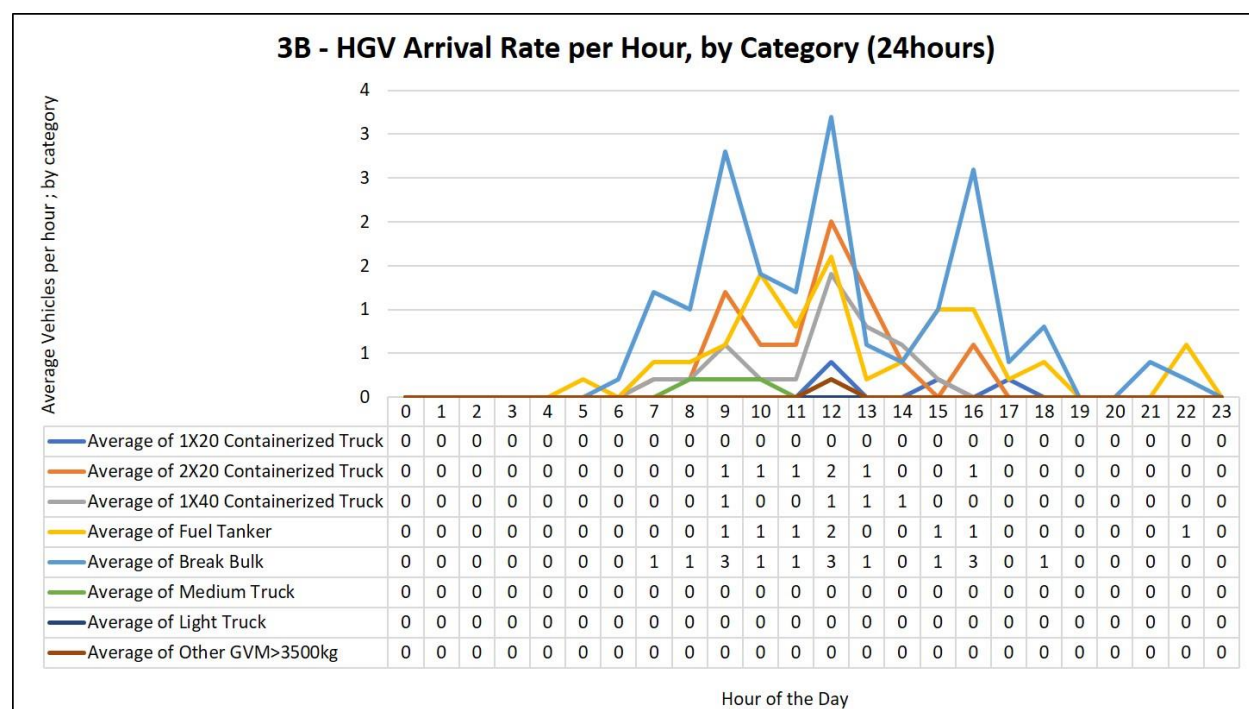
*DI – Direct Imports

When Customs processing times are viewed in isolation, the impact of SCT can be clearly seen with processing of SCT cargo only taking 3:08 (h:mm) on average compared to 6:01 under the old National Transit Bond system and 11:27 under Direct Imports.

Currently 45% of all Cargo through the Kobero OSBP is moved under SCT (Single Customs Territory), 46% under DI (Direct Imports) and only 6% under NTB (National Transit Bond).

Figure 5.4: Customs Regime Percentage Split

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



It is clear from the Graph above that the bulk of the fuel tankers arrive early in the morning and again after 12:00 with a steady flow throughout the afternoon until around 16:00 when it tapers off; whereas Break/Bulks trucks peak between 10:00 and 14:00. As noted, the time taken from Old Kabanga border and Kobero OSBP suggests that it would be worthwhile to extend operating hours to 22:00 to allow for more traffic to be processed each day.

Table 5.8: Analysis of Time Spent at Kobero OSBP – HGV Tanzania to Burundi

Vehicle Category	Avg. Time Old Kabanga Border to Queue	Avg. Time in Queue	Avg. Time Customs Processing	Avg. Border Crossing-time	Total Avg. Time to Cross Border to Burundi
Container Vehicles	7:48	0:24	8:55	9:19	17:07
Fuel Tankers	4:17	0:9	3:38	3:47	8:04
Light Trucks	0:00	0:2	1:47	1:49	1:49
Medium Trucks	0:00	11:44	1:54	13:38	13:38
Break Bulk	18:52	0:46	10:16	11:02	29:54
All Freight Vehicles	11:06	1:53	6:53	8:46	19:52

5.4 Passenger Traffic Count, O&D and Time Survey – Kobero OSBP - Burundi

In the present survey, passenger traffic volumes were shown to have increased by more than double compared to the baseline traffic counts done in 2011. A total of 446 passenger vehicles were recorded for the survey period compared to 166 recorded for the same period in the baseline survey which took place in December 2011. The exact reason for the huge jump in passenger traffic movements between Burundi and Tanzania is not clear, but it could be related to the current political situation in Burundi.

A total of 20 passengers carrying vehicles which included 5 coaches, 14 minibuses and 1 coaster, crossed into Burundi from Tanzania through Kobero OSBP during the survey period. The daily distribution is shown in Table 5.9 below.

Table 5.9: Passenger Vehicles Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	-	-	1	-	2	-	2	5	1	6	304
Coaster	1	-	-	-	-	-	-	1	1	1	61
Minibus	1	-	-	-	4	3	6	14	2	16	852
4X4: Passenger	5	-	15	39	14	23	23	119	20	139	7,239
Sedan / Saloon	50	-	63	47	26	27	38	251	42	293	15,269
Pickup	6	-	17	7	10	5	11	56	9	65	3,407
Total	63	-	96	93	56	58	80	446	74	520	27,132

Table 5.10: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Dar Es Salaam	13	Bujumbura	6
Kabanga	3	Gitega	3
Kampala	2	D.R.C.	9
Arusha	1	Muyinga	2
Nzanza	1		
Total	20	Total	20

Nearly all bus traffic (65%) originated from Dar es Salaam and 45% were destined for DRC with 30% going to Bujumbura.

6. SURVEY RESULTS: KABANGA - TANZANIA

6.1 Commercial Freight Traffic Count and O&D Survey – Kabanga OSBP

A total of 256 trucks at an average of 43 trucks per day entered Tanzania from Burundi through Kabanga OSBP. This is an increase of 44 trucks (21%) for the same time period compared with the baseline survey in 2011 where a total of only 212 trucks with a maximum of 30 trucks per day crossed into Tanzania from Burundi. The daily frequency of truck arrivals is in the 2016 survey is shown in Table 6.1 below.

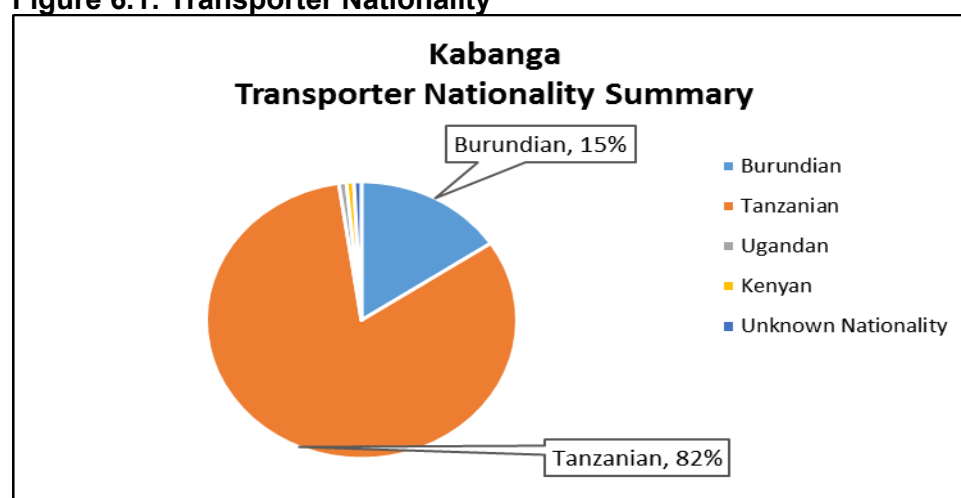
Table 6.1: Freight Vehicles Traffic Count by Category – Kabanga OSBP

Vehicle Category	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Container Vehicles	6	-	15	36	25	20	8	110	18	128	6,692
Fuel Tankers	8	-	12	5	8	5	2	40	7	47	2,433
Light Trucks	-	-	1	-	-	-	-	1	1	1	61
Medium Trucks	4	-	2	1	-	2	1	10	2	12	608
Break Bulk	15	-	14	14	27	12	13	95	16	111	5,779
Other	-	-	-	-	-	-	-	-	-	-	-
Total	33	-	44	56	60	39	24	256	43	299	15,573

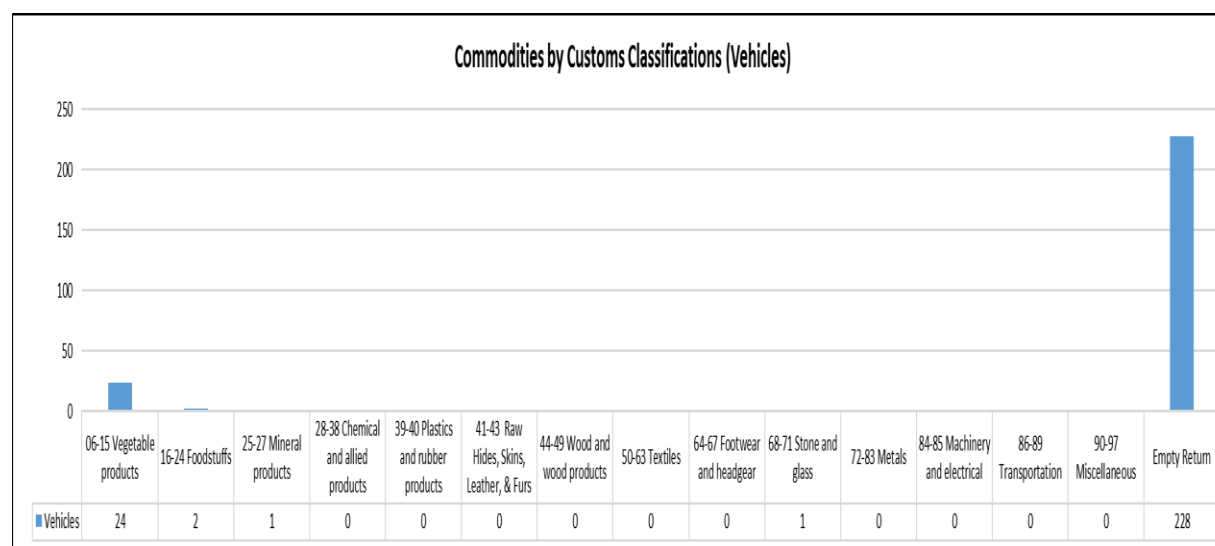
Table 6.2: Origin & Destination of Freight Vehicles by Categories

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Bujumbura	187	73%	Dar Es Salaam	219	86%
Molanvya	4	2%	Mombasa	6	2%
Ngozi	11	4%	Nzaza	8	3%
Kitega	18	7%	Mwanza	1	0%
Baraka	1	0%	Bukoba	1	0%
Muyinga	4	2%	Nairobi	4	2%
Horohoro	1	0%	Songea	6	2%
Changugu	3	1%	Tanga	4	2%
Mlambi	1	0%	Dodoma	1	0%
Simelwa	5	2%	Kahama	2	1%
Igosi	1	0%	Lindi	1	0%
Mlanvya	10	4%	Arusha	1	0%
Kayanza	1	0%	Kabanga	2	1%
Keza	1	0%			
Kobero	3	1%			
Kigali	1	0%			
Mtanya	4	2%			
TOTAL	256	100%	TOTAL	256	100%

The majority of HGV of total truck traffic or 73% originated from the Bujumbura and the balance of 27% from a wide variety of origins within Burundi. While 86% of the total truck traffic was destined for Dar es Salaam of which 90% were empty returns.

Figure 6.1: Transporter Nationality

Most of the bulk cargo is transported by HGVs of Tanzanian registration, with only 15% being from Burundi. Burundian transporters confirm that the transportation of cargo and goods along the Central Corridor is dominated by Tanzanian transporters.

Figure 6.2: Commodities Carried by Freight Vehicles

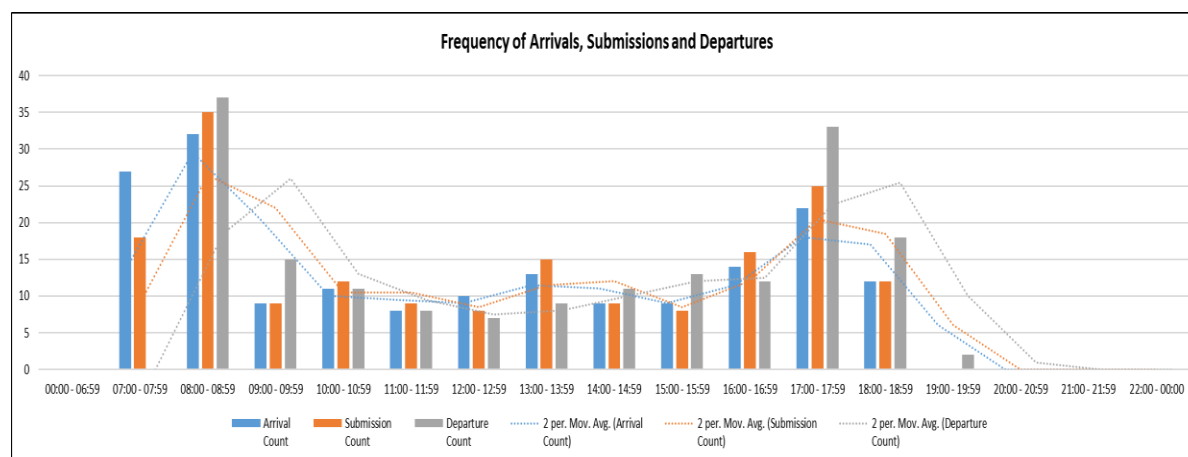
Only coffee and tea are exported from Burundi and a total of 24 trucks or 10% of the traffic volumes out of Burundi carried a total of 563 tons of tea and coffee for export through the port of Dar es Salaam to overseas destinations.

6.2 Time Survey: Kabanga OSBP

The distribution of activity times is illustrated in Table 6.3 and Figure 6.3 below.

