

# TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC



## FINAL SURVEY REPORT MIRAMA HILLS – KAGITUMBA BORDER POST

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## TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

### FINAL SURVEY REPORT MIRAMA HILLS – KAGITUMBA BORDER POST

#### 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 these activities will eliminate 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 the Mirama Hills–Kagitumba border post between Uganda and Rwanda on 14<sup>th</sup> to 20<sup>th</sup> March 2016. This is the first survey of the border in this project done before the OSBP has become fully operational and the results are compared with the baseline survey done in 2011. This 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 survey will be planned for performance after all facilities have been commissioned and all procedures have been implemented and normalised at full effectiveness.

The present survey showed that total vehicle movements have reduced from 2011 (308) to 2016 (212) a reduction of approximately 30%. This is largely due to a drop in light passenger vehicles being unable to use the road which is under construction between the border and Ntungamo Junction and Kakagati. The road is impassable in places for light vehicles due to soft and slippery underfoot conditions and the surfaces churned up by heavy vehicles. This is further aggravated in wet conditions. The average time to cross the border appears however, to have remained much the same at approximately 2 hours.

#### Summary of Survey Results

##### 1. Traffic Counts

##### a) Traffic Count Mirama Hills

Comparison of the present volumes with the baseline survey shows that the total traffic volumes have declined. The total number recorded in 2011 from Rwanda to Uganda through Mirama Hills – Kagitumba (as a Two-stop Border post) was 115 and in 2016 it was 91 (a decrease of 21%), as shown in the table below.

Survey	Buses	Passenger Vehicles	Trucks	Other	Total
2011	26	30	51	8	115
2016	21	0	44	26	91

- Buses – 2011 = 26: 2016 = 21 (19% decrease in bus traffic)
- Passenger Vehicles – 2011 = 30: 2016 = 0 (100% decrease in passenger vehicles i.e. saloon cars, 4wd and pick-ups)
- Trucks (including Other) – 2011 = 59: 2016 = 70 (19% increase in truck traffic)
- All Vehicles – 2011 = 115: 2016 = 91 (21% decrease in traffic volumes)

There has however, been a significant change in the composition of the vehicle traffic recorded at the border. In 2011 the total of 30 passenger vehicles was made up of 22 saloon cars, 4x4wd and 4 pick-ups crossed into Uganda in 2011 compared to 0 in 2016, (a decrease of 100%),

Buses decreased by 16% from 26 to 21 (15 Coaches and 6 mini busses). Commercial vehicles in the categories “Truck” and “Other” increased by 16% from 59 to 70.

The significant drop in passenger type vehicles can be attributed to the current road conditions between Mirama Hills and Ntungamo Junction. This 37 km section of road is currently under construction and in places where drainage is being constructed to divert water run offs after heavy rainfalls, it is only passable by 4x4 vehicles or larger HGVs as any vehicle with insufficient clearance would be damaged by the rough surface conditions. When it does rain the downpours are usually heavy and in the areas where there is no proper drainage for water to run off the road becomes impassable for all traffic. This occurred on Thursday the 17<sup>th</sup> of March when a thunderstorm at the border caused the survey team to leave in haste to avoid being trapped there overnight. The road was closed to all traffic for part of the following day (Friday) 18 March.

#### **b) Traffic Count: Kagitumba**

Comparison of the baseline survey done in 2011 with the current survey at Kagitumba OSBP shows that the total traffic volumes have decreased significantly i.e. in 2011 the total traffic volumes were 193 and in 2016 it was 121 or a decrease of 37% as shown in the table below.

<b>Survey</b>	<b>Buses</b>	<b>Passenger Vehicles</b>	<b>Trucks</b>	<b>Other</b>	<b>Total</b>
2011	14	129	41	9	<b>193</b>
2016	33	0	74	14	<b>121</b>

- Buses – 2011 = 14: 2016 = 33 (136% increase in bus traffic)
- Passenger Vehicles – 2011 = 129: 2016 = 0 (100% decrease in passenger vehicle traffic i.e. saloon cars, 4wd and pick-ups)
- Trucks (including Other) – 2011 = 50: 2016 = 88 (76% increase in truck traffic)
- All Vehicles – 2011 = 193: 2016 = 121 (37% decrease in traffic volumes)

Passenger Vehicle traffic decreased by 100% from 129 (Saloon Cars 57, 28x4wd and 44 pick-ups) to nil due to the road problem.

Buses increased by 36%, Commercial traffic in the categories “Truck” and “Other” increased from 50 in 2011 to 88 in 2016 (76%).

The road from Ntungamo Junction has been under construction for some time and is now expected to be fully operational towards the end of 2016.

## 2. Time Surveys

The baseline survey in 2011 showed the queue time and processing times for commercial traffic (trucks) as transit from Rwanda to Uganda (via Kagitumba - Mirama Hills) and the reverse direction Uganda to Rwanda (via Mirama Hills - Kagitumba) whereas the 2016 survey broke down the crossing times for each OSBP as follows;

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

For comparative purposes the table below shows queuing time, customs processing time and total dwell times at Mirama Hills.

### a) Time Survey Mirama Hills

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	0:15	1:32	1:47	0:00	0%
2016 (All Trucks)	0:39	1:17	1:56	-0:09	-8%
2016 (Minus Outliers)	0:39	0:56	1:38	0:09	9%

- Queue Time – 2011 = 0:15: 2016 = 0:39 (increased by 160%)
- Customs Processing – 2011 = 1:32: 2016 = 1:17 (decreased by 16%)
- Total Dwell Time (Border Crossing Time) – 2011 = 1:47: 2016 = 1:56 (increased by 8%)
- Total Dwell Time (Minus Outliers) – 1:38 (Decrease of 9%)

The analysis for trucks records a time of 9 minutes longer in dwell (border crossing) time since the OSBP has gone operational and compared to the baseline survey in 2011. This is not significant due to the fact that three trucks were delayed on Thursday 17 March due to heavy rainfalls which resulted in the road from Mirama Hills to the Ntungamo Junction - Kakagati being closed to all traffic until the following day around 09:00 to allow underfoot conditions to dry out sufficiently for vehicles to proceed on their journeys. These trucks arrived at the border at around midday on the 17<sup>th</sup> and were released by customs at round 15:30 but only departed the following day on the 18<sup>th</sup> at 09:00 which added an additional 18 plus hours onto their dwell or border crossing times. However, if we remove these outliers from the equation then the Customs processing time improves by 36% or 21 minutes and the total dwell time improves by 9 minutes or 9%.

It should also be noted that very little cargo is exported from Rwanda to Uganda, Kenya or abroad and the majority of trucks crossing into Uganda through Mirama Hills were empty returns i.e. 56 out of a total of 70 trucks or 80% recorded during the survey period. This is why processing times remain low. The only commodities being exported from Rwanda were animal feed (pellets), 6 trucks or 9% from Kayonza and fresh produce (beans), 8 medium trucks or 11% were destined for local markets in Uganda.

### b) Time Survey Kagitumba

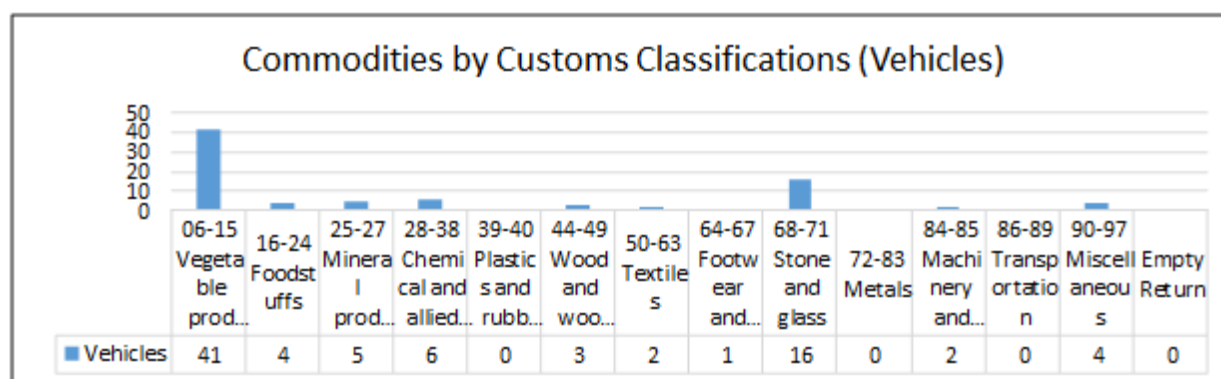
Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	1:09	3:51	5:00	0:00	0%
2016 (All Trucks)	1:43	2:02	3:45	1.15	25%

- Queue Time – 2011 = 1:09: 2016 = 1:43 (increased by 49%)
- Customs Processing – 2011 = 3:51: 2016 = 2:02 (decreased by 47%)
- Total Dwell Time – 2011 = 5:00: 2016 = 3:45 (decreased by 25%)

There is a 1 hour 15 minutes' reduction in border dwell times in 2016 versus the baseline study done in 2011 which equates to a 25% saving in time since the introduction of the OSBP. There was also a significant decrease in the customs processing time of approximately 1 hour 50 minutes which could be due to joint customs verifications and simpler procedures as a result of the OSBP system.

It is important to note that the vehicles crossing into Rwanda were carrying cargo of a wide variety of commodities ranging from vegetable products (largely wheat and maize), cement from Hima in Western Uganda and various other products from destinations in Uganda, Kenya and abroad through the Port of Mombasa. This is illustrated in Figure 1 which shows the range of commodity groups recorded.

**Figure 1: Commodities imported into Rwanda through Kagitumba**



### **User Satisfaction**

The User Satisfaction Survey designed by TMEA was administered by the survey team to a mixed proportion of border users. The questionnaire is designed to collect information in relation to procedures, facilities, infrastructure, design and layout of the border and the performance of the border authorities. A central section of the questionnaire seeks to evaluate the level of user satisfaction after construction of the OSBP.

It is clear from the User Satisfaction responses that the OSBP is definitely an improvement over the old two stop facility from an infrastructure development perspective. The travellers, passengers, informal traders and the majority of users of this new facility reported time savings and smoother traffic flows.

The overall percentage of respondents who said they were "Very Satisfied or "Satisfied" on both

sides of the border was 73%. The major satisfactions were recorded for the Centralized Operations, the Cooperative Inspections and the good Facilities at the OSBP. The detailed analysis of the User Satisfaction surveys for both sides of the border is shown in Annexure J in order to improve the readability of this Border Survey Report.

### ***User Problems Reported***

Users noted some concerns around gender searches by border officials but unfortunately gave no specific examples other than that they were not satisfied. There were also negative comments about the lack of education programmes for HIV/AIDS and no signage related to it at the border.

It is clear from the responses to the new User Satisfaction Survey that we are now able to quantify all responses to questions asked, so the revised survey questionnaire is an improvement over the previous one used at Holili/Taveta.

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 I, for each border post;

### **Summary of Stakeholder (Officials) Report**

Mirama Hills:

- need for walk-through X-Ray machine (scanners) and hand held metal detectors for passengers/travellers
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment and stationery
- lack of staff accommodation, welfare and meal allowance's
- poor road infrastructure between border and Ntungamo Junction/Kakagati resulting in reduced traffic volumes at the border
- no internet connectivity at Mirama Hills

Kagitumba:

- illegal immigrants and illegal points of entry (Porous Border)
- poor road infrastructure between border and Ntungamo Junction/ Kakagati resulting in reduced traffic volumes at the border
- lack of laboratory equipment to test commodities entering into Rwanda
- lack of staff accommodation

### **Comments and Recommendations**

#### ***Mirama Hills:***

1. The only real issue preventing this border post from becoming an alternate route or border post of choice for commercial and passenger traffic is the current road conditions between the border and Ntungamo Junction and Kakagati; once this road infrastructure is complete it can be anticipated that there will be a big increase in traffic in both directions.
2. There is urgent need to provide internet connectivity at Mirama Hills.
3. There is also a need for HIV/AIDS signage and an education program at the border.

***Kagitumba:***

1. The only real issue concerning the border is the current road conditions between the border and Ntungamo Junction and Kakagati.
2. There is also a need for HIV/AIDS signage and an education program at the border.

Pictures of the Border posts are shown in Annexure G and H.

# TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

## MIRAMA HILLS – KAGITUMBA BORDER POST

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## List of Acronyms

EAC	East African Community
EFT	Electronic Transfer of Funds
GPS	Global Positioning System
HGVs	Heavy Goods Vehicles
KM	Kilometre
ICD	International Container Depot
NOC	National Oversight Committee
NP&A	Nick Porée and Associates
OGAs	Other Government Agencies
OSBPs	One Stop Border Posts
O&D	Origins and Destinations
PIC	Programme Investment Committee
RRA	Rwanda Revenue Authority
TFDA	Tanzania Food & Drug Authority
TLC	Transport Logistics Consultants
TMEA	TradeMark East Africa
SAD	Single Administrative Document
SWS	Single Window System
URA	Uganda Revenue Authority

## **Glossary of Terms and Definitions**

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

## **TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC**

### **MIRAMA HILLS – KAGITUMBA BORDER POST – 14-20 March 2016**

#### **1. INTRODUCTION**

##### **1.1 OSBP Project Background**

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

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

TMEA's immediate target is a 30 percent 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. Taveta/Holili OSBP was finalised and is currently operational.

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

TMEA 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 The Mirama Hills/Kagitumba Survey Process**

This report describes the Border Post survey performed at the Mirama Hills – Kagitumba border post between Uganda and Rwanda between 14<sup>th</sup> and 20<sup>th</sup> March 2016. This is the first survey of the border in the current project and is intended to provide a data set for future evaluation of the effectiveness of the conversion of the border to fully operational One-Stop-Border-Post (OSBP) status. The second survey will be planned for performance in September/October 2016 after all facilities have been commissioned.

The survey measured all activities for a period of seven days of day time traffic as the border post is only operational for 11 hours from 07:00 to 18:00, and provides an average border

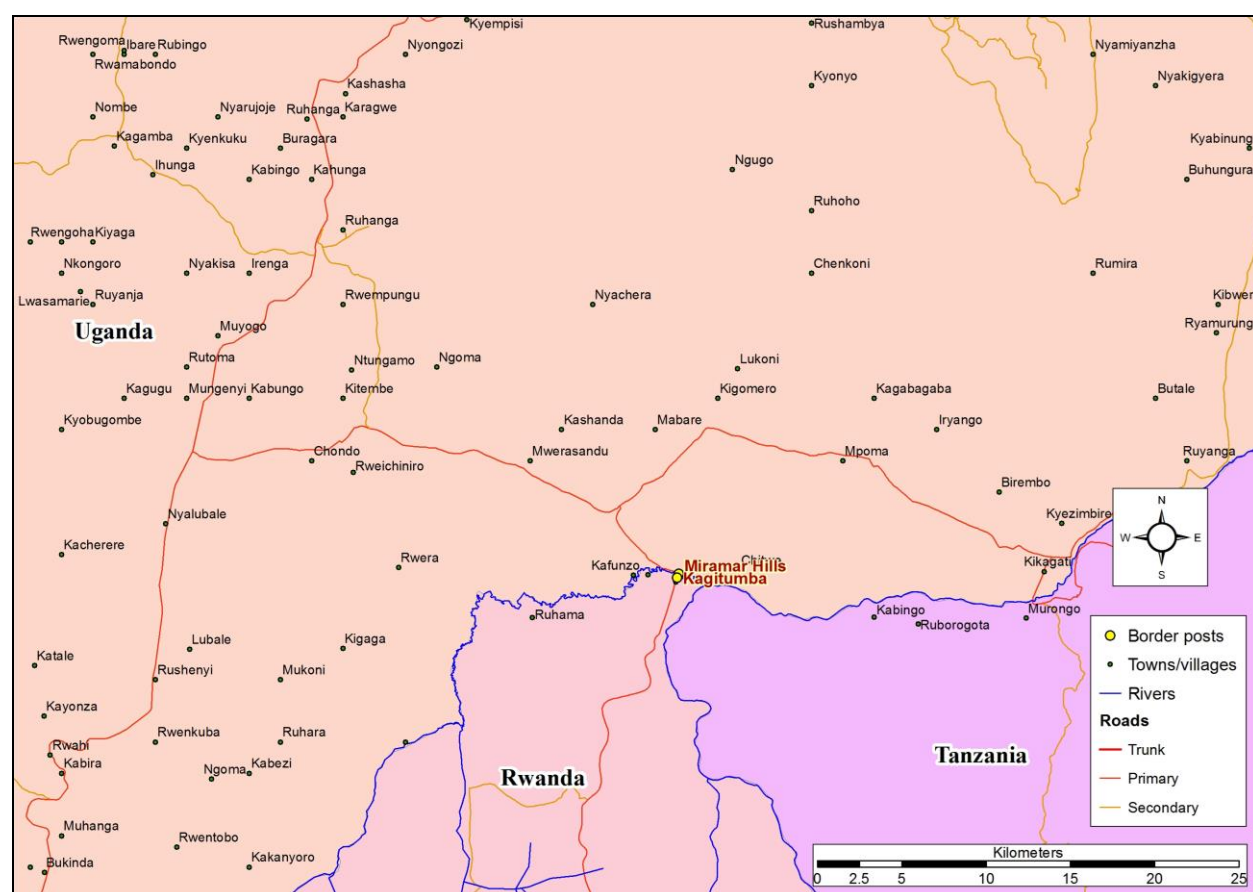
crossing time and traffic volumes for commercial goods and passenger vehicles (coach & mini bus) there were no light passenger vehicles recorded due bad to road conditions. The report also describes the border activities processes, and procedures which take place at both sides of the Mirama Hills-Kagitumba border. Data analysis is provided separately for Mirama Hills (Uganda) and Kagitumba (Rwanda) sides of the border.

### Location of Survey

The Mirama Hills - Kagitumba border post is on the border between Uganda and Rwanda and serves as an alternate route through Kenya to the port of Mombasa along the Northern Corridor.

The GPS location of the border post at Mirama Hills - Kagitumba is latitude:  $1^{\circ} 3' 06.51''$  S - longitude:  $30^{\circ} 27' 32.74''$  E. The position of the border post is shown on the map below.

### Map of Border Post Location



### 1.3 Scope of the Survey

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

For commercial freight vehicles the survey captures data on volumes and composition by vehicle categories and types of goods (containers, petroleum products and break-bulk cargo or non-containerized). The time taken to transit the border is recorded and analysed and the origins and destinations of commercial vehicles and their loads are recorded.

