

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC



FINAL IMPACT SURVEY REPORT BUSIA BORDER POST KENYA/UGANDA

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06 – 12 June 2016 (Impact Survey)
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Executive Summary

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

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

This report describes the Border Post surveys performed at the Busia border post between Kenya and Uganda on 6th to 12th June 2016 and 4th to 10th October 2016. The June “Impact” survey of the border was done before the OSBP had become fully operational and the results of the time analysis are compared with the baseline survey done in 2011. The survey was 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 “Re-run” survey in October was a repeat of the first survey, performed to confirm the current traffic flows and assess the reasons for greatly reduced traffic volumes through the border. The traffic flows in this report are from the Re-run survey, whilst the times are those recorded in the June 2016 Impact Survey. The next survey at Busia will be planned for a date after all OSBP facilities have been commissioned and all procedures have been implemented and normalised at full effectiveness. All times are expressed as Hours: Minutes e.g. 2:57 = (2 hours and 57 minutes).

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

The average total OSBP cross-border times are:
(Kenya-Uganda 2:57 hours) and (Uganda-Kenya 0:17 hours).

The 7-day baseline survey at the two-stop border in 2011 showed;
(Kenya-Uganda 14:20 hours) and (Uganda-Kenya 1:26 hours).

It is noteworthy that the baseline survey results compare well with the data from TLC’s previous extensive survey work at Busia done for SSATP (World Bank) from November 2011 to March 2012 (5 months of data collection) which gave the following times; (Kenya-Uganda 14:00 hours) and (Uganda-Kenya 3:00 hours).

The significant time savings at Busia after converting to OSBP in both directions is most encouraging as the reduction in cross-border times are; Kenya to Uganda reduced from 14:20 hours to 2:57 hours, saving of 11:38 hours (79%) and Uganda to Kenya a reduction from 1:26 hours to 0:17 hours a saving of 1:09 hours (80%).

Summary of Survey Results

1. Traffic Counts

a) Traffic Count Busia - Kenya

Comparison of the present volumes with the baseline survey shows that the total traffic volumes have declined slightly, but the composition of the traffic flow has changed significantly. The total number recorded in 2011 from Uganda to Kenya through Busia (as a Two-stop Border post) was 2644 and in 2016 it was 2570 (a decrease of 3%), as shown in the table below.

Survey	Buses	Passenger Vehicles	Trailer Trucks	Other Trucks	Total
2011	216	1000	607	821	2644
2016	200	858	365	1147	2570

- Buses - 2011 = 216
2016 = 200
(7% decrease in bus traffic)
- Passenger Vehicles - 2011 = 1000
2016 = 858
(14% decrease in passenger vehicles i.e. saloon cars, 4wd and pick-ups)
- Trucks (including Other) - 2011 = 1428
2016 = 1512
(6% decrease in truck traffic)
- All Vehicles - 2011 = 2644
2016 = 2570
(3% decrease in traffic volumes)

There was a slight drop in traffic volumes of all type vehicles from the 2011 baseline survey, bus and passenger vehicle categories which showed a decline of 7% and 14% respectively, while the drop in truck traffic was only 4%. However, there was a significant drop in containerised cargo vehicles i.e., 607 in 2011 and 365 in 2016 or 40% decrease whereas other types of vehicles made up of Tankers, Light and Medium trucks increased from 821 in 2011 to 1147 in 2016, an increase of 38%.

b) Traffic Count: Busia - Uganda

Comparison of the baseline survey done in 2011 with the current survey at Busia Uganda OSBP shows that the total traffic volumes have decreased significantly i.e. the total traffic volume was 3621 in 2011 compared to 1570 in 2016, an overall decrease of 57% as shown in the table below.

Survey	Buses	Passenger Vehicles	Trucks	Other	Total
2011	242	1488	880	1011	3621
2016	106	467	304	693	1570

- Buses - 2011 = 242
2016 = 106
(56% decrease in bus traffic)

- Passenger Vehicles - 2011 = 1488
2016 = 467
(67% decrease in passenger vehicle traffic i.e. saloon cars, 4wd and pick-ups)
- Trucks (including Other) - 2011 = 1742
2016 = 997
(43% decrease in truck traffic)
- All Vehicles - 2011 = 3621
2016 = 1570
(57% decrease in traffic volumes)

The significant drop in traffic volumes of all type vehicles from the baseline survey can be partly attributed to the fact that the baseline survey was done in the December peak period in 2011, whereas the impact study was done in early June in 2016.

With regard to possible distortion of traffic volumes during the baseline survey, further investigation by the consultant revealed that the Busia data may have been affected by several disruptions which took place at Malaba border post between October 2011 and December 2011 which resulted in all modes of traffic being diverted through Busia. These issues included the truck driver strike at Malaba from October to end November 2011 (refer to the link at <http://www.theeastafican.co.ke/news/Malaba-strike-blamed-on-Uganda-customs-officials-/2558-1252416-drqm7uz/index.html>) and the dispute between KRA/KIFWA and Clearing Agents which went on for months during the same period which was disruptive, and further contributed to the long delays experienced at the Malaba border post (refer to the link at <http://theweeklyvision.blogspot.co.za/2011/09/krakifwa-in-tug-of-war-with-clearing.html>). These events had the effect of diverting traffic to Busia. The picture below shows trucks stranded at the Malaba border with the queue extending 21 km back from the border.



The reduction in the traffic volumes in the 2016 Impact and Re-run surveys at Busia was particularly evident in the bus and passenger vehicle categories which showed a decline of 56% and 67% respectively, while the drop in truck traffic was 43%. There was also a significant reduction in containerised cargo vehicles i.e. 880 in 2011 to 304 in 2016 (65% decrease); other vehicles made up of Tankers, Light and Medium trucks decreased from 1011 in 2011 to 693 in 2016 (31% decrease).

Some research by the consultant showed that the decrease in truck traffic was largely due to the fact that importers and local truckers are now using Malaba border post as the route of preference over Busia for the following reasons: -

- Poor road conditions between Kisumu and Busia
- Faster processing times at Malaba
- Maritime SCT now being processed through Malaba

It is probable that the road conditions are also affecting the passenger traffic.

2. Time Surveys

The baseline survey in 2011 showed the queue time and processing times for commercial traffic (trucks) as a single time measurement for transit from Busia - Kenya to Busia - Uganda and the reverse direction Busia - Uganda to Busia - Kenya, whereas the 2016 Impact survey analysed the border crossing times for each OSBP into the following elements of time:

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

The table below shows a comparative analysis of the time components (queuing time, customs processing time and total dwell times) with the baseline survey data for Busia - Kenya.

a) Time Survey Busia - Kenya

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	0:38	0:48	1:26	0:00	0%
2016 (All Trucks)	0:02	0:15	0:17	1:09	80%
2016 (Containerised)	0:01	0:25	0:26	1:00	70%

- Queue Time - 2011 = 0:38
2016 = 0:02
(Decreased by 95%)
- Customs Processing - 2011 = 0:48
2016 = 0:15
(Decreased by 69%)

- Total Dwell Time (Border Crossing Time) - 2011 = 1:26
2016 = 0:17
(Decreased by 80%)
- Containerised Cargo - 2011 = 1:26
2016 = 0:26
(Decreased by 70%)

The significant reduction in border crossing times from 1:26 hrs to 0:17 minutes is a time saving of 80% and is a very positive sign of the impact that the OSBP has had on cross-border time at Busia. It must however be noted that, as very little cargo is exported from Uganda to Kenya or abroad, the majority of trucks crossing into Kenya through Busia are empty returns i.e. 1250 out of a total of 1510 or 83% of trucks recorded during the survey period. This is the main reason why processing times are so low. The only commodities being exported from Uganda were processed foodstuffs such as powdered milk, sugar, rice some wood products and scrap metal destined for mostly local markets in Kenya with a few exports via the Port of Mombasa.

It is also important to take into consideration that as the baseline survey was conducted in the peak period in December 2011, the resulting traffic congestion, could also have contributed to the longer border crossing times experienced during the survey period.

b) Time Survey Busia - Uganda

Survey	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)	Time Difference (h:mm)	Time Difference (%)
2011 (Baseline)	1:12	13:08	14:20	0:00	0%
2016 (All Trucks)	2:44	0:13	2:57	11:35	79%
2016 (Containerised)	02:07	00:24	02:31	11:49	82%

- Queue Time - 2011 = 1:12
- 2016 = 2:44
(Increased by 128%)
- Customs Processing - 2011 = 13:08
2016 = 0:13
(Decreased by 98%)
- Total Dwell Time - 2011 = 14:20
2016 = 2:57
(Decreased by 79%)
- Containerised Cargo - 2011 = 14:20
2016 = 2:31
(Decreased by 82%)

The 2016 survey showed a reduction of 11 hours 35 minutes in border dwell times at Busia-Uganda compared with the baseline study done in 2011; this is a 79% saving in time since the introduction of the OSBP.

The significant decrease in the customs processing time of approximately 15 hours 55 minutes is most likely due to the introduction of SCT (Single Customs Territory) at Busia border post and the simpler procedures of the OSBP system. SCT is now covering a wide range of products along the Northern Corridor between Kenya, Uganda and Rwanda and includes the following commodities: -

Port of Mombasa:

Fuel, Wheat Grain, Bulk Crude Edible Oil, rice, sugar, used clothing, used shoes, dry batteries, beverages, alcoholic drinks, cooking oil, cigarettes, neutral spirit and containerised steel products, Portland cement and Bitumen, Motor Vehicle Units & Bulk Steel.

Full roll out – expected July 2016

Intra – EAC trade - All cargo in & out of Uganda between Kenya and Uganda; and Uganda and Tanzania (empty bottles, neutral spirits, packaging materials, molasses and husked rice, milk products, toiletries and cosmetics, edible oil) is on SCT. Busia also clears transit through SCT cargo to Rwanda & sometimes Burundi.

The Impact of SCT:

A high proportion of cargoes are being processed by SCT. The impact SCT on crossing times at this border post is summarised in Table 1.1 by comparing the crossing times for cargoes handled by the different Customs regimes.

Table 1.1: Customs Regime Time Summaries

Customs Regime	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)
SCT	2:42	0:10	2:52
NTB	1:36	0:32	2:08
DI	0:00	0:00	0:00
E	4:00	0:05	4:05

*SCT – Single Customs Territory

*NTB – National Transit Bond

*DI – Direct Imports

*E – Empty Returns

The analysis shows the very significant differences between customs regimes and their influence on processing efficiency. It is relevant to isolate the effects of system developments as these are otherwise masked by the time taken for other activities.

As shown in Table 1.1, SCT has the quickest customs processing times at 10 minutes followed by NTB's at 32 minutes. Empty returns are not processed through customs, but the time spent in the Customs Control Area prior to leaving the border is deemed to be under customs control and in the survey, is therefore allocated to the customs processing time.

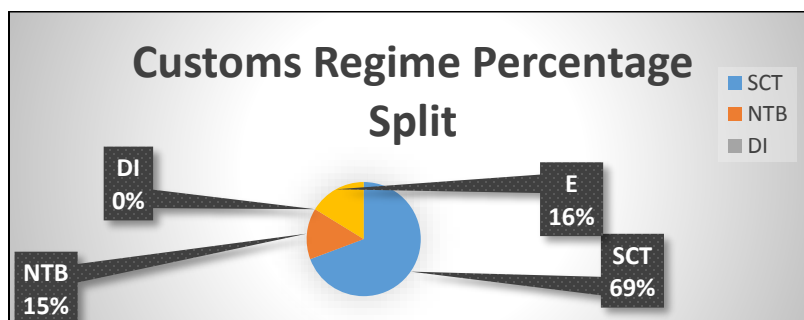
Goods or cargo moved under National Transit Bond originate outside of the EAC region and are usually brought in via the Port of Mombasa and destined for either Uganda or onward transit to Rwanda, DRC, Burundi or South Sudan. Goods or Cargoes under this regime destined for Uganda usually undergo 100% physical inspections to verify that the contents of the container or vehicle carrying the cargo match the accompanying declaration (SAD).

The table below and accompanying graph shows the percentage of vehicles processed during the survey under the different Customs Regimes: -

Table 1.2: Vehicle Count by Customs Regime (matched vehicles only)

Customs Regime	Percentage
SCT	69,28%
NTB	14,49%
DI	0%
E	16,22%

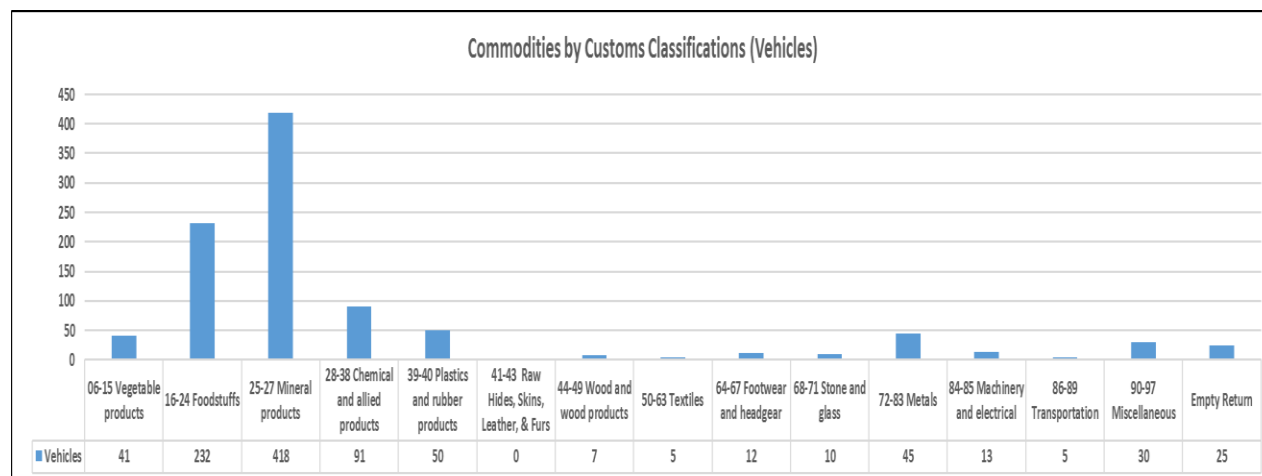
Figure 1.1: Customs Regime Percentage Split



Cargo through the Busia - Uganda OSBP is moved under either SCT (Single Customs Territory) or NTB (National Transit Bond). Currently, 83% of all cargo is moved under SCT and the balance of 17% under NTB.

The vehicles crossing into Uganda carry a wide variety of commodities including Fuel (40%) for either Uganda or onward transit to Rwanda or Congo, vegetable products, foodstuffs, chemical and allied products, leather products, steel and machinery. This is illustrated in Figure 1.2 which shows the range of commodity groups recorded.