Table 6.3: Total Freight Vehicles: Arrival, Processing and Departure Times

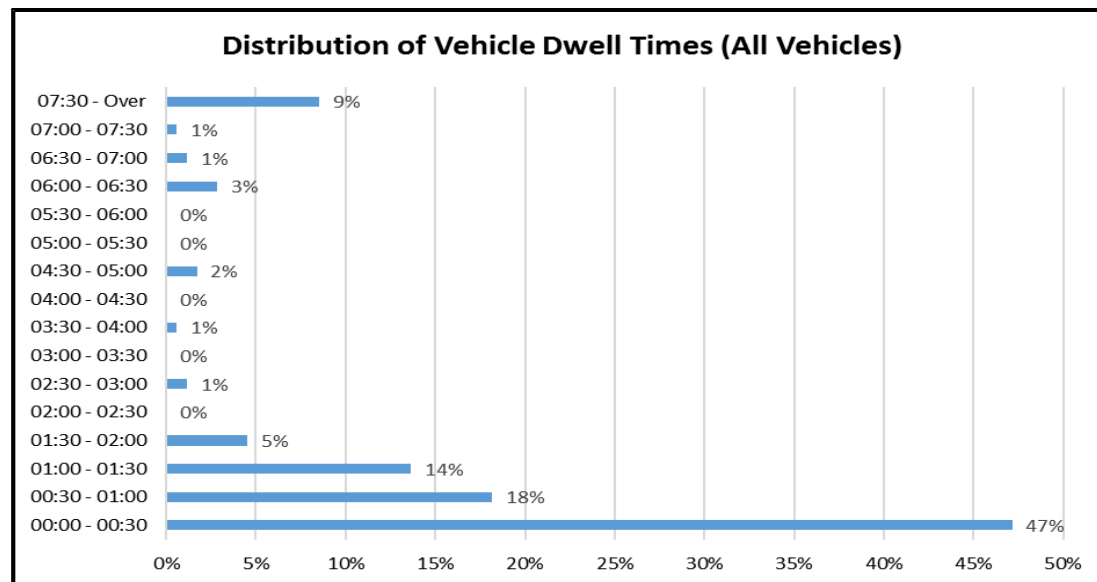
Time of Day	Arrival Count	Arrival %	Submission Count	Submission %	Departure Count	Departure %
00:00 - 06:59	0	0%	0	0%	0	0%
07:00 - 07:59	27	15%	18	10%	0	0%
08:00 - 08:59	32	18%	35	20%	37	21%
09:00 - 09:59	9	5%	9	5%	15	9%
10:00 - 10:59	11	6%	12	7%	11	6%
11:00 - 11:59	8	5%	9	5%	8	5%
12:00 - 12:59	10	6%	8	5%	7	4%
13:00 - 13:59	13	7%	15	9%	9	5%
14:00 - 14:59	9	5%	9	5%	11	6%
15:00 - 15:59	9	5%	8	5%	13	7%
16:00 - 16:59	14	8%	16	9%	12	7%
17:00 - 17:59	22	13%	25	14%	33	19%
18:00 - 18:59	12	7%	12	7%	18	10%
19:00 - 19:59	0	0%	0	0%	2	1%
20:00 - 20:59	0	0%	0	0%	0	0%
21:00 - 21:59	0	0%	0	0%	0	0%
22:00 - 00:00	0	0%	0	0%	0	0%

Figure 6.3: Frequency of Arrivals, Submissions and Departures

The frequency of arrivals, submissions and departures peaks between 07:00 and 09:00 and again in the late afternoon between 17:00 and 19:00. Between 09:00 to 17:00 it evens out and is consistent throughout the day. Due to the high volume of empty returns (90%) there is very little time difference between submissions to customs and departures from the border and the total average border-crossing or dwell time is 3:25 (h:mm); a 58% reduction in crossing-time compared with the baseline time of 8:05 (h:mm). This is impressive evidence of an efficient OSBP.

Table 6.4: Freight Vehicles: Total Dwell Time at Border

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %
00:00 - 00:30	47%	83	83	47%
00:30 - 01:00	18%	32	115	65%
01:00 - 01:30	14%	24	139	79%
01:30 - 02:00	5%	8	147	84%
02:00 - 02:30	0%	0	147	84%
02:30 - 03:00	1%	2	149	85%
03:00 - 03:30	0%	0	149	85%
03:30 - 04:00	1%	1	150	85%
04:00 - 04:30	0%	0	150	85%
04:30 - 05:00	2%	3	153	87%
05:00 - 05:30	0%	0	153	87%
05:30 - 06:00	0%	0	153	87%
06:00 - 06:30	3%	5	158	90%
06:30 - 07:00	1%	2	160	91%
07:00 - 07:30	1%	1	161	91%
07:30 - Over	9%	15	176	100%

Figure 6.4: Freight Vehicles: Distribution of Dwell Times

The pattern of dwell times at the Kabanga OSBP shows a very high efficiency rate with 47% of all trucks crossing within 30 minutes, a further 18% within 1 hour, 14% with 1:30 (h:mm) and 5% within 2 hours. This means that 84% of all trucks cross within 2 hours, as shown in Table 6.5 below; the average dwell time for all truck traffic at 3:25 (h:mm) minutes; mainly due to the high volume of empty trucks (228 out of 256 trucks recorded (90%) for the survey period).

Table 6.5: Time Analysis by Function by Vehicle Category (Metric Hours)

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs	Avg. Total Border Time (Dwell Time)
Container Vehicles	0:52	5:55	6:47
Fuel Tankers	0:02	0:26	0:28
Light Trucks	1:03	3:32	4:35
Medium Trucks	0:01	0:16	0:17
Break Bulk	0:04	0:45	0:49
Other	0:00	0:00	0:00
All Freight Vehicles	0:23	3:02	3:25

6.3 Passenger Traffic Count, O&D and Time Survey: Kabanga - Tanzania

A total of 442 passengers carrying vehicles made up of 5 coaches, 1 coaster, 3 mini busses, 308 saloon Cars, 69 SUV or 4wd vehicles and 56 pickups were recorded for the survey period. This is an increase of 267 vehicles from the 174 vehicles recorded in the 2011 base line survey.

Table 6.6: Passenger Vehicles Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	-	-	1	1	-	1	2	5	1	56	304
Coaster	-	-	1	-	-	-	-	1	1	1	61
Minibus	1	-	-	-	2	-	-	3	1	3	183
4X4: Passenger	3	-	16	19	9	7	15	69	11	80	4 198
Sedan / Saloon	54	-	45	54	42	63	50	308	51	359	18 737
Pickup	5	-	15	11	9	5	11	56	9	65	3 407
Total	63	-	78	85	62	76	78	441	74	516	26 888

Table 6.7: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Bujumbura	8	Dar es Salaam	5
Ngozi	1	Kampala	3
		Kabanga	1
TOTAL	9	TOTAL	9

89% of all coach and bus (Coaster/Minibus) traffic originated from Bujumbura; the main destinations were Dar es Salaam (55%), Kampala (33%) and Kabanga (11%).

7. REVIEW OF SURVEY RESULTS

7.1 Border Crossings Commercial Vehicles: Kobero - Burundi

Border crossing times at Kobero OSBP for commercial vehicles have shown acceptable time savings of 26% compared with the 2011 baseline study. The dwell time has reduced from 11:56 to 8:48; Customs processing has reduced from 9:42 to 6:45; this is where most of the time reduction has taken place, mainly due to SCT. This is evident from the comparison of Customs times for SCT versus NTB and DI which shows a saving of 2:53 or 48% (NTB) and 8:19 or 75%.

Currently, 45% of all cargo moved through Kobero OSBP is under SCT, which has contributed to the significant time saving at the border of 26%. This will improve further once SCT is introduced for all cargoes.

The following issues are matters for concern and are in need of attention;

- At Kobero, referral of non-compliant cargo (documentation problems) to the first parking area before the Customs control area, is adding additional time onto the overall dwell times, and although it is deemed to be outside of Customs control, it is part of the overall dwell time and has therefore been included in our time analysis; some research is required to establish the reasons for and extent of this problem, in order to plan improvement.

- b) The delays at the Old Kabanga Border Post is a major area of concern, while again it falls outside of Customs control and is not considered part of the border-crossing times, it is part of the overall efficiency of the Corridor. It is important to note that border crossing times are not just about the border post efficiency and there are number of other factors that can come into play and determine the actual time taken to cross the border.

The Arrival Time survey conducted at the Old Kabanga Border Post identified that driver behaviour plays a major role in border crossing times, it is known fact that drivers often take the opportunity of spending unnecessary time at border posts to rest after a long drive and to frequent local taverns and eating houses where prostitution is rife. An additional 11 hours is being added to border crossing-times by these activities.

Although the time spent crossing the border is only 8:48 (h:mm), but the actual total time added to the trip is 19:48 (h:mm). This is the time reflected by transporters GPS Tracking systems and driver reports and added to costs of the transport. It is notable that a major reason for drivers parking off at this location is because of Transit overstays and waiting on fund transfers to Kabanga from Dar es Salaam to pay TRA penalties for these overstays; it is however also evident that drivers take advantage of this opportunity to engage in other activities. It also should be noted that the traffic count at the old Kabanga Border Post showed that 80% of all traffic going into Burundi through the Kobero OSBP in is spending time here either due to Transit overstays and or driver behaviour.

7.2 Border Crossings Commercial Passengers: Kobero - Burundi

There are no real issues with commercial passenger traffic, other than inadequate parking facilities to accommodate the current traffic and any increase in future traffic volumes. Immigration and customs processing of passengers is quick and operates smoothly with little or no hitches.

7.3 Border Crossings Passenger Travellers: Kobero - Burundi

There are no real issues with passenger traveller traffic, there is inadequate parking facilities to accommodate the current traffic and any increase future traffic volumes. Immigration and customs processing of travellers is quick and operates smoothly with little or no hitches.

7.4 Border Crossings Commercial Goods Vehicles: Kabanga - 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 reduced by 80% from 1:26 to a mere 17 minutes and Customs processing by 69% from 0:48 minutes to 0:15 minutes. Queue times within the border post are virtually non-existent and have dropped from 0:38 minutes to 2 minutes. This has exceeded the overall TMEA target to reduce border crossing times by 30% and the majority of vehicles or 93% of all trucks crossing are clearing the border within 30 minutes.

There are no real issues of concern regarding commercial traffic at Kabanga OSBP other than the vehicles carrying processed foodstuffs from Uganda and in particular Sugar and Powdered Milk that require special permits from the Sugar Directorate and Dairy Board in Nairobi prior to importation. There are delays when this is not done timeously by the importer; the survey recorded some trucks that had arrived prior to the start, but only left after completion of the survey i.e. 5-7 days. Had these trucks been processed during the survey period they would have been reflected in both customs processing and overall dwell times recorded for the survey.

7.5 Border Crossings Commercial Passenger Kabanga Tanzania

Commercial passenger traffic is handled efficiently; However, there is insufficient parking facilities to accommodate the current traffic volumes and the vehicles are forced to park in the passenger drive-through lanes while passengers disembark to clear immigration and customs.

7.6 Border Crossings Passenger Travellers: Kabanga Tanzania

For passenger traveller traffic the border is efficient; However, there is insufficient parking facilities so that passenger vehicles are forced to park in the passenger drive-through lanes while passengers disembark to clear immigration and customs. Any increase future traffic volumes and especially over the high season holiday periods like Easter and Christmas will be a disaster for traffic control and Immigration and customs processing of passengers.

8. USER SATISFACTION AND STAKEHOLDER SURVEYS: OBSERVATIONS

8.1 User Satisfaction Surveys

(Note: the detailed User Survey results are shown in Annexure G)

It is clear from the User Satisfaction responses that the OSBP is regarded as 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 time savings and smoother traffic flows.

Summary of User Satisfaction Responses: Kobero OSBP

The user responses for the Kobero OSBP were largely negative as shown in the summary table. The stakeholder reports also contained a number of unsatisfactory conditions; therefore, the user perceptions do accurately record and confirm the stakeholder reports of unsatisfactory facilities and activities in need of attention.

Summary of User Satisfaction Responses: Kabanga OSBP

The user responses for the OSBP were very positive as shown in the summary table.

8.2 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 G, for each border post.

Kobero OSBP - Burundi:

- Erratic Internet Connectivity
- No running water
- Lack of working toilets
- No Scanner or Weighbridge
- Lack of testing equipment and laboratories
- Staff Shortages

Kabanga OSBP - Tanzania:

- Staff Shortages
- Lack of staff transport (bus) for Kobero
- Lack of staff housing and accommodation
- No extra duty allowances

- Lack of laboratory and testing equipment
- No Isolation room for disease outbreaks i.e. Cholera and Ebola

Comments and Recommendations:

Kobero - Burundi:

1. Border Post Stakeholders have listed a number of deficiencies; some of which need to be addressed urgently like internet connectivity, running water, working toilets and lack of testing and laboratory equipment
2. The need for a Scanner and Weighbridge was mentioned, and should be included as part of the forward planning on completion of the construction of the OSBP.
3. In general, there appears to be staff shortages in all departments and OGA's at the border, resulting in the current staff having to work longer than acceptable working hours per day and often without time off to spend with their families.
4. The delays caused by documentation related issues and overstays for transit delays at the Old Kabanga Border Post need to be better managed through a sensitisation program of the transporter community at large in Tanzania. This could be done through the local Transport Associations TATO and TAT who are both based in Dar es Salaam and who's members make up 90% of Tanzanian Transport operators.

Kabanga - Tanzania:

1. The main issues at Kabanga relate to staff shortages, lack of staff housing and accommodation and staff transport to get to Kobero, as currently staff have make use of Boda-Boda's to cross to Kobero and back.
2. In general conditions at this border post are good and there are no real issues of concern to deal with on an urgent basis, other than the few personal issues mentioned above.

Annexure A – Stakeholder Interview Assessment Form



Stakeholder Interview - Assessment Form

Station name: _____

1. What is the approximate number of SAD/ declarations (per week) at the 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	<input type="checkbox"/>
Agriculture	<input type="checkbox"/>
Veterinary	<input type="checkbox"/>
Health	<input type="checkbox"/>

Standards
 Food & Drugs
 Police
 Environmental agency
 President's office
 Others (*specify*) _____

8. Number of clearing agents located at the station? _____

9. Office opening and closing times of the station:

from _____ to _____

10. Office opening and 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 B – 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 C – Form 1A: Traffic Count and O&D Survey Commercial Vehicles

[illegible]

Annexure D – Form 1B: Time Survey Commercial Vehicles

[illegible]

Annexure E – Form 1C: Gate out Register

[illegible]

Annexure F – Form 2A: Passenger Traffic Count and O&D Survey

[illegible]

Annexure G – User Satisfaction Surveys – New Scoring

Kobero - Kabanga Border Posts

14-16 December 2016

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 Kobero - Kabanga 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 survey personnel were guided in the proportions of different user categories to be approached, giving a spread of different user categories as shown in the survey report. 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 20-34	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 34 questions in the questionnaire. The tables are colour coded as All Users (white); Males (Blue); and Females (Pink).

The analysis of the user satisfaction (Tables 20-34) 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 - "Satisfied"; - "Neutral"; and - "Dissatisfied" responses, with the results summarised as a percentage score. Table 35 provides a consolidated average score for the "satisfaction" questions 20-34.

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

The last section for each border shows the result of the "stakeholder" (officials) interviews with different departments at the border.

The survey results for Kobero border post are shown first, followed by the results for Kabanga.

User Satisfaction Survey: Kobero

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	0	0%	0	0%	0	0%
22-34	20	51%	18	49%	2	100%
35-44	11	28%	11	30%	0	0%
45-54	6	15%	6	16%	0	0%
55-64	2	5%	2	5%	0	0%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: Total respondents 51% were aged 22-34, 28% aged 35-44 and 15% aged 45-54.

Males: 49% were 22-34, 30% were 35-44 and 16% were 45-54.

Females: There were only two in the sample with both aged between 22-34.

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	0	0%	0	0%	0	0%
Kenyan	1	3%	1	3%	0	0%
Tanzanian	24	62%	23	62%	1	50%
Rwandan	0	0%	0	0%	0	0%
Burundian	14	36%	13	35%	1	50%
Zambian	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: The total respondents 62% were Tanzanian, 36% were Burundian.

Males: 62% were Tanzanian and 35% were Burundian with 3% Kenyan.

Females: 50% were Tanzanian and 50% Burundian.

Border User	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	9	23%	8	22%	1	50%
Clearing Agents	1	3%	1	3%	0	0%
Truck Driver	14	36%	14	38%	0	0%
Informal Trader	6	15%	6	16%	0	0%
Other	4	10%	4	11%	0	0%
Passenger	4	10%	3	8%	1	50%
Registered Trader	0	0%	0	0%	0	0%
Transporter	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: Of the total respondents 36% were truck drivers, 23% were border officials, 15% informal traders and 10% passengers.

Males: 22% were border officials, 38% truck drivers, 16% informal traders and 11% others.