For commercial passenger vehicles (Coaches, Coasters and Minibuses) the survey records origin and destination and time taken to cross the border.

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

The survey provides statistics for;

- Day time traffic by 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

### 1.4 Survey of Border User Satisfaction

#### ***Survey Team Selection and Training***

The consultants recruited post graduate students or school leavers from a pool of candidates drawn from past studies done by TLC in Rwanda, mainly from Kigali.

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

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

No past working history was necessary for the selection process, but where candidates had previous working experience i.e. in the case of clearing agent experience; this assisted the consultants with selection of personal for key positions in the team such as truck enumerators and supervisors. A one-day classroom and on the job training session prior to the start of the

survey i.e. was given by the consultants to ensure that the incumbents were capable of handling the job. Training consisted of a classroom session of 1-2 hours where the selected enumerators were instructed on the completion of data capture sheets i.e. forms 1A, 1B, 1C, 2A.

Selected enumerators were taught to administer the User Satisfaction questionnaire and how to approach travellers to request the information required.

Thereafter the rest of the day or until the consultants were satisfied of the enumerators level of competency was spent physically completing the forms in their respective positions in the team. One further day was used to do a “pilot” exercise to ensure that the trainees were able to do the work.

## **2. CROSS-BORDER OPERATIONS – MIRIMA HILLS AND KAGITUMBA**

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.

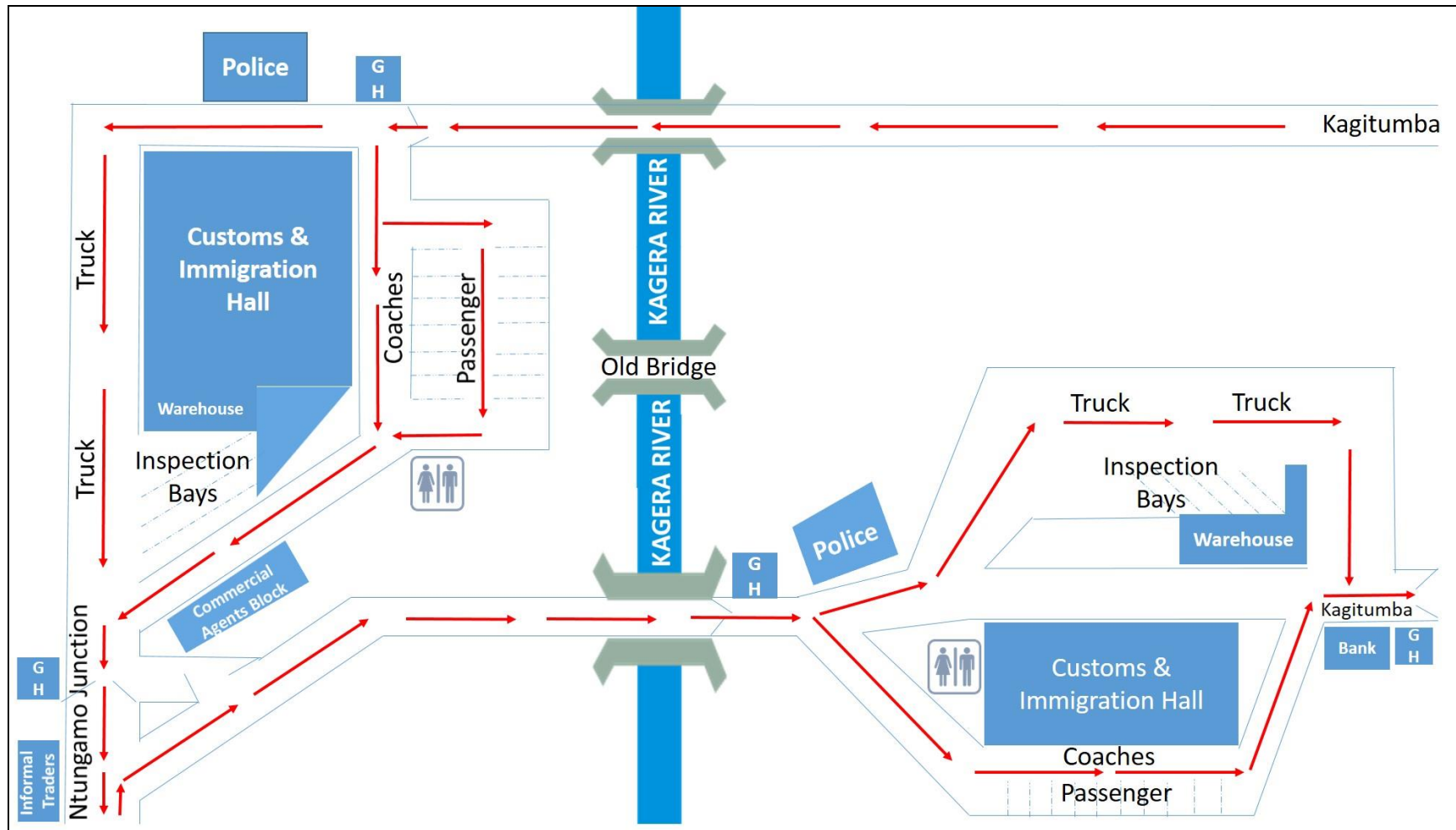
With the border operating as a OSBP, all vehicles (Travellers, Passenger Buses/Coaches and Commercial Vehicles (Trucks) arriving at the border from Uganda going to Rwanda do not stop on the Uganda side but proceed directly to Kagitumba border station on the Rwanda side and vice versa; all vehicles arriving from Rwanda going to Uganda do not stop on the Rwanda side and proceed directly to Mirama Hills border station on the Uganda 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 20:00 or 13 hours for passenger movements and 07:00 to 18:00, giving 11 hours for commercial vehicle 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 commercial truck parking facilities on both sides of the border are currently sufficient for the volume of truck traffic.

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





### 3. ORGANISATION OF THE MIRAMA HILLS BORDER STATION

At the start of the survey there were introductory interviews with all relevant authorities and stakeholders, as a standard procedure in the setup phase of the border post survey process. The structured interview pro-forma is shown in Annexure A.

#### 3.1 Authorities at Mirama Hills Border Post

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

There are 4 staff members in the Uganda Customs operations, two of which are deployed on the Rwanda side at Kagitumba on day shift. This includes staff employed in processing Customs entries, examinations, entry and exit gates, etc., customs clearance is fully automated using ASYCUDA World an online single window System

**Table 3.1 - Staff Employed by Government Agencies: Mirama Hills**

	Government Agencies	Single Window System (SWS)
Customs	4	
Immigration	4	No
Uganda Police	21	No
UPDF	3	No

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

Import	Export	Transit-in	Transit-out
60	88	10	-

Number of informal trader declarations or entries per week is +/- 3-4 and the number of clearing agents located at the Mirama Hills border station is 1.

The office opening and closing times of the station is from 07:00 to 20:00 or 13 hrs.

The office opening & closing time of the adjacent country (Kagitumba) station is also from 07:00 to 20:00.

The Customs opening hours are synchronised with other Government Agencies on both sides of the border with the exception with police who operate 24/7.

#### 3.2 Traffic Movements

There are approximately 70 inbound trucks per week from Rwanda and 88 outbound trucks from Uganda per week.

There were 4 commercial passenger coaches daily inbound from Kigali on route to Kampala via Kakagati and Mbarara and no passenger vehicles like saloon cars, 4wd and pick-ups were recorded during the survey period.

There are separate lanes for private vehicles, passenger buses and commercial trucks.

### 3.3 Procedures at Mirama Hills Border Station

#### ***Travellers:***

Travellers arriving on the Uganda side park in the public parking area and then proceed through security on entrance to the Customs and Immigration open plan hall or Passenger Terminal. They then proceed to Uganda and Rwanda Immigration to get their passports stamped and to pay for an entry visa if necessary. They pass through customs where they are required to declare any goods they are carrying i.e. such as laptops, cameras etc. and any other goods (duty free or otherwise). If they are driving a foreign registered vehicle to the country that they are entering they also have to pay a road user charge and take out either third party insurance or yellow card insurance obtainable through an authorized agent at the border.

#### ***Bus or Coach Passengers:***

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

#### ***Commercial Truck Traffic***

All Trucks carrying cargoes on arrival on the Uganda side must proceed to the formal truck park as shown on the schematic drawing of the OSBP layout (Figure 2.1 above). Once parked, truck drivers disembark and proceed to find the Clearing Agent responsible for submitting their papers to Customs. The procedure on the Uganda side is as follows;

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

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

Customs officials check the documents and verify the declaration then capture the entry into the automated online ASYCUDA World Customs system. The Customs Officer is required to validate the entry and determine the duties to be paid by the importer. Inspections are undertaken jointly by Customs from URA and RRA 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; the importer can perform an electronic transfer of funds (EFT) from his bank to Uganda Revenue Authority (URA) or a direct deposit into URA bank account, alternatively if a small amount it can be paid in cash at the border. On receipt of the payment by URA in the system, the release order is issued at the border post.

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

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

The Clearing Agent then collects the stamped documents and release order from Customs and returns all documents to the driver who is then 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 to verify all is in order and then the truck is allowed to leave the border.

### **3.4 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.

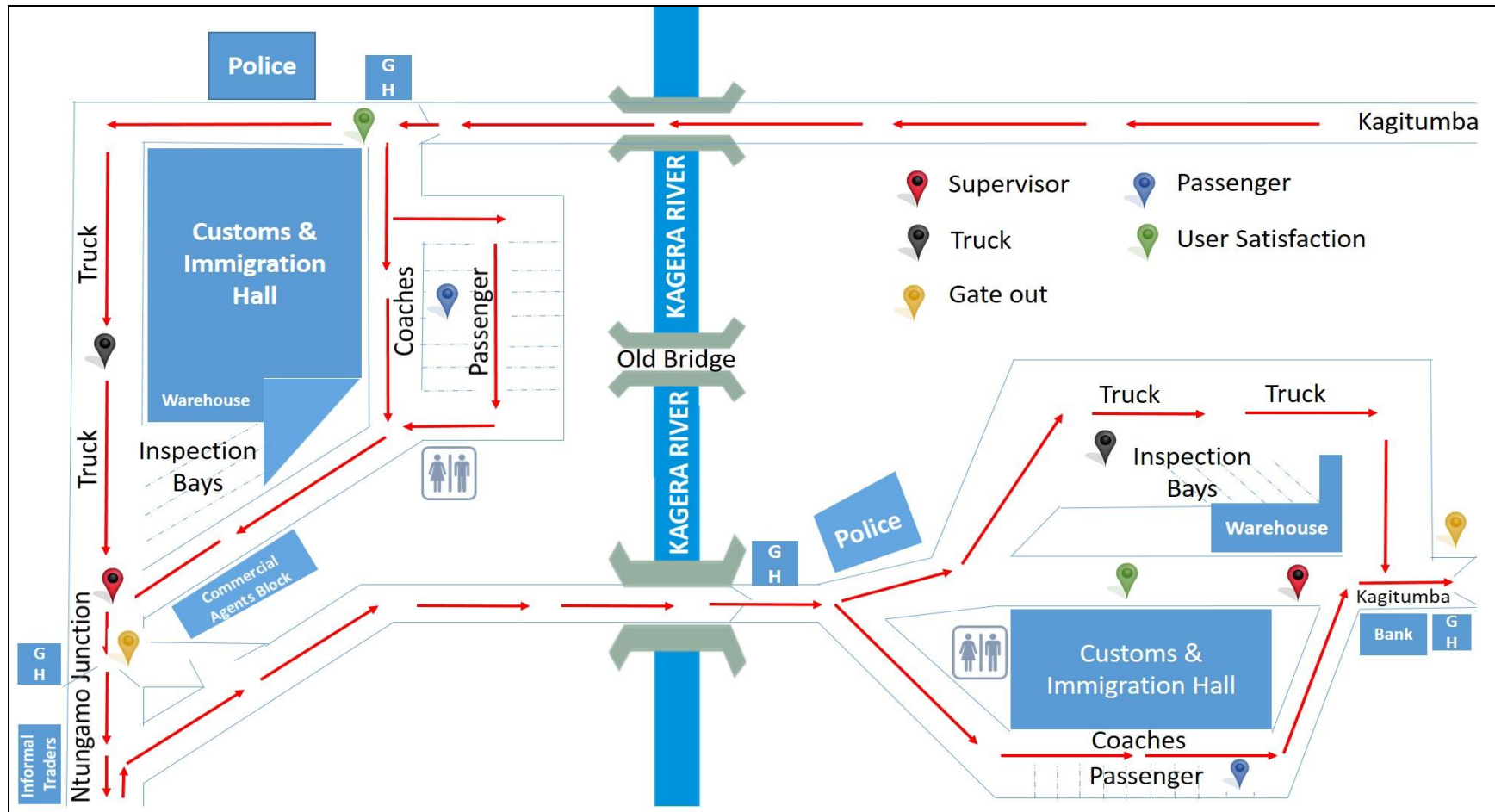
Six survey points were used in the exercise as shown in the schematic diagram (Figure 3.1) below. Stations A and F are the points of which vehicles approach the border stations and start to queue. Stations B, C, D and E are the points at which vehicles enter and exit from the customs clearing area.

Data collection was done using the forms described in Annexures B-E and these 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 10 enumerators were deployed at the border; 5 on each side as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 3.1.

Figure 3.1 - Schematic Drawing Showing the OSBP Layout, Traffic Flows and Positioning of the Enumerators for the Survey



### 3.5 Staffing

The survey staff employed were as follows.

#### Supervisors

Ampuirire Ahabu – Supervisor Mirama Hills

Amon Mandera – Supervisor Kagitumba

#### **Truck**

Mustapha Kayitare

Nathan Gatsinzi

#### **Passenger**

Jyasi Kayitesi

Believe Dusabe

#### **User Satisfaction Questionnaire**

Lioneli Cyusa

Agnes Kamukama

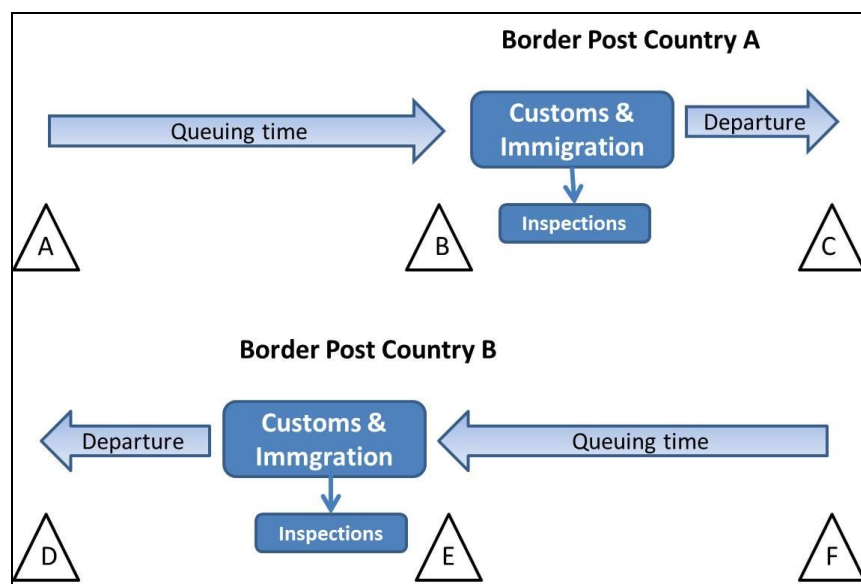
#### **Gate Out**

Fred Nkotanyi

Steven Mugisha

At all times it was necessary to have spare enumerator capacity in order to be able to provide cover in cases of need and to ensure that data collection was not jeopardised by personal problems. The movement of the vehicles is illustrated in Figure 3.2 below.

**Figure 3.2 - Vehicle Movements and Survey Points**



### 3.6 Document Flow or Survey Sheet Movement

The pro-forma 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 3.2 below.

**Table 3.2 - Survey Sheet Movement A, B, C & D**

Forms	Location	Survey Points	Enumerator	Information to be filled in	Control check
Forms A & D	Arrival point (queuing) or parking (Truck traffic count & OD information)	Points A and F	Surveyor (1) & (2)	Vehicle registration Number, truck type, Time of arrival and OD information	Handed to Supervisor and checked on completion
Form B	Customs area entry point (Truck time survey)	Points B and E	Surveyor (3)	Arrival time, Customs registration, inspections, release order and gate out.	Handed to Supervisor and checked on completion
Form B	Customs area entry point (Passenger traffic count and OD information)	Points B and E	Surveyor (4)	Vehicle registration Number, vehicle type, Time of arrival and OD information	Handed to Supervisor and checked on completion
Form C	Exit point or departure from border (truck only)	Points C and D	Surveyor (5)	Vehicle registration Number, truck type, Time of departure from border	Handed to Supervisor and checked on completion

## 4. ORGANISATION OF THE KAGITUMBA 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 interview pro-forma is shown in Annexure A.

### 4.1 Authorities at Kagitumba Border Post

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

Customs operations are performed by 5 staff members, two of which are deployed on the Uganda side at Mirama Hills on day shift, there is no night shift officer for customs on the either side of the border as no truck clearances are done at night at.

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 ASYCUDA World which is an online Single Window system.

**Table 4.1 - Staff Employed by Government Agencies: Kagitumba**

	<b>Government Agencies</b>	<b>Single Window System (SWS)</b>
Customs	5	
Immigration	8	Yes
Rwanda Standards Board (RBS)	2	Yes
Magerwa (Warehousing Agents)	2	Yes
Police	N/A	N/A

The office opening and closing times of the Kagitumba border station is from 07:00 to 20:00 or 13 hours. The office opening & closing time of the adjacent country border station (Mirama Hills) is also from 07:00 to 20:00.

The Customs opening hours are synchronised with other Government Agencies on both sides of the border with the exception with police who operate 24/7.

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

Import	Export	Transit-in	Transit-out
88	60	-	10

Approximately 35-40 informal trader declarations or entries are processed per week. There are 7 clearing agents located at the Kagitumba border.

## **4.2 Traffic Movements**

During the survey period the number of inbound trucks from Uganda was 88 per week and the number outbound to Rwanda was 70 per week.

There were no private vehicles recorded in either direction during the survey period, but 33 coaches or commercial passenger vehicles and 4 mini buses were recorded in transit from Uganda to Rwanda per week and 15 coaches or commercial passenger vehicles and 6 mini buses were outbound from Rwanda to Uganda per week.

There are separate lanes for private vehicles and commercial trucks.