Figure 1.2: Commodities Imported into Uganda through Busia

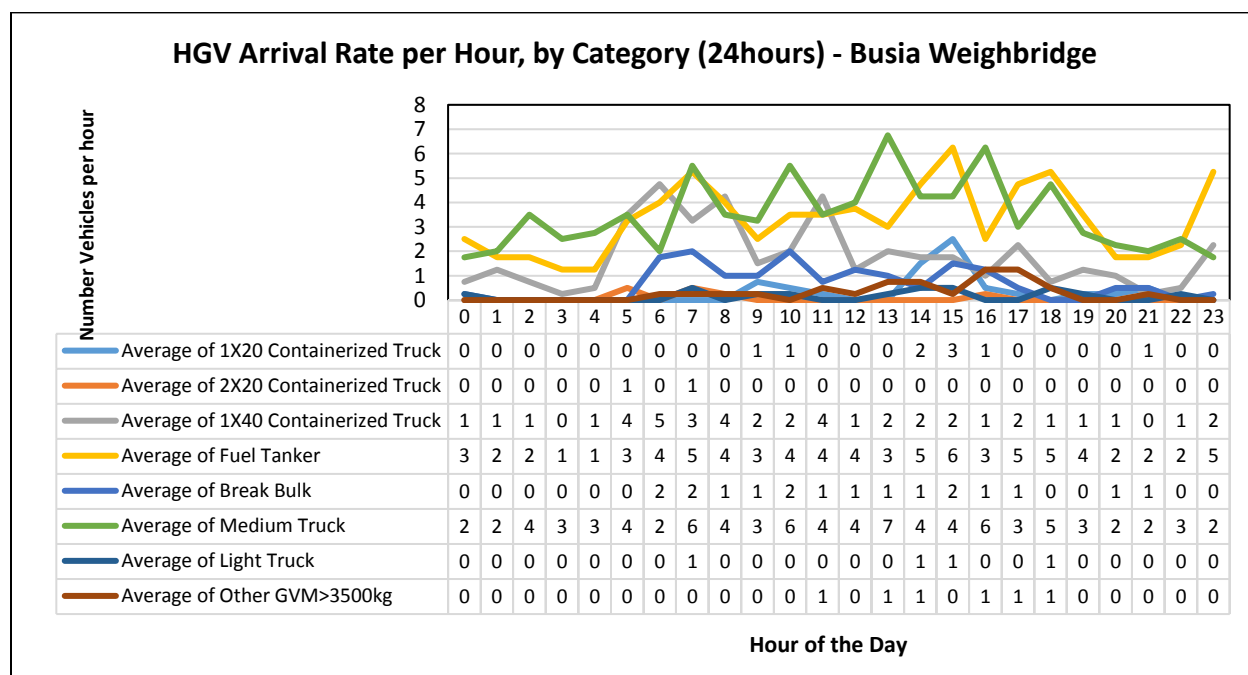


As noted above, the analysis of customs regimes shows very significant savings; but it is evident that other external elements of border time, outside of the control of the border post authorities, such as queue times, tend to mask the effect of the improved customs regimes. As queue times are part of the total border crossing time (dwell times) they have impact on the overall efficiency of the border and cannot be ignored, but must be measured and included in the total time. The effects of congestion and queuing are discussed in the following section.

Arrival Time Survey – Busia Weighbridge

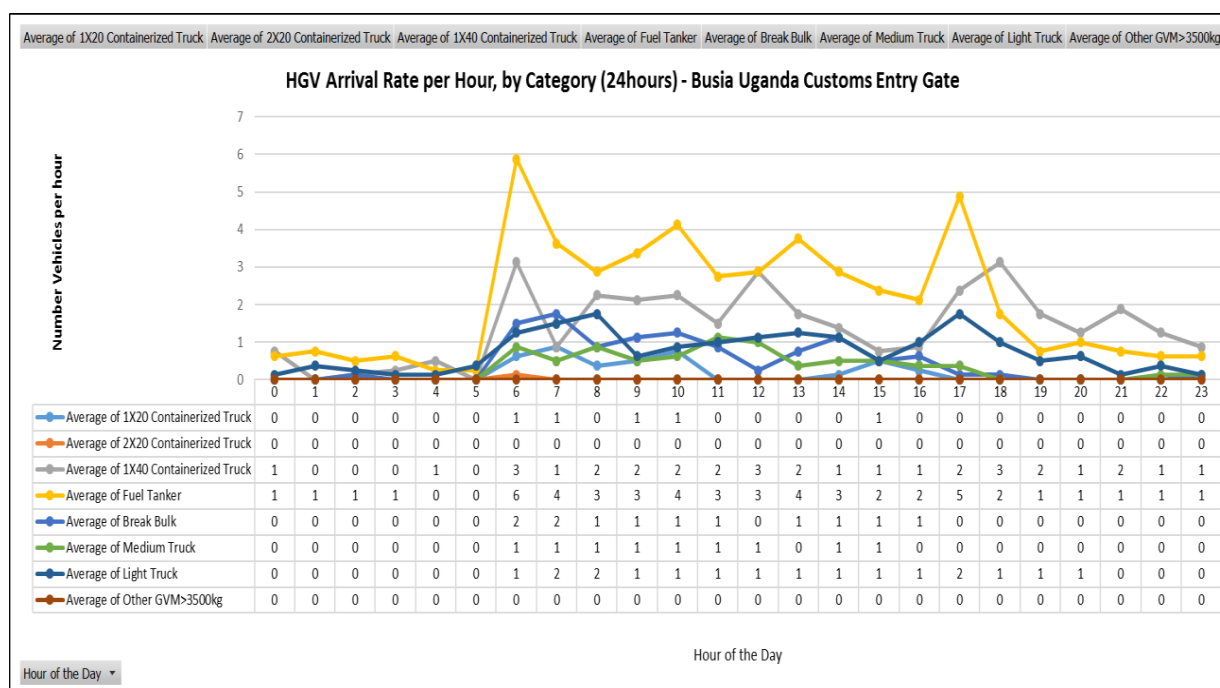
In order to obtain a measure of the time spent prior to entry to the border post area, an “Arrival Time Survey” was carried out at Busia weighbridge (on the outskirts of the town), during the “re-run survey” in October. This was done over 3 days and nights from the Wednesday to the Friday and finishing at 06:00 on the Saturday morning. The survey yielded some very interesting results as shown below. There was a steady flow of vehicles arriving throughout the night, and then peaking during the day between 12:00 - 16:00 hours.

Figure 1.3: HGV Arrival Rate Per Hour – Busia Weighbridge



Comparison of the actual arrival of HGVs at the entrance to Busia town [measured at the weighbridge] with the HGV arrival rate at the Customs Entry Gate at the Busia OSBP, showed that there is a very significant amount of delay that is not attributable to the border-post activities, but is the result of driver behaviour. This is illustrated in the following table.

Figure 1.4: HGV Arrival Rate per – Busia Uganda



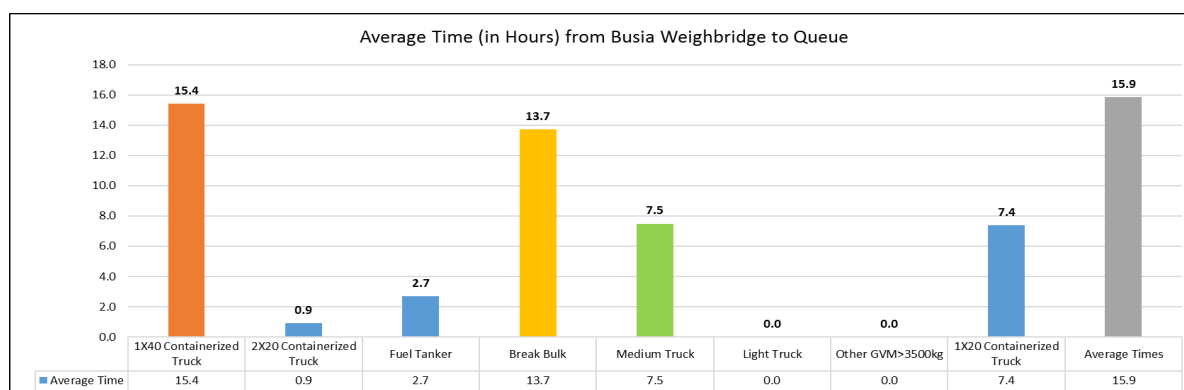
The arrival rate at the Customs Gate shows that the HGV are not making use of the 24/7 OSBP facility, as trucks are only starting to arrive at the Customs entry gate into Uganda from 06:00 in the morning with the traffic flow tapering off to only a handful of vehicles after 20:00 in the evening. This was also evident from the Commercial Traffic night counts which showed a large reduction in numbers after 18:00 in the evening.

The time analysis from the weighbridge to entering the Customs queue indicates that a lot of time is wasted by truckers/drivers after arriving in the town of Busia as shown in Table 1.3 and Figure 1.5 below, for different vehicle categories.

Table 1.3: Analysis of Time Spent at Busia Border – HGV Kenya to Uganda

Vehicle Category	Avg. Time Weighbridge to Queue	Avg. Time in Queue	Avg. Time Customs Processing	Avg. Border Crossing-time	Total Avg. Time Spent at Busia Border Post
Container Vehicles	13:30	02:07	0:24	2:31	16:01
Fuel Tankers	2:41	02:22	00:07	2:29	5:10
Light Trucks	0:00	03:53	00:16	4:09	4:09
Medium Trucks	7:29	05:25	00:13	5:38	13:17
Break Bulk	13:42	00:36	00:09	0:45	14:29
All Freight Vehicles	15:51	02:44	00:14	2:58	18:49

Figure 1.5: Analysis of Time Spent in Busia Town – HGV Kenya to Uganda



The delays illustrated in Figure 1.5 above are a cause for concern as they negate the effectiveness of the OSBP in reducing transit times. The successful reduction of processing times by improved systems is dwarfed by the driver induced delays. This is important, as transport effectiveness is not solely dependent on border post efficiency but includes all the factors that contribute to the time taken to cross the border.

A further concern is that driver behaviour includes resting after a long drive, frequenting local taverns and eating houses where prostitution is rife. These activities affect road safety and create opportunities for cargo and fuel theft and corruption as well as giving rise to very unsafe parking of dangerous cargoes, as discussed in a later section of this report. It is clear that about 16 hours is being added to border crossing-times by these activities, and although it may be correct to say that actual time spent crossing the border is only 2:58 h:mm, the transporters GPS Tracking system and the drivers' reports will reflect that time spent at the border was 18:49 h:mm. There is possible need for some research around these issues to develop ways to effectively address the delays and improve security.

User Satisfaction

The User Satisfaction Survey designed by TMEA was administered by the survey team as part of the June impact survey to a mixed sample of border users, to evaluate the level of user satisfaction after construction of the OSBP. The User Survey was not repeated in the October survey. The User Survey results for the Busia – Kenya Border Post are presented first, followed by the tables for Busia – Uganda Border Post.

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

Summary of User Satisfaction Responses: Busia-Kenya

Parameter	Total	
	Score	%
Centralised Operations	90	31%
Joint Examination	144	49%
Decreased time	87	32%
Security	149	51%
Search -gender	87	29%
Maintenance	60	20%
Cleanliness	44	15%
Toilets -M/F	148	50%
Warehouse	26	9%
Signage	126	43%
Parking	-32	-11%
Separation of Pass/goods	-10	-3%
HIV Signage*	0	0%
Disabled facilities	-75	-25%
Overall level of satisfaction	33	12%
Total Score	877	
Average Score and Percentage	58,4667	20%

*Not included in overall Score and Avg

As shown in the table above, the levels of satisfaction with most aspects of the current border operations such as cleanliness, maintenance and warehousing are barely satisfactory. In addition, there are a number of aspects of the border situation that are rated negatively by the border users; these include Parking, the separation of goods and passenger traffic and disabled facilities. Note: rounding and correction of the final draft score for security has changed the total rating to 20% (with some returns of unknown gender).

The gender analysis, showed low levels of satisfaction with males (21%) and females (21%). The main dissatisfactions were with toilets, warehousing, separation of passenger and goods, disabled facilities and cleanliness. The overall rating of 20% is a good reflection of current conditions as described in this report.

It is also clear that the user perceptions do accurately record and confirm the stakeholder reports of a large number of unsatisfactory conditions.

Summary of User Satisfaction Responses: Busia – Uganda

The user responses for the Busia – Uganda border post are more positive as shown in the following summary table.

Parameter	Total	
	Score	%
Centralised Operations	124	54%
Joint Examination	105	46%
Decreased time	70	31%
Security	196	85%
Search -gender	168	73%
Maintenance	150	65%
Cleanliness	148	64%
Toilets -M/F	129	56%
Warehouse	106	47%
Signage	169	73%
Parking	166	72%
Separation of Pass/goods	169	73%
HIV Signage*	0	0%
Disabled facilities	-108	-47%
Overall level of satisfaction	128	56%
Total Score	1720	
Average Score and Percentage	114,667	50%

*Not included in overall Score and Avg

As shown in the table the ratings of most features are positive, with only the facilities for disabled persons being rated very low. The rating for the effects of joint examination were below average and the question regarding reduced border crossing time rated low (31%). The overall rating of 50% shows a median level of satisfaction with scope for improvement as the remaining issues are addressed.

The gender analysis was also more positive for the Uganda side of the border with rating of 53% for males and 49% for females. The main dissatisfactions were disabled facilities and the time reduction, with males (42%) somewhat less satisfied than females (54%).

Summary of Stakeholder (Officials) Report

Border agency officials were interviewed at the start of the survey and were asked to describe problems and challenges with the new border operations. These are summarised below and reported in more detail in the User Satisfaction Survey stakeholder reports in Annexure G, for each border post;

Busia - Kenya

- Staff Shortages
- illegal immigrants and illegal points of entry (Porous Border)
- Little or no security and boundary fencing of border control area
- lack of laboratory and testing equipment
- lack of staff accommodation
- Lack of facilities i.e. water and sanitation
- Power Outages – no generator for power back up
- Lack of office equipment i.e. computers
- No air conditioning
- No parking for passenger vehicles and busses
- Toilets have no flushing water
- Poor internet connectivity
- Lack of cleaning and maintenance staff on site
- No vehicles for patrols (porous border)

Busia - Uganda

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- lack of staff accommodation
- Shortage of cleaning and maintenance staff on site
- Lack of sensitization of community on compliance

Comments and Recommendations

Busia - Kenya:

1. There is are a number of complaints from border post stakeholders on the Kenya side of this OSBP due to the fact that conditions on that side of the border are substandard at this point in time. This is confirmed in the User Satisfaction Survey where a variety of border post users were interviewed and only scored the overall level of satisfaction at 18%.
2. The main stakeholder concerns are the lack of security and fencing of the Border Control area as all sorts of unsavoury characters and criminal elements walk freely through the border control area undetected.
3. The general conditions of the border post infrastructure are in poor condition and the newly constructed facilities are already showing signs of disrepair and lack of maintenance. Combining the newly built Passenger Terminal with the old Customs and Immigration buildings (which has been in a poor state of repair and appearance for some time) has not resulted in an efficient and effective outcome and required further upgrading. This is evident from the pictures below where un-trunked electrical cables hang loosely and bare to the elements on the outside of the building.