Females: 50% border officials and 50% passenger.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	1	3%	1	3%	0	0%
Six Months - One Year	1	3%	1	3%	0	0%
One - Two Years	3	9%	3	9%	0	0%
Two - Four Years	4	11%	4	12%	0	0%
Over Five Years	25	71%	24	71%	1	100%
Other	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	35		34		1	

Total: 71% have been in business for over 5 years and 11% 2-4 years and 9% 1-2 years.

Males: 71% had been over 5 years in business and 12% 2-4 years and 9% 1-2 years.

Females: 100% had been in business over 5 years.

Cross times Frequency	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	11	28%	10	27%	1	50%
2 Hours	6	15%	5	14%	1	50%
5 Hours	22	56%	22	59%	0	0%
12 Hours	0	0%	0	0%	0	0%
1 Day	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 28% said they crossed in 1 hour, 15% said 2 hours and 56% said 5 hours.

Males: 27% had crossed in one hour, 14% in two hours and 59% in five hours.

Females: 50% said one hour and 50% said two hours.

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	3	8%	2	5%	1	50%
Taxi	0	0%	0	0%	0	0%
Bus	6	15%	5	14%	1	50%
Motorbike	2	5%	2	5%	0	0%
Bicycle	0	0%	0	0%	0	0%
Truck	22	56%	22	59%	0	0%
Walk	6	15%	6	16%	0	0%
Other (Please specify)	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 56% travelled by truck, 15% by bus, 15% walked and 8% by car.

Males: 59% travelled by truck, 16% walked, 14% by bus and 5% by car.

Females: 50% by car and 50% by bus.

Table 7	Total		Male		Female	
Transaction Value			No.	%	No.	%
\$50	5	13%	5	14%	0	0%
\$100	1	3%	1	3%	0	0%
\$500	0	0%	0	0%	0	0%
\$5000	0	0%	0	0%	0	0%
Other	1	3%	1	3%	0	0%
Millions	0	0%	0	0%	0	0%
Not known	8	21%	7	19%	1	50%
N/A	24	62%	23	62%	1	50%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 62% of respondents said the question was not applicable. 21% said value not known. 13% said \$50.

Males: 62% said the question was not applicable. 19% said value not known and 14% said \$50.

Females: 50% said not applicable and 50% said value not known.

Table 8	Total		Male		Female	
Routes			No.	%	No.	%
Always use this one	25	86%	23	85%	2	100%
Have changed route	4	14%	4	15%	0	0%
Previous route	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	29		27		2	

Total: 86% has always used this route, 14% had shown recently changed.

Males: 85% said always used this route and 15% said that they have changed.

Females: 100% said they always used this route.

Table 9	Total		Male		Female	
Change Route			No.	%	No.	%
More convenient	0	0%	0	0%	0	0%
Shorter	12	57%	11	55%	1	100%
Quicker	3	14%	3	15%	0	0%
Better Roads	2	10%	2	10%	0	0%
Other Reason	4	19%	4	20%	0	0%
No Response	0	0%	0	0%	0	0%
	21		20		1	

Total: Of the total 57% said it is shorter, 14% said quicker and 10% said better roads whilst 19% said other reasons.

Males: 55% said shorter, 15% said quicker, 10% said better roads and 20% said other reasons.

Females: 100% said that the route was shorter.

Table 10	Total		Male		Female	
What is different			No.	%	No.	%
Quicker Processing	6	16%	6	17%	0	0%
Less Delay	10	27%	9	25%	1	100%
Reduce Cost	1	3%	1	3%	0	0%
Simpler Procedures	13	35%	13	36%	0	0%
All of the Foregoing	7	19%	7	19%	0	0%
No Response	0	0%	0	0%	0	0%
	37		36		1	

Total: 27% said less delays, 35% said simpler procedures and 16% said quicker processing, 19% said all of the foregoing.

Males: 17% said quicker processing, 25% less delay, 36% simpler procedures and 19% said all of the foregoing.

Females: 100% said less delays.

Table 11	Total		Male		Female	
Informed of changes			No.	%	No.	%
Yes	29	74%	28	76%	1	50%
No	6	15%	5	14%	1	50%
Not Sure	4	10%	4	11%	0	0%
	39		37		2	

Total: 74% had been informed of changes and 15% not.

Males: 76% had been informed, 14% had not been informed and 11% were unsure.

Females: 50% had been informed and 50% not.

Table 12	Total		Male		Female	
What savings			No.	%	No.	%
Less Delays	20	56%	19	56%	1	50%
Reduced transaction costs	5	14%	5	15%	0	0%
Overall time saving	4	11%	4	12%	0	0%
Increased trade	2	6%	2	6%	0	0%
Reduced import costs	0	0%	0	0%	0	0%
Other	5	14%	4	12%	1	50%
No Response	0	0%	0	0%	0	0%
	36		34		2	

Total: 56% of the total said less delays, 14% said reduced transaction costs, 11% said overall time saving.

Males: 56% said less delays, 15% said reduced costs and 12% said overall time savings and 6% said increased trade.

Females: 50% said less delays and 50% said other.

Table 13	Total		Male		Female	
Time-start transaction			No.	%	No.	%
1 Hour	6	22%	5	19%	1	100%
2 Hour	2	7%	2	8%	0	0%
5 Hour	3	11%	3	12%	0	0%
12 Hour	3	11%	3	12%	0	0%
1 Day	3	11%	3	12%	0	0%
2 Days	6	22%	6	23%	0	0%
No Answer	4	15%	4	15%	0	0%
	27		26		1	

Total: 22% started transactions in 1 hour, 7% 2 hours, 11% 5 hours, 11% 12 hours and 22% said 2 days.

Males: 19% started in 1 hour, 8% 2 hours, 12% 5 hours, 23% said 2 days.

Females: 100% said 1 hour.

Table 14

	Total		Male		Female	
	No.	%	No.	%	No.	%
Reasons for delays						
Agent Delay	1	4%	1	4%	0	0%
Documents from Authority	0	0%	0	0%	0	0%
Bank clearance	2	8%	2	8%	0	0%
Process delay	4	15%	4	16%	0	0%
Officials waiting for bribes	0	0%	0	0%	0	0%
Vehicle Problems	0	0%	0	0%	0	0%
Other	19	73%	18	72%	1	100%
No Response	0	0%	0	0%	0	0%
	26		25		1	

Total: 15% said processed delays, 73% said other.

Males: 16% said processed delays, 72% said other, 8% said bank clearance and 4% blamed agent delays.

Females: 100% said other.

Table 15

	Total		Male		Female	
	No.	%	No.	%	No.	%
New procedures						
Single Inspections	3	8%	3	9%	0	0%
Better Parking	1	3%	1	3%	0	0%
Faster Processing	8	22%	7	21%	1	50%
Less Corruption	5	14%	5	15%	0	0%
Better facilities	14	39%	13	38%	1	50%
Other	5	14%	5	15%	0	0%
No Response	0	0%	0	0%	0	0%
	36		34		2	

Total: 22% said faster processing, 8% said single inspections, 14% said less corruption and 39% said better facilities.

Males: 38% said better facilities, 15% said less corruption, 21% said faster processing and 9% said single inspections.

Females: 50% said faster processing and 50% said better facilities.

Table 16

	Total		Male		Female	
	No.	%	No.	%	No.	%
Harassment						
Verbal Abuse	0	0%	0	0%	0	0%
Requests for Bribe	0	0%	0	0%	0	0%
Service delayed for bribe	0	0%	0	0%	0	0%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	1	3%	1	3%	0	0%
Service Refusal	1	3%	1	3%	0	0%
Other	37	95%	35	95%	2	100%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 95% did not answer the question.

Males: 95% did not answer the question, 3% mentioned physical abuse and 3% service refusal.

Females: 100% said other.

Table 17

	Total		Male		Female	
	No.	%	No.	%	No.	%
Neg. impact for Girls						
Lack of Facilities	0	0%	0	0%	0	0%
Crowding	0	0%	0	0%	0	0%
Queuing conflicts	0	0%	0	0%	0	0%
Toilet Facilities	21	55%	19	53%	2	100%
Lack of Seating	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
None	17	45%	17	47%	0	0%
	38		36		2	

Total: 55% mentioned toilet facilities having negative impact for girls, 45% said none.

Males: 53% mentioned toilet facilities and 47% said none.

Females: 100% mentioned toilet facilities.

Table 18

	Total		Male		Female	
	No.	%	No.	%	No.	%
Corruption						
No Change	3	8%	2	6%	1	50%
Reduced Opportunity for Bribes	12	32%	12	33%	0	0%
More open transactions	5	13%	5	14%	0	0%
Better System	13	34%	12	33%	1	50%
Combined Inspections	3	8%	3	8%	0	0%
Other	2	5%	2	6%	0	0%
No Response	0	0%	0	0%	0	0%
	38		36		2	

Total: 32% said reduced bribes, 13% said more open transactions, 34% said better systems, 8% said combined inspections were better.

Males: 33% said reduced bribes, 14% more open transactions and 33% said better systems.

Females: 50% said no change and 50% said better systems.

Table 19

	Total		Male		Female	
	No.	%	No.	%	No.	%
Significant change						
Less Delays	6	15%	6	16%	0	0%
Simpler Procedures	3	8%	3	8%	0	0%
Better Facilities	11	28%	11	30%	0	0%
More parking	0	0%	0	0%	0	0%
Faster Processing	18	46%	16	43%	2	100%
Other	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 28% said better facilities, 15% said less delays and 46% said faster processing.

Males: 16% said less delays, 30% better facilities and 43% faster processing.

Females: 100% said faster processing.

Table 20

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Central location									
Very satisfied	13			13			0		
Satisfied	23	36	92%	21	34	92%	2	2	100%
Neutral	2	2	5%	2	2	5%	0	0	0%
Dissatisfied	1			1			0		
Very Dissatisfied	0	1	3%	0	1	3%	0	0	0%
Total	39			37			2		

Total : 92% was satisfied and 3% were dissatisfied.

Males: 92% was satisfied and 3% were dissatisfied.

Females: 100% satisfied.

Table 21

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Joint Examination									
Very satisfied	16			16			0		
Satisfied	17	33	87%	16	32	89%	1	1	50%
Neutral	2	2	5%	2	2	6%	0	0	0%
Dissatisfied	2			1			1		
Very Dissatisfied	1	3	8%	1	2	6%	0	1	50%
Total	38			36			2		

Total: 87% was satisfied and 8% were dissatisfied.

Males: 89% satisfied and 6% dissatisfied.

Females: 50% satisfied and 50% dissatisfied.

Table 22

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Decreased time									
Very satisfied	2			2			0		
Satisfied	16	18	55%	14	16	52%	2	2	100%
Neutral	12	12	36%	12	12	39%	0	0	0%
Dissatisfied	3			3			0		
Very Dissatisfied	0	3	9%	0	3	10%	0	0	0%
Total	33			31			2		

Total: 55% were satisfied and 9% dissatisfied whilst 36% were neutral regarding decreased time.

Males: 52% were satisfied and 39% neutral and 10% were dissatisfied.

Females: 100% were satisfied.

Table 23

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Security									
Very satisfied	8			7			1		
Satisfied	15	23	68%	14	21	66%	1	2	100%
Neutral	2	2	6%	2	2	6%	0	0	0%
Dissatisfied	2			2			0		
Very Dissatisfied	7	9	26%	7	9	28%	0	0	0%
Total	34			32			2		

Total: 68% were satisfied and 26% dissatisfied.

Males: 66% were satisfied and 28% were dissatisfied.

Females: 100% were satisfied.

Table 24

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Search -gender									
Very satisfied	9			8			1		
Satisfied	13	22	67%	12	20	65%	1	2	100%
Neutral	4	4	12%	4	4	13%	0	0	0%
Dissatisfied	2			2			0		
Very Dissatisfied	5	7	21%	5	7	23%	0	0	0%
Total	33			31			2		

Total: 67% were satisfied and 21% dissatisfied.

Males: 65% were satisfied and 23% dissatisfied.

Females: 100% were satisfied.

Table 25

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Maintenance									
Very satisfied	11			11			0		
Satisfied	15	26	79%	13	24	77%	2	2	100%
Neutral	5	5	15%	5	5	16%	0	0	0%
Dissatisfied	1			1			0		
Very Dissatisfied	1	2	6%	1	2	6%	0	0	0%
Total	33			31			2		

Total: 79% were satisfied but 6% were dissatisfied whilst 15% were neutral.

Males: 77% were satisfied and 6% dissatisfied.

Females: 100% were satisfied.

Table 26

	Total			Male			Female		
	No.		%	No.	%		No.	%	
Cleanliness									
Very satisfied	8			8			0		
Satisfied	20	28	76%	18	26	74%	2	2	100%
Neutral	7	7	19%	7	7	20%	0	0	0%
Dissatisfied	1			1			0		
Very Dissatisfied	1	2	5%	1	2	6%	0	0	0%
Total	37			35			2		

Total: 76% were satisfied and 5% were dissatisfied.

Males: 74% were satisfied and 6% were dissatisfied.

Females: 100% were satisfied.

Table 27	Total			Male			Female		
Toilets -M/F	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	3	3	9%	3	3	9%	0	0	0%
Neutral	0	0	0%	0	0	0%	0	0	0%
Dissatisfied	2			2			0		
Very Dissatisfied	29	31	91%	27	29	91%	2	2	100%
	34			32			2		

Total: 9% were satisfied and 91% dissatisfied.

Males: 9% were satisfied and 91% dissatisfied.

Females: 100% were dissatisfied.

Table 28	Total			Male			Female		
Warehouse	No.		%	No.		%	No.		%
Very satisfied	1			1			0		
Satisfied	3	4	16%	2	3	13%	1	1	100%
Neutral	0	0	0%	0	0	0%	0	0	0%
Dissatisfied	5			5			0		
Very Dissatisfied	16	21	84%	16	21	88%	0	0	0%
	25			24			1		

Total: 16% were satisfied and 84% dissatisfied.

Males: 13% were satisfied and 88% dissatisfied.

Females: 100% were satisfied.

Table 29	Total			Male			Female		
Signage	No.		%	No.		%	No.		%
Very satisfied	2			2			0		
Satisfied	10	12	39%	9	11	37%	1	1	100%
Neutral	4	4	13%	4	4	13%	0	0	0%
Dissatisfied	5			5			0		
Very Dissatisfied	10	15	48%	10	15	50%	0	0	0%
	31			30			1		

Total: 39% were satisfied and 48% dissatisfied.

Males: 37% were satisfied and 50% dissatisfied.

Females: 100% were satisfied.

Table 30	Total			Male			Female		
Parking	No.		%	No.		%	No.		%
Very satisfied	2			2			0		
Satisfied	9	11	35%	8	10	33%	1	1	100%
Neutral	4	4	13%	4	4	13%	0	0	0%
Dissatisfied	3			3			0		
Very Dissatisfied	13	16	52%	13	16	53%	0	0	0%
Not Sure									
	31			30			1		

Total: 35% were satisfied and 52% dissatisfied.

Males: 33% satisfied and 53% dissatisfied.

Females: 100% were satisfied.

Table 31	Total			Male			Female		
Separation of Pass/goods	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	3	3	14%	3	3	14%	0	0	0%
Neutral	6	6	27%	6	6	29%	0	0	0%
Dissatisfied	4			4			0		
Very Dissatisfied	9	13	59%	8	12	57%	1	1	100%
	22			21			1		

Total: 14% were satisfied and 59% dissatisfied and 27% were neutral.

Males: 29% were neutral, 14% were satisfied and 57% dissatisfied.

Females: 100% were dissatisfied.

Table 32	Total			Male			Female		
HIV signs	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	1	1	3%	0	0	0%	1	1	50%
Neutral	1	1	3%	1	1	3%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	34	34	94%	33	33	97%	1	1	50%
	36			34			2		

Total: 3% were satisfied and 94% dissatisfied.

Males: 97% dissatisfied.

Females: 50% satisfied and 50% dissatisfied.