## **4.3 Procedures at Kagitumba Border Station**

### **a) Travellers**

Travellers arriving on the Rwanda side park in the parking allocated to them after entering the Border Control Zone and proceed through security to the Customs and Immigration hall or Passenger Terminal. They then proceed to Rwanda and Uganda Immigration to get their passports stamped and to pay for an entry visa if necessary. They also pass through customs where they are required to declare any goods that they are carrying i.e. such as laptops, cameras etc. and any other goods (duty free or otherwise). If they are driving a foreign registered vehicle to the country that they are entering they also pay a road user charge and take out either third party insurance or yellow card insurance (obtainable through an authorized agent at the border).

### **b) Bus or Coach Passengers**

Passenger Buses or Coaches must park in the designated 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 Rwanda and Uganda Immigration to have passports stamped and pay for entry visas where necessary. Thereafter

they must proceed to customs to have their luggage checked and weighed and valued if they are carrying any goods for informal trading and pay any duties required as determined by Customs.

### **c) Commercial Truck Traffic**

All trucks carrying cargoes, on arrival on the Rwanda side must proceed directly to the commercial centre as shown in the schematic drawing of the OSBP layout (Figure 3.1 above). Once parked, truck drivers disembark and proceed to find the Clearing Agent responsible for submitting their papers to Customs. The procedure on the Rwanda side is as follows;

The drivers submit cargo documents to Clearing Agents – Pre-cleared Declaration, Commercial invoice, consignment note, packing list, certificate of origin (if required), phytosanitary certificate (if necessary), pre-shipment certificate (Rwanda Standards Board), etc.

Clearing Agents check documents and submit to Customs. Most imports into Rwanda from Uganda are pre-cleared into Gikonde ICD (International Container Depot) in Kigali which minimizes clearing procedures at the border with the exception of fresh produce going to destinations in and around border regions where goods are cleared with the assistance with Magerwa (Warehousing Agents) at the border who assist customs by temporarily warehousing goods in bond until duties are paid via the bank of Kigali at the border. They also assist Customs with duty validations and collection of duties. The main goods exported from Uganda are largely agricultural like maize and wheat as well as Cement from the Hima factory in Western Uganda.

Once the validation and duty determination has been completed the importer is informed of the amount of duty to be paid. In most cases goods move under a transit bond to Gikonde in Kigali where the importer performs an Electronic Funds Transfer (EFT) from his bank to RRA.

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 3.1.

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 Gikonde, 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 then is allowed to leave the border post.



## 5. SURVEY RESULTS – MIRAMA HILLS

A total of 91 vehicles for the week of the survey entered Uganda through Mirama Hills compared to 115 in the 2011 baseline survey and 121 vehicles entered Rwanda through Kagitumba compared to 193 in 2011. Truck volumes have however increased as shown in the following sections of this report. Although this is an alternate route to the main trade route from Mombasa along the Northern Corridor through Malaba-Busia (Kenya/Uganda) traffic volumes are being hampered by the poor road conditions and construction taking place from Ntungamo Junction to Mirama Hills.

The road from Mirama Hills to Ntungamo Junction where it joins the A109 from Kampala to Nairobi is a gravel road and a distance of 37 km, although currently under construction, is extremely bad in the rainy season and virtually impassable by all modes of transport. Currently, approximately 17 km have been tarred leaving a further 20 km still under construction; sections of the 20 km stretch are still very bad and when it rains become impassable due to flooding as there is not yet adequate drainage.

Completion of the road construction is predicted for the end of 2016 all going well, traffic volumes should increase dramatically once it is completed as it will offer both commercial users (Truckers), passenger coaches and travellers a shorter route to the Uganda/Rwanda border i.e. only 35 km versus 96 km from Ntungamo Junction to the Katuna-Gatuna border with Uganda-Rwanda, which currently presents its own problems with congestion and construction of the new OSBP there.

### 5.1 Commercial Freight Traffic Count, and O&D Survey – Mirama Hills

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
<b>Commercial Vehicles</b>	
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
<b>Passenger Vehicles:</b>	
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- Mirama Hills**

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Container Vehicles	0	1	1	1	0	3	0	6	1	6	313
Fuel Tankers	0	0	0	0	0	0	0	0	0	0	0
Light Trucks	1	2	0	0	0	0	0	3	0	3	156
Medium Trucks	3	10	4	7	3	1	5	33	5	33	1,721
Break Bulk	1	0	0	0	1	0	0	2	0	2	104
Other	2	3	5	4	5	5	2	26	4	26	1,356
<b>Total</b>	<b>7</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>70</b>	<b>10</b>	<b>70</b>	<b>3,650</b>

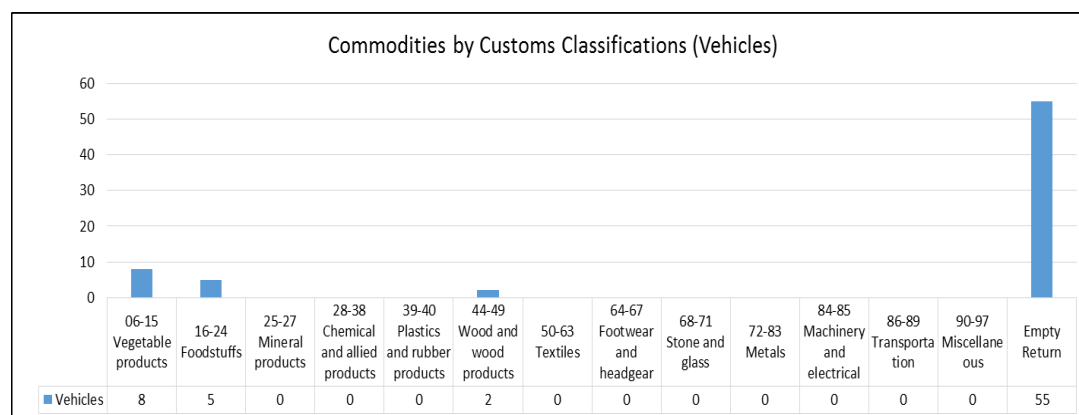
A total of 70 trucks per week (average of 10 trucks per day) entered Uganda from Rwanda through Mirama Hills OSBP during the survey period. This is an increase of 11 trucks per week (+/- 20%) compared to 59 per week (8 per day) recorded in the baseline survey in 2011.

There was no truck traffic movement at night due to the fact that URA and RRA Customs at Mirama Hills do not process any cargo documents after 18:00 hours and the border closes for all traffic at 20:00; therefore, trucks arriving at the border do not cross onto the Uganda side on arrival, but park on the Rwanda side outside of the border in the town of Kagitumba and cross in the morning after 07:00.

**Table 5.3 - O&D of Freight Vehicles by Categories**

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
KIGALI	34	49%	NTUNGAMO	5	7%
NYAGATARE	10	14%	KAMPALA	15	21%
RWAMAGANA	5	7%	KITWE	7	10%
KAYONZA	11	16%	NAIROBI	10	14%
GATSIBO	2	3%	KASESE	20	29%
KATUMBA	1	1%	MBARARA	8	11%
KIGAW	1	1%	KIKAGATI	1	1%
NGOMA	1	1%	KATWE	1	1%
KABARONDO	4	6%	KABUYANDA	2	3%
KAGITUMBA	1	1%	KABARE	1	1%
<b>TOTAL</b>	<b>70</b>	<b>100%</b>	<b>TOTAL</b>	<b>70</b>	<b>100%</b>

49% of the total truck traffic (HGVs) both containerised and break bulk originated from the Kigali followed by Kayonza 16% and Nyagatare 14%. The balance of 21% was made up of small to medium trucks carrying fresh produce originating from a variety of areas /regions in Rwanda.

**Figure 5.1 - Commodities Carried by Freight Vehicles**

There were 8 trucks carrying beans, 5 carrying animal feed (pellets) destined for Nairobi and two carrying wood products being imported or transiting through Mirama Hills OSBP into Uganda, the rest 79% or 55 of the 70 vehicles recorded were empty returns.

**Table 5.4 - Cargo Destinations**

Commercial Vehicle Destination	Count	%
NTUNGAMO	5	7%
KAMPALA	15	21%
KITWE	7	10%
NAIROBI	10	14%
KASESE	20	29%
MBARARA	8	11%
KIKAGATI	1	1%
KATWE	1	1%
KABUYANDA	2	3%
KABARE	1	1%
<b>TOTAL</b>	<b>70</b>	<b>100%</b>

The main vehicle destinations in Uganda were Kasese and Kampala whilst the main transit commodity and destination was Animal Feed to Nairobi.

**Table 5.5 - Cargo Origins**

Cargo Origins	Number	%
Kigali	5	8
Kayonza	7	10
Rwamagana	1	1
Ngoma	1	1
Empty	56	80
<b>TOTAL</b>	<b>70</b>	<b>100</b>

The main cargo origin is Kayonza (10% Animal Feed destined for Nairobi), cargo of consisting of beans from Kigali and two other locations Rwamagada and Ngoma amounted to a further 10% and rest or 80% were empty vehicles.

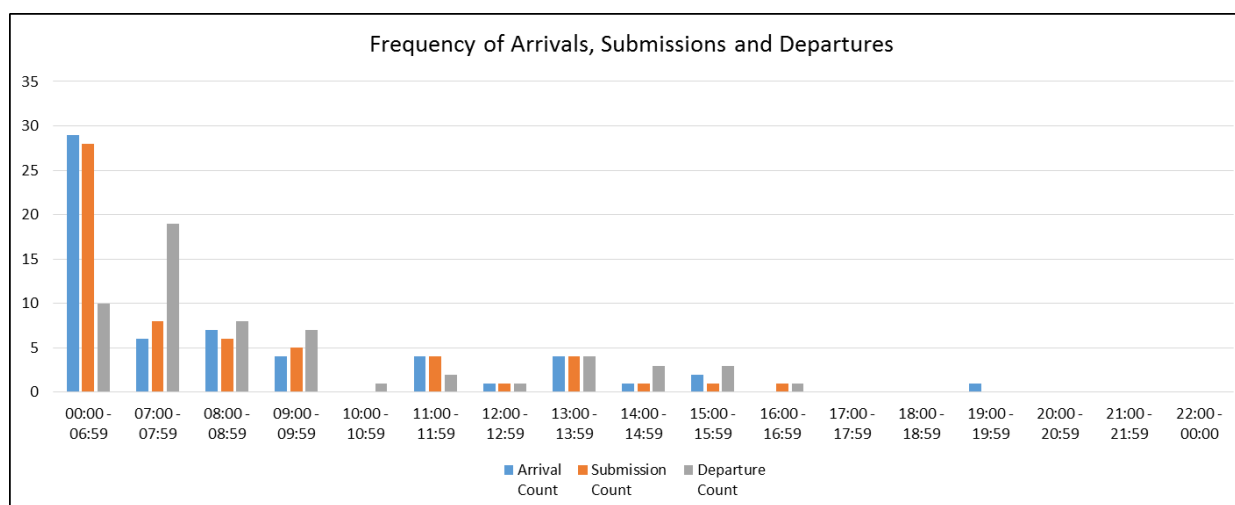
### 5.3 Time Analysis Mirama Hills

As shown in Table 5.6 and Figure 5.2, there is a pattern of higher levels of morning arrivals at Mirama Hills OSBP, submissions to customs follow a similar pattern, with departures peaking about an hour later and tapering off towards the end of the day.

**Table 5.6 - 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	29	49%	28	47%	10	17%
07:00 - 07:59	6	10%	8	14%	19	32%
08:00 - 08:59	7	12%	6	10%	8	14%
09:00 - 09:59	4	7%	5	8%	7	12%
10:00 - 10:59	0	0%	0	0%	1	2%
11:00 - 11:59	4	7%	4	7%	2	3%
12:00 - 12:59	1	2%	1	2%	1	2%
13:00 - 13:59	4	7%	4	7%	4	7%
14:00 - 14:59	1	2%	1	2%	3	5%
15:00 - 15:59	2	3%	1	2%	3	5%
16:00 - 16:59	0	0%	1	2%	1	2%
17:00 - 17:59	0	0%	0	0%	0	0%
18:00 - 18:59	0	0%	0	0%	0	0%
19:00 - 19:59	1	2%	0	0%	0	0%
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%

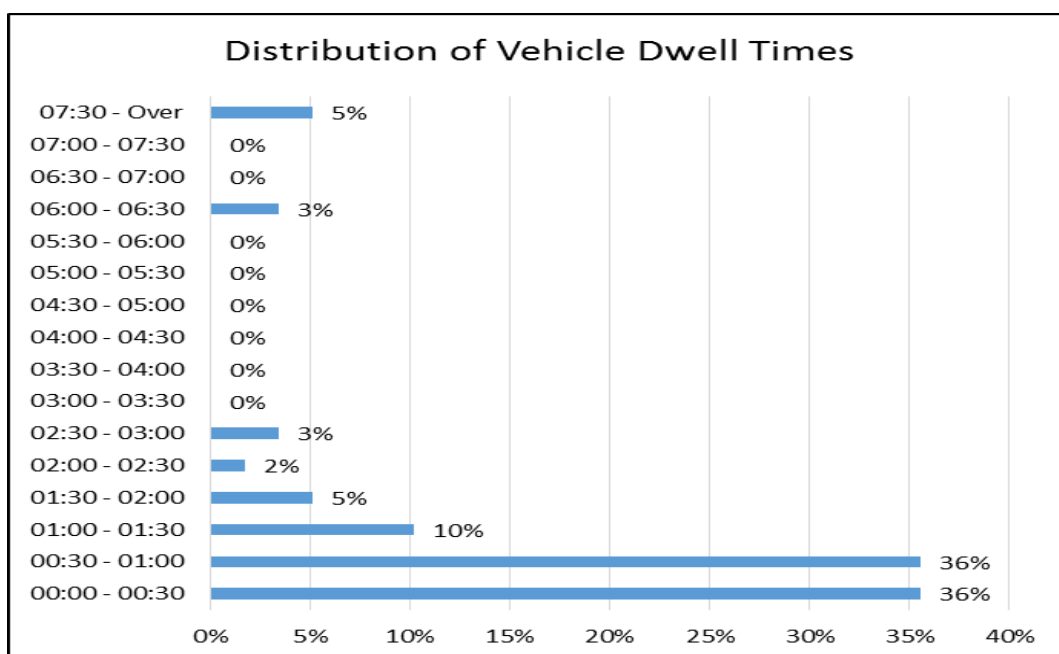
**Figure 5.2 - Time Analysis – Freight vehicles**



**Table 5.7 - Freight Vehicles: Total Dwell Time at Border**

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %
00:00 - 00:30	36%	21	21	36%
00:30 - 01:00	36%	21	42	71%
01:00 - 01:30	10%	6	48	81%
01:30 - 02:00	5%	3	51	86%
02:00 - 02:30	2%	1	52	88%
02:30 - 03:00	3%	2	54	92%
03:00 - 03:30	0%	0	54	92%
03:30 - 04:00	0%	0	54	92%
04:00 - 04:30	0%	0	54	92%
04:30 - 05:00	0%	0	54	92%
05:00 - 05:30	0%	0	54	92%
05:30 - 06:00	0%	0	54	92%
06:00 - 06:30	3%	2	56	95%
06:30 - 07:00	0%	0	56	95%
07:00 - 07:30	0%	0	56	95%
07:30 - Over	5%	3	59	100%

Table 5.7 and Figure 5.3 show the proportion of vehicles that clear the border within the specified time bands (in 30 minute intervals).

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

Dwell times (total time to cross the border) at Mirama Hills OSBP for HGVs are mostly within 1 hour with 72% of all vehicles processed through Customs falling into this category, with 20% of vehicles taking 1-3 hours and only 8% of vehicles crossing after 6 hours and this was largely due to heavy rains that took place on the Friday of the survey and preventing vehicles from the leaving the border for more than 6 hours.

Containerised cargo takes the longest with an average queuing time of 2:24 and customs processing time of 1:29 hours, as in Table 5.8 below. The average total dwell time for containerised cargo is 4:06 hours.

The reasons for the long queuing times can be attributed to one vehicle which arrived at the border after 18:00 and which was only processed the following day. It must be noted that due to the low vehicle volumes, variations of this nature tend to distort the actual times recorded.

**Table 5.8 - Time Analysis by Function by Vehicle Category (Metric Hours)**

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs	Avg. Time Customs -> Gate Out	Avg. Total Border Time
Containerized	2:24	1:29	0:13	4:06
Fuel Tankers	0:00	0:00	0:00	0:00
Light Trucks	0:03	0:15	0:08	0:26
Medium Trucks	0:51	0:07	0:24	1:22
Break Bulk	0:00	0:00	1:13	1:13
Other	0:04	0:45	1:45	2:34
<b>All Freight Vehicles</b>	<b>0:39</b>	<b>0:27</b>	<b>0:50</b>	<b>1:56</b>

#### **5.4 Passenger Traffic Count, O&D and Time Survey – Mirama Hills**

Passenger traffic volumes dropped to zero during the survey period compared to the baseline traffic counts done in 2011 of 30 passenger vehicles, due to road construction between the border and Ntungamo Junction.

A total of 21 passenger carrying vehicles included 15 coaches and 4 minibuses totalling 21 passenger carrying vehicles crossed into Uganda from Rwanda through Mirama Hills 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	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	3	1	3	2	2	2	2	15	2	15	782
Coaster	0	0	0	0	0	0	0	0	0	0	0
Minibus	1	0	1	0	0	2	2	6	1	6	313
4X4: Lrg Passenger	0	0	0	0	0	0	0	0	0	0	0
Sedan / Saloon	0	0	0	0	0	0	0	0	0	0	0
Pickup	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>21</b>	<b>3</b>	<b>21</b>	<b>1,095</b>

There were no night counts undertaken due to the operating hours of the border post from 07:00 to 20:00 and all coaches (commercial passenger vehicles) cleared the border during operating hours of the border i.e. 2 per day.

**Table 5.10 - Commercial Passenger Vehicles: Origins and Destinations**

Origin	Number	%	Destination	Number	%
Kigali	20	95	Kampala	19	90
Nyagatara	1	5	Ntungamo	2	10
<b>TOTAL</b>	<b>21</b>	<b>100</b>	<b>TOTAL</b>	<b>21</b>	<b>100</b>

Nearly all passenger traffic (95%) originated from Kigali and all long distance coaches used the Kikagati-Mbarara route to Kampala. Most minibus traffic (10%) was destined for Ntungamo Junction

## 6. SURVEY RESULTS – KAGITUMBA

### 6.1 Commercial Freight Traffic Count and O&D Survey – Kagitumba

A total of 88 trucks at an average of 13 trucks per day entered Rwanda from Uganda through Kagitumba OSBP which is an increase of 38 trucks (76%) for the same time period over the baseline survey in 2011 where a total of only 50 trucks with a maximum of 7 trucks per day crossed into Rwanda from Uganda. The daily frequency of truck arrivals is shown in Table 6.1 below.