Figure 1.6: Busia Kenya: Spider Web of Electrical Cables on Building



Figure 1.7: Busia-Kenya: Mix of Old and New is Aesthetically Unattractive



Busia - Uganda:

1. Border Post Stakeholders have listed a number of deficiencies; some of which need to be addressed urgently, such as vehicles for immigration, and the police to do regular patrols of the porous border, a lack of laboratory equipment, and in some cases office equipment or computers. It must however be noted that the general condition of the OSBP infrastructure and facilities are far superior to that of their Kenya counterparts. This is confirmed by the User Satisfaction Survey where the Busia - Uganda OSBP scored 50% overall level of satisfaction compared to only 18% for the Kenya side.
2. The current cordoning off of part of the Customs yard for construction workers to mix supply concrete for the completion of the Malaba border post 50 km away is constricting the available parking space in the customs yard and hampering customs operations.
3. In general, there appears to be staff shortages in all departments and OGA's at the border, resulting in the current staff having to work longer than acceptable working hours per day and often without time off to spend with their families.

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IMPACT SURVEY AT BUSIA BORDER POST: KENYA - UGANDA

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List of Acronyms

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

Glossary of Terms and Definitions

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

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

BUSIA BORDER POST – 06-12 JUNE 2016 (Impact Survey) and 4-10 OCTOBER 2016 (Rerun Survey)

1. INTRODUCTION

1.1 OSBP Project Background

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

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

TMEA's immediate target is a 30% reduction in the time it will take a truck to cross the border. Time and traffic surveys were undertaken previously to establish the baseline crossing times for each of the border posts. Construction of the Busia OSBP was finalised and the One-stop border post is currently operational, but there are still some obstructions and the need for further equipment and system development as described in the stakeholder report.

The measurement of the changes against the baselines of the OSBPs serves to inform TMEA and the various stakeholders which are 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 Survey Process at Busia Border Post

This report describes the Border Post Impact survey performed at the Busia border post between Uganda and Kenya between 6th to 12th June 2016 and the Re-run Survey on the 4th to 10th October. These were the first surveys of this border post in the current project and are 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 final survey will be planned for performance in the 2nd quarter of 2017 after all facilities have been commissioned.

The surveys measured all activities for a period of seven days of day time traffic for 12 hours from 06:00 to 18:00 and night traffic from 18:00 to 06:00. The surveys provides an average border crossing time and traffic volumes for commercial goods and passenger vehicles (coach and mini bus) as well as light passenger vehicles such as saloon cars, SUV's (4WD) and pickups recorded during the survey period. All times reported were derived from the June Impact survey and are expressed as Hours: Minutes e.g. 2:57 = (2 hours and 57 minutes). Traffic volumes are based on the October Re-run Survey.

The report also describes the border activities processes, and procedures which take place on both sides of the Busia border. Data analysis is provided separately for each side of the border, described as, Busia -Uganda and Busia - Kenya.

1.3 Location of Survey

The Busia border post is on the border between Uganda and Kenya and serves as an alternate and complementary border-crossing to the Malaba route from the port of Mombasa along the Northern Corridor through Kenya to Uganda and onward into Rwanda and DRC.

The GPS location of the border post at Busia is latitude: 1° 3' 06.51" S - longitude: 30° 27' 32.74" E. The position of the border post is shown on the map below.

Map of Border Post Location



1.4 Scope of the Survey

The purpose of the border survey is two-fold; it aims to measure the efficiency of the border in terms of current traffic flow at the OSBP and to analyse crossing time for freight and passenger vehicles which transit the border, as well as examining and explaining the extent and causes of delays.

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

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

For commercial passenger vehicles (Coaches, Coasters and Minibuses) the system records origin and destination and time taken to cross the border. For light passenger vehicles the numbers are recorded, but no other details.

The survey provides statistics for:

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

1.5 Survey Team Setup – Busia Border

Survey Team Selection and Training

The consultants recruited post graduate students or school leavers from a pool of candidates drawn from the local community in Busia - Uganda and Kenya.

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 – BUSIA BORDER POST

2.1 OSBP Survey Process

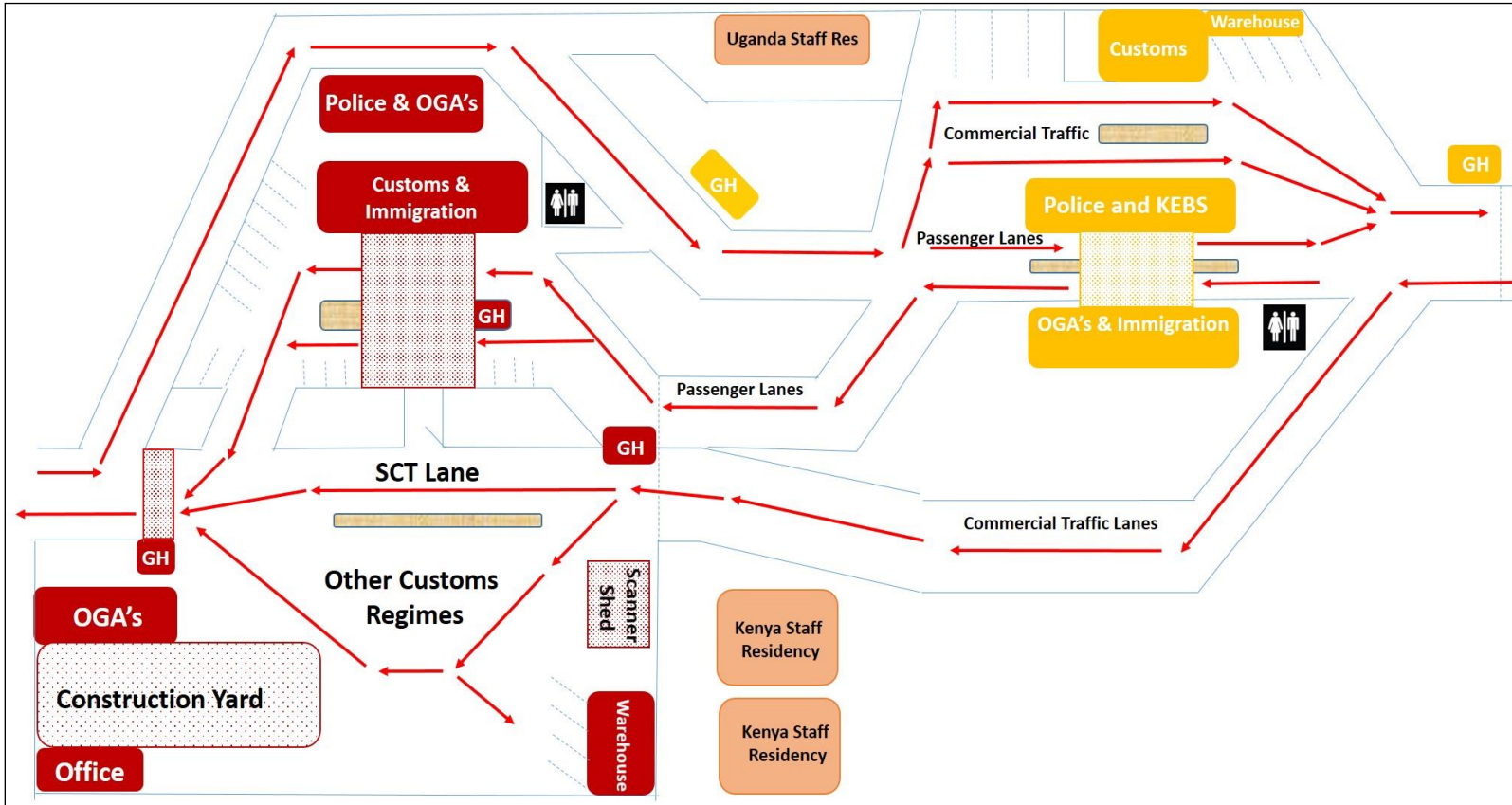
At the start of the survey process, information about the organisation and staffing of the border post was gathered by means of initial interviews with all relevant authorities and stakeholders. The processes performed on each side of the border were recorded and are described in the report as a basis for later comparison of the operations at the two sides of the border.

With the border operating as a OSBP, all vehicles (Travellers, Passenger Buses/Coaches and Commercial Vehicles (Trucks) arriving at the border from Uganda going to Kenya do not stop on the Uganda side but proceed directly to the border station on the Kenya side and vice versa; all vehicles arriving from Kenya going to Uganda do not stop on the Kenya side and proceed directly to the 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 06:00 to 06:00 or 24 hours for passenger movements and 06:00 to 06:00 for commercial traffic, giving 24 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 border processes, the traffic flows and the location of the survey teams are shown in Figure 2.1 below.

Figure 2.1 - Schematic Drawing of OSBP Layout and Traffic Flows



2.2 Data Collection Process - Both Sides of Border

The survey data collection activity was performed for a period of one week covering 24 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 2.3) below. Stations A and F are the points of which vehicles approach the border stations and start to queue. Stations B, C, D and E are the points at which vehicles enter and exit from the customs clearing area. However, on entry into Busia - Uganda due to the truck volumes, the queue on the Kenya side extends for about 2 km into Busia town as seen in Figure 2.2 below.

Figure 2.2: Truck Queue from Busia Town (Kenya) to Uganda Inbound Customs Gate



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

The data collection was done using the forms described in Annexures B-E which were used to capture descriptive data and the times at which vehicles moved through the border.

- Form 1A was used to capture data on trucks arriving at the border. This includes the descriptive information necessary to track the vehicles.
- Form 2A was used to capture the data on buses and large passenger vehicles crossing the border station. This includes origin and destination and the vehicle description.
- Forms 1B and 1C 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 15 enumerators were deployed at the border; 8 on the Kenya side and 7 on the Uganda side as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 2.3 below.

Arrival Time Survey – Busia Weighbridge:

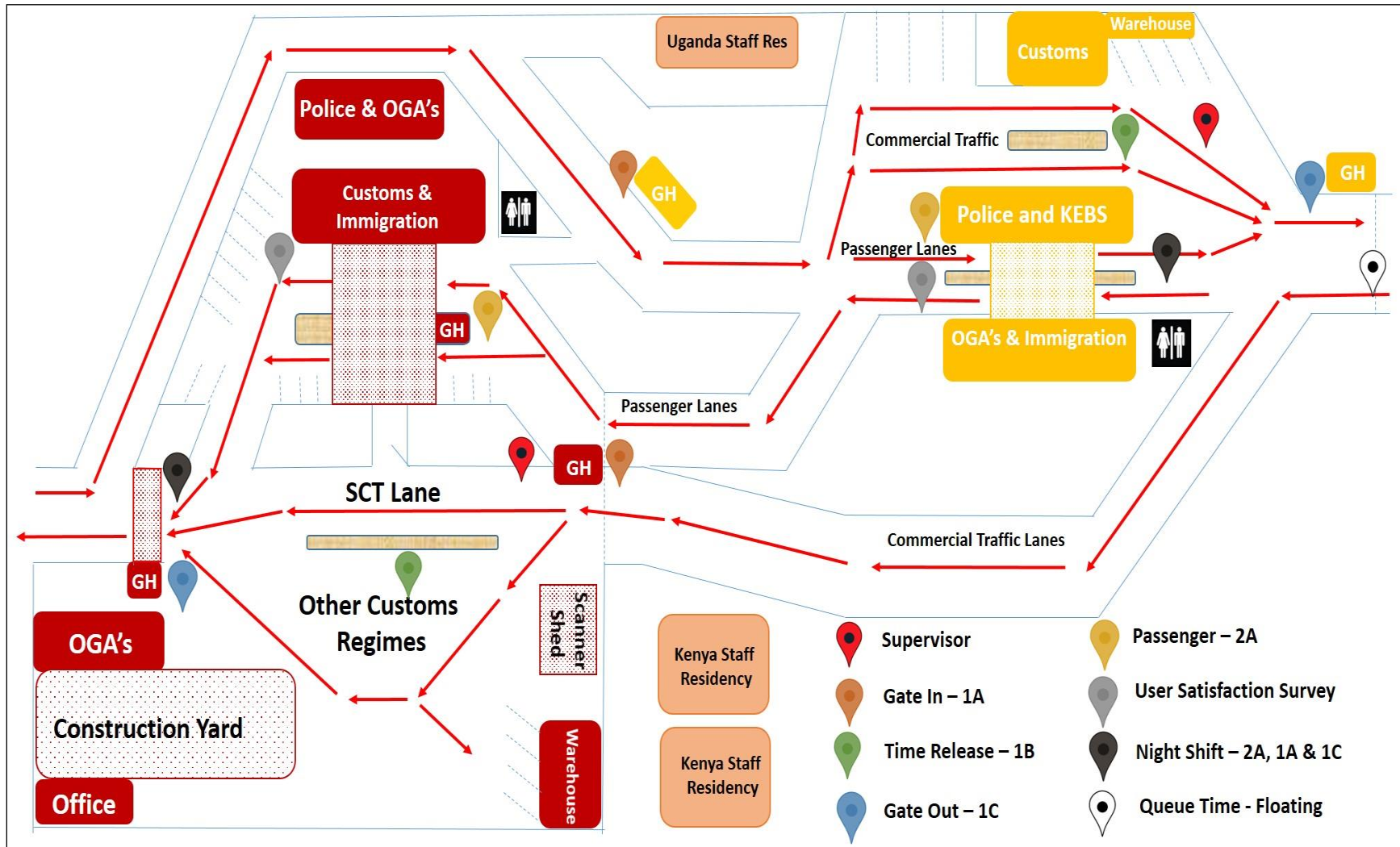
During the Re-run Survey an arrival time survey was conducted at the Busia weighbridge covering a three-day period from Wednesday 5-7 October for 24 hours per day. Two additional Enumerators were deployed at this location covering two shifts from 06:00 to 18:00 and 18:00 to 06:00. The purpose of the survey was to determine how much wasted or idle was spent by driver and truck before entering the queue to cross the border. The location of the survey is shown below in Figure 2.3.

Figure 2.3: Busia Weighbridge



The positioning of the two Enumerators is shown by the pin alongside the weighbridge.

Figure 2.4 - Schematic Drawing Showing the OSBP Layout, Traffic Flows and Positioning of the Enumerators for the Survey



2.3 Staffing

The survey staff employed were as follows.