Table 33	Total			Male			Female		
Disabled facilities	No.		%	No.		%	No.		%
Very satisfied	0			0			0		
Satisfied	4	4	22%	3	3	19%	1	1	50%
Neutral	4	4	22%	4	4	25%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	10	10	56%	9	9	56%	1	1	50%
	18			16			2		

Total: 22% were satisfied and 56% dissatisfied.

Males: 19% were satisfied and 56% dissatisfied.

Females: 50% were satisfied and 50% dissatisfied.

Table 34	Total			Male			Female		
Overall level of satisfaction	No.		%	No.		%	No.		%
Very satisfied	8			7			1		
Satisfied	25	33	85%	24	31	84%	1	2	100%
Neutral	5	5	13%	5	5	14%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	1	1	3%	1	1	3%	0	0	0%
	39			37			2		

Total: 85% were satisfied and 3% dissatisfied.



Males: 84% were satisfied and 3% dissatisfied.

Females: 100% were satisfied.

Kobero

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	92%	92%	100%
Joint Examination	87%	89%	50%
Decreased time	55%	52%	100%
Security	68%	66%	100%
Search -gender	67%	65%	100%
Maintenance	79%	77%	100%
Cleanliness	76%	74%	100%
Toilets -M/F	9%	9%	0%
Warehouse	16%	13%	100%
Signage	39%	37%	100%
Parking	35%	33%	100%
Separation of . Pass/goods	14%	14%	0%
HIV Signage	3%	0%	50%
Disabled facilities	22%	19%	50%
Overall level of satisfaction	85%	84%	100%
Average Score (%)	50%	48%	77%

Legend:  70-100 Satisfaction
 50-70
 0-50

Overall Satisfaction Level:




Total: The average satisfaction level for all respondents was 50%

Males : Average response was 48%

Females: Response was 77% , but is not representative as there were only 2 females.

Overall Average : Dissatisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	3%	3%	0%
Joint Examination	8%	6%	50%
Decreased time	9%	10%	0%
Security	26%	28%	0%
Search -gender	21%	23%	0%
Maintenance	6%	6%	0%
Cleanliness	5%	6%	0%
Toilets -M/F	91%	91%	100%
Warehouse	84%	88%	0%
Signage	48%	50%	0%
Parking	52%	53%	0%
Separation of . Pass/goods	59%	57%	100%
HIV Signage	94%	97%	50%
Disabled facilities	56%	56%	50%
Overall level of satisfaction	3%	3%	0%
Average Score (%)	38%	38%	23%

Legend:  70-100 Dissatisfaction
 50-70
 0-50

Overall Dissatisfaction Level:

Total: The average level of dissatisfaction scores was 38%.

Males : Recorded 38%.

Females : Recorded a 23% level of dissatisfaction.

Kobero Border Survey User Comments

Category	Comments
Border Fees and Payments	<ul style="list-style-type: none"> • Problems of owner of cargo – delay to pay tax on time which makes driver to stay longer at border • Drivers sleep in their trucks as owner's delay paying tax on time • Electronic device of trucking cargo doesn't work at times • All drivers are required to pay Burundi agents TSH15,000 for documentation and copies which is supposed to be paid by owner of cargo
Bribery	<ul style="list-style-type: none"> • Bribery inside the border – drivers must pay security • Police at Kobero – if they arrest drivers, they tell them to pay fine of USD100 • The cost of security at border for trucks which is paid by driver of amount at Tsh5,000 per night is paid by driver who uses their own pocket money • Yellow card problem to drivers and contractors on Burundi side; bribery with immigrations officers – give them the money then they stamp the card. • Security fee charged TSH2,000 per night for truck. • Drivers not allowed to sleep in trucks. • Yellow card – force drivers to give money • Road from Hyukhula weighbridge has more congestion which cause arguments of cargo, corruption for Burundi police • Security force drivers and conductors to drop bags of passengers without their permission • Corruption of staff
Officials and Staffing	<ul style="list-style-type: none"> • No gender balance • Other custom officers take longer lunch breaks – 2 hours • Expanded warehouse but few officers • Overwork – shortage of staff
Systems	<ul style="list-style-type: none"> • Single inspections done on both side of border
Transporters	<ul style="list-style-type: none"> • Many drivers do not have contract agreements with the owner of cargo • Driver complains about overtime when staying longer at the borders – not in contract • Problem with roads from Ushirombo to Kahama in Tanzania which cause mechanical damage to the trucks
Driver and Public Facilities	<ul style="list-style-type: none"> • On all parking areas, there is no place for cooking their own food as they are not allowed to cook inside the border. • Lack of toilet and management of parking of trucks, buses, minibus and private cars • Parking problems • Language on signage • Toilets a problem; Lack of toilets • Shortage of water • No dustbins • No water and electricity • No water

Stakeholder Observations Matrix: Kobero

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	Customs	21	07:00	18:00	11	1	10	12 hrs.	none	0	1. Assessment of payable taxes 2. Clearing of passengers 3. Physical inspection of baggage & vehicles 4. Border Patrol	1. Connectivity still a issue 2. Lack of scanner and weighbridge 3. Illegal goods 4. No water for toilets 5. Lack of proper training 5. No customs officers at Burundi
2	Immigration	26	07:00	18:00	11	1	6	12 hrs.	none	0	1. Facilitation of travellers in and out of border 2. Policing of travellers and goods Checking of travellers bags Security of border post and border patrol	1. No Network 2. No vehicle and telephones 3. No working toilets
3	Bureau of Standards	2	07:00	18:00	11	1	2	11	4	4	1. Quality Inspection 2. Import Inspection 3. Periodical Surveillance – Quality Control	1. Connectivity 2. Lack of testing equipment 3. Staff shortages 4. Poor communication
4	Port Health	3	07:00	18:00	11	1	1	11 hrs	none	0	1. Inspection of people for infective diseases	1. Lack of testing equipment 2. Inadequate connectivity 3. Lack of funds 4. Lack of comms 5. No working toilets
5	Phyto-sanitary, Agriculture, Fisheries and livestock	1	07:00	18:00	11	1	1	11 hrs	2	2	1. Inspection of agricultural produce, fruits and plants 2. Verification of documents 3. Physical inspection of goods	1. Drivers have no permits and inadequate documentation 2. No water and working toilets 3. No connectivity 4. No testing equipment and laboratories

User Satisfaction Survey: Kabanga

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	0	0%	0	0%	0	0%
22-34	19	30%	16	31%	3	27%
35-44	28	44%	22	42%	6	55%
45-54	10	16%	9	17%	1	9%
55-64	6	10%	5	10%	1	9%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 44% were aged 35-44, 30% aged 22-34 and 16% 45-54.

Males: 42% were aged 35-44, 31% 22-34, 17% 45-54 and 10% were 55-64.

Females: 55% were aged 35-44, 27% aged 22-34 and 9% 45-54.

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	0	0%	0	0%	0	0%
Kenyan	1	2%	0	0%	1	9%
Tanzanian	37	59%	34	65%	3	27%
Rwandan	1	2%	1	2%	0	0%
Burundian	20	32%	14	27%	6	55%
Zambian	1	2%	1	2%	0	0%
Other	3	5%	2	4%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 59% were Tanzanian, 32% Burundian and 2% Kenyan, Rwandan and Zambian.

Males: 65% were Tanzanian, 27% Burundian and 2% Rwandan and Zambian.

Females: 55% were Burundian, 27% Tanzanian, 9% Kenyan and 9% other.

Border User	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	10	16%	7	13%	3	27%
Clearing Agents	3	5%	3	6%	0	0%
Truck Driver	26	41%	24	46%	2	18%
Informal Trader	5	8%	3	6%	2	18%
Other	3	5%	2	4%	1	9%
Passenger	13	21%	10	19%	3	27%
Registered Trader	2	3%	2	4%	0	0%
Transporter	1	2%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 41% were truck drivers, 16% border officials, 21% passengers, 8% informal traders and 3% registered traders.

Males: 46% were truck drivers, 13% border officials, 19% passengers and 6% informal traders.

Females: 18% were truck drivers, 18% informal traders, 27% passengers and 27% border officials.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	1	5%	1	6%	0	0%
Six Months - One Year	0	0%	0	0%	0	0%
One - Two Years	1	5%	1	6%	0	0%
Two - Four Years	3	14%	2	12%	1	25%
Over Five Years	1	5%	1	6%	0	0%
Other	15	71%	12	71%	3	75%
No Response	0	0%	0	0%	0	0%
	21		17		4	

Total: Traders had been in business for 14% for two years, 71% said other.

Males: 12% had been in business 2-4 years, 6% 1-2 years and 71% other.

Females: 25% said 2-4 years and 75% said other.

Cross times Frequency	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	22	39%	16	33%	6	67%
2 Hours	8	14%	7	15%	1	11%
5 Hours	27	47%	25	52%	2	22%
12 Hours	0	0%	0	0%	0	0%
1 Day	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	57		48		9	

Total: Of the total respondents, 39% crossed in one hour, 14% two hours, 47% in five hours.

Males: 33% crossed in one hour, 15% two hours and 52% in five hours.

Females: 67% crossed in one hour, 11% two hours and 22% five hours.

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	13	22%	9	18%	4	40%
Taxi	0	0%	0	0%	0	0%
Bus	9	15%	8	16%	1	10%
Motorbike	5	8%	3	6%	2	20%
Bicycle	4	7%	3	6%	1	10%
Truck	27	45%	25	50%	2	20%
Walk	0	0%	0	0%	0	0%
Other (Please specify)	2	3%	2	4%	0	0%
No Response	0	0%	0	0%	0	0%
	60		50		10	

Total: 45% travelled by truck, 15% by bus, 22% by car, 7% by bicycle.

Males: 50% travelled by truck, 16% bus, 18% car and 6% bicycles.

Females: 40% travelled by car, 20% by motorbike and 20% by truck.

Table 7

Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	1	2%	1	3%	0	0%
\$100	1	2%	1	3%	0	0%
\$500	4	9%	3	8%	1	14%
\$5000	1	2%	1	3%	0	0%
Other	1	2%	1	3%	0	0%
Millions	0	0%	0	0%	0	0%
Not known	28	60%	23	58%	5	71%
N/A	11	23%	10	25%	1	14%
No Response	0	0%	0	0%	0	0%
	47		40		7	

Total: 9% said \$500 and 2% each said \$50 and \$100 whilst 60% said not known and 23% not applicable.

Males: 58% said not known, 8% said \$500 and 3% each said \$50 and \$100.

Females: 71% said not known, 14% said \$500.

Table 8

Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	43	70%	35	70%	8	73%
Have changed route	17	28%	15	30%	2	18%
Previous route	1	2%	0	0%	1	9%
No Response	0	0%	0	0%	0	0%
	61		50		11	

Total: 70% of total respondents always use this route and 28% had changed.

Males: 70% always use the route and 30% said changed.

Females: 73% always use the route and 18% had changed.

Table 9

Change Route	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	23	40%	19	40%	4	44%
Shorter	10	18%	9	19%	1	11%
Quicker	4	7%	2	4%	2	22%
Better Roads	0	0%	0	0%	0	0%
Other Reason	20	35%	18	38%	2	22%
No Response	0	0%	0	0%	0	0%
	57		48		9	

Total: 40% said that the route is more convenient, 18% said shorter and 35% gave other reasons.

Males: 40% said more convenient, 19 said shorter, 4% said quicker and 38% said other reasons.

Females: 44% said more convenient, 11% said shorter, 22% said quicker.

Table 10

What is different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	21	33%	18	35%	3	27%
Less Delay	2	3%	2	4%	0	0%
Reduce Cost	5	8%	3	6%	2	18%
Simpler Procedures	27	43%	22	42%	5	45%
All of the Foregoing	8	13%	7	13%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 43% mentioned simpler procedures, 33% said quicker processing and 13% said all of the foregoing.

Males: 35% mentioned quicker processing, 42% simpler procedures, 6% reduced costs and 13% all of the foregoing.

Females: 45% mentioned simpler procedures, 18% reduced costs, 27% quicker processing.

Table 11

Informed of changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	61	100%	50	100%	11	100%
No	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	61		50		11	

Total: 100% said they have been informed of changes.

Table 12

What savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	45	71%	39	75%	6	55%
Reduced transaction costs	1	2%	0	0%	1	9%
Overall time saving	7	11%	4	8%	3	27%
Increased trade	7	11%	6	12%	1	9%
Reduced import costs	0	0%	0	0%	0	0%
Other	3	5%	3	6%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 71% said less delays, 11% said time saving and 11% said increased time.

Males: 75% said less delays, 12% said increased trade and 8% said overall time saving.

Females: 55% said less delays, 27% said time saving, 9% said reduced transaction costs and 9% said increased trade.

Table 13

Time-start transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	38	61%	30	58%	8	80%
2 Hour	23	37%	21	40%	2	20%
5 Hour	0	0%	0	0%	0	0%
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	1	2%	1	2%	0	0%
	62		52		10	

Total: 61% started transactions in one hour, 37% in two hours.

Males: 58% started in one hour and 40% in two hours.

Females: 80% started in one hour and 20% in two hours.

Table 14

Reasons for delays	Total		Male		Female	
	No.	%	No.	%	No.	%
Agent Delay	11	19%	9	18%	2	22%
Documents from Authority	37	64%	33	67%	4	44%
Bank clearance	1	2%	1	2%	0	0%
Process delay	3	5%	1	2%	2	22%
Officials waiting for bribes	0	0%	0	0%	0	0%
Vehicle Problems	0	0%	0	0%	0	0%
Other	6	10%	5	10%	1	11%
No Response	0	0%	0	0%	0	0%
	58		49		9	

Total: 64% blamed documents from authorities, 19% agent delays, 2% bank clearance and 5% processed delays.

Males: 67% blamed documents from authorities, 18% blamed agents, 2% said bank clearance and 10% said other.

Females: 22% said agent delays, 44% said documents from authorities and 22% said processed delays.

Table 15

New procedures	Total		Male		Female	
	No.	%	No.	%	No.	%
Single Inspections	39	64%	34	67%	5	50%
Better Parking	5	8%	4	8%	1	10%
Faster Processing	2	3%	1	2%	1	10%
Less Corruption	7	11%	4	8%	3	30%
Better facilities	7	11%	7	14%	0	0%
Other	1	2%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	61		51		10	

Total: 64% said single inspections, 8% said better parking, 11% said less corruption and 11% said better facilities.

Males: 67% said single inspections, 8% said less corruption, 14% said better facilities.

Females: 50% mentioned single inspections, 30% said less corruption and 10% better parking and faster processing.

Table 16

Harassment	Total		Male		Female	
	No.	%	No.	%	No.	%
Verbal Abuse	0	0%	0	0%	0	0%
Requests for Bribe	0	0%	0	0%	0	0%
Service delayed for bribe	0	0%	0	0%	0	0%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	0	0%	0	0%	0	0%
Service Refusal	1	2%	1	2%	0	0%
Other	52	98%	42	98%	10	100%
No Response	0	0%	0	0%	0	0%
	53		43		10	

Total: 98% said other.

Males: 98% said other.

Females: 100% said other.

Table 17

Neg impact for Girls	Total		Male		Female	
	No.	%	No.	%	No.	%
Lack of Facilities	6	10%	6	12%	0	0%
Crowding	0	0%	0	0%	0	0%
Queuing conflicts	0	0%	0	0%	0	0%
Toilet Facilities	5	8%	2	4%	3	30%
Lack of Seating	12	20%	9	18%	3	30%
Other	3	5%	3	6%	0	0%
None	34	57%	30	60%	4	40%
	60		50		10	

Total: 57% of the total respondents said none, 20% mentioned lack of seating, 8% mentioned toilets and 10% lack of facilities.

Males: 60% said none, 12% said lack of facilities and 18% said lack of seating.

Females: 30% mentioned toilet facilities, 30% lack of seating and 40% said none.