**Table 6.1 - Freight Vehicles Traffic Count by Category – Kagitumba**

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Container Vehicles	0	0	0	0	4	0	1	5	1	5	261
Fuel Tankers	0	0	0	0	0	0	0	0	0	0	0
Light Trucks	1	0	1	1	1	1	1	6	1	6	313
Medium Trucks	8	8	8	7	6	13	2	52	7	52	2,711
Break Bulk	0	1	0	1	5	2	2	11	2	11	574
Other	5	2	1	3	2	0	1	14	2	14	730
<b>Total</b>	<b>14</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>18</b>	<b>16</b>	<b>7</b>	<b>88</b>	<b>13</b>	<b>88</b>	<b>4,589</b>

There was no truck traffic movement at night due to the fact that URA and RRA Customs at Kagitumba do not process any cargo documents after 18:00 hours and the border closes for all traffic at 20:00.

Trucks arriving at the border do not cross onto the Rwanda side on arrival, but park on the Uganda side outside of the border in the closest town to the border and cross in the morning after 07:00.

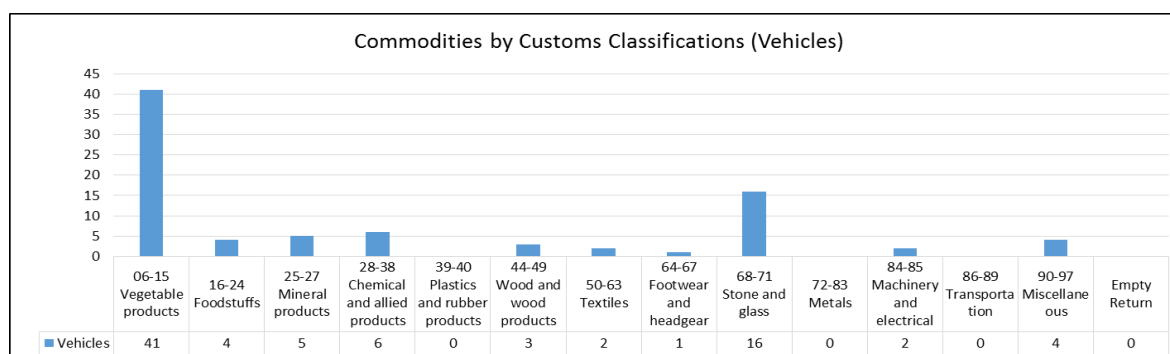
**Table 6.2 - O&D of Freight Vehicles by Categories**

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Kabuyanda	11	13%	Kigali	26	30%
Kasese	19	22%	Kayonza	15	17%
Kampala	21	24%	Rwamangana	10	11%
Ibanda	1	1%	Kabarondo	3	3%
Bushenyi	6	7%	Gikondo	4	5%
Hima	1	1%	Nyagatare	19	22%
Mbarara	4	5%	Kiminonko	1	1%
Isingiro	10	11%	Nyabugogo	4	5%
Nakivale	3	3%	Kinyinya	1	1%
Kenya	1	1%	Bugaragaz	1	1%
Mubende	2	2%	Kanyonza	1	1%
Lyantonde	2	2%	Kiramurugi	1	1%
Masindi	1	1%	Kibungo	1	1%
Gikagati	1	1%	Murindi	1	1%
Gitwe	1	1%			
Kitwe	1	1%			
Fort Portal	1	1%			
Mombasa	1	1%			
Kabale	1	1%			
<b>TOTAL</b>	<b>88</b>	<b>100%</b>	<b>TOTAL</b>	<b>88</b>	<b>100%</b>



The majority of HGV of total truck traffic or 24% of both containerised and break bulk originated from the Kampala area, 22% from Kasese and the balance of 54% from a wide variety of origins within Uganda and only two trucks from Kenya used this route. Clearly this border post has not been cited by exporters/importers and truckers as an alternate route to the recognised route through Katuna-Gatuna to Kigali or onwards to Burundi or Congo, probably due to present road conditions.

**Figure 6.1 - Commodities Carried by Freight Vehicles**



47% of all commodities exported from Uganda to Rwanda are vegetable products such as maize and wheat with a further 18% is cement from the factory at Hima in Western Uganda. The balance of 35% is made up of a wide variety of commodities as shown in the graph above.

**Table 6.3 - Cargo Destinations**

Commercial Vehicle Destination	Count	%
Kigali	26	30%
Kayonza	15	17%
Rwamangana	10	11%
Kabarondo	3	3%
Gikondo	4	5%
Nyagatare	19	22%
Kiminonko	1	1%
Nyabugogo	4	5%
Kinyinya	1	1%
Bugaragaz	1	1%
Kanyonza	1	1%
Kiramurugi	1	1%
Kibungo	1	1%
Murindi	1	1%
<b>TOTAL</b>	<b>88</b>	<b>100%</b>

The majority of bulk cargo transported by HGVs is destined for Kigali which accounts for 30% of all truck traffic through Kagitumba OSBP, followed by Nyagatara (22%), Kayonza (17%) and

Rwamangana (11%) which makes up the bulk of industry and business in Rwanda, the rest goes to a variety of smaller destinations within Rwanda.

**Table 6.4 - Cargo Origins**

<b>Cargo Origin</b>	<b>Vehicles</b>	<b>%</b>
Kabuyanda	16	18%
Kasese	14	16%
Kampala	20	23%
Hima	6	7%
Ibanda	1	1%
Bushenyi	5	6%
Mbarara	4	5%
Isingiro	8	9%
Nakivale	3	3%
Kenya	1	1%
Mubende	2	2%
Masindi	1	1%
Kikagati	1	1%
Kitwe	2	2%
Lyantonde	1	1%
Fort Portal	1	1%
Mombasa	1	1%
Kabale	1	1%
<b>TOTAL</b>	<b>88</b>	<b>100%</b>

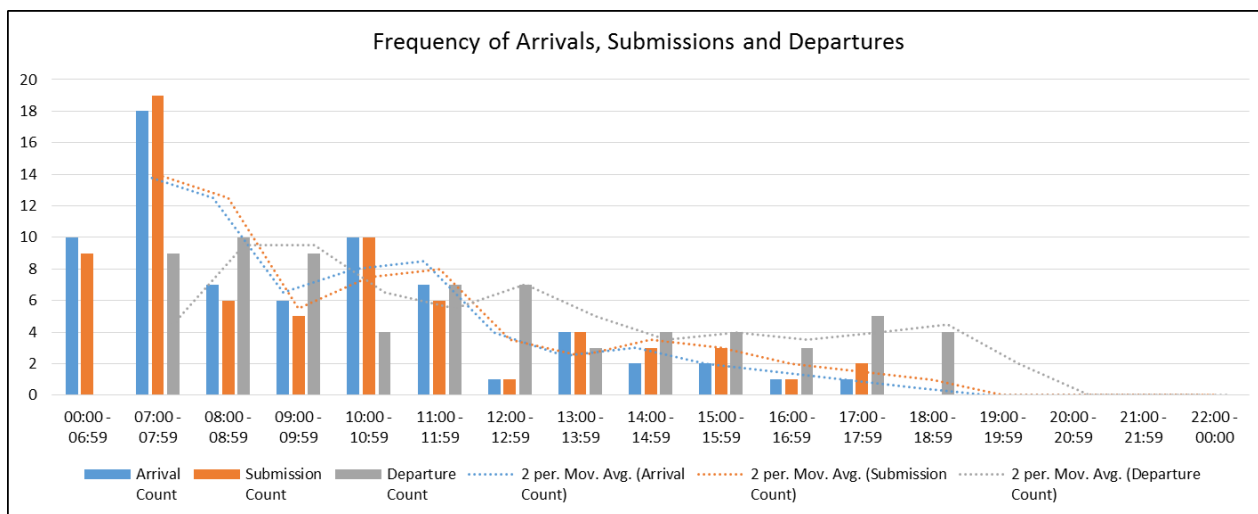
The main cargo origins are Kampala at 23%, Kasese and Kabuyanda at 16% & 18% respectively and the rest or 43% comes from numerous destinations in Southern, Western and Central Uganda, with only 2 loads coming from outside Uganda or Kenya.

## **6.2 Time Survey: Kagitumba**

The distribution of activity times is illustrated in Table 6.5 and Figure 6.2 below.

**Table 6.5 - Total Freight Vehicles: Arrival, Processing and Departure Times**

Time of Day	Arrival Count	Arrival %	Submission Count	Submission %	Departure Count	Departure %
00:00 - 06:59	10	14%	9	13%	0	0%
07:00 - 07:59	18	26%	19	28%	9	13%
08:00 - 08:59	7	10%	6	9%	10	14%
09:00 - 09:59	6	9%	5	7%	9	13%
10:00 - 10:59	10	14%	10	14%	4	6%
11:00 - 11:59	7	10%	6	9%	7	10%
12:00 - 12:59	1	1%	1	1%	7	10%
13:00 - 13:59	4	6%	4	6%	3	4%
14:00 - 14:59	2	3%	3	4%	4	6%
15:00 - 15:59	2	3%	3	4%	4	6%
16:00 - 16:59	1	1%	1	1%	3	4%
17:00 - 17:59	1	1%	2	3%	5	7%
18:00 - 18:59	0	0%	0	0%	4	6%
19:00 - 19:59	0	0%	0	0%	0	0%
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%

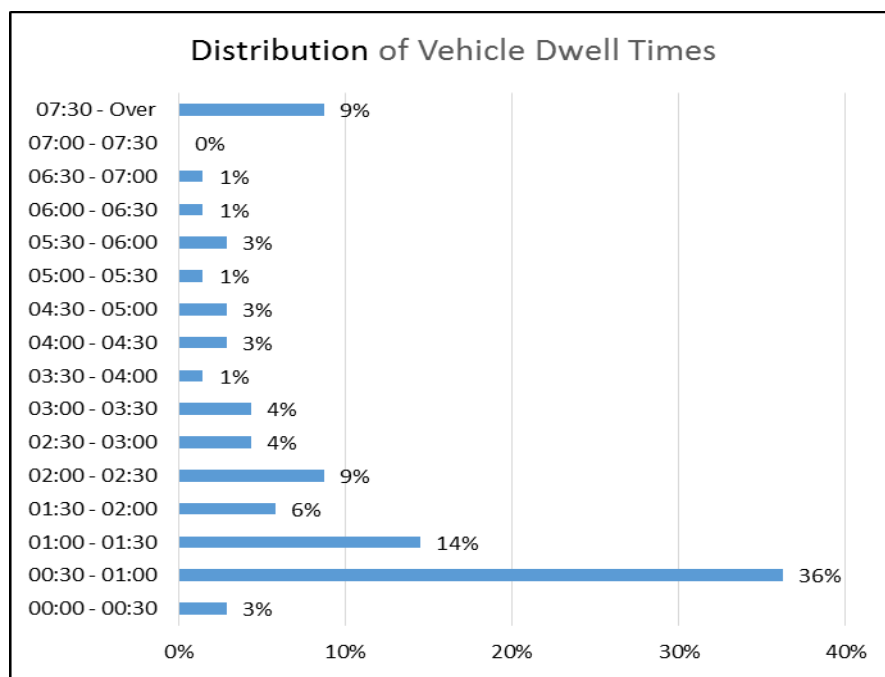
**Figure 6.2 - Frequency of Arrivals, Submissions and Departures**

The frequency of arrivals, submissions and departures is very similar to those at Mirama Hills, but with wider gap of about 2 hours for departures to take place. The majority of trucks arrive in the morning and are processed before midday with a steady flow of low volume traffic being processed and departing throughout the rest of the day.

Table 6.6 - Freight Vehicles: Total Dwell Time at Border

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %
00:00 - 00:30	3%	2	2	3%
00:30 - 01:00	36%	25	27	39%
01:00 - 01:30	14%	10	37	54%
01:30 - 02:00	6%	4	41	59%
02:00 - 02:30	9%	6	47	68%
02:30 - 03:00	4%	3	50	72%
03:00 - 03:30	4%	3	53	77%
03:30 - 04:00	1%	1	54	78%
04:00 - 04:30	3%	2	56	81%
04:30 - 05:00	3%	2	58	84%
05:00 - 05:30	1%	1	59	86%
05:30 - 06:00	3%	2	61	88%
06:00 - 06:30	1%	1	62	90%
06:30 - 07:00	1%	1	63	91%
07:00 - 07:30	0%	0	63	91%
07:30 - Over	9%	6	69	100%

Figure 6.3: Freight Vehicles: Distribution of Dwell Times



The pattern of dwell times is slightly different from that of Mirama Hills with only 39% (34) of trucks being processed and clearing the border within one hour, 33% (29) clear within 3 hours, 19 % or 17 trucks clear between 3 and 7.5 hours, while 9% or 8 vehicles take longer than 7.5 hours.

Table 6.7 below shows the average dwell time for all truck traffic at 3 hour 45 minutes, again due to the low volume of trucks any abnormal variations in times recorded can distort the outcomes.

**Table 6.7 - Time Analysis by Function by Vehicle Category (Metric Hours)**

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs	Avg. Time Customs -> Gate Out	Avg. Total Border Time
Container Vehicles	0:03	0:36	1:00	1:39
Fuel Tankers	0:00	0:00	0:00	0:00
Light Trucks	0:10	1:22	0:52	2:24
Medium Trucks	2:32	1:06	0:40	4:18
Break Bulk	0:03	4:25	0:07	4:35
Other	0:50	0:53	0:15	1:58
<b>All Freight Vehicles</b>	<b>1:43</b>	<b>1:29</b>	<b>0:33</b>	<b>3:45</b>

### 6.3 Passenger Traffic Count, O&D and Time Survey – Kagitumba

No Passenger traffic in the categories of saloon cars, 4wd and pick-ups were recorded during the survey period compared with the baseline traffic counts done in 2011 which recorded a total of 129 in these categories. In total 33 passenger carrying vehicles including coaches (29) and minibuses (4) crossed into Rwanda from Uganda through Kagitumba OSBP during the survey period.

**Table 6.8 - Passenger Vehicles Traffic Count: Numbers by Categories**

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	5	4	3	4	4	5	4	29	4	29	1,512
Coaster	0	0	0	0	0	0	0	0	0	0	0
Minibus	0	0	1	0	1	1	1	4	1	4	209
4X4: Lrg Passenger	0	0	0	0	0	0	0	0	0	0	0
Sedan / Saloon	0	0	0	0	0	0	0	0	0	0	0
Pickup	0	0	0	0	0	0	0	0	0	0	0
All Vehicles	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>33</b>	<b>5</b>	<b>33</b>	<b>1,721</b>

There were no night counts undertaken due to the operating hours of the border post from 07:00 to 20:00 and all coaches (commercial passenger vehicles) cleared the border during operating hours of the border i.e. 4 per day.

**Table 6.9 - Commercial Passenger Vehicles: Origins and Destinations**

Origin	Number	%	Destination	Number	%
Kampala	28	85	Kigali	31	94
Ntungamo	3	9	Gatsibo	1	3
Kiruhura	1	3	Kayonza	1	3
Rakia	1	3			
<b>TOTAL</b>	<b>33</b>	<b>100</b>	<b>TOTAL</b>	<b>33</b>	<b>100</b>

Most of the minibus traffic originated from Ntungamo Junction (9%) and all coaches originated from Kampala (85%), all coach traffic was destined for Kigali and used the Mbarara-Kakagati route to the border.

## **7. REVIEW OF SURVEY RESULTS**

### **7.1 Border Crossings Commercial Vehicles – Mirama Hills**

Border crossing times at Mirama Hills for commercial vehicle at this newly operational OSBP are acceptable even though there is no saving shown over the 2011 baseline study.

Volumes remain low even though there has been a slight increase in truck traffic over the 2011 baseline study i.e. 2011 – 59 and 2016 – 70 an increase of 18%. The potential for growth in traffic through this magnificent OSBP is good, but is being hampered by the current road conditions between the border and Ntungamo Junction-Kakagati which has been under construction since last year and is due to be completed by the end of 2016.

Once the road is completed consideration should be given to changing the operating hours from 11 hours (07:00 – 18:00) for commercial traffic to a 24/7 operation, this will help boost the numbers and even out the traffic flows over a 24 hour operating period.

### **7.2 Border Crossings - Commercial Passengers**

There are no real issues with commercial passenger traffic, there are adequate 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. It is hoped that with the completion of the road infrastructure, passenger vehicle traffic will view this border post as an alternate route to Katuna-Gatuna which is very congested, being the main route between Uganda and Rwanda.

### **7.3 Border Crossings Passenger Travellers – Mirama Hills**

There are no real issues with passenger traveller traffic, there is adequate 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.

It is anticipated that with the completion of the road infrastructure passenger vehicle traffic increase rapidly as it has advantages over the Katuna-Gatuna border which is very congested being the main route between Uganda and Rwanda.

#### **7.4 Border Crossings Commercial Vehicles - Kagitumba**

Border crossing times at Kagitumba for commercial vehicles at the OSBP have shown a big improvement in Dwell and Customs processing times, dwell times are down by 25% or 1 hour 15 minutes and Customs processing by 48% or 1 hour 50 minutes. This is in line with the overall TMEA objective or target to reduce border crossing times by 30% and the majority of vehicles or 39% of all trucks crossing are clearing the border within 1 hour.

There are no real issues of concern regarding commercial traffic at Kagitumba OSBP.

#### **7.5 Border Crossings Commercial Passenger – Kagitumba**

Commercial passenger traffic is handled efficiently; there are adequate parking facilities to accommodate the current traffic and any increase future traffic volumes. Immigration and customs processing of passengers is quick and operates smoothly with little or no hitches.

#### **7.6 Border Crossings Passenger Travellers – Kagitumba**

For passenger traveller traffic the border is efficient; there is adequate 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.

### **8. OBSERVATIONS AND COMMENTS**

It is clear from the User Satisfaction responses that the OSBP is definitely an improvement over the old two stop facility from an infrastructure development perspective. The travellers, passengers, informal traders and the majority of users of this new facility reported time savings made and smoother traffic flows. Due consideration must also be given to some of the challenges raised by border agency officials in the stakeholder interviews and which can be viewed in the Stakeholder matrix.