Supervisors

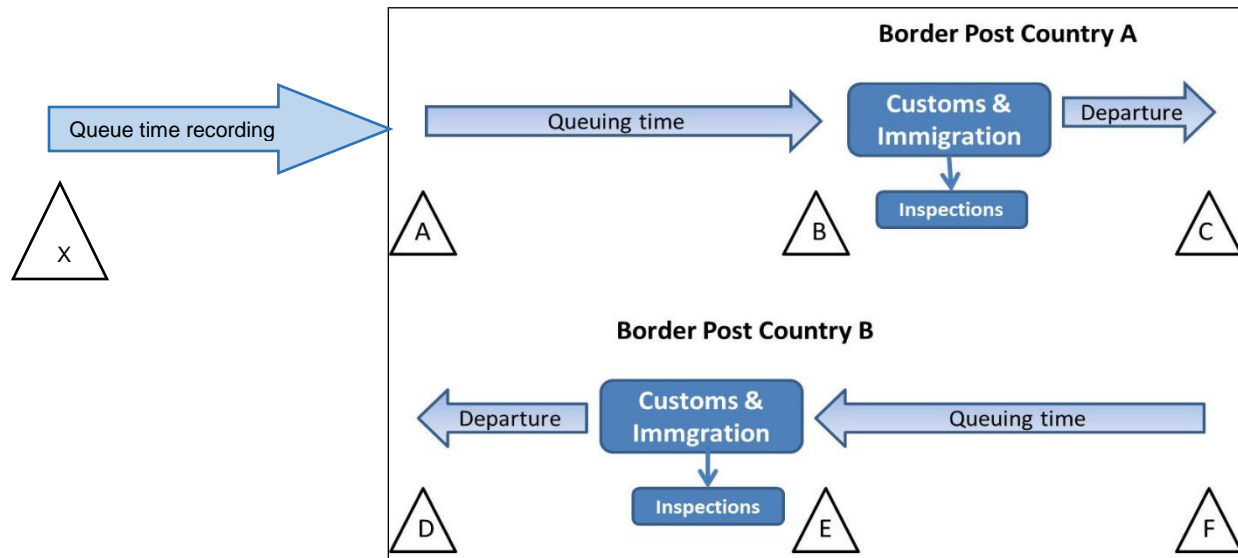
Emily Natukunda – Supervisor Busia - Uganda
Felix Onyango – Supervisor Busia - Kenya

<u>Kenya</u>		<u>Uganda</u>
	Truck	
James Ouma Erick Onyango		Sylvia Randari Janet Adong
	Passenger	
Mercy Njeri		William Baguma
User Satisfaction Questionnaire		
Doris Indimuli		Emma Katikwe
	Gate Out	
Justus Baleke		Joepister Naula
	Night Shift	
Samson Obuya		Ivan Wafula
	Queue Time Recording	
Sharif Otleuo		

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. Due to the length of the queue on the Kenya side moving from Busia town to the Uganda border which was often in the region of 2 km an additional enumerator (X) was deployed on the Kenya side to monitor the time each truck entered the queue. His function was to record the truck registration, the date and time of entry into the queue onto a sticky label which he placed on the driver's cab door. This sticker was then removed by the enumerator at the Customs gate into Uganda and recorded on the 1A Form as entry in the queue and alongside this time the entry time into the Customs yard, the label was then stuck to the back of the 1A Form for reference purposes. By doing this we were able to record accurate queue times into Uganda which were quite significant and which impacted quite heavily on the overall dwell times for border crossings into Uganda.

For the arrival time survey, two additional enumerators were deployed at the weighbridge at the entrance to Busia town, the purpose of which was to record the arrival time at Busia town and capture the time taken from arrival to entering the queue to cross into Uganda. The movement of the vehicles and positioning of enumerators is illustrated in Figure 2.5 below.

Figure 2.5 - Vehicle Movements and Survey Points



2.4 Document Flow or Survey Sheet Movement

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

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

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

2.5 Vehicle Categories

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

Table 2.2: Vehicle Categories

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

2.6 Parking

The commercial truck parking facilities on the Kenya side of the border is currently sufficient for the volume of truck traffic as more than 70% of all traffic is empty vehicles that move through the border within 30 minutes.

On the Uganda side there are obstructions as 50% of the current commercial parking space is occupied by construction workers which are using the facility to mix and transport concrete to Malaba border post which is about 50 kms away, for the construction work taking place there.

The obstruction is shown in Figure 2.5 below. This has resulted in URA having to make use of the old Shell Petroleum yard in Busia town to process vehicles that are long stayers and cannot be processed in the limited parking space currently available to them. Only vehicles that require interventions or inspections are being held in the Customs Control area.

All petroleum fuel tankers (which make up 40% of all commercial traffic) move under the SCT Regime, and are processed by Customs within the control area within 15 minutes. This means that the customs process for tankers ends when the vehicle leaves the exit gate, even though further inspections of product and dipping are carried out by GFI at an alternate facility in Busia town as described in a later section of this report.

Figure 2.6: Busia - Uganda: Truck Parking Area occupied by Construction Works



3. ORGANISATION OF THE BUSIA - UGANDA BORDER STATION

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

3.1 Authorities at Busia Border Post - Uganda

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

There are 43 staff members in the Uganda Customs operations operating on three shifts i.e. 6:00-14:00, 14:00-22:00 and 22:00-06:00 with 3 officers per shift on the Uganda side and two per shift are deployed on the Kenya. This includes staff employed in processing Customs entries, examinations, entry and exit gates, etc., customs clearance is fully automated using ASYCUDA World an online System.

Table 3.1: Staff Employed by Government Agencies

Government Agencies	Staff Complement	Single Window System (Sharing)
Customs	43	Yes
Immigration	10	No
Uganda Police	30	No
UNBS – Uganda Bureau of Standards	4	No
Agriculture	2	No
Fisheries	2	No
Veterinary	2	No

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

Import	Export	Transit-in	Transit-out
1400	105	150	60

Number of informal trader declarations or entries per week is +/- 10 and the number of clearing agents located at the Busia - Uganda border station is +/- 70.

The office opening and closing times of the station is from 06:00 to 06:00 or 24 hrs.

The office opening & closing time of the adjacent country (Busia - Kenya) station is also from 06:00 to 06:00 (24 hrs.).

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

3.2 Traffic Movements

There are approximately 1300 inbound trucks per week from Kenya and 1175 outbound trucks from Uganda per week.

There were 47 commercial passenger coaches daily inbound from Kenya on route to Kampala and Kigali, 4 Coasters (30 seaters), 9 mini buses (Matatus) and 317 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 Busia - Uganda Border Station

Travellers

Travellers arriving on the Uganda side park in the public parking area and then proceed through security on entrance to Immigration in the Passenger Terminal. They then proceed to Uganda and Kenya 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 Kenya Immigration to have passports stamped and pay for entry visas where necessary. Thereafter they must proceed to customs to have their luggage checked and weighed and valued if they are carrying any goods for informal trading and pay any duties required as determined by Customs.

Commercial Truck Traffic

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

- Tankers under SCT – from entry gate to exit gate and onto Busia Millers for product sampling and dipping by GFI (Global Fluids International).
- Containerised and or B/Bulk cargo under NTB (National Transit Bond) requiring a physical or 100% inspection are diverted to the inspection ramps. (VERIFICATION YARDS OR PARKING YARDS)
- Containerised and or B/Bulk cargo under NTB requiring verification only, are parked in available parking in the customs control area
- All other Cargoes containerised or B/Bulk under SCT, are diverted to the old Shell yard in Busia town where they remained under Customs control until verification is completed; and vehicles departed from there.

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

On arrival into the queue through Busia Town Kenya, truck drivers make contact with the Clearing Agent responsible for submitting their papers to Customs. The procedure on the Uganda side is as follows:

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

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

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

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

Once the validation and duty determination has been completed the importer is informed of the amount of duty to be paid automatically on line; the importer can perform an electronic transfer of funds (EFT) from his bank to Uganda Revenue Authority (URA) or a direct deposit into URA bank account, alternatively if a small amount it can be paid in the bank 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 directed to the Inspection bays in the Border Control Zone as indicated in Figure 3.1 for the inspection or verification of the cargo. This is then undertaken jointly by Customs and all other OGA's involved in the process.

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

The Clearing Agent then collects the stamped documents and release order from Customs and returns all documents to the driver who is then allowed to leave the border after passing through Immigration to have his passport stamped, and by following the correct traffic flow lanes for commercial vehicles to the exit gate as shown in Figure 3.1. At the gate a final check of documents is done by the police and customs to verify all is in order and then the truck is allowed to leave the border.

b) Goods moved under SCT (Single Customs Territory)

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

- Fuel and Petroleum products – On arrival at Busia town in Kenya, the driver enters the queue and proceeds to the entry gate; he hands SCT documents directly to the customs officer at the gate house who verifies the SCT entry and returns the documents duly stamped by customs, this process takes literally 1-2 minutes.
- The driver then proceeds directly to the exit gate where a final check of documents is done by the customs and police to verify all is in order and the truck then travels to the Busia Millers yard in Busia (Uganda) town where it now falls under the jurisdiction of GFI (Global Fuel International) for product sampling and dipping. It is important to note at this point that for tankers under SCT the timing of the Customs procedure ended at the gate out or exit gate to the Customs Control Area.
- For all other cargoes moved under SCT which include wheat grain, bulk crude edible oil, rice, sugar, used clothing, used shoes, dry batteries, beverages, alcoholic drinks, cooking oil, cigarettes, neutral spirit and containerised steel products, portland cement, bitumen, motor vehicle units & bulk steel: the drivers present their documents to the Customs officer at the gate house who verifies the entry in the Asycuda World Customs system; the vehicle is then directed to the old Shell yard in Busia (Uganda) town where it remains under Customs control until verification of the declaration or SAD (Single Administrative Document) has been completed and the release order is issued. When the inspection is completed the vehicle is allowed to leave the Shell yard and enter Uganda. This process rarely took longer than 1 hour before the vehicle was released and allowed to leave; it must be noted that this customs inspection time is included in the survey total.

4. ORGANISATION OF THE BUSIA - KENYA BORDER STATION

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

4.1 Authorities at Busia - Kenya Border Post

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

Customs operations are performed by 27 staff members operating three shifts from 06:00-14:00, 14:00-22:00 and 22:00-06:00, then there are three shifts of 2 per shift deployed on the Uganda side.

The staffing includes those who perform the processing of Customs entries, examinations, control of entry and exit gates, etc. The Customs clearance system is fully automated, using Simba which is an online system.

Table 4.1: Staff Employed by Government Agencies: Busia - Kenya

Government Agencies	Staff Compliment	Single Window System (Sharing)
Customs	27	Yes
Immigration	17	No
Kenya Bureau of Standards (RBS)	4	No
Plant Health	2	No
Pharmacy & Poisons	1	No
Fisheries	3	No
Port Health	6	No
Police	16	No

The office opening and closing times of the Busia - Kenya border station is from 06:00 to 06:00 or 24/7. The office opening & closing time of the adjacent country border station Busia - Uganda is also from 06:00 to 06:00.

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

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

Import	Export	Transit-in	Transit-out
105	1400	60	150

Approximately 350 informal trader declarations or entries are processed per week. There are 350 registered and 400 unregistered clearing agents located on the Kenya side of border.

4.2 Traffic Movements

During the survey period the number of inbound trucks from Uganda was 1175 per week and the number outbound to Uganda was 1317 per week.

65 coaches or commercial passenger vehicles, 15 coaster and 24 mini buses were recorded in transit from Uganda to Kenya per week and a total of 638 passenger vehicles made up of 205

saloon cars, 331 SUV (4wd) vehicles and 102 pick-ups crossed into Kenya from Uganda per week.

There are separate lanes for private vehicles and commercial trucks.

4.3 Procedures at Busia - Kenya Border Station

a) Travellers

Travellers arriving on the Kenya side park in the incoming passenger lane to the Kenya Exit gate after entering the Border Control Zone disembark from their vehicle and proceed through security to the Customs and Immigration hall or Passenger Terminal. They then proceed to Kenya 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 have to park in the incoming passenger lane as there is no designated parking for buses or passenger vehicles on the Kenya side and allow all passengers to disembark and proceed to the Passenger Terminal. This often results in traffic jams and huge queues for Immigration on the Kenya side. 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 Kenya side must proceed directly to the commercial centre as shown in 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 Kenya 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, raise a declaration (SAD) on the SIMBA system and submit to Customs. Most imports into Kenya from Uganda are not pre-cleared. The main goods exported from Uganda are largely processed foodstuffs like milk powder and agricultural products such as rice and sugar, all of these commodities require an additional permit before entry into Kenya.

For the importation of sugar, the importer must apply to the Sugar Directorate for a permit, for powdered milk to the Dairy Board and rice to Agriculture. Often the importer does not apply timeously for the permit and trucks often arrive at the border without the necessary permit. The process takes about two weeks the import to be processed in Kenya, meaning that the SAD (declaration) cannot be raised or processed by Customs until the permit is in hand. We noted a number of trucks parked in the customs yard that had arrived prior to the start of the survey that had not been processed and left some 4-5 days later. Another two trucks arrived during the survey carrying powdered milk and had still not left the border by the time the survey was completed. The two trucks in question can be seen in the picture below (Figure 4.1).

Figure 4.1: Two Kenyan Trucks carrying Powdered Milk waiting for Import Permits



Once the validation and duty determination has been completed, the importer is informed of the amount of duty to be paid. In most cases this process is done by the Customs Central Data Processing Centre in Nairobi and can take some time before duties are transferred by EFT and reflects in the KRA bank account before the release order is issued by the Customs Central Data Processing Centre in Nairobi electronically forwarded to KRA at Busia. This process can take up to 3-5 days and even longer depending on how quickly the import permit is processed. The process of applying for the import permit needs to be done timeously so that the permit is available by the time the truck arrives at the border to avoid these unnecessary delays.

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

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

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

The clearing agent then collects the stamped documents and release order from Customs and returns all documents to the driver who must then go through Immigration to have his passport stamped and can leave the border, (following the correct traffic flow lanes for commercial vehicles). to the exit gate as shown in Figure 1 where a final check of documents is done by the police to verify all is in order. The vehicle is then allowed to leave the border post.

5. SURVEY RESULTS: BUSIA - UGANDA

A total of 1570 vehicles entered Uganda from Kenya for the week of the survey compared to 3621 in the 2011 baseline survey and 2570 vehicles entered Kenya from Uganda compared to 2644 in 2011. As noted previously, the large reduction in traffic volumes at the Busia Uganda OSBP especially in the passenger traffic, bus and passenger vehicles, can be partly attributed to fact that the baseline survey was done during the peak period in December 2011 and the other contributing factors of the driver strike at Malaba – October and November 2011 and the clearing agent dispute with KRA during the same period.

The significant reduction in containerised cargo of about 576 vehicles from the baseline survey in December 2011 to the rerun survey done in October 2016, could possibly have been influenced by the boosted December 2011 baseline traffic volumes, but is unlikely to have reduced by 65%. As this was a matter of concern consultant questioned URA officials who gave an opinion that there was a general increase in containerised cargo over the years and that there has been a change in trading patterns between Malaba and Busia, with Malaba being the preferred choice for containerised cargo for the reasons of faster processing times now being recorded due to the Maritime SCT at Malaba which favours cargo importers to Uganda.