Table 18

Corruption	Total		Male		Female	
	No.	%	No.	%	No.	%
No Change	2	3%	1	2%	1	9%
Reduced Opportunity for Bribes	4	6%	3	6%	1	9%
More open transactions	0	0%	0	0%	0	0%
Better System	29	46%	24	46%	5	45%
Combined Inspections	26	41%	22	42%	4	36%
Other	2	3%	2	4%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 46% said better systems and 41% said combined inspections.

Males: 46% said better systems and 42% said combined inspections.

Females: 36% said combined inspections, 45% said better systems and 9% reduced opportunities for bribes.

Table 19

Most significant change	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	4	6%	4	8%	0	0%
Simpler Procedures	24	38%	19	37%	5	45%
Better Facilities	5	8%	4	8%	1	9%
More parking	2	3%	2	4%	0	0%
Faster Processing	26	41%	22	42%	4	36%
Other	2	3%	1	2%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 38% mentioned simpler procedures, 41% said faster processing and 8% better facilities.

Males: 37% said simpler procedures, 42% said faster processing and 8% said better facilities.

Females: 45% said simpler procedures, 36% said faster processing, 9% said better facilities.

Table 20

Central location	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	55			45			10		
Satisfied	8	63	100%	7	52	100%	1	11	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%
Total	63			52			11		

Total: 100% were satisfied.

Table 21

Joint Examination	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	52			42			10		
Satisfied	11	63	100%	10	52	100%	1	11	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%
Total	63			52			11		

Total: 100% were satisfied.

Table 22

Decreased time	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	51			43			8		
Satisfied	9	60	97%	8	51	98%	1	9	90%
Neutral	2	2	3%	1	1	2%	1	1	10%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
Total	62			52			10		

Total: 97% were satisfied.

Males: 98% were satisfied.

Females: 90% were satisfied.

Table 23

Security	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	54			44			10		
Satisfied	9	63	100%	8	52	100%	1	11	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%
Total	63			52			11		

Total: 100% were satisfied.

Table 24

Search -gender	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	58			48			10		
Satisfied	5	63	100%	4	52	100%	1	11	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%
Total	63			52			11		

Total: 100% were satisfied.

Table 25

Maintenance	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	60			49			11		
Satisfied	3	63	100%	3	52	100%	0	11	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%
Total	63			52			11		

Total: 100% were satisfied.

Table 26

Cleanliness	Total			Male			Female		
	No.		%	No.		%	No.		%
Very satisfied	54			44			10		
Satisfied	8	62	98%	7	51	98%	1	11	100%
Neutral	1	1	2%	1	1	2%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
Total	63			52			11		

Total: 98% were satisfied.

Males: 98% were satisfied.

Females: 100% were satisfied.

Table 27

	Total			Male			Female		
	No.		%	No.		%	No.		%
Toilets -M/F									
Very satisfied	55			44			11		
Satisfied	7	62	98%	7	51	98%	0	11	100%
Neutral	1	1	2%	1	1	2%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	63			52			11		

Total: 98% were satisfied.

Males: 98% were satisfied.

Females: 100% were satisfied.

Table 28

	Total			Male			Female		
	No.		%	No.		%	No.		%
Warehouse									
Very satisfied	56			46			10		
Satisfied	6	62	98%	6	52	100%	0	10	91%
Neutral	1	1	2%	0	0	0%	1	1	9%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	63			52			11		

Total: 98% were satisfied.

Males: 100% were satisfied.

Females: 91% were satisfied and 9% neutral.

Table 29

	Total			Male			Female		
	No.		%	No.		%	No.		%
Signage									
Very satisfied	59			48			11		
Satisfied	4	63	100%	4	52	100%	0	11	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%
	63			52			11		

Total: 100% were satisfied.

Table 30

	Total			Male			Female		
	No.		%	No.		%	No.		%
Parking									
Very satisfied	57			46			11		
Satisfied	4	61	97%	4	50	96%	0	11	100%
Neutral	2	2	3%	2	2	4%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	63			52			11		

Total: 97% were satisfied.

Males: 96% were satisfied.

Females: 100% were satisfied.

Table 31

	Total			Male			Female		
	No.		%	No.		%	No.		%
Separation of Pass/goods									
Very satisfied	54			44			10		
Satisfied	6	60	97%	5	49	96%	1	11	100%
Neutral	2	2	3%	2	2	4%	0	0	0%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	62			51			11		

Total: 97% were satisfied.

Males: 96% were satisfied.

Females: 100% were satisfied.

Table 32

	Total			Male			Female		
	No.		%	No.		%	No.		%
HIV signs									
Very satisfied	47			39			8		
Satisfied	7	54	90%	6	45	92%	1	9	82%
Neutral	5	5	8%	4	4	8%	1	1	9%
Dissatisfied	1			0			1		
Very Dissatisfied	0	1	2%	0	0	0%	0	1	9%
	60			49			11		

Total: 90% were satisfied.

Males: 92% were satisfied.

Females: 82% were satisfied and 9% dissatisfied.

Table 33

	Total			Male			Female		
	No.		%	No.		%	No.		%
Disabled facilities									
Very satisfied	47			38			9		
Satisfied	7	54	90%	7	45	90%	0	9	90%
Neutral	6	6	10%	5	5	10%	1	1	10%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	60			50			10		

Total: 90% were satisfied.

Males: 90% were satisfied.

Females: 90% were satisfied.

Table 34

	Total			Male			Female		
	No.		%	No.		%	No.		%
Overall level of satisfaction									
Very satisfied	43			35			8		
Satisfied	13	56	92%	11	46	92%	2	10	91%
Neutral	5	5	8%	4	4	8%	1	1	9%
Dissatisfied	0			0			0		
Very Dissatisfied	0	0	0%	0	0	0%	0	0	0%
	61			50			11		

Total: 92% were satisfied.

Males: 92% were satisfied.

Females: 91% were satisfied.

Kabanga

Overall Average :Satisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	100%	100%	100%
Joint Examination	100%	100%	100%
Decreased time	97%	98%	90%
Security	100%	100%	100%
Search -gender	100%	100%	100%
Maintenance	100%	100%	100%
Cleanliness	98%	98%	100%
Toilets -M/F	98%	98%	100%
Warehouse	98%	100%	91%
Signage	100%	100%	100%
Parking	97%	96%	100%
Separation of . Pass/goods	97%	96%	100%
HIV Signage	90%	92%	82%
Disabled facilities	90%	90%	90%
Overall level of satisfaction	92%	92%	91%
Average Score (%)	97%	97%	96%

Legend:

	70-100 Satisfaction
	50-70
	0-50

Total: Satisfaction level for all respondents was 97%.

Males: Also registered 97%

Females; The average level of satisfaction was 96%

Overall Average : Dissatisfaction

Parameter	Total %	Male %	Female %
Centralised Operations	0%	0%	0%
Joint Examination	0%	0%	0%
Decreased time	0%	0%	0%
Security	0%	0%	0%
Search -gender	0%	0%	0%
Maintenance	0%	0%	0%
Cleanliness	0%	0%	0%
Toilets -M/F	0%	0%	0%
Warehouse	0%	0%	0%
Signage	0%	0%	0%
Parking	0%	0%	0%
Separation of . Pass/goods	0%	0%	0%
HIV Signage	2%	0%	9%
Disabled facilities	0%	0%	0%
Overall level of satisfaction	0%	0%	0%
Average Score (%)	0%	0%	1%

Legend:

	70-100 Dissatisfaction
	50-70
	0-50

There were a NIL dissatisfied response from the Total and Male user respondents.

Females : Recorded a 1% level of dissatisfaction; due only to HIV signage, which has been omitted from past scoring .

Kabanga Border Survey User Comments

Category	Comments
Procedures	<ul style="list-style-type: none"> Procedures are simplifying services to the borders
Officials and Staffing	<ul style="list-style-type: none"> Customs officers are sources of delays - few officers Shortage of customs staff hence delays at the border Burundi border officials always come late Shortage of customs staff
Customs Agents	<ul style="list-style-type: none"> Customs agents are located far from the border Customs agents are sources of delays
Seating	<ul style="list-style-type: none"> Large areas but few chairs for customers to sit

Stakeholder Observations Matrix: Kabanga

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 work Procedures	Challenge faced
1	Immigration	18	08:00	19:00	11	2	8	6	0	0	1. Entry and exit for passengers 2. Patrol 3. Report daily activities 4. Provide visas where required 5. Checking	1. Not easy to control exit passengers who break the law 2. Time factor - different hours between Burundi and Tanzania 3. Burundi police do not provide assistance to immigration when person breaks the Tanzania law 4. Transport to Kobero 5. Shortage of housing for staff 6. Kobero office is not conducive 7. Poor internet system in Kobero Office 8. Power supply at Kobero
2	TRA	6	08:00	19:00	11	1	6		8	8	1. To access and collect tax 2. Banking of the collected tax 3. To make sure that all goods in transit are exited to Burundi 4. Confirming fully exportation of goods 5. Communicate with TMU about unexited goods Facilitation of trade by making sure that customers are getting services on line	1. Shortage of staff 2. Poor working place at Burundi 3. Lack of staff bus for transport of staff to Burundi 4. Staff houses
3	Port Health	2	08:00	19:00	11	2	1	11	3	3	1. Screening of travellers 2. Inspection of food staff - import and export 3. Inspection of International certificate of vaccination 4. Inspection of chemicals import/export and transit 5. Provision and promotion of health education on non-vector borne diseases 6. Supervision and inspection of environmental, sanitation 7. Immunisation of travellers against yellow fever 8. Inspection of food and premises	1. Shortage of staff 2. Lack of equipment i.e. refrigerator 3. No transportation 4. No extra duty allowance 5. No staff resting/living house 6. No inspection kit 7. Lack of PPE (personal protective equipment) 8. No isolation room for an outbreak patient i.e. Cholera and e-bola

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and work Procedures	Challenge faced
4	Livestock	1	08:00	19:00	11	1	1	11	3	3	1. To inspect all animals and animal by products passing through the border 2. Control animal diseases by providing vaccination to animals in Kabanga ward 3. Conducting meeting with livestock keepers in order to educate them with regard to control of animal diseases	1. Lack of inspection materials 2. Lack of staff 3. Lack of spare parts and fuel of motorcycle 4. No overtime payments 5. No protective gear
5	Plant Protection	3	08:00	19:00	11	1	3	11	2		1. To inspect import and export agricultural products 2. To inspect pesticide imported and exported 3. To prevent introduction and spread of quarantine pests 4. To ensure sustainable plant and environmental protection 5. To ensure cost recovery	1. Lack of inspection kits 2. Lack of protective gears 3. Lack of transport 4. Trucks not roadworthy 5. No housing accommodation for officers 6. No overtime allowances
6	Forestry	1	08:00	19:00	11	1	1	11	1	1	1. To inspect the material with regards to natural resources and tourism 2. To ensure inspection fees paid	1. Lack of inspection kits 2. The border has many routes which is used to enter Burundi 3. Poor cooperation between the staff of Burundi 4. No housing 5. No transport
6	Police	4	08:00	19:00	11	1	4	11	20	20	1. To access tax 2. To ensure that there is good security for the properties and lives	1. Not enough residence for staff 2. No transport

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and work Procedures	Challenge faced
7	Fisheries	2	08:00	19:00	11	1	2	11	3	3	1. Collect government royalty from fisheries resources 2. Patrol 3. To give education to stakeholders on fishery products	1. Lack of staff 2. Lack of fuel for doing patrol 3. Lack of extra time allowances 4. Lack of staff houses
8	TBS	1	08:00	19:00	11	1	1	11	3	3	1. To conduct inspection of different goods across the borders 2. To make sure the products/goods passing across the border are of high quality in terms of standards and others 3. To provide advice to businessmen and others on which procedure they should follow while passing the border 4. To conduct workshops and training for the SME who pass the border	1. Lack of accommodation (house for staff) 2. Lack of transport for the office operation between Tanzania and Burundi 3. Lack of toilets and washrooms for the side of Burundi 4. Lack of office for different operation at Burundi side (Kobero) 5. Lack of working tools like sampling kit, handling facilities and others

Annexure H – User Satisfaction Surveys – Old Scoring

Kobero - Kabanga Border Posts

14-16 December 2016

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 Kobero - Kabanga 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 survey personnel were guided in the proportions of different user categories to be approached, giving a spread of different user categories as shown in the survey report. 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.

In order to provide a composite measure of User Satisfaction the responses to the questions dealing with levels of satisfaction (Tables 21-35) are “scored” as follows to give a composite indicator of levels of satisfaction for each parameter.

Responses are scored as; “Very Satisfied = 5; Satisfied =3; Neutral = 1 Dissatisfied = -3 and Very dissatisfied = -5 [questions not answered or unintelligible scored 0]. The maximum possible score for 56 respondents would therefore be $56 \times 5 = 280$ points and the actual score is shown as a number and a percentage of maximum in the tables

In the first section of the report the results of the survey of all border users 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).

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

The last section for each border shows the result of the “stakeholder” (officials) interviews with different departments at the border.

User Satisfaction Survey: Kobero

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	0	0%	0	0%	0	0%
22-34	20	51%	18	49%	2	100%
35-44	11	28%	11	30%	0	0%
45-54	6	15%	6	16%	0	0%
55-64	2	5%	2	5%	0	0%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: There was a high proportion of younger age groups with 51% of 22-34 years; and 28% aged 35-44.

Males: 49% were aged 22-34 and 30% aged 35-44.

Females: The sample only included 2 females aged 23-34 due to the fact that there were very few women crossing the border.

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	0	0%	0	0%	0	0%
Kenyan	1	3%	1	3%	0	0%
Tanzanian	24	62%	23	62%	1	50%
Rwandan	0	0%	0	0%	0	0%
Burundian	14	36%	13	35%	1	50%
Zambian	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: There were 62% Tanzanian and 36% Burundian border users.

Males: There were 62% Tanzanian and 35% Burundian border users.

Females: There were 50% Tanzanian and 50% Burundian females.

Border Users	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	9	23%	8	22%	1	50%
Clearing Agents	1	3%	1	3%	0	0%
Truck Driver	14	36%	14	38%	0	0%
Informal Trader	6	15%	6	16%	0	0%
Other	4	10%	4	11%	0	0%
Passenger	4	10%	3	8%	1	50%
Registered Trader	0	0%	0	0%	0	0%
Transporter	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: The sample of users included 23% officials, 36% truck drivers; 10% passenger and 10% of other border users.

Males: 22% of males were officials; 38% truck drivers; 16% informal traders and 8% passengers and 11% were recorded as other.

Females: 50% were officials and 50% passengers.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	1	3%	1	3%	0	0%
Six Months - One Year	1	3%	1	3%	0	0%
One - Two Years	3	9%	3	9%	0	0%
Two - Four Years	4	11%	4	12%	0	0%
Over Five Years	25	71%	24	71%	1	100%
Other	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	35		34		1	

Total: 71% had been in business for over 5 years; 11% for 2-4 years and 9% for 1-2 years.

Males: 12% of males had been in business for 2-4 years and 71% for over 5 years.

Females: 100% had been in border business for over 5 years.

Cross Times Duration	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	11	28%	10	27%	1	50%
2 Hours	6	15%	5	14%	1	50%
5 Hours	22	56%	22	59%	0	0%
12 Hours	0	0%	0	0%	0	0%
1 Day	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 28% of users said 1 hours; 15% said 2 hours; 56% said 5 hours.

Males: 27 % of males said 1 hour; 59% said 5 hours; 14% said 2 hours.

Females: 50% said 1 hour and 50% said 2 hours.

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	3	8%	2	5%	1	50%
Taxi	0	0%	0	0%	0	0%
Bus	6	15%	5	14%	1	50%
Motorbike	2	5%	2	5%	0	0%
Bicycle	0	0%	0	0%	0	0%
Truck	22	56%	22	59%	0	0%
Walk	6	15%	6	16%	0	0%
Other (Please specify)	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 56% of users travelled by truck; 15% by bus; 8% by car; and 15% walked.