There are still some concerns around gender searches by border officials and the lack of education programmes for HIV/AIDS at the border. The lack or non-existence of HIV/AIDS signage at the border was also mentioned.

The real challenge will come once the road infrastructure between the border and Ntungamo Junction is completed and traffic volumes increase drastically. The border post is more than capable of handling increased traffic volumes from an infrastructure and design perspective both for commercial and passenger/travellers. It remains to be seen whether the organisation and staffing will handle 24/7 operating hours, and even out the traffic flows and volumes.

#### **8.1 Mirama Hills**

The only urgent matter for attention on the Mirama Hills side is internet connectivity, other than that, this OSBP is equipped and ready to handle any upsurge in traffic volumes both from a commercial and passenger/traveller perspective.

#### **8.2 Kagitumba**

There is no need for any improvements at the Kagitumba OSBP at this stage and it is equipped and ready to handle any upsurge in traffic volumes both from a commercial and passenger/traveller perspective.

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



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

## Annexure B – Stakeholder Interview / Questionnaire



## STAKEHOLDER INTERVIEW / QUESTIONNAIRE

[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 – Views of the Mirama Border



## Annexure H – Views of the Kagitumba Border Post





**Annexure I - User Satisfaction Surveys  
Mirama Hills and Kagitumba Border Post  
14-20 March 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 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 the borders was somewhat random due to the highly mobile population, many of whom were 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 being 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 levels of satisfaction with procedures and facilities

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 35 questions in the questionnaire.

The second section of the report gives an analysis by gender of the responses from traders and travellers.

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

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 were 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 following section the User Survey results for the Mirama Hills Border Post are presented first, followed by the tables for Kagitumba.

<b>Mirama Hills User Satisfaction Survey</b>	<b>All Users 14-20 March 2016</b>
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**DEMOGRAPHIC ANALYSIS**

Table 1

Gender	Male	Female	Total	%
Border Official	6	5	11	0.18
Clearing Agents	1	2	3	0.05
Truck Driver	0	0	0	0.00
Informal Trader	9	7	16	0.26
Other	0	2	2	0.03
Passenger	9	13	22	0.35
Registered Trader	8	0	8	0.13
<b>Total</b>	<b>33</b>	<b>29</b>	<b>62</b>	
<b>Gender %</b>	0.53	0.47		

The survey respondents were 53% male and 47% female. There were 26% of informal traders and 18% border officials as well as 35% passengers and 13% of registered traders.

Table 2

Age	No.	%
>21	2	0.03
22-34	15	0.24
35-44	24	0.39
45-54	18	0.29
55-64	2	0.03
Decline	1	0.02
No Response	0	0.00
	62	

Age analysis showed 39% of respondents being 35-44, 29% being 45-54 and 24% being 22-34.

Table 3

Nationality	No.	%
Ugandan	47	0.77
Kenyan	3	0.05
Tanzanian	1	0.02
Rwandan	10	0.16
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	61	

77% of respondents were Ugandan nationals and 16% Rwandan nationals with lower proportions of other nationalities.

Table 4

Trader Years in Business	No.	%
Border Official	6	0.10
Clearing Agents	2	0.03
Truck Driver	9	0.15
Informal Trader	16	0.26
Other	3	0.05
Passenger	21	0.34
Registered Trader	5	0.08
Transporter	0	0.00
No Response	0	0.00
	62	

The survey sample included a spread of border user categories with 26% informal traders 34% passengers, 15% drivers and 10% officials amongst the 62 respondents.

Table 5

Trader Years in Business	No.	%
One - Six Months	0	0.00
Six Months - One Year	2	0.03
One - Two Years	11	0.18
Two - Four Years	11	0.18
Over Five Years	12	0.19
Other	4	0.06
No Response	22	0.35
	62	

Most of the respondents have been in business for over a year with a spread of approximately 18% for each category between 1 and 5 years.

Table 6

Cross times Duration	No.	%
1 Hour	2	0.03
2 Hours	10	0.16
5 Hours	7	0.11
12 Hours	15	0.24
1 Day	21	0.34
No Response	7	0.11
	62	

34% of respondents reported one day to cross the border, 12 hours was 24% ;5 hours 11% and only 16% crossed in 1-2 hours.

Table 7

Transport Mode	No.	%
Car	7	0.11
Taxi	1	0.02
Bus	30	0.49
Motorbike	4	0.07
Bicycle	3	0.05
Truck	11	0.18
Walk	5	0.08
Other (Please specify)	0	0.00
	61	

A large proportion (49%) arrived at the border by bus. 18% were truck drivers and 11% travelled by car.

Table 8

Transaction Value	No.	%
\$50	2	0.03
\$100	0	0.00
\$500	1	0.02
\$5000	0	0.00
Other	1	0.02
Millions	43	0.69
Not known	12	0.19
N/A	0	0.00
No Response	3	0.05
	62	

Transaction values did not receive sensible reports from any of the respondents.

Table 9

Routes	No.	%
Always use this one	58	0.94
Have changed route	3	0.05
Previous route	0	0.00
No Response	1	
	62	

94% of respondents said that they used the Miramar Hills route continually, with only 5% saying that they have changed.

Table 10

Change in Routes	No.	%
More convenient	4	0.06
Shorter	1	0.02
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	57	0.92
	62	

Respondents with changed routes said that it was more convenient and shorter but did not specify previous routes.

## USER COMMENTS

Table 11

What is different	No.	%
Quicker Processing	36	0.59
Less Delay	16	0.26
Reduce Cost	1	0.02
Simpler Procedures	7	0.11
All of the Foregoing	1	0.02
	61	

59% of respondents reported quicker processing; 26% replied less delays with only 2% noting a reduction in cost whilst 7% said that procedures were simpler.

Table 12

Informed of changes	No.	%
Yes	51	0.82
No	1	0.02
Not Sure	9	0.15
No Response	1	0.02
	62	

82% of respondents said that they had been informed of changes and 15% were unsure.

Table 13

What savings	No.	%
Less Delays	6	0.10
Reduced transaction costs	8	0.13
Overall time saving	38	0.61
Increased trade	9	0.15
Reduced import costs	0	0.00
Other	0	0.00
No Response	1	0.02
	62	

61% noted an overall time saving. 13% noted reduced transaction cost and 15% said that the changes have increased their trading potential.

Table 14

<b>Time-start transaction</b>	No.	%
1 Hour	55	0.89
2 Hour	3	0.05
5 Hour	2	0.03
12 Hour	1	0.02
1 Day	0	0.00
2 Days	0	0.00
No Answer	1	0.02
	62	

89% of respondents said that they started with border crossing transactions in 1 hour and 5% reported 2 hours, 3% reported 5 hours and 2% reported 12 hours before starting the transaction.

Table 15

<b>More Than One Day At Border</b>	No.	%
Agent Delay	5	0.08
Documents from Authority	4	0.06
Bank clearance	1	0.02
Process delay	1	0.02
Officials waiting for bribes	0	0.00
Vehicle Problems	1	0.02
Other	2	0.03
No Response	48	0.77
	62	

Analysis of the reasons for staying more than 1 day at the border showed that 8% were due to agent delays, 6% due to documentary procedures, 2% were bank clearance and 2% were delays occasioned by processing.

Table 16

<b>Satisfaction with new procedures and changes</b>	No.	%
Single Inspections	22	0.35
Better Parking	3	0.05
Faster Processing	29	0.47
Less Corruption	2	0.03
Better facilities	6	0.10
Other	0	0.00
	62	

47% of respondents reported faster processing and 35% reported on the effectiveness of single inspections, 10% reported on better facilities and 5% improved parking.

Table 17

<b>Harassment</b>	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	0	0.00
Other	62	1.00
No Response	0	0.00
	62	

There were no reports of harassment.

Table 18

<b>Neg impact for Girls</b>	No.	%
Lack of Facilities	0	0.00
Crowding	1	0.02
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	61	0.98
	62	

98% said that there were other negative impacts on women without specifying ; but these concerns appear in subsequent gender tables.

Table 19

<b>Corruption</b>	No.	%
No Change	3	0.05
Reduced Opportunity for Bribes	56	0.90
More open transactions	1	0.02
Better System	2	0.03
Combined Inspections	0	0.00
Other	0	0.00
	62	

90% of respondents commented on reduced opportunities for bribes.

Table 20

<b>Significant change on the OSBP</b>	No.	%
Less Delays	35	0.56
Simpler Procedures	14	0.23
Better Facilities	1	0.02
More parking	0	0.00
Faster Processing	11	0.18
Other	1	0.02
	62	

56% reported less delays, 23% simpler procedures and 18% faster processing.

## USER SATISFACTION

Table 21

<b>Centralised Operations</b>	<b>No.</b>	<b>%</b>
Very satisfied	53	0.85
Satisfied	9	0.15
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>292</b>	<b>0.94</b>

85% reported "very satisfied" with centralised operations and 15% were satisfied.

Table 22

<b>Joint Examination</b>	<b>No.</b>	<b>%</b>
Very satisfied	55	0.89
Satisfied	7	0.11
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>296</b>	<b>0.95</b>

89% were very satisfied with joint examination and 11% were satisfied.

Table 23

<b>Decreased time</b>	<b>No.</b>	<b>%</b>
Very satisfied	15	0.24
Satisfied	41	0.66
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	6	0.10
	62	
<b>Score</b>	<b>198</b>	<b>0.64</b>

66% of respondents were satisfied with the decreased processing time and 24% were "very satisfied".

Table 24

<b>Security +/-</b>	<b>No.</b>	<b>%</b>
Very satisfied	35	0.83
Satisfied	6	0.14
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.02
	42	
<b>Score</b>	<b>193</b>	<b>0.92</b>

23% reported being very satisfied with the security and 14% were satisfied.

Table 25

<b>Search -gender</b>	<b>No.</b>	<b>%</b>
Very satisfied	25	0.40
Satisfied	16	0.26
Neutral	1	0.02
Dissatisfied	17	0.27
Very Dissatisfied	1	0.02
Not Sure	2	0.03
	62	
<b>Score</b>	<b>118</b>	<b>0.38</b>

40% reported being very satisfied with the gender search arrangements, 26% were satisfied, 27% were dissatisfied. The gender analysis indicated problems for females later in this report.

Table 26

<b>Maintenance</b>	<b>No.</b>	<b>%</b>
Very satisfied	49	0.79
Satisfied	13	0.21
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>284</b>	<b>0.92</b>

79% were very satisfied with the maintenance and 21% were satisfied.

Table 27

<b>Cleanliness</b>	<b>No.</b>	<b>%</b>
Very satisfied	50	0.81
Satisfied	12	0.19
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>286</b>	<b>0.92</b>

81 % of rspondent were very satisfied with cleanliness and 19% were satisfied.

Table 28

<b>Toilets -M/F</b>	<b>No.</b>	<b>%</b>
Very satisfied	54	0.87
Satisfied	7	0.11
Neutral	0	0.00
Dissatisfied	1	0.02
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>288</b>	<b>0.93</b>

87% were very satisfied with toilet arrangements and 11% were satisfied.

Table 29

<b>Warehouse</b>	<b>No.</b>	<b>%</b>
Very satisfied	10	0.16
Satisfied	22	0.35
Neutral	0	0.00
Dissatisfied	6	0.10
Very Dissatisfied	0	0.00
Not Sure	24	0.39
	62	
<b>Score</b>	<b>98</b>	<b>0.32</b>

39% of respondents were unable to comment on warehousing but 35% were satisfied and 16% very satisfied, indicating the relative numbers of warehouse users.

Table 30

<b>Signage</b>	<b>No.</b>	<b>%</b>
Very satisfied	41	0.66
Satisfied	18	0.29
Neutral	0	0.00
Dissatisfied	1	0.02
Very Dissatisfied	0	0.00
Not Sure	2	0.03
	62	
<b>Score</b>	<b>256</b>	<b>0.83</b>

66% are very satisfied with signage, 29% were satisfied and 3% were unsure.

Table 31

<b>Parking</b>	<b>No.</b>	<b>%</b>
Very satisfied	15	0.24
Satisfied	29	0.47
Neutral	0	0.00
Dissatisfied	5	0.08
Very Dissatisfied	0	0.00
Not Sure	13	0.21
	62	
<b>Score</b>	<b>147</b>	<b>0.47</b>

47% of respondents were satisfied with parking arrangements and 24% very satisfied. There were however 8% who expected dissatisfaction with parking. 21% were unsure of the merits of the parking arrangements.

Table 32

<b>Separation of . Pass/goods</b>	<b>No.</b>	<b>%</b>
Very satisfied	36	0.58
Satisfied	25	0.40
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.02
	62	
<b>Score</b>	<b>255</b>	<b>0.82</b>

58% of users reported very satisfied for separation of passenger goods and 47% were satisfied.

Table 33

<b>HIV signs</b>	<b>No.</b>	<b>%</b>
Very satisfied	2	0.03
Satisfied	2	0.03
Neutral	2	0.03
Dissatisfied	13	0.21
Very Dissatisfied	43	0.69
Not Sure	0	0.00
	62	
<b>Score</b>	<b>-236</b>	<b>-0.76</b>

69% of respondents were very dissatisfied with signage regarding HIV; 21% were dissatisfied and there were no satisfied responses, clearly indicating a problem in this area.

Table 34

<b>Disabled facilities</b>	<b>No.</b>	<b>%</b>
Very satisfied	23	0.37
Satisfied	38	0.61
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.02
	62	
<b>Score</b>	<b>229</b>	<b>0.74</b>

61% were satisfied with the disabled facilities and 20% very satisfied.

Table 35

Overall level of satisfaction	No.	%
Very satisfied	29	0.47
Satisfied	31	0.50
Neutral	0	0.00
Dissatisfied	2	0.03
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	62	
<b>Score</b>	<b>227</b>	<b>0.73</b>

47% of respondents expressed an overall level of very satisfied with the revised border arrangements and 50% were satisfied.

Table 36

Table No.	Parameter	Score	%
21	Centralised Operations	292	0.94
22	Joint Examination	296	0.95
23	Decreased time	198	0.64
24	Security +/-	193	0.92
25	Search -gender	118	0.38
26	Maintenance	284	0.92
27	Cleanliness	286	0.92
28	Toilets -M/F	288	0.93
29	Warehouse	98	0.32
30	Signage	256	0.83
31	Parking	147	0.47
32	Separation of . Pass/goods	255	0.82
33	HIV signs	-236	-0.76
34	Disabled facilities	229	0.74
35	Overall level of satisfaction	227	0.73
	Total Score	2931	
	<b>Average Score and Percentage</b>	<b>195.4</b>	<b>0.63</b>

The summary of all user satisfaction tables indicated that the overall level of satisfaction is 63% with specific aspects of the border operations, rating between 95% satisfaction and below of -76% for HIV signs. The issues which rated low were gender search, warehousing (due to many users not using the facility), parking and HIV signs.

There were no specific negative comments from border user respondents.

## Mirama Hills – Gender Analysis

### Analysis of User Satisfaction for Traders and Travellers – Mirama Hills (14-20 March 2016)

#### 15 MALES

Male

Table 2

Age	No.	%
>21	0	0.00
22-34	5	0.33
35-44	5	0.33
45-54	3	0.20
55-64	1	0.07
Decline	1	0.07
No Response	0	0.00
	15	

Table 3

Nationality	No.	%
Ugandan	14	1.00
Kenyan	0	0.00
Tanzanian	0	0.00
Rwandan	0	0.00
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	14	

Table 4

Border Users	No.	%
Border Official	0	0.00
Clearing Agents	0	0.00
Truck Driver	0	0.00
Informal Trader	7	0.47
Other	0	0.00
Passenger	6	0.40
Registered Trader	2	0.13
Transporter	0	0.00
No Response	0	0.00
	15	

Table 5

Trader Years in Business	No.	%
One - Six Months	0	0.00
Six Months - One Year	0	0.00
One - Two Years	3	0.20
Two - Four Years	3	0.20
Over Five Years	3	0.20
Other	1	0.07
No Response	5	0.33
	15	

Table 6

Cross times Duration	No.	%
1 Hour	1	0.07
2 Hours	1	0.07
5 Hours	4	0.27
12 Hours	3	0.20
1 Day	6	0.40
No Response	0	0.00
	15	

Table 7

Transport Mode	No.	%
Car	0	0.00
Taxi	0	0.00
Bus	10	0.67
Motorbike	1	0.07
Bicycle	3	0.20
Truck	0	0.00
Walk	1	0.07
Other (Please specify)	0	0.00
	15	

Table 8

Transaction Value	No.	%
\$50	1	0.07
\$100	0	0.00
\$500	1	0.07
\$5000	0	0.00
Other	0	0.00
Millions	12	0.80
Not known	1	0.07
N/A	0	0.00
No Response	0	0.00
	15	

#### 26 FEMALES

Female

Table 2

Age	No.	%
>21	1	0.04
22-34	6	0.23
35-44	14	0.54
45-54	4	0.15
55-64	1	0.04
Decline	0	0.00
No Response	0	0.00
	26	

Table 3

Nationality	No.	%
Ugandan	17	0.65
Kenyan	0	0.00
Tanzanian	0	0.00
Rwandan	9	0.35
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	26	

Table 4

Border Users	No.	%
Border Official	0	0.00
Clearing Agents	0	0.00
Truck Driver	0	0.00
Informal Trader	9	0.35
Other	0	0.00
Passenger	14	0.54
Registered Trader	3	0.12
Transporter	0	0.00
No Response	0	0.00
	26	

Table 5

Trader Years in Business	No.	%
One - Six Months	0	0.00
Six Months - One Year	2	0.08
One - Two Years	7	0.27
Two - Four Years	2	0.08
Over Five Years	1	0.04
Other	1	0.04
No Response	13	0.50
	26	

Table 6

Cross times Duration	No.	%
1 Hour	0	0.00
2 Hours	1	0.04
5 Hours	1	0.04
12 Hours	10	0.38
1 Day	12	0.46
No Response	2	0.08
	26	

Table 7

Transport Mode	No.	%
Car	5	0.19
Taxi	0	0.00
Bus	19	0.73
Motorbike	0	0.00
Bicycle	0	0.00
Truck	1	0.04
Walk	1	0.04
Other (Please specify)	0	0.00
	26	

Table 8

Transaction Value	No.	%
\$50	1	0.04
\$100	0	0.00
\$500	0	0.00
\$5000	0	0.00
Other	0	0.00
Millions	23	0.88
Not known	0	0.00
N/A	0	0.00
No Response	2	0.08
	26	

Males : 33% were in age group 22-34, 33% age group 35-44 and 20% in 45-52  
23% of the female respondents were in age group 22-34, 54% age group 35-44 and 15% were 45-54.