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

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

5.2 Vehicle Categories

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

Table 5.1: Vehicle Categories

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

Table 5.2: Freight Vehicles Traffic Count by Category: Busia - Uganda

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Containerised	43	33	44	42	49	41	52	304	38	304	13 870
Fuel Tankers	45	34	68	71	48	72	62	400	50	400	18250
Light Trucks	9	22	26	30	17	17	22	143	18	143	6524
Medium Trucks	3	1	12	12	12	13	10	63	8	63	2874
Break Bulk	14	9	13	6	14	16	17	89	11	89	4061
Other	-	-	-	-	-	-	-	-	-	-	-
Total	114	99	163	161	140	159	163	999	125	999	45 579

A total of 999 trucks per week (average of 125 trucks per day) entered Uganda from Kenya during the survey period.

Table 5.3: Night Traffic Count Freight Vehicles by Category: Busia - Uganda

Vehicle Category	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Totals
Containerised	15	14	17	1	17	13	17	94
Fuel Tankers	13	11	7	5	7	13	12	68
Light Trucks	4	6	10	-	2	6	5	33
Medium Trucks	-	-	-	-	-	2	-	2
Break Bulk	1	1	-	-	-	-	1	3
Other	-	-	-	-	-	-	-	-
Total	33	32	34	6	26	34	35	200

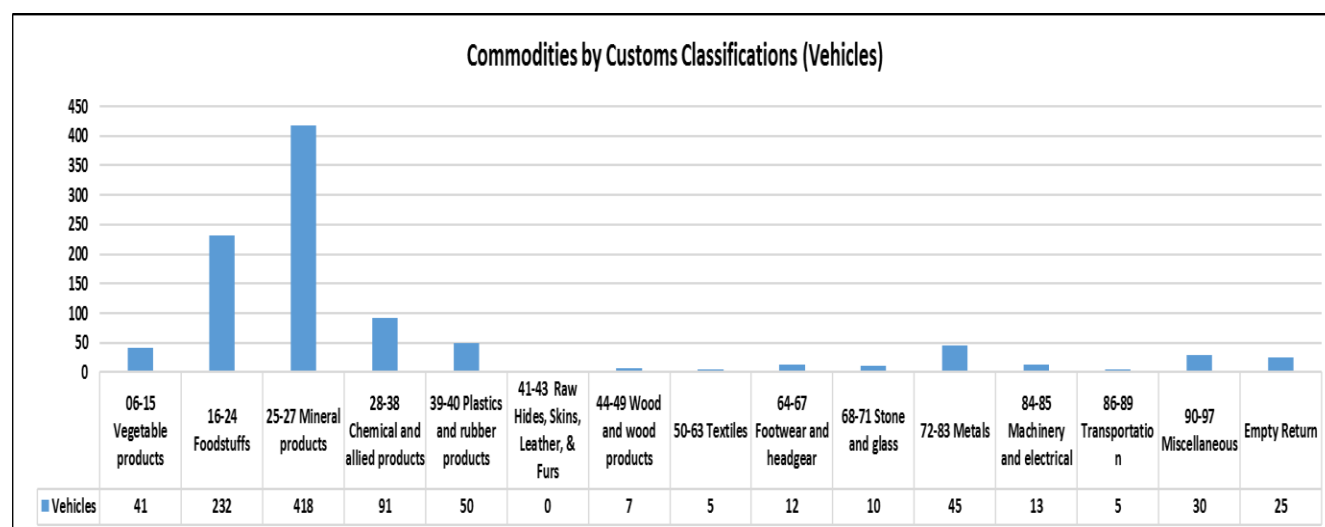
There was a total of 200 vehicles counted over the 7-night period, of which approximately 47% were containerised cargo and 34% tankers carrying fuel or petroleum products. Very few light or medium trucks moved at night.

The day and night counts showed that numbers of tankers have increased and containerised cargo has reduced. This indicates that Busia is being used as a fuel export border post due to the quick border crossing times under SCT. As discussed previously, the efficiency of the border post is being negatively affected by the time wasted by drivers in Busia town.

Table 5.4: O&D of Freight Vehicles by Categories

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Mombasa	473	47%	Kampala	728	73%
Kisumu	191	19%	Busia Uganda	47	5%
Busia	8	1%	Jinja	86	9%
Nakuru	32	3%	D.R.C	7	1%
Nairobi	264	26%	Juba	5	1%
Eldoret	7	1%	Kigali	71	7%
Molo	1	0%	Tororo	4	0%
Kitali	1	0%	Bujumbura	3	0%
Kisumu	1	0%	Kasese	1	0%
Busia Kenya	16	2%	Iganga	10	1%
Meru	1	0%	Kishasha	2	0%
Naizuru	1	0%	Mpondwe	5	1%
Tanzania	1	0%	Burundi	5	1%
Malindi	1	0%	Bukavu	1	0%
Busia(u)	1	0%	Inganga	1	0%
			Mbale	3	0%
			Goma	1	0%
			Tanzania	2	0%
			Entebbe	9	1%
			Rwanda	4	0%
			Katuna	1	0%
			Bunagana	1	0%
			Soroti	1	0%
			Nairobi	1	0%
TOTALS	999	100%	TOTALS	999	100%

As shown in Table 5.4, 89% of the total truck traffic (HGVs) Tankers, Containerised and Break Bulk originated from three major centres in Kenya, 23% Nairobi, 47% Port of Mombasa and 19% from Kisumu which is a major fuel distribution centre in Kenya. The balance of 11% was made up of small to medium trucks carrying fresh produce originating from various areas and regions in Kenya.

Figure 5.1: Commodities Carried by Freight Vehicles

The majority of cargo crossing into Uganda and for onward transit to other destinations such as Kigali in Rwanda, Burundi and DRC is Fuel and other Petroleum Products (42%) (classified under mineral products). The other commodities are vegetable products, foodstuffs, chemical and allied products, leather products, steel and machinery being imported into Uganda and for onward transit to other countries (55%) with the remaining 3% being empty returns.

Table 5.5: Cargo Destinations

Cargo Destination	Count	%
Kampala	728	73%
Busia Uganda	47	5%
Jinja	86	9%
D.R.C	7	1%
Juba	5	1%
Kigali	71	7%
Tororo	4	0%
Bujumbura	3	0%
Kasese	1	0%
Iganga	10	1%
Kishasha	2	0%
Mpondwe	5	1%
Burundi	5	1%
Bukavu	1	0%
Inganga	1	0%
Mbale	3	0%
Goma	1	0%
Tanzania	2	0%
Entebbe	9	1%

Rwanda	4	0%
Katuna	1	0%
Bunagana	1	0%
Soroti	1	0%
Nairobi	1	0%
TOTALS	999	100%

The main cargo destinations in Uganda were Kampala 73% whilst the main transit destinations were Kigali 7%, DRC 1%, Burundi 1% the balance of the cargo destinations or 18% were consigned to a variety of destinations in Uganda.

Table 5.6: Cargo Origins

Cargo Origin	Vehicles	%
Mombasa	478	48%
Kisumu	186	19%
No Cargo	8	1%
Nakuru	31	3%
Nairobi	264	26%
DRC	1	0%
Eldoret	7	1%
Molo	1	0%
Kitali	1	0%
Kishasha	1	0%
Busia Kenya	16	2%
Meru	1	0%
Naizuru	1	0%
Busia Uganda	1	0%
Tanzania	1	0%
Malindi	1	0%
TOTALS	999	100%

The main cargo origins are Mombasa 48%, Kisumu 19% (mostly fuel and petroleum products) and Nairobi 26%, then there were 3% empty returns. 42% of all cargo crossing into Uganda and for onward transit to Kigali and DRC was fuel and petroleum products.

5.3 Time Analysis Busia - Uganda

As shown in Table 5.7 and Figure 5.2, there is a pattern of high levels of morning arrivals at Busia - Uganda OSBP between 06:00 and 09:00, submissions to customs and departures peak after 09:00 and are fairly consistent throughout the day until about 16:00 when arrivals start tapering off towards the end of the day. Submissions and departures reduce to virtually nil after 18:00.

Table 5.7: 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	60	8	11	1	8	1
07:00 - 07:59	64	9	35	5	35	5
08:00 - 08:59	49	7	33	4	23	3
09:00 - 09:59	65	9	83	11	84	11
10:00 - 10:59	105	14	108	14	104	14
11:00 - 11:59	65	9	76	10	75	10
12:00 - 12:59	82	11	93	12	99	13
13:00 - 13:59	77	10	81	11	69	9
14:00 - 14:59	49	7	55	7	66	9
15:00 - 15:59	64	9	68	9	71	9
16:00 - 16:59	44	6	57	8	59	8
17:00 - 17:59	23	3	50	7	51	7
18:00 - 18:59	1	0	2	0	8	1
19:00 - 19:59	3	0	0	0	0	0
20:00 - 20:59	1	0	0	0	0	0
21:00 - 21:59	0	0	0	0	0	0
22:00 - 00:00	0	0	0	0	0	0

The data in Table 5.7 are depicted graphically in Figure 5.2 below.

Figure 5.2: Time Analysis – Freight Vehicles

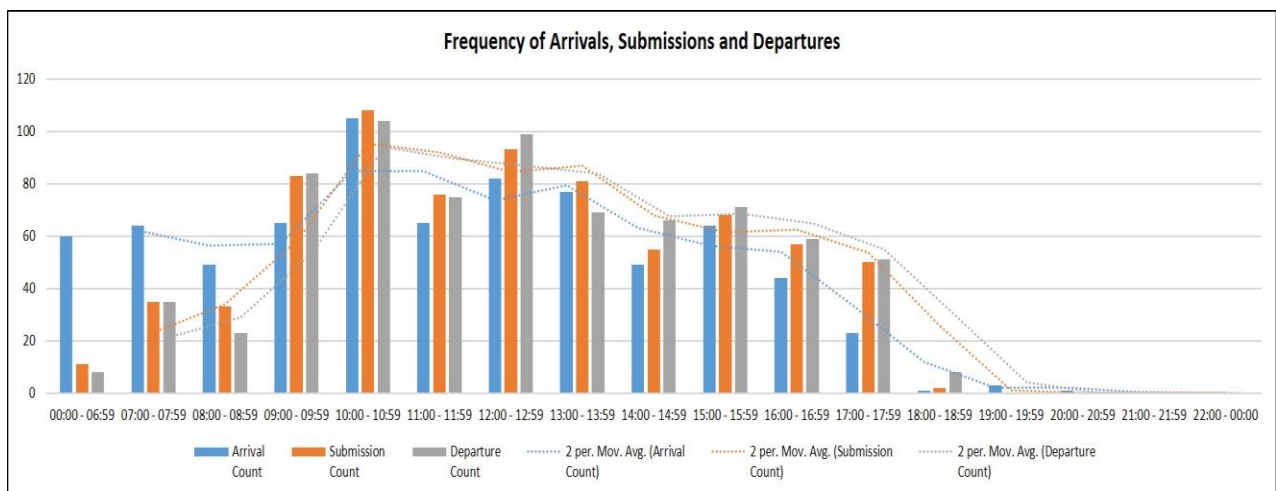
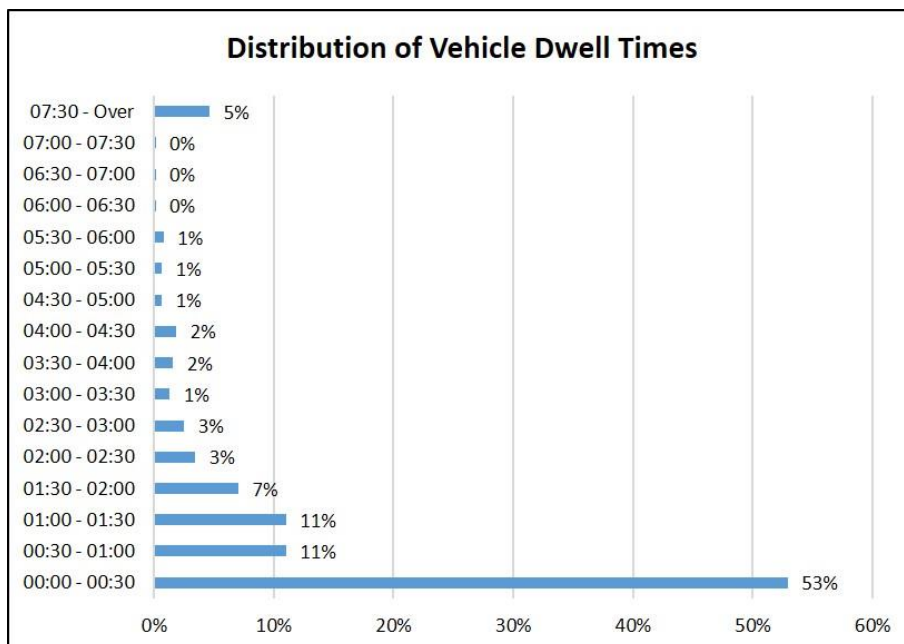


Table 5.8: Freight Vehicles: Total Dwell Time at Border

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %
00:00 - 00:30	53	398	398	53
00:30 - 01:00	11	83	481	64
01:00 - 01:30	11	83	564	75
01:30 - 02:00	7	53	617	82
02:00 - 02:30	3	26	643	86
02:30 - 03:00	3	19	662	88
03:00 - 03:30	1	10	672	89
03:30 - 04:00	2	12	684	91
04:00 - 04:30	2	14	698	93
04:30 - 05:00	1	5	703	93
05:00 - 05:30	1	5	708	94
05:30 - 06:00	1	6	714	95
06:00 - 06:30	0	1	715	95
06:30 - 07:00	0	1	716	95
07:00 - 07:30	0	1	717	95
07:30 - Over	5	35	752	100

Table 5.8 and Figure 5.3 show the proportion of times taken by the vehicles which clear the border. Dwell time is analysed into 30 minute intervals; from 30 minutes to over-7 hours and 30 minutes, throughout the day.

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

Dwell times (total time to cross the border) at Busia - Uganda OSBP for HGVs are mostly within 30 minutes, 53% of all vehicles processed through Customs falling into this category, with 86% of vehicles taking 1-3 hours and only 5% of vehicles crossing in more than 7 hours:30mins.

Customs processing times for containerised cargo takes the longest with an average time of 0:24 minutes, but the fast customs processing times are largely negated by the high queue times recorded by all categories, as shown in Table 5.9 below. The average total dwell time for categories of trucks cargo is 2:57 hours with medium and light trucks having the highest queue times at 05:25 and 03:53 hours respectively.

Table 5.9: Time Analysis by Function by Vehicle Category (Metric Hours)

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs (Processing Time)	Avg. Total Border Time (Dwell Time)
Container Vehicles	02:07	00:24	02:31
Fuel Tankers	02:22	00:07	02:29
Light Trucks	03:53	00:16	04:09
Medium Trucks	05:25	00:13	05:39
Break Bulk	00:36	00:09	00:45
Other	00:00	00:00	00:00
All Freight Vehicles	02:44	00:14	02:57

Impact of SCT (Single Customs Territory) on the OSBP

The impact of SCT at this OSBP is obvious and can be clearly seen in Table 5.10 below.