Males: 59% by truck; 14% by bus and 16 % walked.

Females: 50% by car and 50% by bus.

Table 7 Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	5	13%	5	14%	0	0%
\$100	1	3%	1	3%	0	0%
\$500	0	0%	0	0%	0	0%
\$5000	0	0%	0	0%	0	0%
Other	1	3%	1	3%	0	0%
Millions	0	0%	0	0%	0	0%
Not known	8	21%	7	19%	1	50%
N/A	24	62%	23	62%	1	50%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 62% of respondents did not answer the question due to low proportion of traders. 3% said \$100.

Males: 81% of males gave no answer.

Females: 100% of females did not respond to this question.

Table 8 Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	25	86%	23	85%	2	100%
Have changed route	4	14%	4	15%	0	0%
Previous route	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	29		27		2	

Total: 86% always use this route and 14% have changed.

Males: 85% always use this route; 15% have changed.

Females: 100% always use this route.

Table 9 Change in Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	0	0%	0	0%	0	0%
Shorter	12	57%	11	55%	1	100%
Quicker	3	14%	3	15%	0	0%
Better Roads	2	10%	2	10%	0	0%
Other Reason	4	19%	4	20%	0	0%
No Response	0	0%	0	0%	0	0%
	21		20		1	

Total: 57% said shorter and 14% said quicker and 10% said better roads.

Males: 55% said shorter; 15% said quicker; and 20% said other reasons (unspecified).

Females: 100% of females said shorter.

Table 10 What is Different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	6	16%	6	17%	0	0%
Less Delay	10	27%	9	25%	1	100%
Reduce Cost	1	3%	1	3%	0	0%
Simpler Procedures	13	35%	13	36%	0	0%
All of the Foregoing	7	19%	7	19%	0	0%
No Response	0	0%	0	0%	0	0%
	37		36		1	

Total: 35% said difference is simpler procedures; 27% said less delays; and 19% said all of the factors.

Males: 25% said less delays; 36% said simpler procedures and 19% said all factors.

Females: 100% said less delay.

Table 11 Informed of Changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	29	74%	28	76%	1	50%
No	6	15%	5	14%	1	50%
Not Sure	4	10%	4	11%	0	0%
	39		37		2	

Total: 74% were informed; 15% not informed and 10% unsure.

Males: 76% were informed; 14% not informed and 11% unsure.

Females: 50% were informed and 50% not informed.

Table 12 What Savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	20	56%	19	56%	1	50%
Reduced transaction costs	5	14%	5	15%	0	0%
Overall time saving	4	11%	4	12%	0	0%
Increased trade	2	6%	2	6%	0	0%
Reduced import costs	0	0%	0	0%	0	0%
Other	5	14%	4	12%	1	50%
No Response	0	0%	0	0%	0	0%
	36		34		2	

Total: 56% said less delays; 14% reduced transaction costs and 11% said overall time saving.

Males: 56% said less delays; 15% said reduced transaction costs and 12% said overall time saving.

Females: 50% said less delays and 50% said other.

Table 13 Time-start Transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	6	22%	5	19%	1	100%
2 Hour	2	7%	2	8%	0	0%
5 Hour	3	11%	3	12%	0	0%
12 Hour	3	11%	3	12%	0	0%
1 Day	3	11%	3	12%	0	0%
2 Days	6	22%	6	23%	0	0%
No Answer	4	15%	4	15%	0	0%
	27		26		1	

Total: 22% said 1 hour; 7% said 2 hours, 11% said 5 hours; and 22% said 2 days.

Males: 19% said 1 hour; 8% said 2 hours ; 23% said 2 days (presumably truck drivers).

Females: 100% said 1 hour.

Table 14	Total		Male		Female	
More Than One Day At Border	No.	%	No.	%	No.	%
Agent Delay	1	4%	1	4%	0	0%
Documents from Authority	0	0%	0	0%	0	0%
Bank clearance	2	8%	2	8%	0	0%
Process delay	4	15%	4	16%	0	0%
Officials waiting for bribes	0	0%	0	0%	0	0%
Vehicle Problems	0	0%	0	0%	0	0%
Other	19	73%	18	72%	1	100%
No Response	0	0%	0	0%	0	0%
	26		25		1	

Total: 15% of delays were reportedly due to process delay; and 73% due to other (unspecified).

Males: 16% of delays were due to processing; 72% said other.

Females: 100% of females said other.

Table 15	Total		Male		Female	
Satisfaction with new procedures and changes	No.	%	No.	%	No.	%
Single Inspections	3	8%	3	9%	0	0%
Better Parking	1	3%	1	3%	0	0%
Faster Processing	8	22%	7	21%	1	50%
Less Corruption	5	14%	5	15%	0	0%
Better facilities	14	39%	13	38%	1	50%
Other	5	14%	5	15%	0	0%
No Response	0	0%	0	0%	0	0%
	36		34		2	

Total: 22% of users mentioned faster processing; 14% less corruption; 39% said better facilities.

Males: 21% of males said faster processing; 15% said less corruption; 38% said better facilities.

Females: 50% said faster processing and 50% said better facilities.

Table 16	Total		Male		Female	
Harassment	No.	%	No.	%	No.	%
Verbal Abuse	0	0%	0	0%	0	0%
Requests for Bribe	0	0%	0	0%	0	0%
Service delayed for bribe	0	0%	0	0%	0	0%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	1	3%	1	3%	0	0%
Service Refusal	1	3%	1	3%	0	0%
Other	37	95%	35	95%	2	100%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 95% of respondents said other (unspecified) possibly indicating unwillingness to be identified.

Males: 95% of males said other.

Females: 100% said other.

Table 17	Total		Male		Female	
Negative Impact for Girls	No.	%	No.	%	No.	%
Lack of Facilities	0	0%	0	0%	0	0%
Crowding	0	0%	0	0%	0	0%
Queuing conflicts	0	0%	0	0%	0	0%
Toilet Facilities	21	55%	19	53%	2	100%
Lack of Seating	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
None	17	45%	17	47%	0	0%
	38		36		2	

Total: 55% of users said toilet facilities and 45% said no negative impacts.

Males: 53% said toilet facilities and 47% said no negative impacts.

Females: 100% said toilet facilities.

Table 18	Total		Male		Female	
Corruption	No.	%	No.	%	No.	%
No Change	3	8%	2	6%	1	50%
Reduced Opportunity for Bribes	12	32%	12	33%	0	0%
More open transactions	5	13%	5	14%	0	0%
Better System	13	34%	12	33%	1	50%
Combined Inspections	3	8%	3	8%	0	0%
Other	2	5%	2	6%	0	0%
No Response	0	0%	0	0%	0	0%
	38		36		2	

Total: 34% of users said better systems; 32% said reduced bribery; 13% said more open transactions.

Males: 33% said less bribery; 14% said more open transactions; 33% said better systems.

Females: 50% said better systems and 50% said no change.

Table 19	Total		Male		Female	
Significant change on the OSBP	No.	%	No.	%	No.	%
Less Delays	6	15%	6	16%	0	0%
Simpler Procedures	3	8%	3	8%	0	0%
Better Facilities	11	28%	11	30%	0	0%
More parking	0	0%	0	0%	0	0%
Faster Processing	18	46%	16	43%	2	100%
Other	1	3%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	39		37		2	

Total: 46% said faster processing; 15% said less delays; 28% said better facilities

Males: 30% said better facilities; 16% said less delays

Females: 100% said faster processing.

Table 20	Total		Male		Female	
Centralised Operations	No.	%	No.	%	No.	%
Very satisfied	13	33%	13	35%	0	0%
Satisfied	23	59%	21	57%	2	100%
Neutral	2	5%	2	5%	0	0%
Dissatisfied	1	3%	1	3%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	39		37		2	
Score	133	68%	127	69%	6	60%

Total: 33% of users were very satisfied with centralised operations; 59% were satisfied.

Males: 35% were very satisfied and 57% were satisfied.

Females: 100% were satisfied.

Table 21	Total		Male		Female	
Joint Examination	No.	%	No.	%	No.	%
Very satisfied	16	41%	16	43%	0	0%
Satisfied	17	44%	16	43%	1	50%
Neutral	2	5%	2	5%	0	0%
Dissatisfied	2	5%	1	3%	1	50%
Very Dissatisfied	1	3%	1	3%	0	0%
Not Sure	1	3%	1	3%	0	0%
	39		37		2	
Score	122	63%	122	66%	0	0%

Total: 41% of users were very satisfied with the joint operations; 44% were satisfied.

Males: 43% were very satisfied and 43% were satisfied

Females: 50% were dissatisfied; 50% were satisfied and 50% were dissatisfied

Table 22	Total		Male		Female	
Decreased Time	No.	%	No.	%	No.	%
Very satisfied	2	5%	2	6%	0	0%
Satisfied	16	42%	14	39%	2	100%
Neutral	12	32%	12	33%	0	0%
Dissatisfied	3	8%	3	8%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	5	13%	5	14%	0	0%
	38		36		2	
Score	61	32%	55	31%	6	60%

Total: 42% of users were satisfied but 32% were neutral.

Males: 39% of males were satisfied and 33% were neutral.

Females: 100% were satisfied.

Table 23	Total		Male		Female	
Security	No.	%	No.	%	No.	%
Very satisfied	8	21%	7	19%	1	50%
Satisfied	15	38%	14	38%	1	50%
Neutral	2	5%	2	5%	0	0%
Dissatisfied	2	5%	2	5%	0	0%
Very Dissatisfied	7	18%	7	19%	0	0%
Not Sure	5	13%	5	14%	0	0%
	39		37		2	
Score	46	24%	38	21%	8	80%

Total: 21% of users were very satisfied with security and 38% were satisfied.

Males: 19% were very satisfied; 38% were satisfied; but 19% were very dissatisfied.

Females: 50% were very satisfied and 50% were satisfied.

Table 24	Total		Male		Female	
Search - Gender	No.	%	No.	%	No.	%
Very satisfied	9	23%	8	22%	1	50%
Satisfied	13	33%	12	32%	1	50%
Neutral	4	10%	4	11%	0	0%
Dissatisfied	2	5%	2	5%	0	0%
Very Dissatisfied	5	13%	5	14%	0	0%
Not Sure	6	15%	6	16%	0	0%
	39		37		2	
Score	57	29%	49	26%	8	80%

Total: 23% of users were very satisfied with gender search; 33% were satisfied but 13% were very dissatisfied.

Males: 22% very satisfied and 32% satisfied but 14% were very dissatisfied.

Females: 50% very satisfied and 50% were satisfied.

Table 25	Total		Male		Female	
Maintenance	No.	%	No.	%	No.	%
Very satisfied	11	28%	11	30%	0	0%
Satisfied	15	38%	13	35%	2	100%
Neutral	5	13%	5	14%	0	0%
Dissatisfied	1	3%	1	3%	0	0%
Very Dissatisfied	1	3%	1	3%	0	0%
Not Sure	6	15%	6	16%	0	0%
	39		37		2	
Score	97	50%	91	49%	6	60%

Total: 28% of users were very satisfied with maintenance and 38% were satisfied.

Males: 30% very satisfied and 35% were satisfied.

Females: 100% were satisfied.

Table 26	Total		Male		Female	
	No.	%	No.	%	No.	%
Cleanliness						
Very satisfied	8	21%	8	22%	0	0%
Satisfied	20	51%	18	49%	2	100%
Neutral	7	18%	7	19%	0	0%
Dissatisfied	1	3%	1	3%	0	0%
Very Dissatisfied	1	3%	1	3%	0	0%
Not Sure	2	5%	2	5%	0	0%
	39		37		2	
Score	99	51%	93	50%	6	60%

Total: 21% of users were very satisfied with cleanliness; 51% were satisfied.

Males: 22% were very satisfied; 49% were satisfied.

Females: 100% were satisfied.

Table 27	Total		Male		Female	
	No.	%	No.	%	No.	%
Toilets						
Very satisfied	0	0%	0	0%	0	0%
Satisfied	3	8%	3	8%	0	0%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	2	5%	2	5%	0	0%
Very Dissatisfied	29	74%	27	73%	2	100%
Not Sure	5	13%	5	14%	0	0%
	39		37		2	
Score	-142	-73%	-132	-71%	-10	-100%

Total: 74% of users were very dissatisfied with toilets.

Males: 73% were very dissatisfied and 14% were not sure.

Females: 100% of females were very dissatisfied.

Table 28	Total		Male		Female	
	No.	%	No.	%	No.	%
Warehouse						
Very satisfied	1	3%	1	3%	0	0%
Satisfied	3	8%	2	6%	1	50%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	5	13%	5	14%	0	0%
Very Dissatisfied	16	42%	16	44%	0	0%
Not Sure	13	34%	12	33%	1	50%
	38		36		2	
Score	-81	-43%	-84	-47%	3	30%

Total: 42% of users were very dissatisfied with warehouse arrangements and 34% were unsure.

Males: 44% were very dissatisfied and 33% were unsure.

Females: 50% were satisfied and 50% were unsure

Table 29	Total		Male		Female	
	No.	%	No.	%	No.	%
Signage						
Very satisfied	2	5%	2	5%	0	0%
Satisfied	10	26%	9	24%	1	50%
Neutral	4	10%	4	11%	0	0%
Dissatisfied	5	13%	5	14%	0	0%
Very Dissatisfied	10	26%	10	27%	0	0%
Not Sure	8	21%	7	19%	1	50%
	39		37		2	
Score	-21	-11%	-24	-13%	3	30%

Total: 26% of users were satisfied with signage but 26% were very dissatisfied.

Males: 24% were satisfied but 27% were very dissatisfied and 19% were unsure

Females: 50% were satisfied and 50% were unsure.

Table 30	Total		Male		Female	
	No.	%	No.	%	No.	%
Parking						
Very satisfied	2	5%	2	5%	0	0%
Satisfied	9	23%	8	22%	1	50%
Neutral	4	10%	4	11%	0	0%
Dissatisfied	3	8%	3	8%	0	0%
Very Dissatisfied	13	33%	13	35%	0	0%
Not Sure	8	21%	7	19%	1	50%
	39		37		2	
Score	-33	-17%	-36	-19%	3	30%

Total: 23% of users were satisfied; 33% were very dissatisfied and 21% were unsure.

Males: 35% of males were dissatisfied and 22% were satisfied.

Females: 50% were satisfied and 50% were unsure.

Table 31	Total		Male		Female	
	No.	%	No.	%	No.	%
Separation of Pass/goods						
Very satisfied	0	0%	0	0%	0	0%
Satisfied	3	8%	3	8%	0	0%
Neutral	6	15%	6	16%	0	0%
Dissatisfied	4	10%	4	11%	0	0%
Very Dissatisfied	9	23%	8	22%	1	50%
Not Sure	17	44%	16	43%	1	50%
	39		37		2	
Score	-42	-22%	-37	-20%	-5	-50%

Total: 23% of users were very dissatisfied and 10% were dissatisfied with the separation of passenger and goods.

Males: 33% were dissatisfied or very dissatisfied and 44% were not sure.

Females: 50% were very dissatisfied and 50% were unsure.

Table 32	Total		Male		Female	
HIV Signs	No.	%	No.	%	No.	%
Very satisfied	0	0%	0	0%	0	0%
Satisfied	1	3%	0	0%	1	50%
Neutral	1	3%	1	3%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	34	87%	33	89%	1	50%
Not Sure	3	8%	3	8%	0	0%
	39		37		2	
Score	-166	-85%	-164	-89%	-2	-20%

Total: 87% of users were very dissatisfied with HIV signage.

Males: 89% were very dissatisfied.

Females: 50% were very dissatisfied and 50% satisfied.