100% of male respondents were Ugandan nationals.  
65% of females were Ugandan and 35% Rwandan.

47% of males were informal traders and 40% were passengers.  
35% of females were informal traders and 54% were passengers.

20% of male respondents had been in business for 1-2 years, 20% for 2-4 years and 20% over and 33% did not respond to this question.  
27% of female respondents had been in business for 1-2 years, 8% for 2-4 years and 4% over 5 years and 50% did not respond to this question.

20% of males reported duration of 12 hours, 27% said 5 hours and 40% of respondent took 1 day.  
Of the female respondents 38% crossed in 12 hours but 46% said that it took all day.

73% of male respondents arrived by bus and lesser proportions by truck and car (19%).  
Females reported 73% by bus; 19% by car and only 1 pedestrian.

Transaction values were not sensibly reported.



Table 9

Routes	No.	%
Always use this one	14	0.93
Have changed route	1	0.07
Previous route	0	0.00
	15	

Table 10

Change in Routes	No.	%
More convenient	1	0.07
Shorter	0	0.00
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	14	0.93
	15	

Table 11

What is different	No.	%
Quicker Processing	3	0.20
Less Delay	12	0.80
Reduce Cost	0	0.00
Simpler Procedures	0	0.00
All of the Foregoing	0	0.00
	15	

Table 12

Informed of changes	No.	%
Yes	9	0.60
No	0	0.00
Not Sure	6	0.40
	15	

Table 13

What savings	No.	%
Less Delays	4	0.27
Reduced transaction costs	0	0.00
Overall time saving	6	0.40
Increased trade	5	0.33
Reduced import costs	0	0.00
Other	0	0.00
No Response	0	0.00
	15	

Table 14

Time-start transaction	No.	%
1 Hour	15	1.00
2 Hour	0	0.00
5 Hour	0	0.00
12 Hour	0	0.00
1 Day	0	0.00
2 Days	0	0.00
No Answer	0	0.00
	15	

Table 15

More Than One Day At Border	No.	%
Agent Delay	0	0.00
Documents from Authority	0	0.00
Bank clearance	0	0.00
Process delay	1	0.07
Officials waiting for bribes	0	0.00
Vehicle Problems	0	0.00
Other	1	0.07
No Response	13	0.87
	15	

Table 16

Satisfaction with new procedures and changes	No.	%
Single Inspections	11	0.73
Better Parking	0	0.00
Faster Processing	2	0.13
Less Corruption	1	0.07
Better facilities	1	0.07
Other	0	0.00
	15	

Table 9

Routes	No.	%
Always use this one	26	1.00
Have changed route	0	0.00
Previous route	0	0.00
	26	

Table 10

Change in Routes	No.	%
More convenient	1	0.04
Shorter	0	0.00
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	25	0.96
	26	

Table 11

What is different	No.	%
Quicker Processing	23	0.92
Less Delay	0	0.00
Reduce Cost	0	0.00
Simpler Procedures	2	0.08
All of the Foregoing	0	0.00
	25	

Table 12

Informed of changes	No.	%
Yes	24	0.96
No	0	0.00
Not Sure	1	0.04
	25	

Table 13

What savings	No.	%
Less Delays	0	0.00
Reduced transaction costs	4	0.15
Overall time saving	21	0.81
Increased trade	0	0.00
Reduced import costs	0	0.00
Other	0	0.00
No Response	1	0.04
	26	

Table 14

Time-start transaction	No.	%
1 Hour	23	0.88
2 Hour	0	0.00
5 Hour	2	0.08
12 Hour	1	0.04
1 Day	0	0.00
2 Days	0	0.00
No Answer	0	0.00
	26	

Table 15

More Than One Day At Border	No.	%
Agent Delay	3	0.12
Documents from Authority	0	0.00
Bank clearance	1	0.04
Process delay	0	0.00
Officials waiting for bribes	0	0.00
Vehicle Problems	0	0.00
Other	0	0.00
No Response	22	0.85
	26	

Table 16

Satisfaction with new procedures and changes	No.	%
Single Inspections	7	0.27
Better Parking	0	0.00
Faster Processing	18	0.69
Less Corruption	1	0.04
Better facilities	0	0.00
Other	0	0.00
	26	

100% of respondents reported that they always used this route.

Few male respondents commented that it would be more convenient and 93% of them gave no response.  
4% of female respondents commented that it would be more convenient and 96% of them gave no response.

20% of male respondents reported quicker processing and 80% reported less delay.  
92% of female respondents reported quicker processing and 8% reported simpler procedures.

60% of male respondents have been informed of border changes.  
96% of female respondents have been informed of border changes.

40% of male respondents reported time saving and 27% reported less delays.  
81% of female respondents reported time saving and 15% reported reduced transaction costs.

100% of male respondents reported having started transactions within 1 hour and 8% within 2 hours. Female respondents said 88% of them started transactions in 1 hour.

87% of male respondents did not reply to this question and 7% said that their extended borders delays were due to process delays.  
85% of female respondents did not reply to this question and 12% said that their extended borders delays were due to agent delays.

13% of male respondents were satisfied with faster processing and 73% remarked on the single inspection.  
69% of females respondents were satisfied with faster processing and 47% commended the single inspection.

Table 17

Harassment	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	0	0.00
Other	15	1.00
No Response	0	0.00
	15	

Table 18

Neg impact for Girls	No.	%
Lack of Facilities	0	0.00
Crowding	0	0.00
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	15	1.00
	15	

Table 19

Corruption	No.	%
No Change	0	0.00
Reduced Opportunity for Bribes	14	0.93
More open transactions	0	0.00
Better System	1	0.07
Combined Inspections	0	0.00
Other	0	0.00
	15	

Table 20

Significant change on the OSBP	No.	%
Less Delays	13	0.93
Simpler Procedures	0	0.00
Better Facilities	0	0.00
More parking	0	0.00
Faster Processing	1	0.07
Other	0	0.00
	14	

Table 21

Centralised Operations	No.	%
Very satisfied	12	0.80
Satisfied	3	0.20
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
Score	69	0.92

Table 22

Joint Examination	No.	%
Very satisfied	14	0.93
Satisfied	1	0.07
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
Score	73	0.97

Table 23

Decreased time	No.	%
Very satisfied	4	0.27
Satisfied	8	0.53
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	3	0.20
	15	
Score	44	0.59

Table 24

Security +/-	No.	%
Very satisfied	9	0.60
Satisfied	6	0.40
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
Score	63	0.84

Table 17

Harassment	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	0	0.00
Other	26	1.00
No Response	0	0.00
	26	

Table 18

Neg impact for Girls	No.	%
Lack of Facilities	0	0.00
Crowding	0	0.00
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	26	1.00
	26	

Table 19

Corruption	No.	%
No Change	0	0.00
Reduced Opportunity for Bribes	26	1.00
More open transactions	0	0.00
Better System	0	0.00
Combined Inspections	0	0.00
Other	0	0.00
	26	

Table 20

Significant change on the OSBP	No.	%
Less Delays	13	0.50
Simpler Procedures	9	0.35
Better Facilities	1	0.04
More parking	0	0.00
Faster Processing	3	0.12
Other	0	0.00
	26	

Table 21

Centralised Operations	No.	%
Very satisfied	25	0.96
Satisfied	1	0.04
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
Score	128	0.98

Table 22

Joint Examination	No.	%
Very satisfied	25	0.96
Satisfied	1	0.04
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
Score	128	0.98

Table 23

Decreased time	No.	%
Very satisfied	5	0.19
Satisfied	21	0.81
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
Score	88	0.68

Table 24

Security +/-	No.	%
Very satisfied	10	0.38
Satisfied	16	0.62
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
Score	98	0.75

There were no male responses on the issue of harassment.  
There was 100% female response saying "other" unspecified harassment

100% of respondents reported other negative impacts for women.

100% of respondents commented on reduced opportunity for bribes and corruption.

93% of male respondents commented on less delays and 7% on faster processing.  
50% of female respondents commented on less delays and 12% on faster processing.

80% of male respondents were very satisfied with centralised operations.  
96% of female respondents were very satisfied with centralised operations.

Over 90% of respondents expressed themselves very satisfied with the joint examination.

53% of males expressed satisfaction with decreased time and 27% were very satisfied.  
81% of females expressed satisfaction with decreased time and 19% were very satisfied.

Males: 40% were satisfied with the security arrangements and 60% very satisfied.  
Females: 62% were satisfied with the security arrangements and 38% very satisfied.

Table 25

Search -gender	No.	%
Very satisfied	9	0.60
Satisfied	6	0.40
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
<b>Score</b>	<b>63</b>	<b>0.84</b>

Table 26

Maintenance	No.	%
Very satisfied	11	0.73
Satisfied	4	0.27
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
<b>Score</b>	<b>67</b>	<b>0.89</b>

Table 27

Cleanliness	No.	%
Very satisfied	7	0.88
Satisfied	1	0.13
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	8	
<b>Score</b>	<b>38</b>	<b>0.95</b>

Table 28

Toilets -M/F	No.	%
Very satisfied	9	0.60
Satisfied	5	0.33
Neutral	0	0.00
Dissatisfied	1	0.07
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
<b>Score</b>	<b>57</b>	<b>0.76</b>

Table 29

Warehouse	No.	%
Very satisfied	3	0.20
Satisfied	4	0.27
Neutral	0	0.00
Dissatisfied	2	0.13
Very Dissatisfied	0	0.00
Not Sure	6	0.40
	15	
<b>Score</b>	<b>21</b>	<b>0.28</b>

Table 30

Signage	No.	%
Very satisfied	5	0.33
Satisfied	10	0.67
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
<b>Score</b>	<b>55</b>	<b>0.73</b>

Table 31

Parking	No.	%
Very satisfied	2	0.13
Satisfied	12	0.80
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.07
	15	
<b>Score</b>	<b>46</b>	<b>0.61</b>

Table 32

Separation of . Pass/goods	No.	%
Very satisfied	1	0.07
Satisfied	14	0.93
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	15	
<b>Score</b>	<b>47</b>	<b>0.63</b>

Table 25

Search -gender	No.	%
Very satisfied	8	0.31
Satisfied	2	0.08
Neutral	0	0.00
Dissatisfied	14	0.54
Very Dissatisfied	1	0.04
Not Sure	1	0.04
	26	
<b>Score</b>	<b>-1</b>	<b>-0.01</b>

Table 26

Maintenance	No.	%
Very satisfied	22	0.85
Satisfied	4	0.15
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
<b>Score</b>	<b>122</b>	<b>0.94</b>

Table 27

Cleanliness	No.	%
Very satisfied	2	0.25
Satisfied	6	0.75
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	8	
<b>Score</b>	<b>28</b>	<b>0.70</b>

Table 28

Toilets -M/F	No.	%
Very satisfied	26	1.00
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	26	
<b>Score</b>	<b>130</b>	<b>1.00</b>

Table 29

Warehouse	No.	%
Very satisfied	4	0.15
Satisfied	7	0.27
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	15	0.58
	26	
<b>Score</b>	<b>41</b>	<b>0.32</b>

Table 30

Signage	No.	%
Very satisfied	23	0.88
Satisfied	1	0.04
Neutral	0	0.00
Dissatisfied	1	0.04
Very Dissatisfied	0	0.00
Not Sure	1	0.04
	26	
<b>Score</b>	<b>115</b>	<b>0.88</b>

Table 31

Parking	No.	%
Very satisfied	6	0.23
Satisfied	6	0.23
Neutral	0	0.00
Dissatisfied	2	0.08
Very Dissatisfied	0	0.00
Not Sure	12	0.46
	26	
<b>Score</b>	<b>42</b>	<b>0.32</b>

Table 32

Separation of . Pass/goods	No.	%
Very satisfied	24	0.92
Satisfied	1	0.04
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.04
	26	
<b>Score</b>	<b>123</b>	<b>0.95</b>

40% of the male respondents were dissatisfied with the gender search arrangements while 60% were very satisfied. 54% of the female respondents were dissatisfied with the gender search arrangements while 31% were satisfied.

73% of male respondents were very satisfied and 27% satisfied with maintenance arrangements. 85% of female respondents were very satisfied and 15% satisfied with maintenance arrangements.

13% of males were satisfied with cleanliness and 88% very satisfied. 75% of females were satisfied with cleanliness and 25% very satisfied.

60% of male respondents were very satisfied with toilet arrangements and 13% satisfied. 100% of female respondents were very satisfied with toilet arrangements.

40% of males were unsure about warehousing arrangements but 27% were satisfied and 20% very satisfied. 58% of female respondents were unsure about warehousing arrangements but 27% were satisfied and 15% very satisfied.

33% of males were very satisfied with signage and 88% of females respondents were very satisfied.

7% of males were unsure of the parking arrangements, 13% were very satisfied and 80% were satisfied. 46% of females were unsure of the parking arrangements (probably due to non-users). 23% were very satisfied and 23% were satisfied.

93% of male respondents were very satisfied with the separation of passengers and goods. 96% of females were very satisfied or satisfied.

Table 33

	HIV signs	No.	%
5	Very satisfied	1	0.07
3	Satisfied	1	0.07
1	Neutral	0	0.00
-3	Dissatisfied	0	0.00
-5	Very Dissatisfied	13	0.87
0	Not Sure	0	0.00
		15	
	<b>Score</b>	<b>-57</b>	<b>-0.76</b>

Table 33

	HIV signs	No.	%
	Very satisfied	0	0.00
	Satisfied	0	0.00
	Neutral	0	0.00
	Dissatisfied	10	0.38
	Very Dissatisfied	16	0.62
	Not Sure	0	0.00
		26	
	<b>Score</b>	<b>-110</b>	<b>-0.85</b>

7% of male respondents were very satisfied and 87% dissatisfied with HIV signage indicating a problem in this area. 92% of female respondents were very satisfied with the separation of passengers and goods.

Table 34

	Disabled facilities	No.	%
5	Very satisfied	1	0.07
3	Satisfied	14	0.93
1	Neutral	0	0.00
-3	Dissatisfied	0	0.00
-5	Very Dissatisfied	0	0.00
0	Not Sure	0	0.00
		15	
	<b>Score</b>	<b>47</b>	<b>0.63</b>

Table 34

	Disabled facilities	No.	%
	Very satisfied	17	0.65
	Satisfied	8	0.31
	Neutral	0	0.00
	Dissatisfied	0	0.00
	Very Dissatisfied	0	0.00
	Not Sure	1	0.04
		26	
	<b>Score</b>	<b>109</b>	<b>0.84</b>

7% of males reported being very satisfied with disabled facilities and 93% were satisfied. 65% of females reported being very satisfied with disabled facilities and 31% were satisfied.

Table 35

	Overall level of satisfaction	No.	%
5	Very satisfied	2	0.13
3	Satisfied	12	0.80
1	Neutral	0	0.00
-3	Dissatisfied	1	0.07
-5	Very Dissatisfied	0	0.00
0	Not Sure	0	0.00
		15	
	<b>Score</b>	<b>38</b>	<b>0.51</b>

Table 35

	Overall level of satisfaction	No.	%
	Very satisfied	19	0.73
	Satisfied	7	0.27
	Neutral	0	0.00
	Dissatisfied	0	0.00
	Very Dissatisfied	0	0.00
	Not Sure	0	0.00
		26	
	<b>Score</b>	<b>111</b>	<b>0.85</b>

The overall level of satisfaction for males showed that 80% of respondents were satisfied and 13% very satisfied, with an overall score of 51%. For females the overall level of satisfaction showed that 27% of respondents were satisfied and 73% very satisfied, with an overall score of 85%.

Table 36

Table No.	Parameter	Score	%
21	Centralised Operations	69	0.92
22	Joint Examination	73	0.97
23	Decreased time	44	0.59
24	Security +/-	63	0.84
25	Search -gender	63	0.84
26	Maintenance	67	0.89
27	Cleanliness	38	0.95
28	Toilets -M/F	57	0.76
29	Warehouse	21	0.28
30	Signage	55	0.73
31	Parking	46	0.61
32	Separation of . Pass/goods	47	0.63
33	HIV signs	-57	-0.76
34	Disabled facilities	47	0.63
35	Overall level of satisfaction	38	0.51
	Total Score	671	
	<b>Average Score and %</b>	<b>44.7</b>	<b>0.64</b>

Table 36

	Parameter	Score	%
	Centralised Operations	128	0.98
	Joint Examination	128	0.98
	Decreased time	88	0.68
	Security +/-	98	0.75
	Search -gender	-1	-0.01
	Maintenance	122	0.94
	Cleanliness	28	0.70
	Toilets -M/F	130	1.00
	Warehouse	41	0.32
	Signage	115	0.88
	Parking	42	0.32
	Separation of . Pass/goods	123	0.95
	HIV signs	-110	-0.85
	Disabled facilities	109	0.84
	Overall level of satisfaction	111	0.85
	Total Score	1152	
	<b>Average Score and %</b>	<b>76.8</b>	<b>0.59</b>

The summary of all satisfaction tables scored 64% for males whilst the summary for females gave a score of 59% ranging from a high of 98% for centralised operations to -0.85% for HIV signage.

The questions regarding parking and warehousing scored low, probably due to non-usage and gender search arrangements being scored at -0.1%, indicating a problem in this area for women.