Table 5.10: Customs Regime Time Summaries

Customs Regime	Queue Time (h:mm)	Customs Processing (h:mm)	Total Dwell Time (h:mm)
SCT	2:42	0:10	2:52
NTB	1:36	0:32	2:08
DI	0:00	0:00	0:00
E	4:00	0:05	4:05

*SCT – Single Customs Territory

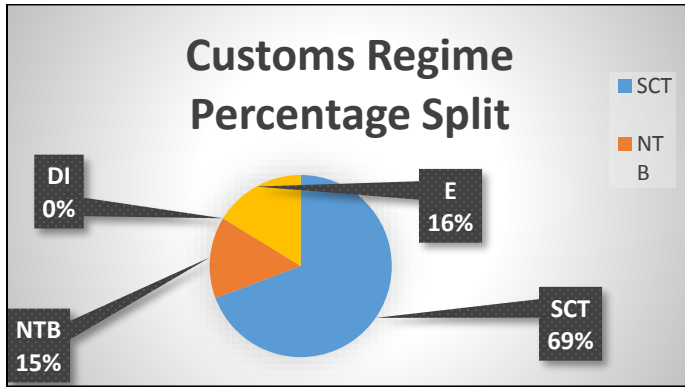
*NTB – National Transit Bond

*DI – Direct Imports

*E – Empty Returns

The impact of SCT can be clearly seen with processing of SCT cargo only taking 10 minutes on average versus 32 minutes under the old National Transit Bond system. Currently 83% of all Cargo through the Busia - Uganda OSBP is moved under SCT (Single Customs Territory) and 17% under NTB (National Transit Bond). The graph below clearly highlights how much of all commercial traffic crossing the border from Kenya moves under SCT, it is expected that by the end of August all cargo will be under SCT and that the NTB regime will fall away completely. Note: there were no Direct Imports in this survey.

Figure 5.4: Customs Regime Percentage Split

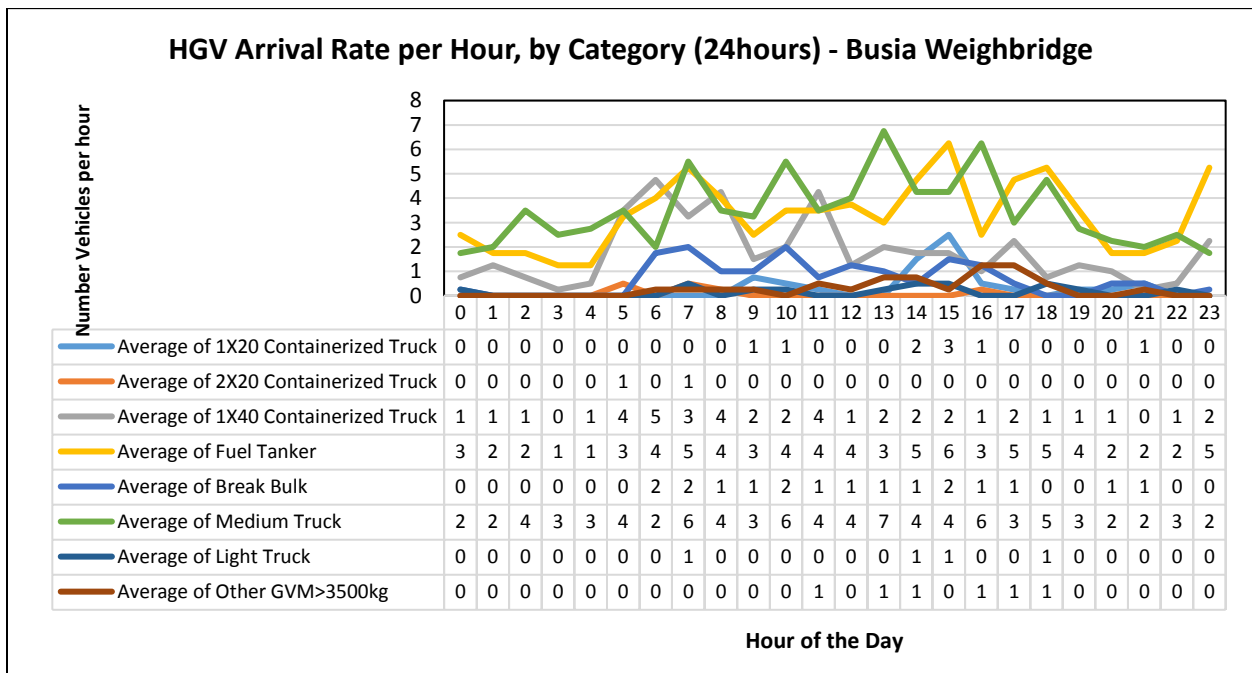


- *SCT – Single Customs Territory
- *NTB – National Transit Bond
- *DI – Direct Imports
- *E – Empty Returns

Arrival Time Survey – Busia Weighbridge

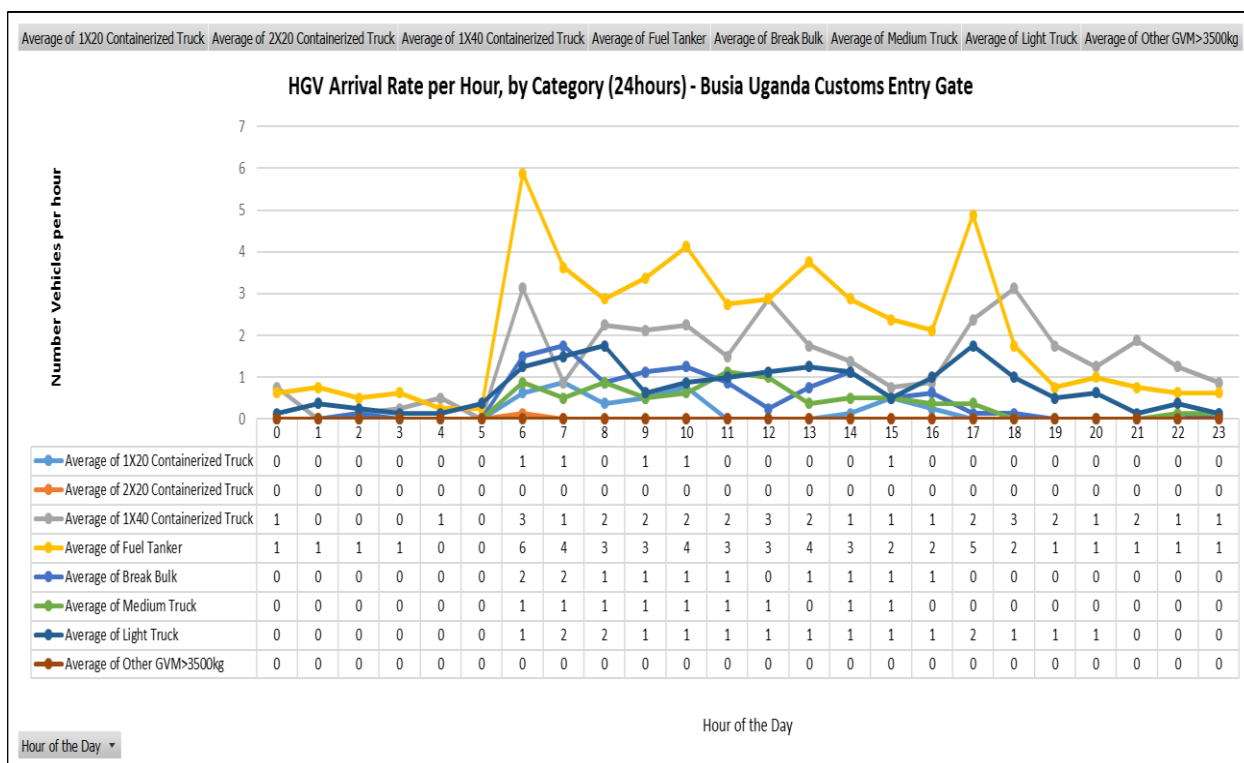
An Arrival Time Survey was carried out at Busia weighbridge over 3 days and nights from the Wednesday to the Friday and finishing at 06:00 on the Saturday morning. The purpose of this survey was to identify the amount of idle or wasted time spent by drivers in Busia town before entering the queue to cross the border into Uganda from Kenya and it yielded some very interesting results. There was a steady flow of vehicles arriving throughout the night, peaking during the day between 12:00 - 16:00 hours.

Figure 5.5: HGV Rate per Hour – Busia Weighbridge



The HGV Arrival rate at the Customs Entry Gate at the Busia OSBP shows a very different pattern to the truck arrival times recorded at the weighbridge.

Figure 5.6: HGV Rate per Hour – Busia Uganda Customs Entry Gate

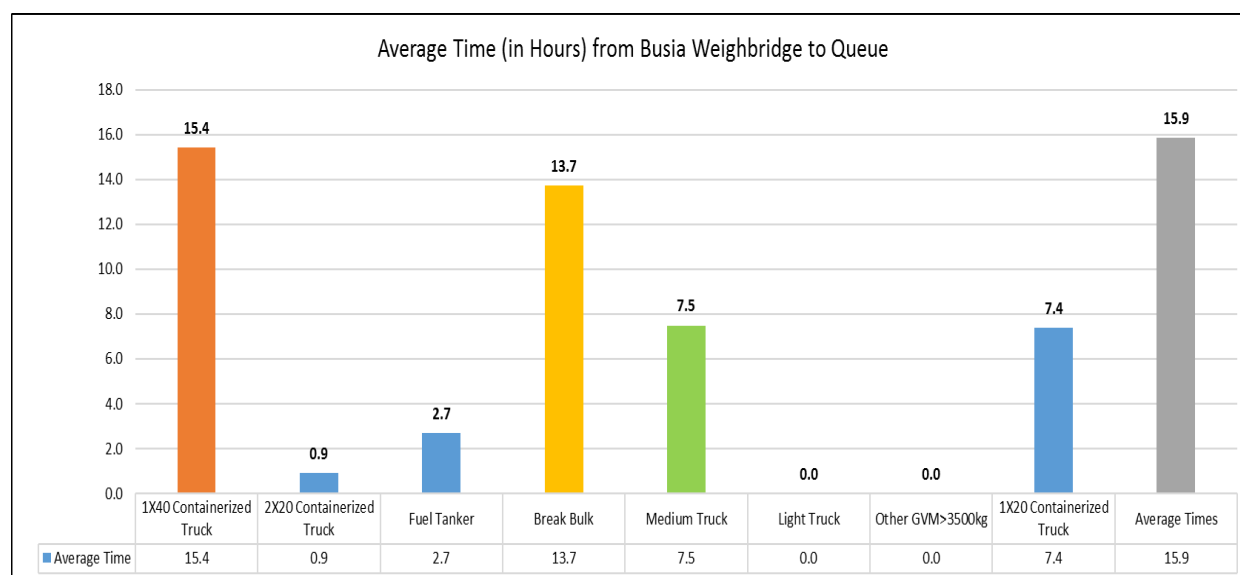


It is clear from Fig 5.6 that the HGV are not making use of the 24/7 OSBP facility as trucks are only starting to arrive at the Customs entry gate into Uganda from 06:00 in the morning then tapering off to only a handful of vehicles after 20:00 in the evening. The table below and the graph clearly indicates the amount of driver idle or wasted time that is taking place before they enter the queue.

Table 5.11: Analysis of Time Spent at Busia Border – HGV Kenya to Uganda

Vehicle Category	Avg. Time Weighbridge to Queue	Avg. Time in Queue	Avg. Time Customs Processing	Avg. Border Crossing-time	Total Avg. Time Spent at Busia Border Post
Container Vehicles	13:30	02:07	0:24	2:31	16:01
Fuel Tankers	2:41	02:22	00:07	2:29	5:10
Light Trucks	0:00	03:53	00:16	4:09	4:09
Medium Trucks	7:29	05:25	00:13	5:38	13:17
Break Bulk	13:42	00:36	00:09	0:45	14:29
All Freight Vehicles	15:51	02:44	00:14	2:58	18:49

Figure 5.7: Analysis of Time Spent in Busia Town – HGV Kenya to Uganda



The delays illustrated in Figure 5.7 are a cause for concern as they negate the effectiveness of the OSBP in reducing transit times. The successful reduction of processing times by improved systems is dwarfed by the driver induced delays. This is important as transport effectiveness is not solely dependent on border post efficiency but include all the factors that determine the actual time taken to cross the border.

A further concern is that driver behaviour includes, resting after a long drive, frequenting local taverns and eating houses where prostitution is rife and the creation of opportunities for cargo and fuel theft and corruption. It is clear that about 16 hours is being added to border crossing-times by these activities, and although it may be correct to say that actual time spent crossing the border is only 2:58 h:mm, the transporters GPS Tracking system and the drivers' reports will reflect that time spent at the border was 18:49 h:mm. There is possible need for some research around these issues to develop ways to effectively address the delays and improve security.

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

In the present survey, passenger traffic volumes were shown to have reduced by more than half compared to the baseline traffic counts done in 2011. A total of 573 passenger vehicles were recorded for the 7 days of the survey period compared to 1730 recorded for the same period in the baseline survey which took place in December 2011. The difference in the figures appears to be further evidence of the distortion created by the seasonal surge in December and the diversion of traffic from Malaba due to the truck driver strike and clearing agent dispute with KRA during the same period. The distortion effect may also now be compounded by a switch of passenger traffic to Malaba due to road conditions.

A total of 573 passenger carrying vehicles which included 85 coaches, 8 minibuses and 13 coasters crossed into Uganda from Kenya through Busia - Uganda OSBP during the survey period. The daily distribution is shown in Table 5.12 below.

Table 5.12: Passenger Vehicles Traffic Count: by Categories

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	10	8	14	16	14	12	11	85	11	85	3 878
Coaster	1	2	2	4	3	1	-	13	2	13	593
Minibus	2	2	-	1	2	1	-	8	1	8	365
4X4: Large Passenger	28	10	9	19	15	19	21	121	15	121	5 521
Sedan / Saloon	36	143	36	50	39	36	52	292	37	292	13 323
Pickup	2	9	6	10	8	10	9	54	7	54	2 464
Total	79	74	67	100	81	79	93	573	47	573	26 143

Seven night counts were undertaken during the 7-day survey period. There was very little passenger traffic recorded in the night surveys. Which indicates that other than the scheduled passenger coach traffic very little use is made use of the 24/7 operational hours by travellers.