Table 33	Total		Male		Female	
Disabled Facilities	No.	%	No.	%	No.	%
Very satisfied	0	0%	0	0%	0	0%
Satisfied	4	11%	3	9%	1	50%
Neutral	4	11%	4	11%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	10	27%	9	26%	1	50%
Not Sure	19	51%	19	54%	0	0%
	37		35		2	
Score	-34	-18%	-32	-18%	-2	-20%

Total: 27% of users were dissatisfied with the facilities for the disabled; 51% were unsure.

Males: 26% were very dissatisfied but 54% were unsure.

Females: 50% were very dissatisfied and 50% were satisfied.

Table 34	Total		Male		Female	
Overall Level of Satisfaction	No.	%	No.	%	No.	%
Very satisfied	8	21%	7	19%	1	50%
Satisfied	25	64%	24	65%	1	50%
Neutral	5	13%	5	14%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	1	3%	1	3%	0	0%
Not Sure	0	0%	0	0%	0	0%
	39		37		2	
Score	115	59%	107	58%	8	80%

Total: 64% of users gave an overall rating of satisfied and 21% were very satisfied giving an average of 59%.

Males: 19% were very satisfied and 65% satisfied the overall rating for males was 58%.

Females: 50% were very satisfied and 50% were satisfied giving a female rating of 80%.

Table 35	Total		Male		Female	
Parameter			Score	%	Score	%
Centralised Operations	133	0.68	127	0.69	6	0.60
Joint Examination	122	0.63	122	0.66	0	0.00
Decreased Time	61	0.32	55	0.31	6	0.60
Security	46	0.24	38	0.21	8	0.80
Search -gender	57	0.29	49	0.26	8	0.80
Maintenance	97	0.50	91	0.49	6	0.60
Cleanliness	99	0.51	93	0.50	6	0.60
Toilets -M/F	-142	-0.73	-132	-0.71	-10	-1.00
Warehouse	-81	-0.43	-84	-0.47	3	0.30
Signage	-21	-0.11	-24	-0.13	3	0.30
Parking	-33	-0.17	-36	-0.19	3	0.30
Separation of Pass/goods	-42	-0.22	-37	-0.20	-5	-0.50
HIV Signage*	0	0.00	0	0.00	0	0.00
Disabled Facilities	-34	-0.18	-32	-0.18	-2	-0.20
Overall Level of Satisfaction	115	0.59	107	0.58	8	0.80
Total Score	377		337		40	
Average Score and Percentage	25.13	0.13	22.5	0.12	2.67	0.27

Total: User comments were favourable for centralised operations, and joint examination. Low ratings were given for toilets, warehouse, disabled facilities, HIV signage, separation of passengers and goods and parking. The overall score for all factors was therefore 13%.

Males: The rating for all the above issues were similar with overall score of 12%.

Females: Low scores were given for joint examination, separation of passengers and goods, HIV signage and disabled facilities; toilets and security were rated lower than by males.

The overall score for all factors by females was 27%.

*Not included in overall Score and Avg

Kobero Border Survey User Comments

Category	Comments
Border Fees and Payments	<ul style="list-style-type: none"> Problems of owner of cargo – delay to pay tax on time which makes driver to stay longer at border Drivers sleep in their trucks as owner's delay paying tax on time Electronic device of trucking cargo doesn't work at times All drivers are required to pay Burundi agents TSH15,000 for documentation and copies which is supposed to be paid by owner of cargo
Bribery	<ul style="list-style-type: none"> Bribery inside the border – drivers have to pay security Police at Kobero – if they arrest drivers, they tell them to pay fine of USD100 The cost of security at border for trucks which is paid by driver of amount at Tsh5,000 per night is paid by driver who uses their own pocket money Yellow card problem to drivers and contractors on Burundi side; bribery with immigrations officers – give them the money then they stamp the card. Security fee charged TSH2,000 per night for truck. Drivers not allowed to sleep in trucks. Yellow card – force drivers to give money Road from Hyukhula weighbridge has more congestion which cause arguments of cargo, corruption for Burundi police Security force drivers and conductors to drop bags of passengers without their permission Corruption of staff
Officials and Staffing	<ul style="list-style-type: none"> No gender balance Other custom officers take longer lunch breaks – 2 hours Expanded warehouse but few officers Overwork – shortage of staff
Systems	<ul style="list-style-type: none"> Single inspections done on both side of border
Transporters	<ul style="list-style-type: none"> Many drivers do not have contract agreements with the owner of cargo Driver complains about overtime when staying longer at the borders – not in contract Problem with roads from Ushirombo to Kahama in Tanzania which cause mechanical damage to the trucks
Driver and Public Facilities	<ul style="list-style-type: none"> On all parking areas there is no place for cooking their own food as they are not allowed to cook inside the border. Lack of toilet and management of parking of trucks, buses, minibus and private cars Parking problems Language on signage Toilets a problem; Lack of toilets Shortage of water No dustbins No water and electricity No water

Stakeholder Observations Matrix: Kobero

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	Customs	21	07:00	18:00	11	1	10	12 hrs.	none	0	1. Assessment of payable taxes 2. Clearing of passengers 3. Physical inspection of baggage & vehicles 4. Border Patrol	1. Connectivity still a issue 2. Lack of scanner and weighbridge 3. Illegal goods 4. No water for toilets 5. Lack of proper training 5. No customs officers at Burundi
2	Immigration	26	07:00	18:00	11	1	6	12 hrs.	none	0	1. Facilitation of travellers in and out of border 2. Policing of travellers and goods 3. Checking of travellers bags 4. Security of border post and border patrol	1. No Network 2. No vehicle and telephones 3. No working toilets
3	Bureau of Standards	2	07:00	18:00	11	1	2	11	4	4	1. Quality Inspection 2. Import Inspection 3. Periodical Surveillance – Quality Control	1. Connectivity 2. Lack of testing equipment 3. Staff shortages 4. Poor communication
4	Port Health	3	07:00	18:00	11	1	1	11 hrs	none	0	1. Inspection of people for infective diseases	1. Lack of testing equipment 2. Inadequate connectivity 3. Lack of funds 4. Lack of comms 5. No working toilets
5	Phyto-sanitary, Agriculture, Fisheries and livestock	1	07:00	18:00	11	1	1	11 hrs	2	2	1. Inspection of agricultural produce, fruits and plants 2. Verification of documents 3. Physical inspection of goods	1. Drivers have no permits and inadequate documentation 2. No water and working toilets 3. No connectivity 4. No testing equipment and laboratories

User Satisfaction Survey: Kabanga

Table 1	Total		Male		Female	
	No.	%	No.	%	No.	%
Age						
>21	0	0%	0	0%	0	0%
22-34	19	30%	16	31%	3	27%
35-44	28	44%	22	42%	6	55%
45-54	10	16%	9	17%	1	9%
55-64	6	10%	5	10%	1	9%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: There was a high proportion of younger age groups with 30% of 22-34 years; and 44% aged 35-44.

Males: 31% were aged 23-34 and 42% aged 35-44.

Females: 27% were 22-34; 55% were 35-44 and 9% were 45-54.

Table 2	Total		Male		Female	
	No.	%	No.	%	No.	%
Nationality						
Ugandan	0	0%	0	0%	0	0%
Kenyan	1	2%	0	0%	1	9%
Tanzanian	37	59%	34	65%	3	27%
Rwandan	1	2%	1	2%	0	0%
Burundian	20	32%	14	27%	6	55%
Zambian	1	2%	1	2%	0	0%
Other	3	5%	2	4%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: There were 59% Tanzanian and 32% Burundian border users.

Males: There were 65% Tanzanian and 27% Burundian border users.

Females: There were 27% Tanzanian; 55% Burundian females and 9% Kenyan border users.

Table 3	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Users						
Border Official	10	16%	7	13%	3	27%
Clearing Agents	3	5%	3	6%	0	0%
Truck Driver	26	41%	24	46%	2	18%
Informal Trader	5	8%	3	6%	2	18%
Other	3	5%	2	4%	1	9%
Passenger	13	21%	10	19%	3	27%
Registered Trader	2	3%	2	4%	0	0%
Transporter	1	2%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: The sample of Users included 16% officials, 41% truck drivers; 8% informal traders; 21% passengers and 5% clearing agents.

Males: 13% of males were officials; 46% were truck drivers; 19% were passengers and 4% were registered traders.

Females: 18% were truck drivers; 18% were informal traders and 27% were passengers.

Table 4	Total		Male		Female	
	No.	%	No.	%	No.	%
Trader Years in Business						
One - Six Months	1	5%	1	6%	0	0%
Six Months - One Year	0	0%	0	0%	0	0%
One - Two Years	1	5%	1	6%	0	0%
Two - Four Years	3	14%	2	12%	1	25%
Over Five Years	1	5%	1	6%	0	0%
Other	15	71%	12	71%	3	75%
No Response	0	0%	0	0%	0	0%
	21		17		4	

Total: 14% of users said 2-4 years in business but 71% said other (presumably not in business).

Males: 12% of males said 2-4 years in business but 71% said other.

Females: 25% of females said 2-4 years in business but 75% said other (presumably not traders).

Table 5	Total		Male		Female	
	No.	%	No.	%	No.	%
Cross Times Duration						
1 Hour	22	39%	16	33%	6	67%
2 Hours	8	14%	7	15%	1	11%
5 Hours	27	47%	25	52%	2	22%
12 Hours	0	0%	0	0%	0	0%
1 Day	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	57		48		9	

Total: 39% of users said 1 hour; 14% of users said 2 hours; 47% said 5 hours.

Males: 52% of males said 5 hours; 33% said 1 hour; 15% said 2 hours.

Females: 67% of females said 1 hour; 11% said 2 hours and 22% said 5 hours.

Table 6	Total		Male		Female	
	No.	%	No.	%	No.	%
Transport Mode						
Car	13	22%	9	18%	4	40%
Taxi	0	0%	0	0%	0	0%
Bus	9	15%	8	16%	1	10%
Motorbike	5	8%	3	6%	2	20%
Bicycle	4	7%	3	6%	1	10%
Truck	27	45%	25	50%	2	20%
Walk	0	0%	0	0%	0	0%
Other (Please specify)	2	3%	2	4%	0	0%
No Response	0	0%	0	0%	0	0%
	60		50		10	

Total: 22% travelled by car; 15% by bus; 8% by motorbike; and 45% by truck.

Males: 50% of males travelled by truck; 18% by car; 6% motorbike and 16% by bus.

Females: 40% by car; 20% motorbike and 20% by truck.

Table 7 Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	1	2%	1	3%	0	0%
\$100	1	2%	1	3%	0	0%
\$500	4	9%	3	8%	1	14%
\$5000	1	2%	1	3%	0	0%
Other	1	2%	1	3%	0	0%
Millions	0	0%	0	0%	0	0%
Not known	28	60%	23	58%	5	71%
N/A	11	23%	10	25%	1	14%
No Response	0	0%	0	0%	0	0%
	47		40		7	

Total: 60% said "not known"; 9% said \$500; 23% said not applicable.

Males: 58% said not known and 25% said not applicable.

Females: 71% said not known and 14% said not applicable.

Table 8 Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	43	70%	35	70%	8	73%
Have changed route	17	28%	15	30%	2	18%
Previous route	1	2%	0	0%	1	9%
No Response	0	0%	0	0%	0	0%
	61		50		11	

Total: 70% always use this route 28% have changed.

Males: 70% always use this route 30% have changed.

Females: 73% always use this route but 18% have changed.

Table 9 Change in Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	23	40%	19	40%	4	44%
Shorter	10	18%	9	19%	1	11%
Quicker	4	7%	2	4%	2	22%
Better Roads	0	0%	0	0%	0	0%
Other Reason	20	35%	18	38%	2	22%
No Response	0	0%	0	0%	0	0%
	57		48		9	

Total: 40% of users said more convenient; 18% said shorter and 35% said other reasons.

Males: 38% said other reasons (unspecified); 19% said shorter.

Females: 44% said more convenient; 11% said shorter and 22% said quicker.

Table 10 What is Different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	21	33%	18	35%	3	27%
Less Delay	2	3%	2	4%	0	0%
Reduce Cost	5	8%	3	6%	2	18%
Simpler Procedures	27	43%	22	42%	5	45%
All of the Foregoing	8	13%	7	13%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 43% said difference is simpler procedures; 33% said quicker processing; 13% said all of the factors.

Males: 35% said quicker processing; 42% said simpler procedures; 13% said all factors.

Females: 27% quicker processing; 18% said reduced costs; 45% said simpler procedures.

Table 11 Informed of Changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	61	100%	50	100%	11	100%
No	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	61		50		11	

Total: 100% of users were informed.

Table 12 What Savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	45	71%	39	75%	6	55%
Reduced transaction costs	1	2%	0	0%	1	9%
Overall time saving	7	11%	4	8%	3	27%
Increased trade	7	11%	6	12%	1	9%
Reduced import costs	0	0%	0	0%	0	0%
Other	3	5%	3	6%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 71% of users said less delays; 11% said overall time saving and 11% said increased trade.

Males: 75% said less delays; 8% said overall time saving and 12% said increased trade.

Females: 55% said less delays said overall time saving and 27%.

Table 13

Time-start Transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	38	61%	30	58%	8	80%
2 Hour	23	37%	21	40%	2	20%
5 Hour	0	0%	0	0%	0	0%
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	1	2%	1	2%	0	0%
	62		52		10	

Total: 61% said 1 hour and 37% said 2 hours.

Males: 58% said 1 hour and 40% said 2 hours.

Females: 80% said 1 hour; 20% said 2 hours

Table 14

More Than One Day At Border	Total		Male		Female	
	No.	%	No.	%	No.	%
Agent Delay	11	19%	9	18%	2	22%
Documents from Authority	37	64%	33	67%	4	44%
Bank clearance	1	2%	1	2%	0	0%
Process delay	3	5%	1	2%	2	22%
Officials waiting for bribes	0	0%	0	0%	0	0%
Vehicle Problems	0	0%	0	0%	0	0%
Other	6	10%	5	10%	1	11%
No Response	0	0%	0	0%	0	0%
	58		49		9	

Total: Delays were reportedly due to Agents (192%) Authorities (64%) and Process (5%).

Males: Delays were due to Agents (18%); Authorities (67%) and other (10%)

Females: Delays were due to Agents (22%); Authorities (44%) and Processes (22%)

Table 15

Satisfaction with new procedures and changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Single Inspections	39	64%	34	67%	5	50%
Better Parking	5	8%	4	8%	1	10%
Faster Processing	2	3%	1	2%	1	10%
Less Corruption	7	11%	4	8%	3	30%
Better facilities	7	11%	7	14%	0	0%
Other	1	2%	1	2%	0	0%
No Response	0	0%	0	0%	0	0%
	61		51		10	

Total: Single inspections were rated 64%; less corruption (11%) and better facilities (11%) processing 10% and better facilities 12%.

Males: Single inspection 67%; facilities 14% and less corruption (8%) faster processing 7%.

Females: Single inspection 50%; less corruption (30%) faster processing 10%.

Table 16

Harassment	Total		Male		Female	
	No.	%	No.	%	No.	%
Verbal Abuse	0	0%	0	0%	0	0%
Requests for Bribe	0	0%	0	0%	0	0%
Service delayed for bribe	0	0%	0	0%	0	0%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	0	0%	0	0%	0	0%
Service Refusal	1	2%	1	2%	0	0%
Other	52	98%	42	98%	10	100%
No Response	0	0%	0	0%	0	0%
	53		43		10	

Total: 98% of respondents did not respond to the question.

Males: 98% of males answered "other".

Females: 100% of females did not respond.

Table 17

Negative Impact for Girls	Total		Male		Female	
	No.	%	No.	%	No.	%
Lack of Facilities	6	10%	6	12%	0	0%
Crowding	0	0%	0	0%	0	0%
Queuing conflicts	0	0%	0	0%	0	0%
Toilet Facilities	5	8%	2	4%	3	30%
Lack of Seating	12	20%	9	18%	3	30%
Other	3	5%	3	6%	0	0%
None	34	57%	30	60%	4	40%
	60		50		10	

Total: 20% said lack of seating, but 57% said no negative impacts. 88% of users said no negative impacts.