## Stakeholder Observations Matrix: Mirama Hills

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 short-ages	Deficit	Functions and Work Procedures	Challenges faced
1	URA - Customs	4	07:00	20:00	13	1	4	13 hrs	none	none	1. Facilitate legal trade 2. Coordinate all border control agencies operating at the OSBP 3. Focal point for all operational and administrative liaison with Rwanda 4. Coordinate all joint operations of the two countries 5. Ensure that facilities & equipment allocated to Mirama Hills are properly maintained 6. Compiling Immigration statistics 7. Coordinate all official visits by national institutions & stakeholders	1. Lack of staff accommodation at Mirama Hills 2. There is no sensitization of the public on OSBP procedures 3. Limited traffic crossing the border due to road construction from border to Ntungamo 4. Lack of walk through scanners for both baggage and travelers
2	DCIC - Immigration	4	07:00	20:00	13	1	4	13 hrs.	none	none	1. Clearing passengers i.e. issuing Visitors Passes 2. Issuing Visa to qualifying passengers 3. Departing passengers given exit facilities 4. Attending meetings of Border Agencies 5. Supervising Immigration staff 6. Compiling Immigration statistics 7. Compiling Accountability/Financial Returns	1. Lack of residential accommodation for staff at Miramar Hills 2. Business is slow due the poor road conditions from the border to Ntungamo Junction 3. No internet connectivity 4. Border is porous 5. Illegal stays are common
3	Uganda Police	21	06:00	06:00	24	2	11 & 10	24 hrs.	none	none	1. Access Control Points: Profiling and screening of passengers and vehicles 2. Guard Duties: safe guarding of installations and its facilities/personnel 3. Community Policing: Sensitizing the stakeholders, business community, taxis and boda boda operators 4. Front Desk Duties	1. Lack of staff accommodation at Mirama Hills 2. Welfare i.e. feeding allowances and transport means 3. Office Stationery 4. Lack of machines like walk through scanners and hand held metal detectors at security checkpoints
4	UPDF – Uganda Peoples Defense Forces	3	07:00	20:00	13	1	3	13 hrs.	none	none	1. Gathering and reporting military related intelligence 2. Closely coordinate and cooperate with other security agencies and stakeholders in the fight against trans-border crimes	1. Lack of staff accommodation at Mirama Hills 2. Under facilitation in terms of border activities and execution of duties

**KAGITUMBA USER SATISFACTION SURVEY****All Users****14-20 March 2016****DEMOGRAPHIC ANALYSIS**

Table 1

<b>Gender</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>%</b>
Border Official	8	3	11	0.16
Clearing Agents	1	2	3	0.04
Truck Driver	6	0	6	0.09
Informal Trader	9	7	16	0.24
Other	2	0	2	0.03
Passenger	8	14	22	0.32
Registered Trader	3	5	8	0.12
<b>Total</b>	<b>37</b>	<b>31</b>	<b>68</b>	
<b>Gender %</b>	0.54	0.46		

37% of respondents were males and 31% were females with 12% being registered traders and 24% informal traders, 16% border officials and 9% being truck drivers.

Table 2

<b>Age</b>	<b>No.</b>	<b>%</b>
>21	0	0.00
22-34	24	0.35
35-44	29	0.43
45-54	13	0.19
55-64	1	0.01
Decline	1	0.01
No Response	0	0.00
	68	

Repondents were 35% between the ages of 22-34, 43% between ages of 35-44 and 19 being 45-54.

Table 3

<b>National</b>	<b>No.</b>	<b>%</b>
Ugandan	7	0.10
Kenyan	0	0.00
Tanzanian	1	0.01
Rwandan	60	0.88
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	68	

88% of respondents were Rwandan, 10% Ugandan and 1% Tanzanian.

Table 4

<b>Border Users</b>	<b>No.</b>	<b>%</b>
Border Official	12	0.18
Clearing Agents	4	0.06
Truck Driver	6	0.09
Informal Trader	15	0.22
Other	2	0.03
Passenger	21	0.31
Registered Trader	8	0.12
Transporter	0	0.00
No Response	0	0.00
	68	

18% of respondents were border officials, 22% for informal traders and 12% were registered traders.

Table 5

<b>Trader Years in Business</b>	<b>No.</b>	<b>%</b>
One - Six Months	2	0.03
Six Months - One Year	1	0.01
One - Two Years	11	0.16
Two - Four Years	10	0.15
Over Five Years	15	0.22
Other	2	0.03
No Response	27	0.40
	68	

16% of traders had been in business for 1-2 years and 15% 2-4 years and 22% over 5 years.

Table 6

<b>Cross times Duration</b>	<b>No.</b>	<b>%</b>
1 Hour	2	0.03
2 Hours	19	0.28
5 Hours	8	0.12
12 Hours	14	0.21
1 Day	23	0.34
No Response	2	0.03
	68	

Crossing time durations showed a 28% in 2 hours, 12% in 5 hours, 21% in 12 hours and 34% reported spending the entire day.

Table 7

Transport Mode	No.	%
Car	5	0.07
Taxi	6	0.09
Bus	31	0.46
Motorbike	4	0.06
Bicycle	3	0.04
Truck	7	0.10
Walk	12	0.18
Other (Please specify)	0	0.00
	68	

46% of respondents travelled by bus, 18% walked, 7% by car and 9% by taxi.

Table 8

Transaction Value	No.	%
\$50	0	0.00
\$100	0	0.00
\$500	4	0.00
\$5000	2	0.00
Other	0	0.00
Millions	46	0.68
Not known	10	0.15
N/A	0	0.00
No Response	6	0.09
	68	

Very few respondents gave sensible answers to this question.

Table 9

Routes	No.	%
Always use this one	66	0.97
Have changed route	2	0.03
Previous route	0	0.00
	68	

97% said that they always use this route with only 3% had to change.

Table 10

Change in Routes	No.	%
More convenient	4	0.06
Shorter	0	0.00
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	64	0.94
	68	

6% of respondents said that the route was more convenient.

## USER COMMENTS

Table 11

What is different	No.	%
Quicker Processing	39	0.57
Less Delay	23	0.34
Reduce Cost	0	0.00
Simpler Procedures	6	0.09
All of the Foregoing	0	0.00
	68	

57% of respondents reported quicker processing and 34% less delays.

Table 12

Informed of changes	No.	%
Yes	62	0.91
No	1	0.01
Not Sure	5	0.07
	68	

91% of respondents had been informed of changes.

Table 13

What savings	No.	%
Less Delays	7	0.10
Reduced transaction costs	8	0.12
Overall time saving	34	0.50
Increased trade	18	0.26
Reduced import costs	0	0.00
Other	0	0.00
No Response	1	0.01
	68	

10% of respondents reported less delays, 12% reduced transaction costs and 26% anticipated increased improved trade.

Table 14

Time-start transaction	No.	%
1 Hour	65	0.96
2 Hour	2	0.03
5 Hour	0	0.00
12 Hour	0	0.00
1 Day	0	0.00
2 Days	0	0.00
No Answer	1	0.01
	68	

96% of respondents had started transactions within 1 hour.

Table 15

More Than One Day At Border	No.	%
Agent Delay	1	0.01
Documents from Authority	7	0.10
Bank clearance	1	0.01
Process delay	3	0.04
Officials waiting for bribes	0	0.00
Vehicle Problems	3	0.04
Other	0	0.00
No Response	53	0.78
	68	

Of the respondents who reported more than 1 day at the border, 10% said that problems were caused by documents from the authority, 4% said that there were process delays, 4% had vehicle problems and 78% had no reported problems.

Table 16

Satisfaction with new procedures and changes	No.	%
Single Inspections	16	0.24
Better Parking	5	0.07
Faster Processing	34	0.50
Less Corruption	2	0.03
Better facilities	11	0.16
Other	0	0.00
	68	

50% reported faster processing and 24% reported satisfaction with single inspections, 16% commented on better facilities.

Table 17

Harassment	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	1	0.01
Other	66	0.97
No Response	1	0.01
	68	

Only 1 comment was made regarding service refusal unspecified but 97% of respondents had no comment on harassment.

Table 18

Neg impact for Girls	No.	%
Lack of Facilities	0	0.00
Crowding	0	0.00
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	68	1.00
	68	

100% of respondents answered to other to negative impact to women.

Table 19

Corruption	No.	%
No Change	3	0.04
Reduced Opportunity for Bribes	63	0.93
More open transactions	1	0.01
Better System	1	0.01
Combined Inspections	0	0.00
Other	0	0.00
	68	

93% commented on reduced opportunity for bribery and corruption.

Table 20

Significant change on the OSBP	No.	%
Less Delays	45	0.66
Simpler Procedures	12	0.18
Better Facilities	0	0.00
More parking	0	0.00
Faster Processing	11	0.16
Other	0	0.00
	68	

66% said that decreased delays and 18% simpler procedures were significant changes at the border posts. 16% mentioned faster processing.



## USER SATISFACTION

Table 21

Centralised Operations	No.	%
Very satisfied	61	0.90
Satisfied	7	0.10
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>326</b>	<b>0.96</b>

90% of respondents were very satisfied with centralised operations and 10% were satisfied.

Table 22

Joint Examination	No.	%
Very satisfied	59	0.87
Satisfied	9	0.13
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>322</b>	<b>0.95</b>

87% of respondents were very satisfied and 13% were satisfied with the joint examination.

Table 23

Decreased time	No.	%
Very satisfied	16	0.24
Satisfied	49	0.72
Neutral	0	0.00
Dissatisfied	1	0.01
Very Dissatisfied	0	0.00
Not Sure	2	0.03
	68	
<b>Score</b>	<b>224</b>	<b>0.66</b>

72% expressed satisfaction with decreased time and 24% said that they were very satisfied.

Table 24

Security +/-	No.	%
Very satisfied	39	0.57
Satisfied	27	0.40
Neutral	0	0.00
Dissatisfied	1	0.01
Very Dissatisfied	0	0.00
Not Sure	1	0.01
	68	
<b>Score</b>	<b>273</b>	<b>0.80</b>

57% of respondents were very satisfied and 40% were satisfied with security arrangements.

Table 25

Search -gender	No.	%
Very satisfied	34	0.50
Satisfied	11	0.16
Neutral	0	0.00
Dissatisfied	20	0.29
Very Dissatisfied	1	0.01
Not Sure	2	0.03
	68	
<b>Score</b>	<b>138</b>	<b>0.41</b>

29% of respondents were dissatisfied with gender search arrangements whereas 50% were very satisfied and 16% satisfied, the issue is further reported in the gender analysis.

Table 26

Maintenance	No.	%
Very satisfied	58	0.85
Satisfied	9	0.13
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	1	0.01
Not Sure	0	0.00
	68	
<b>Score</b>	<b>312</b>	<b>0.92</b>

85% of respondents were very satisfied with maintenance and 13% were satisfied.

Table 27

Cleanliness	No.	%
Very satisfied	60	0.88
Satisfied	8	0.12
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>324</b>	<b>0.95</b>

88% of respondents were very satisfied and 12% were satisfied with cleanliness.

Table 28

Toilets -M/F	No.	%
Very satisfied	56	0.82
Satisfied	12	0.18
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>316</b>	<b>0.93</b>

82% of respondents were very satisfied and 18% were satisfied with toilet arrangements.

Table 29

Warehouse	No.	%
Very satisfied	14	0.21
Satisfied	27	0.40
Neutral	1	0.01
Dissatisfied	8	0.12
Very Dissatisfied	0	0.00
Not Sure	18	0.26
	68	
<b>Score</b>	<b>128</b>	<b>0.38</b>

40% of respondents were satisfied and 21% very satisfied but 26% respondents reported unsure probably due to not using facilities.

Table 30

Signage	No.	%
Very satisfied	55	0.81
Satisfied	13	0.19
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>314</b>	<b>0.92</b>

81% of respondents reported very satisfied and 19% satisfied with signage.

Table 31

Parking	No.	%
Very satisfied	21	0.31
Satisfied	29	0.43
Neutral	1	0.01
Dissatisfied	5	0.07
Very Dissatisfied	0	0.00
Not Sure	12	0.18
	68	
<b>Score</b>	<b>178</b>	<b>0.52</b>

43% of respondents were satisfied and 31% very satisfied with parking arrangements.

Table 32

Separation of . Pass/goods	No.	%
Very satisfied	44	0.63
Satisfied	24	0.34
Neutral	2	0.03
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	70	
<b>Score</b>	<b>294</b>	<b>0.84</b>

63% very satisfied and 34% satisfied with the separation of passengers and goods.

Table 33

HIV signs	No.	%
Very satisfied	1	0.01
Satisfied	3	0.04
Neutral	2	0.03
Dissatisfied	15	0.22
Very Dissatisfied	46	0.68
Not Sure	1	0.01
	68	
<b>Score</b>	<b>-259</b>	<b>-0.76</b>

68% of respondents were very dissatisfied and 22% dissatisfied with HIV signage.

Table 34

Disabled facilities	No.	%
Very satisfied	30	0.44
Satisfied	37	0.54
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	1	0.01
Not Sure	0	0.00
	68	
<b>Score</b>	<b>256</b>	<b>0.75</b>

44% were very satisfied and 54% satisfied with disabled facilities.

Table 35

Overall level of satisfaction	No.	%
Very satisfied	27	0.40
Satisfied	40	0.59
Neutral	0	0.00
Dissatisfied	1	0.01
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	68	
<b>Score</b>	<b>247</b>	<b>0.73</b>

Overall satisfaction: 59% were satisfied and 40% very satisfied. This gave an overall level of satisfaction of 73% for the changes at the border.

Table 36

Table No.	Parameter	Score	%
21	Centralised Operations	326	0.96
22	Joint Examination	322	0.95
23	Decreased time	224	0.66
24	Security +/-	273	0.80
25	Search -gender	138	0.41
26	Maintenance	312	0.92
27	Cleanliness	324	0.95
28	Toilets -MF	316	0.93
29	Warehouse	128	0.38
30	Signage	314	0.92
31	Parking	178	0.52
32	Separation of . Pass/goods	294	0.84
33	HIV signs	-259	-0.76
34	Disabled facilities	256	0.75
35	Overall level of satisfaction	247	0.73
	Total Score	3393	
	<b>Average Score and Percentage</b>	<b>226.2</b>	<b>0.67</b>

The summary of scores from each of the above mentioned tables showed an average of 0.67% with a high of 96% for centralised operations and a low of -0.76 for HIV signage.

There were no specific negative comments from border users apart from one comment regarding border hours.

## Kagitumba Gender Analysis

### Male

Table 2

Age	No.	%
>21	0	0.00
22-34	7	0.35
35-44	6	0.30
45-54	6	0.30
55-64	0	0.00
Decline	1	0.05
No Response	0	0.00
	20	

Table 3

Nationality	No.	%
Ugandan	0	0.00
Kenyan	0	0.00
Tanzanian	0	0.00
Rwandan	20	1.00
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	20	

Table 4

Border Users	No.	%
Border Official	0	0.00
Clearing Agents	0	0.00
Truck Driver	0	0.00
Informal Trader	9	0.45
Other	0	0.00
Passenger	8	0.40
Registered Trader	3	0.15
Transporter	0	0.00
No Response	0	0.00
	20	

Table 5

Trader Years in Business	No.	%
One - Six Months	2	0.10
Six Months - One Year	1	0.05
One - Two Years	2	0.10
Two - Four Years	3	0.15
Over Five Years	6	0.30
Other	2	0.10
No Response	4	0.20
	20	

Table 6

Cross times Duration	No.	%
1 Hour	0	0.00
2 Hours	6	0.30
5 Hours	4	0.20
12 Hours	4	0.20
1 Day	6	0.30
No Response	0	0.00
	20	

Table 7

Transport Mode	No.	%
Car	1	0.05
Taxi	2	0.10
Bus	10	0.50
Motorbike	0	0.00
Bicycle	3	0.15
Truck	1	0.05
Walk	3	0.15
Other (Please specify)	0	0.00
	20	

Table 8

Transaction Value	No.	%
\$50	0	0.00
\$100	0	0.00
\$500	3	0.00
\$5000	0	0.00
Other	0	0.00
Millions	13	0.65
Not known	4	0.20
N/A	0	0.00
No Response	0	0.00
	20	

### Female

Table 2

Age	No.	%
>21	0	0.00
22-34	11	0.35
35-44	16	0.52
45-54	3	0.10
55-64	1	0.03
Decline	0	0.00
No Response	0	0.00
	31	

Table 3

Nationality	No.	%
Ugandan	6	0.19
Kenyan	0	0.00
Tanzanian	1	0.03
Rwandan	24	0.77
Burundian	0	0.00
Zambian	0	0.00
Other	0	0.00
No Response	0	0.00
	31	

Table 4

Border Users	No.	%
Border Official	4	0.13
Clearing Agents	3	0.10
Truck Driver	0	0.00
Informal Trader	6	0.19
Other	0	0.00
Passenger	13	0.42
Registered Trader	5	0.16
Transporter	0	0.00
No Response	0	0.00
	31	

Table 5

Trader Years in Business	No.	%
One - Six Months	0	0.00
Six Months - One Year	0	0.00
One - Two Years	6	0.19
Two - Four Years	4	0.13
Over Five Years	1	0.03
Other	0	0.00
No Response	20	0.65
	31	

Table 6

Cross times Duration	No.	%
1 Hour	2	0.06
2 Hours	1	0.03
5 Hours	2	0.06
12 Hours	10	0.32
1 Day	14	0.45
No Response	2	0.06
	31	

Table 7

Transport Mode	No.	%
Car	3	0.10
Taxi	3	0.10
Bus	21	0.68
Motorbike	1	0.03
Bicycle	0	0.00
Truck	0	0.00
Walk	3	0.10
Other (Please specify)	0	0.00
	31	

Table 8

Transaction Value	No.	%
\$50	0	0.00
\$100	0	0.00
\$500	1	0.00
\$5000	0	0.00
Other	0	0.00
Millions	25	0.81
Not known	0	0.00
N/A	0	0.00
No Response	5	0.16
	31	

35% of males were between 22-34 years, 30% between 35-44 years and 30% between 45-54 years. 52% of female respondents were between the ages of 34-44, 35% were between the ages of 22-34.

100% of the males respondents were Rwandan. 77% of female respondents were Rwandan and 19% were Ugandan.

45% of males were informal traders and 40% were passengers with 15% were registered traders. 42% of female respondents were passengers, 16% registered traders and 19% informal traders with 13% being border officials.

30% of male traders have been in business for over 5 years and 15% 2-4 years and 10% 1-2 years. 19% of female traders have been in business for 1-2 years and 13% for 2-4 years.

30% of males reported crossing border in 2 hours, 20% in 5 hours, 20% in 12 hours and 30% reported taking all day. 32% of female respondents said that it had taken them 12 hours to cross the border and 45% reported taking the whole day.

50% of male respondents travelled by bus, 15% by bicycle, 15% by walking. 68% of female respondents travelled by bus and 10% by walking, 10% by taxi and 10% by motor car.

Transaction values were not sensibly reported.