Table 5.13: Passenger Vehicles Night Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Bus / Coach	7	4	8	10	7	6	5
Coaster	1	-	1	-	-	-	-
Minibus	-	-	-	-	-	-	-
4X4: Large Passenger	5	2	1	2	3	5	5
Sedan / Saloon	3	9	4	4	2	3	5
Pickup	-	1	1	-	1	2	-
Total	16	16	15	16	13	16	15

Table 5.14: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Nairobi	87	Kampala	100
Kisumu	18	Kigali	10
Mombasa	12	Busia Uganda	36
Other Destinations	41	Other Destinations	12
TOTAL	158	TOTAL	158

Nearly all passenger coach traffic (55%) originated from Nairobi and 63% of long distance coaches were destined for Kampala with 6% going to Kigali. Most minibus traffic moved between Kisumu and Kampala.

6. SURVEY RESULTS: BUSIA - KENYA

6.1 Commercial Freight Traffic Count and O&D Survey – Busia - Kenya

a) Daytime

A total of 1512 trucks at an average of 189 trucks per day entered Kenya from Uganda through Busia OSBP. This is a decrease of 58 trucks (4%) for the same time period compared with the baseline survey in 2011 where a total of only 1570 trucks with a maximum of 224 trucks per day crossed into Kenya from Uganda. The daily frequency of truck arrivals in the 2016 survey is shown in Table 6.1 below.

Table 6.1: Freight Vehicles Traffic Count by Category – Busia - Kenya

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Container Vehicles	39	51	69	61	52	55	38	365	46	365	16 653
Fuel Tankers	59	123	89	94	81	121	79	646	80	646	29 474
Light Trucks	2	6	7	2	6	4	1	28	4	28	1 278
Medium Trucks	29	39	55	45	39	49	31	287	36	287	13 094
Break Bulk	17	26	25	29	29	34	29	186	23	186	8 486
Other	-	-	-	-	-	-	-	-	-	-	
Total	146	245	245	231	204	263	178	1 512	189	1 512	69 985

b) Night Time

There was a total of 668 vehicles counted in the seven night counts with an average of 95 vehicles per night, of which 34% was tankers carrying fuel or petroleum products and 25% were containerised cargo. Very few light trucks moved at night only 13 (2%), but 161 (24%) medium trucks crossed during the seven-day period the balance of 101 or 15% were break bulk recorded during the night surveys. A lot more night truck traffic is being recorded now through Busia Kenya largely due to an increase in empty returns via this border post as a result of truckers preferring Busia over Malaba as a quicker and shorter route back to their destinations in Kenya.

Table 6.2: Freight Vehicles Night Traffic Count by Category: Busia - Kenya

Vehicle Category	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total for Survey
Container Vehicles	21	20	30	29	23	29	14	166
Fuel Tankers	27	37	23	26	37	53	24	227
Light Trucks	-	-	5	2	2	3	1	13
Medium Trucks	15	25	30	21	30	25	15	161
Break Bulk	9	14	15	19	19	17	8	101
Total	72	96	103	97	111	127	62	668

Table 6.3: O&D of Freight Vehicles by Categories

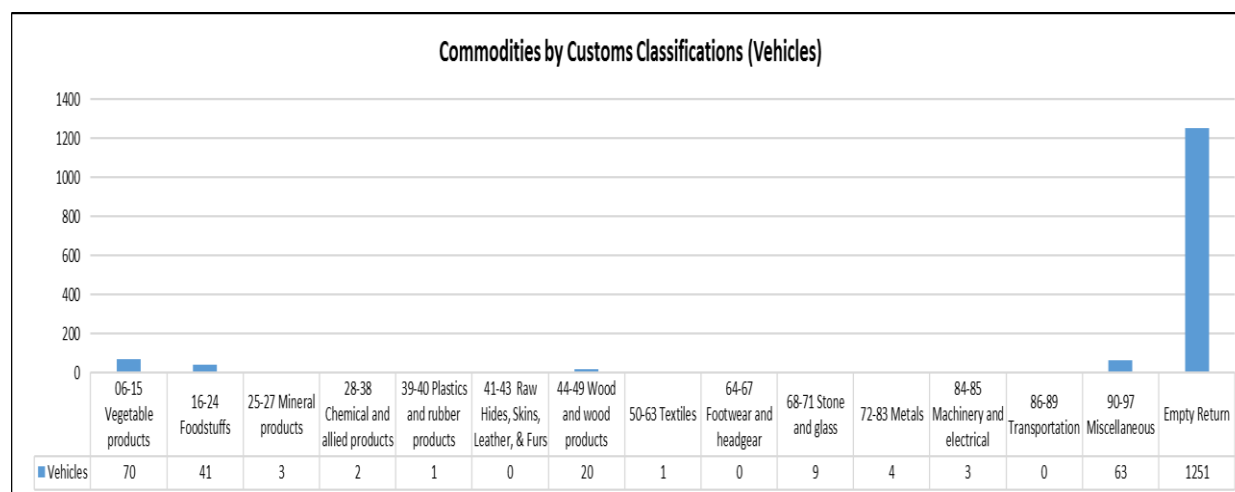
Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Kampala	1252	83%	Mombasa	266	18%
Jinja	131	9%	Nairobi	521	34%
Mbale	11	1%	Kisumu	460	30%
Mbarara	3	0%	Nakuru	95	6%
D.R.C	7	0%	NRB	1	0%
Kigali	18	1%	Vihiga	8	1%
Tororo	5	0%	Eldoret	15	1%
Fort Portal	4	0%	Thika	22	1%
Tokiko	8	1%	Kiskmu	2	0%
Busia Uganda	50	3%	Busia Kenya	27	2%
Bujumbura	1	0%	Busia(k)	5	0%
Masaka	6	0%	Makuru	1	0%
Kinshasa	3	0%	Siaya	2	0%
Khartoum	3	0%	Ruiru	3	0%
Katuna	1	0%	Eldoret	2	0%
Entebbe	1	0%	Kikuyu	2	0%
Iganga	2	0%	Garissa	1	0%
Juba	2	0%	Bungana	1	0%
Lira	1	0%	Kabati	2	0%
Kasisi	2	0%	Meru	3	0%
Bakaru	1	0%	Kiambu	4	0%
			Kitale	1	0%
			Kisii	10	1%
			Bungoma	2	0%
			Eldoret	33	2%
			Bondo	3	0%
			Malindi	1	0%
			Ngahururu	1	0%
			Nyesi	1	0%
			Githungusi	1	0%
			Loitoktok	1	0%
			Kakamega	3	0%
			Nyeri	1	0%
			Bumala	3	0%
			Mumias	2	0%
			Miguni	1	0%
			Limuru	1	0%
			Chepsiong	1	0%
			Emali	1	0%
			Kiamba	1	0%
			Kitengula	1	0%
TOTAL	1512	100%	TOTAL	1512	100%

The majority of HGV traffic or 83% originated from the Kampala area, 9% from Jinja, 1% from Kigali and the balance of 14% from a wide variety of origins within Uganda. Clearly the Busia Kenya Border is not regarded by exporters as preferred route with very low margins of exports and transits moving through this border post, the majority of trucks passing through this border are empty returns at 83% of all vehicle movements.

Table 6.4: Cargo Destinations

Commercial Vehicle Destination	Count	%
Kisumu	460	30%
Nairobi	521	34%
Eldoret	15	1%
Mombasa	266	18%
Nakuru	95	6%
Busia Kenya	27	2%
Other	128	9%
TOTAL	1512	100%

The major proportion of bulk cargo transported by HGVs is destined for Nairobi which accounts for 34% of all truck traffic through the Busia Kenya OSBP, followed by Kisumu (30%), Mombasa (18%) and Nakuru (6%) which makes up the bulk of industry and business in Kenya, the rest goes to a variety of smaller destinations within Kenya.

Figure 6.1: Commodities Carried by Freight Vehicles

16% of all commodities exported from Uganda to Kenya are processed foodstuffs such as sugar and powdered milk, with rice making up a further 26%, the balance of 68% is a variety of wood products and miscellaneous goods. The majority of vehicles (83%) are empty returns and mostly tankers. A total of 1251 empties out of 1512 vehicles were recorded for the week of the survey.

Table 6.5 - Cargo Origins

Commercial Vehicle Origin	Count	%
Kampala	1252	83%
Kigali	18	1%
Jinja	131	9%
Other	111	7%
TOTAL	1512	100%

The main cargo origins are Kampala 83%, Jinja, 9% and Kigali (Rwanda) 1% and the rest (7%) come from numerous destinations in Southern, Western and Central Uganda.

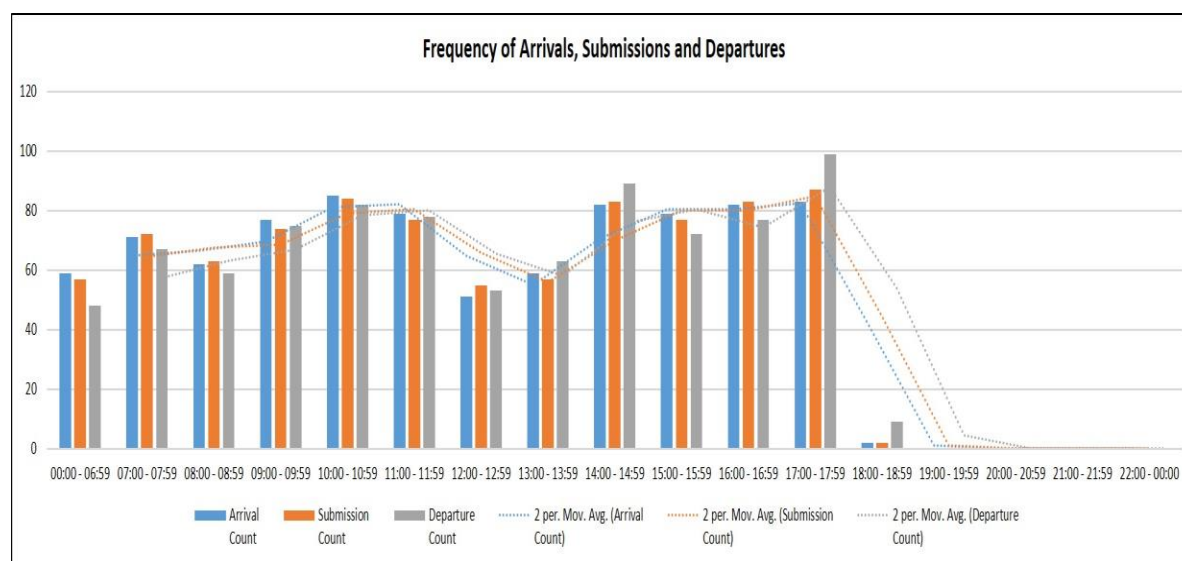
6.2 Time Survey: Busia - Kenya

The distribution of activity times is illustrated in Table 6.6 and Figure 6.2 below.

Table 6.6: Total Freight Vehicles: Arrival, Processing and Departure Times

Time of Day	Arrival Count	Arrival %	Submission Count	Submission %	Departure Count	Departure %
00:00 - 06:59	59	7	57	7	48	6
07:00 - 07:59	71	8	72	8	67	8
08:00 - 08:59	62	7	63	7	59	7
09:00 - 09:59	77	9	74	8	75	9
10:00 - 10:59	85	10	84	10	82	9
11:00 - 11:59	79	9	77	9	78	9
12:00 - 12:59	51	6	55	6	53	6
13:00 - 13:59	59	7	57	7	63	7
14:00 - 14:59	82	9	83	10	89	10
15:00 - 15:59	79	9	77	9	72	8
16:00 - 16:59	82	9	83	10	77	9
17:00 - 17:59	83	10	87	10	99	11
18:00 - 18:59	2	0	2	0	9	1
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

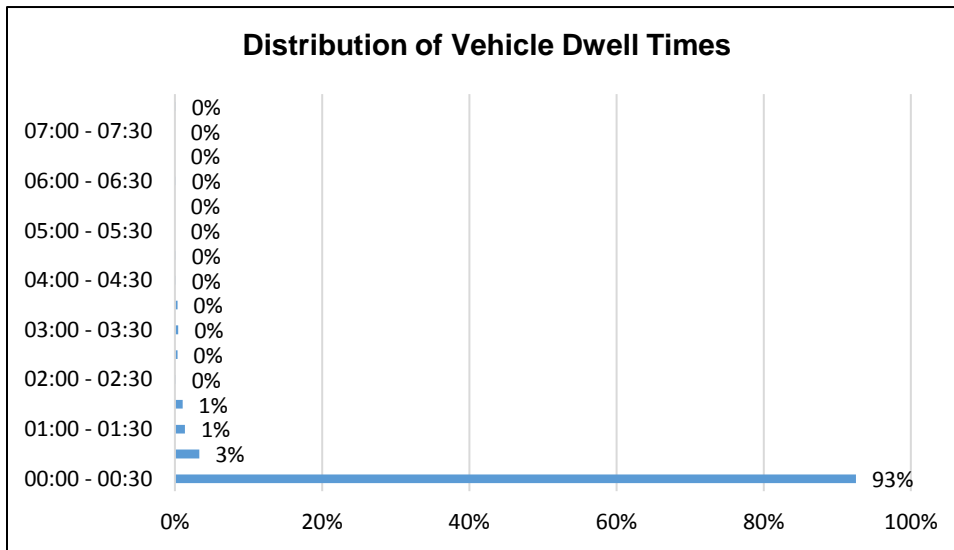


The frequency of arrivals, submissions and departures is consistent throughout the day with a slight dip in departures at the start of the day and a peak towards the end of the day. Due to the high volume of empty returns (73%) there is very little time difference between submissions to customs and departures from the border and the total average border-crossing or dwell time is only 17 minutes. This is the perfect scenario or picture of an efficient OSBP.

Table 6.7: Freight Vehicles: Total Dwell Time at Border

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %
00:00 - 00:30	93	806	806	93
00:30 - 01:00	3	29	835	96
01:00 - 01:30	1	12	847	97
01:30 - 02:00	1	9	856	98
02:00 - 02:30	0	1	857	98
02:30 - 03:00	0	3	860	99
03:00 - 03:30	0	4	864	99
03:30 - 04:00	0	3	867	100
04:00 - 04:30	0	1	868	100
04:30 - 05:00	0	1	869	100
05:00 - 05:30	0	0	869	100
05:30 - 06:00	0	0	869	100
06:00 - 06:30	0	1	870	100
06:30 - 07:00	0	0	870	100
07:00 - 07:30	0	0	870	100
07:30 - Over	0	1	871	100

Figure 6.3: Freight Vehicles: Distribution of Dwell Times



The pattern of dwell times at this OSBP shows a very high efficiency rate with 93% of all trucks crossing within 30 minutes, this is largely due to the very high empty return rate of 73% or 852 out of the 1175 trucks recorded for the survey period. While there were some long stayers due to permit requirements for sugar and powdered milk, these trucks either had arrived before the start of the survey and left during the survey or arrived during the survey and left after the survey was completed, meaning it was not possible to record the complete transaction.

Table 6.8 below shows the average dwell time for all truck traffic at 17 minutes, again this is due to the high volume of empty trucks 852 out 1175 trucks recorded (73%) for the survey period.