Males: 60% said no negative impacts; 18% mentioned lack of seating.

Females: 30% said lack of seating but 40% said none.

Table 18

Corruption	Total		Male		Female	
	No.	%	No.	%	No.	%
No Change	2	3%	1	2%	1	9%
Reduced Opportunity for Bribes	4	6%	3	6%	1	9%
More open transactions	0	0%	0	0%	0	0%
Better System	29	46%	24	46%	5	45%
Combined Inspections	26	41%	22	42%	4	36%
Other	2	3%	2	4%	0	0%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 46% of users said better systems and 41% said; combined inspections.

Males: 46% said better systems and 42% said combined inspections.

Females: 9% said no change; 45% said better systems and 36% mentioned combined inspections.

Table 19

	Total		Male		Female	
	No.	%	No.	%	No.	%
Significant change on the OSBP						
Less Delays	4	6%	4	8%	0	0%
Simpler Procedures	24	38%	19	37%	5	45%
Better Facilities	5	8%	4	8%	1	9%
More parking	2	3%	2	4%	0	0%
Faster Processing	26	41%	22	42%	4	36%
Other	2	3%	1	2%	1	9%
No Response	0	0%	0	0%	0	0%
	63		52		11	

Total: 38% said simpler procedures; 41% said faster processing and 8% said less delays.

Males: 42% said faster processing; 37% said simpler procedures and 8% mentioned better facilities.

Females: 45% said simpler procedures; 36% said faster processing.

Table 20

	Total		Male		Female	
	No.	%	No.	%	No.	%
Centralised Operations						
Very satisfied	55	87%	45	87%	10	91%
Satisfied	8	13%	7	13%	1	9%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	299	95%	246	95%	53	96%

Total: 87% of users were very satisfied with centralised operations; 13% were satisfied.

Males: 87% were very satisfied and 13% were satisfied.

Females: 91% were very satisfied; 9% were satisfied

Table 21

	Total		Male		Female	
	No.	%	No.	%	No.	%
Joint Examination						
Very satisfied	52	83%	42	81%	10	91%
Satisfied	11	17%	10	19%	1	9%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	293	93%	240	92%	53	96%

Total: 83% of users were very satisfied with the joint examinations and 17% were satisfied.

Males: 81% were very satisfied and 19% were satisfied.

Females: 91% were very satisfied and 9% were satisfied.

Table 22

	Total		Male		Female	
	No.	%	No.	%	No.	%
Decreased Time						
Very satisfied	51	81%	43	83%	8	73%
Satisfied	9	14%	8	15%	1	9%
Neutral	2	3%	1	2%	1	9%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	1	2%	0	0%	1	9%
	63		52		11	
Score	284	90%	240	92%	44	80%

Total: 81% of users were very satisfied with the improved time and 14% were satisfied.

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

Females: 73% were very satisfied and 9% were satisfied.

Table 23

	Total		Male		Female	
	No.	%	No.	%	No.	%
Security						
Very satisfied	54	86%	44	85%	10	91%
Satisfied	9	14%	8	15%	1	9%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	297	94%	244	94%	53	96%

Total: 86% of users were satisfied with security and 14% were satisfied.

Males: 85% were very satisfied and 15% were satisfied.

Females: 91% were very satisfied; 9% satisfied.

Table 24

	Total		Male		Female	
	No.	%	No.	%	No.	%
Search - Gender						
Very satisfied	58	92%	48	92%	10	91%
Satisfied	5	8%	4	8%	1	9%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	305	97%	252	97%	53	96%

Total: 92% of users were satisfied with gender search and 8% were satisfied.

Males: 92% were very satisfied and 8% were satisfied.

Females: 91% were very satisfied and 9% were satisfied.

Table 25

	Total		Male		Female	
	No.	%	No.	%	No.	%
Maintenance						
Very satisfied	60	95%	49	94%	11	100%
Satisfied	3	5%	3	6%	0	0%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	309	98%	254	98%	55	100%

Total: 95% of users were very satisfied with maintenance.

Males: 94% were very satisfied.

Females: 100% were very satisfied.

Table 26

	Total		Male		Female	
	No.	%	No.	%	No.	%
Cleanliness						
Very satisfied	54	86%	44	85%	10	91%
Satisfied	8	13%	7	13%	1	9%
Neutral	1	2%	1	2%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	295	94%	242	93%	53	96%

Total: 86% of users were very satisfied with cleanliness and 13% were satisfied.

Males: 85% were very satisfied; 13% were satisfied.

Females: 91% were very satisfied and 32% satisfied.

Table 27

	Total		Male		Female	
	No.	%	No.	%	No.	%
Toilets						
Very satisfied	55	87%	44	85%	11	100%
Satisfied	7	11%	7	13%	0	0%
Neutral	1	2%	1	2%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	297	94%	242	93%	55	100%

Total: 87% of users were very satisfied with toilets and 11% were satisfied.

Males: 85% of males were very satisfied and 13% satisfied.

Females: 100% of females were very satisfied with the toilet arrangements.

Table 28

	Total		Male		Female	
	No.	%	No.	%	No.	%
Warehouse						
Very satisfied	56	89%	46	88%	10	91%
Satisfied	6	10%	6	12%	0	0%
Neutral	1	2%	0	0%	1	9%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	299	95%	248	95%	51	93%

Total: 89% of users were very satisfied with warehouse and 10% were satisfied.

Males: 88% of males were very satisfied and 12% were satisfied.

Females: 91% were very satisfied, 9% were neutral (probably non-users).

Table 29

	Total		Male		Female	
	No.	%	No.	%	No.	%
Signage						
Very satisfied	59	94%	48	92%	11	100%
Satisfied	4	6%	4	8%	0	0%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	307	97%	252	97%	55	100%

Total: 94% of users were very satisfied with signage.

Males: 92% of males were very satisfied and 8% satisfied.

Females: 100% of females were very satisfied with signage.

Table 30

	Total		Male		Female	
	No.	%	No.	%	No.	%
Parking						
Very satisfied	57	90%	46	88%	11	100%
Satisfied	4	6%	4	8%	0	0%
Neutral	2	3%	2	4%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	63		52		11	
Score	299	95%	244	94%	55	100%

Total: 90% of users were very satisfied with the parking.

Males: 88% were dissatisfied or very dissatisfied; 45% were satisfied or very satisfied.

Females: 100% of females were very satisfied with parking.

Table 31	Total		Male		Female	
Separation of Pass/goods	No.	%	No.	%	No.	%
Very satisfied	54	86%	44	85%	10	91%
Satisfied	6	10%	5	10%	1	9%
Neutral	2	3%	2	4%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	1	2%	1	2%	0	0%
	63		52		11	
Score	290	92%	237	91%	53	96%

Total: 86% of users were very satisfied and 10% were satisfied with the separation of passengers and goods traffic.

Males: 85% were very satisfied and 10% were satisfied.

Females: 91% were dissatisfied.

Table 32	Total		Male		Female	
HIV Signs	No.	%	No.	%	No.	%
Very satisfied	47	75%	39	75%	8	73%
Satisfied	7	11%	6	12%	1	9%
Neutral	5	8%	4	8%	1	9%
Dissatisfied	1	2%	0	0%	1	9%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	3	5%	3	6%	0	0%
	63		52		11	
Score	258	82%	217	83%	41	75%

Total: 75% of users were very satisfied with HIV signage and 11% were satisfied.

Males: 75% of males were very satisfied.

Females: 73% of females were very satisfied.

Table 33	Total		Male		Female	
Disabled Facilities	No.	%	No.	%	No.	%
Very satisfied	47	75%	38	73%	9	82%
Satisfied	7	11%	7	13%	0	0%
Neutral	6	10%	5	10%	1	9%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	3	5%	2	4%	1	9%
	63		52		11	
Score	262	83%	216	83%	46	84%

Total: 75% of users were very satisfied facilities for the disabled.

Males: 73% of males were very satisfied with the disabled facilities.

Females: 82% of females were very satisfied.

Table 34	Total		Male		Female	
Overall Level of Satisfaction	No.	%	No.	%	No.	%
Very satisfied	43	68%	35	67%	8	73%
Satisfied	13	21%	11	21%	2	18%
Neutral	5	8%	4	8%	1	9%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	2	3%	2	4%	0	0%
	63		52		11	
Score	259	82%	212	82%	47	85%

Total: 68% of users were very satisfied; 21% were satisfied, giving an overall rating of 82%.

Males: 67% were very satisfied and 21% satisfied the overall rating for males was 82%.

Females: 73% were very satisfied and 18% satisfied, giving an overall rating of 85%.

Table 35	Total		Male		Female	
Parameter			Score	%	Score	%
Centralised Operations	299	0.95	246	0.95	53	0.96
Joint Examination	293	0.93	293	0.92	53	0.96
Decreased Time	284	0.90	240	0.92	44	0.80
Security	297	0.94	244	0.94	53	0.96
Search -gender	305	0.97	252	0.97	53	0.96
Maintenance	309	0.98	254	0.98	55	1.00
Cleanliness	295	0.94	242	0.93	53	0.96
Toilets -M/F	297	0.94	242	0.93	55	1.00
Warehouse	299	0.95	248	0.95	51	0.93
Signage	307	0.97	252	0.97	55	1.00
Parking	299	0.95	244	0.94	55	1.00
Separation of Pass/goods	290	0.92	237	0.91	53	0.96
HIV Signage*	0	0.00	0	0.00	0	0.00
Disabled Facilities	262	0.83	216	0.83	46	0.84
Overall Level of Satisfaction	259	0.82	212	0.82	47	0.85
Total Score	4095		3422		726	
Average Score and Percentage	273.00	0.87	228.13	0.88	48.40	0.88

Total: User comments were favourable for almost all the factors in the rating, giving overall rating of 87%.

Males: the rating for all the above issues were similar with overall score of 88%.

Females: The score for females was 80% for decreased time but several factors scored 100% giving an overall rating of 88%.

*Not included in overall Score and Avg

Kabanga Border Survey User Comments

Category	Comments
Procedures	<ul style="list-style-type: none"> • Procedures are simplifying services to the borders
Officials and Staffing	<ul style="list-style-type: none"> • Customs officers are sources of delays - few officers • Shortage of customs staff hence delays at the border • Burundi border officials always come late • Shortage of customs staff
Customs Agents	<ul style="list-style-type: none"> • Customs agents are located far from the border • Customs agents are sources of delays
Seating	<ul style="list-style-type: none"> • Large areas but few chairs for customers to sit

Stakeholder Observations Matrix: Kabanga

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 work Procedures	Challenge faced
1	Immigration	18	08:00	19:00	11	2	8	6	0	0	1. Entry and exit for passengers 2. Patrol 3. Report daily activities 4. Provide visas where required 5. Checking	1. Not easy to control exit passengers who break the law 2. Time factor - different hours between Burundi and Tanzania 3. Burundi police do not provide assistance to immigration when person breaks the Tanzania law 4. Transport to Kobero 5. Shortage of housing for staff 6. Kobero office is not conducive 7. Poor internet system in Kobero Office 8. Power supply at Kobero
2	TRA	6	08:00	19:00	11	1	6		8	8	1. To access and collect tax 2. Banking of the collected tax 3. To make sure that all goods in transit are exited to Burundi 4. Confirming fully exportation of goods 5. Communicate with TMU about unexited goods Facilitation of trade by making sure that customers are getting services on line	1. Shortage of staff 2. Poor working place at Burundi 3. Lack of staff bus for transport of staff to Burundi 4. Staff houses
3	Port Health	2	08:00	19:00	11	2	1	11	3	3	1. Screening of travellers 2. Inspection of food stuff - import and export 3. Inspection of International certificate of vaccination 4. Inspection of chemicals import/export and transit 5. Provision and promotion of health education on non-vector borne diseases 6. Supervision and inspection of environmental, sanitation 7. Immunisation of travellers against yellow fever 8. Inspection of food and premises	1. Shortage of staff 2. Lack of equipment i.e. refrigerator 3. No transportation 4. No extra duty allowance 5. No staff resting/living house 6. No inspection kit 7. Lack of PPE (personal protective equipment) 8. No isolation room for an outbreak patient i.e. Cholera and e-bola

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and work Procedures	Challenge faced
4	Livestock	1	08:00	19:00	11	1	1	11	3	3	1. To inspect all animals and animal by products passing through the border 2. Control animal diseases by providing vaccination to animals in Kabanga ward 3. Conducting meeting with livestock keepers in order to educate them with regard to control of animal diseases	1. Lack of inspection materials 2. Lack of staff 3. Lack of spare parts and fuel of motorcycle 4. No overtime payments 5. No protective gear
5	Plant Protection	3	08:00	19:00	11	1	3	11	2		1. To inspect import and export agricultural products 2. To inspect pesticide imported and exported 3. To prevent introduction and spread of quarantine pests 4. To ensure sustainable plant and environmental protection 5. To ensure cost recovery	1. Lack of inspection kits 2. Lack of protective gears 3. Lack of transport 4. Trucks not roadworthy 5. No housing accommodation for officers 6. No overtime allowances
6	Forestry	1	08:00	19:00	11	1	1	11	1	1	1. To inspect the material with regards to natural resources and tourism 2. To ensure inspection fees paid	1. Lack of inspection kits 2. The border has many routes which is used to enter Burundi 3. Poor cooperation between the staff of Burundi 4. No housing 5. No transport
6	Police	4	08:00	19:00	11	1	4	11	20	20	1. To access tax 2. To ensure that there is good security for the properties and lives	1. Not enough residence for staff 2. No transport

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and work Procedures	Challenge faced
7	Fisheries	2	08:00	19:00	11	1	2	11	3	3	1. Collect government royalty from fisheries resources 2. Patrol 3. To give education to stakeholders on fishery products	1. Lack of staff 2. Lack of fuel for doing patrol 3. Lack of extra time allowances 4. Lack of staff houses
8	TBS	1	08:00	19:00	11	1	1	11	3	3	1. To conduct inspection of different goods across the borders 2. To make sure the products/goods passing across the border are of high quality in terms of standards and others 3. To provide advice to businessmen and others on which procedure they should follow while passing the border 4. To conduct workshops and training for the SME who pass the border	1. Lack of accommodation (house for staff) 2. Lack of transport for the office operation between Tanzania and Burundi 3. Lack of toilets and washrooms for the side of Burundi 4. Lack of office for different operation at Burundi side (Kobero) 5. Lack of working tools like sampling kit, handling facilities and others

Annexure I – User Satisfaction Survey Capture Form

Questions	Reponses								User Response	
	Male	Female								
1 What is your gender?	1	2							1	
2 What age category do you fall under?	>21	22-34	35-44	45-54	55-64	65<	Decline		2	
3 What is your nationality?	Ugandan	Kenyan	Tanzanian	Rwandan	Burundian	Zambian	Other (Please specify)		3	
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	
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				
6 How often do you cross the border?	Several Times per Day	Daily	Weekly	Monthly	Infrequently				6	
7 What mode of transport do you use to cross the border?	Car	Taxi	Bus	Motorbike	Bicycle	Truck	Walk	Other (Please specify)	7	
8 What is the estimated total worth of your merchandise per transaction?	\$50	\$100	\$500	\$5000	\$10,000 +	Not Known	N/A		8	
9 What border routes do you normally use?	Always use this one	Have changed route	Previous route (please specify)							9
10 If you have changed to this route; what is the reason	More convenient	Shorter	Quicker	Better Roads	Other Reason				10	
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	
12 Were you informed about the changes/new procedures at the border?	Yes	No	Not Sure						12	
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)				
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	
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	
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)				
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	
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	
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)				
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)				

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			