Table 9

Routes	No.	%
Always use this one	19	0.95
Have changed route	1	0.05
Previous route	0	0.00
	20	

Table 10

Change in Routes	No.	%
More convenient	1	0.05
Shorter	0	0.00
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	19	0.95
	20	

Table 11

What is different	No.	%
Quicker Processing	5	0.25
Less Delay	15	0.75
Reduce Cost	0	0.00
Simpler Procedures	0	0.00
All of the Foregoing	0	0.00
	20	

Table 12

Informed of changes	No.	%
Yes	14	0.70
No	1	0.05
Not Sure	5	0.25
	20	

Table 13

What savings	No.	%
Less Delays	6	0.30
Reduced transaction costs	1	0.05
Overall time saving	4	0.20
Increased trade	9	0.45
Reduced import costs	0	0.00
Other	0	0.00
No Response	0	0.00
	20	

Table 14

Time-start transaction	No.	%
1 Hour	19	0.95
2 Hour	1	0.05
5 Hour	0	0.00
12 Hour	0	0.00
1 Day	0	0.00
2 Days	0	0.00
No Answer	0	0.00
	20	

Table 15

More Than One Day At Border	No.	%
Agent Delay	0	0.00
Documents from Authority	5	0.25
Bank clearance	0	0.00
Process delay	3	0.15
Officials waiting for bribes	0	0.00
Vehicle Problems	0	0.00
Other	0	0.00
No Response	12	0.60
	20	

Table 16

Satisfaction with new procedures and changes	No.	%
Single Inspections	9	0.45
Better Parking	0	0.00
Faster Processing	5	0.25
Less Corruption	2	0.10
Better facilities	4	0.20
Other	0	0.00
	20	

Table 9

Routes	No.	%
Always use this one	31	1.00
Have changed route	0	0.00
Previous route	0	0.00
	31	

Table 10

Change in Routes	No.	%
More convenient	1	0.03
Shorter	0	0.00
Quicker	0	0.00
Better Roads	0	0.00
Other Reason	0	0.00
No Response	30	0.97
	31	

Table 11

What is different	No.	%
Quicker Processing	28	0.90
Less Delay	0	0.00
Reduce Cost	0	0.00
Simpler Procedures	3	0.10
All of the Foregoing	0	0.00
	31	

Table 12

Informed of changes	No.	%
Yes	31	1.00
No	0	0.00
Not Sure	0	0.00
	31	

Table 13

What savings	No.	%
Less Delays	1	0.03
Reduced transaction costs	7	0.23
Overall time saving	22	0.71
Increased trade	0	0.00
Reduced import costs	0	0.00
Other	0	0.00
No Response	1	0.03
	31	

Table 14

Time-start transaction	No.	%
1 Hour	30	0.97
2 Hour	0	0.00
5 Hour	0	0.00
12 Hour	0	0.00
1 Day	0	0.00
2 Days	0	0.00
No Answer	1	0.03
	31	

Table 15

More Than One Day At Border	No.	%
Agent Delay	0	0.00
Documents from Authority	2	0.06
Bank clearance	1	0.03
Process delay	0	0.00
Officials waiting for bribes	0	0.00
Vehicle Problems	0	0.00
Other	0	0.00
No Response	28	0.90
	31	

Table 16

Satisfaction with new procedures and changes	No.	%
Single Inspections	5	0.16
Better Parking	0	0.00
Faster Processing	26	0.84
Less Corruption	0	0.00
Better facilities	0	0.00
Other	0	0.00
	31	

100% of respondents said they always use this route.

3% of respondents commented that it was more convenient.

75% of male respondents reported less delays and 25% quicker processing. 90% of female respondents reported quicker processing and 10% commented on simpler procedures.

70% of male respondents said they have been informed of changes and 25% were not sure. 100% of female respondents said they had been informed of changes.

45% of male respondents anticipated improved trade, 30% said that there were less delays and 20% mentioned an overall time saving. 71% of female respondents said there was an overall time saving, 23% said there were reduced transaction costs.

95% of male respondents said that they started transactions within 1 hour. 97% of female respondents said that the transaction started within 1 hour of entering the border.

Of male respondents delayed for more than a day, 25% claimed documents from authorities, 15% processed delays. Female respondents who had been more than 1 day at the border blamed documents from authority, bank clearance but no responses were received from 90% of the female border users.

45% of male respondents mentioned improvement made by single inspection and 25% mentioned faster processing and 20% mentioned better facilities. 84% of females reported satisfaction with faster processing times and 16% of them mentioned satisfaction with single inspections.

Table 17

Harassment	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	1	0.05
Other	18	0.90
No Response	1	0.05
	20	

Table 18

Neg impact for Girls	No.	%
Lack of Facilities	0	0.00
Crowding	0	0.00
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	20	1.00
	20	

Table 19

Corruption	No.	%
No Change	0	0.00
Reduced Opportunity for Bribes	19	0.95
More open transactions	1	0.05
Better System	0	0.00
Combined Inspections	0	0.00
Other	0	0.00
	20	

Table 20

Significant change on the OSBP	No.	%
Less Delays	18	0.90
Simpler Procedures	0	0.00
Better Facilities	0	0.00
More parking	0	0.00
Faster Processing	2	0.10
Other	0	0.00
	20	

Table 21

Centralised Operations	No.	%
Very satisfied	17	0.85
Satisfied	3	0.15
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
Score	94	0.94

Table 22

Joint Examination	No.	%
Very satisfied	15	0.75
Satisfied	5	0.25
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
Score	90	0.90

Table 23

Decreased time	No.	%
Very satisfied	4	0.20
Satisfied	13	0.65
Neutral	0	0.00
Dissatisfied	1	0.05
Very Dissatisfied	0	0.00
Not Sure	2	0.10
	20	
Score	56	0.56

Table 24

Security +/-	No.	%
Very satisfied	19	0.95
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	1	0.05
	20	
Score	95	0.95

Table 17

Harassment	No.	%
Verbal Abuse	0	0.00
Requests for Bribe	0	0.00
Service delayed for bribe	0	0.00
Sexual Abuse	0	0.00
Physical Abuse	0	0.00
Service Refusal	0	0.00
Other	31	1.00
No Response	0	0.00
	31	

Table 18

Neg impact for Girls	No.	%
Lack of Facilities	0	0.00
Crowding	0	0.00
Queuing conflicts	0	0.00
Toilet Facilities	0	0.00
Lack of Seating	0	0.00
Other	31	1.00
	31	

Table 19

Corruption	No.	%
No Change	0	0.00
Reduced Opportunity for Bribes	31	1.00
More open transactions	0	0.00
Better System	0	0.00
Combined Inspections	0	0.00
Other	0	0.00
	31	

Table 20

Significant change on the OSBP	No.	%
Less Delays	16	0.52
Simpler Procedures	9	0.29
Better Facilities	0	0.00
More parking	0	0.00
Faster Processing	6	0.19
Other	0	0.00
	31	

Table 21

Centralised Operations	No.	%
Very satisfied	31	1.00
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
Score	155	1.00

Table 22

Joint Examination	No.	%
Very satisfied	31	1.00
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
Score	155	1.00

Table 23

Decreased time	No.	%
Very satisfied	7	0.23
Satisfied	24	0.77
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
Score	107	0.69

Table 24

Security +/-	No.	%
Very satisfied	8	0.26
Satisfied	22	0.71
Neutral	0	0.00
Dissatisfied	1	0.03
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
Score	103	0.66

Only 1 male respondent reported service refusal problem and there were no other comments on harassment.  
100% of female respondents replied "other" to the question of harassment.  
This may be explained further in subsequent tables.

100% of male respondents had no reported negative impact for women but 100% of female respondents reported "other" negative impact for girls.

95% of male respondents and 100% of females commented on the reduced opportunity for bribery and corruption.

90% of males reported less delays and 10% reported faster processing.  
52% of female respondents commented on reduced delays, 29% of them mentioned simpler procedures and 19% mentioned faster processing.

85% of male respondents were very satisfied and 15% were very satisfied with centralised operations.  
100% of female respondents were satisfied with the centralised operations.

75% of male respondents were very satisfied and 25% satisfied with joint examination procedure.  
100% of female respondents were very satisfied with joint examination process.

65% of male respondents were satisfied and 20% very satisfied with decreased times.  
77% of females were satisfied and 23% very satisfied with the decrease in time taken at the border.

95% of male respondents were satisfied with security arrangements whereas 71% of female respondents were satisfied and 26% were very satisfied

Table 25

Search -gender	No.	%
Very satisfied	14	0.70
Satisfied	5	0.25
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	1	0.05
Not Sure	0	0.00
	20	
<b>Score</b>	<b>80</b>	<b>0.80</b>

Table 26

Maintenance	No.	%
Very satisfied	15	0.75
Satisfied	4	0.20
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	1	0.05
Not Sure	0	0.00
	20	
<b>Score</b>	<b>82</b>	<b>0.82</b>

Table 27

Cleanliness	No.	%
Very satisfied	2	0.33
Satisfied	4	0.67
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	6	
<b>Score</b>	<b>22</b>	<b>0.73</b>

Table 28

Toilets -M/F	No.	%
Very satisfied	13	0.65
Satisfied	7	0.35
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
<b>Score</b>	<b>86</b>	<b>0.86</b>

Table 29

Warehouse	No.	%
Very satisfied	5	0.25
Satisfied	6	0.30
Neutral	1	0.05
Dissatisfied	4	0.20
Very Dissatisfied	0	0.00
Not Sure	4	0.20
	20	
<b>Score</b>	<b>32</b>	<b>0.32</b>

Table 30

Signage	No.	%
Very satisfied	11	0.55
Satisfied	9	0.45
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
<b>Score</b>	<b>82</b>	<b>0.82</b>

Table 25

Search -gender	No.	%
Very satisfied	6	0.19
Satisfied	4	0.13
Neutral	0	0.00
Dissatisfied	19	0.61
Very Dissatisfied	0	0.00
Not Sure	2	0.06
	31	
<b>Score</b>	<b>-15</b>	<b>-0.10</b>

Table 26

Maintenance	No.	%
Very satisfied	26	0.84
Satisfied	5	0.16
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>145</b>	<b>0.94</b>

Table 27

Cleanliness	No.	%
Very satisfied	2	0.33
Satisfied	4	0.67
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	6	
<b>Score</b>	<b>22</b>	<b>0.73</b>

Table 28

Toilets -M/F	No.	%
Very satisfied	29	0.94
Satisfied	2	0.06
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>151</b>	<b>0.97</b>

Table 29

Warehouse	No.	%
Very satisfied	5	0.16
Satisfied	14	0.45
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	12	0.39
	31	
<b>Score</b>	<b>67</b>	<b>0.43</b>

Table 30

Signage	No.	%
Very satisfied	29	0.94
Satisfied	2	0.06
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>151</b>	<b>0.97</b>

70% of respondents were very satisfied and 25% satisfied with gender search arrangements but 61% of female respondents were dissatisfied although 19% were very satisfied and 13% satisfied. There appears to be a divergence of opinion about a problem area.

75% of male respondents were very satisfied and 20% satisfied with maintenance arrangements. 84% of female respondents were very satisfied and 16% satisfied with maintenance.

67% of respondents of both genders were satisfied and 33% were very satisfied with the cleanliness of facilities.

65% of males were very satisfied and 35% satisfied with the toilet arrangements. 94% of female respondents were very satisfied and 6% satisfied with toilet arrangements.

20% of male respondents were dissatisfied with warehouse arrangements but 25% were very satisfied and 30% were satisfied and there 20% were unsure (probably due to non-usage). 45% of female respondents were satisfied with the warehouse arrangements, 16% very satisfied and 39% reported unsure (probably due to non-usage).

45% of male respondents were satisfied and 55% were very satisfied with signage. 94% of female respondents were very satisfied and 6% satisfied with signage.

Table 31

Parking	No.	%
Very satisfied	5	0.25
Satisfied	12	0.60
Neutral	0	0.00
Dissatisfied	1	0.05
Very Dissatisfied	0	0.00
Not Sure	2	0.10
	20	
<b>Score</b>	<b>58</b>	<b>0.58</b>

Table 31

Parking	No.	%
Very satisfied	9	0.29
Satisfied	8	0.26
Neutral	1	0.03
Dissatisfied	3	0.10
Very Dissatisfied	0	0.00
Not Sure	10	0.32
	31	
<b>Score</b>	<b>61</b>	<b>0.39</b>

60% of males were satisfied with parking arrangements and 25% were very satisfied and only 1 person reported dissatisfaction. 29% of females were very satisfied, 26% satisfied and only 3% dissatisfied with parking arrangements.

Table 32

Separation of Pass/goods	No.	%
Very satisfied	9	0.45
Satisfied	11	0.55
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
<b>Score</b>	<b>78</b>	<b>0.78</b>

Table 32

Separation of Pass/goods	No.	%
Very satisfied	31	1.00
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>155</b>	<b>1.00</b>

100% of all respondents were satisfied with the separation of passenger and goods.

Table 33

HIV signs	No.	%
Very satisfied	1	0.05
Satisfied	1	0.05
Neutral	2	0.10
Dissatisfied	3	0.15
Very Dissatisfied	12	0.60
Not Sure	1	0.05
	20	
<b>Score</b>	<b>-59</b>	<b>-0.59</b>

Table 33

HIV signs	No.	%
Very satisfied	0	0.00
Satisfied	0	0.00
Neutral	0	0.00
Dissatisfied	11	0.35
Very Dissatisfied	20	0.65
Not Sure	0	0.00
	31	
<b>Score</b>	<b>-133</b>	<b>-0.86</b>

60% of male respondents were very dissatisfied and 15% were dissatisfied with HIV signage. 65% of female respondents were very dissatisfied and 35% dissatisfied with the HIV signage.

Table 34

Disabled facilities	No.	%
Very satisfied	5	0.25
Satisfied	15	0.75
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
<b>Score</b>	<b>70</b>	<b>0.70</b>

Table 34

Disabled facilities	No.	%
Very satisfied	23	0.74
Satisfied	8	0.26
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>139</b>	<b>0.90</b>

75% of male respondents were satisfied and 25% were very satisfied with disabled facilities. 74% of females were very satisfied and 26% satisfied with the disabled facilities.

Table 35

Overall level of satisfaction	No.	%
Very satisfied	4	0.20
Satisfied	15	0.75
Neutral	0	0.00
Dissatisfied	1	0.05
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	20	
<b>Score</b>	<b>57</b>	<b>0.57</b>

Table 35

Overall level of satisfaction	No.	%
Very satisfied	21	0.68
Satisfied	10	0.32
Neutral	0	0.00
Dissatisfied	0	0.00
Very Dissatisfied	0	0.00
Not Sure	0	0.00
	31	
<b>Score</b>	<b>130</b>	<b>0.84</b>

75% of male respondents were satisfied and 20% very satisfied with the overall changes in the border with an overall score of 57%. Female respondents overall levels of satisfaction were very satisfied 68% and satisfied 32% with an overall score of 84%.

Table 36

Table No.	Parameter	Score	%
21	Centralised Operations	94	0.94
22	Joint Examination	90	0.90
23	Decreased time	56	0.56
24	Security +/-	95	0.95
25	Search -gender	80	0.80
26	Maintenance	82	0.82
27	Cleanliness	22	0.73
28	Toilets -M/F	86	0.86
29	Warehouse	32	0.32
30	Signage	82	0.82
31	Parking	58	0.58
32	Separation of Pass/goods	78	0.78
33	HIV signs	-59	-0.59
34	Disabled facilities	70	0.70
35	Overall level of satisfaction	57	0.57
	Total Score	923	
	<b>Average Score and Percentage</b>	<b>61.5</b>	<b>0.65</b>

Table 36

Parameter	Score	%
Centralised Operations	155	1.00
Joint Examination	155	1.00
Decreased time	107	0.69
Security +/-	103	0.66
Search -gender	-15	-0.10
Maintenance	145	0.94
Cleanliness	22	0.73
Toilets -M/F	151	0.97
Warehouse	67	0.43
Signage	151	0.97
Parking	61	0.39
Separation of Pass/goods	155	1.00
HIV signs	-133	-0.86
Disabled facilities	139	0.90
Overall level of satisfaction	130	0.84
Total Score	1393	
<b>Average Score and Percentage</b>	<b>92.9</b>	<b>0.63</b>

The summary analysis of male responses to the foregoing tables shows a high of 94% for centralised operations and a low of -0.59% for HIV signage. Female respondents recorded 100% for centralised operations and joint examinations and low of -10% for gender search and -86% for HIV signage. The overall score for all questions was 65% for males and 63% for females.



### Stakeholder Observations Matrix

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 short ages	Deficit	Functions and procedures	Challenges faced
1	RRA - Customs	5	07:00	20:00	13:00	1	5	13 hrs.	none	none	1. Physical verification and inspection of cargos 2. Declaration verifications 3. Entry cards of vehicles 4. Exit cards of vehicles 5. Compile weekly and monthly reports 6. Taxation of Imports & Exports 7. Anti-smuggling 8. Education of the local community of the roll of taxes	1. Problem of smugglers who are using the porous areas of the border to transport goods 2. Lack of staff accommodation
2	DGIE - Immigration	8	07:00	20:00	13:00	1	8	13 hrs.	none	none	1. Clearing passengers i.e. issuing Visitors Passes 2. Issuing Visa to qualifying passengers 3. Departing passengers given exit facilities 4. Liaise with Station Manager of Miramar Hills and attend joint meetings of Border Agencies 5. Supervising Immigration staff	1. No real challenges to deal with other than the day to day challenges as they arise and which are solved accordingly 2. Business is slow due the poor road conditions between the border and Ntungamo Junction/Kikagati
3	RSB - Rwanda Standards Board	2	07:00	20:00	13:00	2	1	7 hrs.	one	one	1. Carry out daily inspection of imported goods through Kagitumba Border Post 2. Implement a documented quality system of inspection 3. Collect samples for local testing and if necessary samples to be submitted to the main laboratory in Kigali for further tests 4. To ensure inspection activities are in line with documented procedures 5. To promote strategies for the protection of the consumers	1. Illegal points of entry 2. Laboratory equipment for testing not sufficient 3. The implementation of standards is difficult because the Uganda side is not controlled
4	Magerwa	2	07:00	20:00	13:00	2	1	7 hrs.	none	none	1. Managing the bonded warehouse 2. Loading and off-loading of goods into and out of the warehouse 3. Completing arrival notice of goods received into the warehouse 4. Working day to day with RRA on payment of taxes/duties on goods leaving the warehouse	1. The main challenges is the limited operating hours of the border post, trade facilitation would improve if the border operated 24/7. 2. Improved road infrastructure on the Uganda side would facilitate business in the region.

## Annexure J – User Satisfaction Survey Capture Form

Questions		Reponses										User Response
1	What is your gender?	Male	Female								1	
2	What age category do you fall under?	1	2	3	4	5	6	7			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?	1	2	3	4	5	6				5	
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	
<b>PROCEDURES</b>												
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)				13	
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)				16	
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)				19	
20	What is the most significant change you have witnessed since the implementation of the OSBP?	Less Delays	Simpler Procedures	Better Facilities	More parking	Faster Processing	Other (Please specify)				20	

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
<b>FACILITIES</b>									
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						