Table 6.8: 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 (Dwell Time)
Container Vehicles	0:01	0:24	0:01	0:26
Fuel Tankers	0:01	0:07	0:01	0:09
Light Trucks	0:03	0:41	0:02	0:46
Medium Trucks	0:01	0:13	0:01	0:15
Break Bulk	0:01	0:14	0:01	0:16
Other	0:01	0:23	0:02	0:26
All Freight Vehicles	0:01	0:15	0:01	0:17

6.3 Passenger Traffic Count, O&D and Time Survey: Busia - Kenya

A total of 1058 passenger carrying vehicles made up of 112 Coaches, 10 Coasters, 37 Mini Busses, 546 Saloon Cars, 221 SUV or 4WD vehicles and 91 pickups were recorded for the survey period. This is a drop of 158 vehicles from the 1216 vehicles recorded in the 2011 base line survey, but this drop in traffic can partly be attributed to the peak season i.e. December when the base line survey was carried out.

Table 6.9: Passenger Vehicles Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	18	27	16	22	21	27	22	153	19	153	6 981
Coaster	-	1	4	3	1	1	-	10	1	10	456
Minibus	3	3	5	2	8	8	1	37	5	37	1 688
4X4: Large Passenger	23	30	28	44	43	43	20	221	28	221	10 083
Sedan / Saloon	62	79	81	82	72	72	89	546	68	546	24 911
Pickup	7	17	16	11	15	15	8	91	11	91	4 152
Total	113	157	150	164	160	174	140	1058	132	1058	48 271

There were seven night counts undertaken, the traffic was made up 112 coaches for the week with the balance being mainly saloon cars and SUV's at 169 and 77 respectively.

Table 6.10: Passenger Vehicles Night Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Bus / Coach	12	21	12	15	14	21	17
Coaster	-	-	2	2	-	-	-
Minibus	2	-	4	-	1	6	-
4X4: Large Passenger	11	4	10	18	13	12	9
Sedan / Saloon	18	18	37	33	23	27	19
Pickup	-	1	1	4	-	-	-
Total	43	44	55	72	52	66	45

Table 6.11: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Kampala	149	Nairobi	153
Kigali	23	Busia Kenya	24
Busia Uganda	24	Other Destinations	19
TOTAL	196	TOTAL	196

76% of all coaches and bus (Coaster/Minibus) traffic originated from Kampala with 12% all coach traffic from Kigali, while the main destinations were 78% Nairobi, 12% Busia Kenya (Coaster/Minibus) and only 10% going to other destinations in Kenya.

7. REVIEW OF SURVEY RESULTS

7.1 Border Crossings Commercial Vehicles: Busia - Uganda

Border crossing times at Busia - Uganda for commercial vehicle at this newly operational OSBP have shown a massive time saving of 79% compared with the 2011 baseline study. The border crossing-time or Dwell time has reduced from 14:20 to 2:57; Customs processing has reduced from 13:08 to 13 minutes; this is where most of the time reduction has taken place, mainly due to SCT. This is evident from the comparison of Customs times for SCT and NTB which shows a saving of 22 minutes; with SCT taking 10 minutes on average to process and NTB 32 minutes.

Given the high proportion of SCT transactions currently taking place; 83% of all cargo moved through Busia – Uganda, this has contributed to the significant time saving at the border. This will improve further once SCT is introduced for all cargoes. It is very important to note however that the following issues are matters for concern and are in need of attention.

- queuing times have doubled from 1:12 to 2:44 since the baseline study in 2011;
- the effect of a separate SCT or green lane within the confines of the border control area is largely negated by the time spent queuing through the town of Busia on the Kenya side

to get to the customs entry gate. (and queue times will increase with increased traffic volumes)

- c) The effect of SCT and other fast lane clearances are further being negated by the huge amount driver idle or wasted time identified in the Arrival Time Survey which amounted to an additional 15:51 h:mm and increase the total dwell or border crossing time to 18:35 h:mm which is 4:15 h:mm longer than the baseline survey in December 2011.
- d) probably one of the biggest concerns of all is the queuing of Petroleum Tankers (50% of all truck traffic) and other vehicles carrying Dangerous Goods through the town of Busia where they are surrounded by informal trader markets where naked fires are used for cooking. (The disastrous conflagration at Kasumbalesa border in DRC in 2014 destroyed 43 vehicles with many unreported fatalities).

The issues are discussed in more detail below.

a) Queue Times – Baseline Compared to Current Impact Study

It is important to note that the methodology deployed in calculating queue times differed considerably between the baseline and the current surveys so that the measurements are not totally comparable. In the Baseline Study the position of Station D appears to have been a short distance from the entrance gate to the customs control area (defined as Station C). Then from Station C the trucks fed into the, then municipal, truck park before moving to the customs control area where Station B is located at the exit gate on the Uganda side. It would therefore appear that the queue time was calculated as the difference in time taken from Station D to Station C ($C - D = \text{Queue Time}$); given the amount of trucks packed into the municipal truck park before moving into the customs control area, it would seem that the average queue time of 1:12 over that short distance would have been correct.

Figure 7.1: Aerial view of 2 Stop Border and the positioning of Enumerators



The methodology applied in the current impact survey was very different in that Station D (or Enumerator X as he was referred to) was not at a fixed location, but was a “floater”, meaning that he continually moved to the back of the queue and recorded the times at which each vehicle stopped travelling and joined the queue; as illustrated in Figure 7.2 below.

Figure 7.2: Aerial View of OSBP and the Positioning of the Enumerators



The different positioning of the enumerators for the baseline survey at the 2 stop border post, and the current survey of the OSBP, accounts for the longer queue times recorded, despite fewer trucks processed in the current survey. The queue distance between Station X and Station A in the current survey was sometimes up to 2-3 km long compared to about 200 metres between Station D and Station C in the baseline survey.

b) Driver Idle or Wasted Time

The Arrival Time survey conducted at the Busia weighbridge identified that driver behavioural habits are playing a major role in border crossing times, it is known fact that drivers often take the opportunity of spending unnecessary time at border posts to rest after a long drive and to frequent local taverns and eating houses where prostitution is rife. An additional 16 hours is being added to border crossing-times by these activities, it may be correct to say that actual time spent crossing the border is only 2:58 h:mm, but according to the Transporters GPS Tracking system and what the driver will tell his employer is that his time spent at the border was 18:49 h:mm. This is an area of concern and may need some research around these issues to be carried out amongst the Transporters and Drivers to find out why so much time is being wasted in Busia town before entering the queue to cross the border.

c) SCT Lane in the Customs Control Area

The SCT lane in the Customs control area separates trucks moving under the SCT regime, from trucks moving under the National Transit Bond (NTB) scheme (the NTB is a much lengthier process and subject to inspections). It is clear that the SCT speeds up the customs processing times which are reduced to an average of 10 minutes.

It is important to note that Customs processing time is a small part of the overall border crossing time if calculated from the time of arrival of the truck into the queue, to the point of exit from the customs control area, as shown in Figure 7.2. Therefore, the improved SCT processing times are largely negated by the long queue times (which averaged 2:44 for the survey period).

This is important because the commercial trucking perspective of route selection and efficiency is based on total journey or round-trip time. The total cross-border time is the determinant of the total transit cost so there is clear need for further analysis of the time elements in the entire process if the impacts of the SCT or green lane system are to become effective in reducing overall delay times for the entire border crossing process.

As with other high density border crossings there is need to do a survey of the traffic before the border to establish the hourly arrival volumes and patterns throughout the 24-hour day. This will permit the development of strategies to match border processing capacity with traffic flows and/or to introduce measures to influence traffic flows in order to increase overall border efficiency. It must be noted here that NP&A / TLC has survey, software and processing capacity to manage a detailed traffic flow analysis, and it is recommended that this should be done for Busia, Malaba and Tundumo as small extensions to the current project. The information will further enhance the capacity of this project to assist in improving the commercial effectiveness of the border development process.

d) Transportation of Dangerous Goods through Busia Town

The queues of tankers laden with highly flammable petroleum products are often 2-3 kms long with tankers parked on the main road and in the streets of the busy town of Busia for most of 7 days per week. This should be a huge cause for concern for the safety of the residents of Busia as informal markets line the streets all along the queue and there are many informal eating houses cooking food on open flame fires in close proximity to where these tankers are queuing.

This situation brings to mind the disastrous fire that took place in 2014 at Kasumbalesa in the queue on the DRC side when two tankers accidentally collided in the queue causing the one tank to rupture spilling highly flammable fuel onto the side of the road where it met with an open cooking fire and ignited. A total of 43 Trucks fully laden with cargo were burnt out and destroyed in what must be described as the biggest disaster ever recorded at a border post in Africa, 12 lives were lost with many others injured.

Kasumbalesa 2014



What is happening in Busia Town in Kenya (and at other borders) holds the potential for another disaster; the situation shown in Fig. 7.3 below, is self-explanatory and highlights the congestion in and around the queuing of trucks where buses and minibuses jostle for position to get into the bus rank alongside the queue, while informal traders ply their trade to sell food to bus passengers and drivers waiting in the queue.

Figure 7.3: Bus Rank: Busia - Kenya



7.2 Border Crossings Commercial Passengers: Busia - Uganda

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.

7.3 Border Crossings Passenger Travellers – Busia - Uganda

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. However, given the volumes recorded over December in the baseline survey in 2011 it is anticipated that the border will be very congested and may require additional immigration and customs staff to handle the higher volumes.

7.4 Border Crossings Commercial Goods Vehicles: Busia - Kenya

Border crossing times on the Kenya for commercial vehicles at the OSBP have shown a big improvement in Dwell and Customs processing times, dwell times have reduced by 80% from 1:26 to a mere 17 minutes and Customs processing by 69% from 0:48 minutes to 0:15 minutes. Queue times within the border post are virtually non-existent and have dropped from 0:38 minutes to 2 minutes This has exceeded the overall TMEA target to reduce border crossing times by 30% and the majority of vehicles or 93% of all trucks crossing are clearing the border within 30 minutes.

There are no real issues of concern regarding commercial traffic at Busia OSBP other than the vehicles carrying processed foodstuffs from Uganda and in particular Sugar and Powdered Milk that require special permits from the Sugar Directorate and Dairy Board in Nairobi prior to importation. There are delays when this is not always done timeously by the importer and the survey recorded some trucks that had arrived prior to the start of the survey and left during the

survey period and some trucks that arrived during the survey period, but only left after completion of the survey i.e. 5-7 days. Had these trucks been processed during the survey period they would have been reflected in both customs processing and overall dwell times recorded for the survey.

7.5 Border Crossings Commercial Passenger: Busia - Kenya

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

7.6 Border Crossings Passenger Travellers: Busia - Kenya

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

8. USER SATISFACTION AND STAKEHOLDER SURVEYS: OBSERVATIONS

8.1 User Satisfaction Surveys

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

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

Summary of User Satisfaction Responses: Busia-Kenya

Parameter	Total	
	Score	%
Centralised Operations	90	31%
Joint Examination	144	49%
Decreased time	87	32%
Security	149	51%
Search -gender	87	29%
Maintenance	60	20%
Cleanliness	44	15%
Toilets -M/F	148	50%
Warehouse	26	9%
Signage	126	43%
Parking	-32	-11%
Separation of Pass/goods	-10	-3%
HIV Signage*	0	0%
Disabled facilities	-75	-25%
Overall level of satisfaction	33	12%
Total Score	877	
Average Score and Percentage	58,4667	20%

*Not included in overall Score and Avg

As shown in the table the levels of satisfaction with most aspects of the current border operations such as cleanliness, maintenance and warehousing are rated as barely satisfactory. In addition, there are a number of aspects of the border situation that are rated negatively by the border users. These include Parking, the separation of goods and passenger traffic and disabled facilities. The overall rating of 18% is a good reflection of current conditions as described in this report. The user perceptions do accurately record and confirm the stakeholder reports of a large number of unsatisfactory conditions.

The user responses for the Busia - Uganda border post were mainly positive as shown in the following summary table.

Summary of User Satisfaction Responses: Busia - Uganda

Parameter	Total	
	Score	%
Centralised Operations	124	54%
Joint Examination	105	46%
Decreased time	70	31%
Security	196	85%
Search -gender	168	73%
Maintenance	150	65%
Cleanliness	148	64%
Toilets -M/F	129	56%
Warehouse	106	47%
Signage	169	73%
Parking	166	72%
Separation of Pass/goods	169	73%
HIV Signage*	0	0%
Disabled facilities	-108	-47%
Overall level of satisfaction	128	56%
Total Score	1720	
Average Score and Percentage	114,667	50%

*Not included in overall Score and Avg

As shown in the table the ratings of most features are positive with only the facilities for disabled persons being rated very low. The overall rating of 50% shows a median level of satisfaction with scope for improvement as the remaining issues are addressed.

8.2 Summary of Stakeholder (Officials) Report

Border agency officials (stakeholders) 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 User Satisfaction Survey stakeholder reports in Annexure G, for each border post;

Busia - Kenya:

- Staff Shortages
- illegal immigrants and illegal points of entry (Porous Border)
- Little or no security and boundary fencing of border control area
- lack of laboratory and testing equipment
- lack of staff accommodation
- Lack of facilities i.e. water and sanitation
- Power Outages – no generator for power back up
- Lack of office equipment i.e. computers
- No air conditioning
- No parking for passenger vehicles and busses
- Toilets have no flushing water
- Poor internet connectivity
- Lack of cleaning and maintenance staff on site
- No vehicles for patrols (porous border)

Comments and Recommendations

Busia - Kenya:

1. There is are a number of complaints from border post stakeholders on the Kenya side of this OSBP due to the fact that conditions on that side of the border are substandard at this point in time. This is confirmed in the User Satisfaction Survey where a variety of border post users were interviewed and only scored the overall level of satisfaction at 18%.
2. The main stakeholder concerns are the lack of security and fencing of the Border Control area as all sorts of unsavoury characters and criminal elements walk freely through the border control area undetected.
3. The general conditions of the border post infrastructure are in poor condition and the newly constructed facilities are already showing signs of disrepair and lack of maintenance. Combining the newly built Passenger Terminal with the old Customs and Immigration buildings (which has been in a poor state of repair and appearance for some time) has not resulted in an efficient and effective outcome and requires further upgrading. This is evident from the pictures below where un-trunked electrical cables hang loosely and bare to the elements on the outside of the building.

Figure 8.1: Busia Kenya: Spider Web of Electrical Cables on Building



Figure 8.2: Busia-Kenya: Mix of Old & New is not Aesthetically Attractive



Busia - Uganda:

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- lack of staff accommodation
- Shortage of cleaning and maintenance staff on site
- Lack of sensitization of community on compliance

Busia - Uganda:

1. Border Post Stakeholders have listed a number of deficiencies; some of which need to be addressed urgently like vehicles for immigration and the police to do regular patrols of the porous border, a lack of laboratory equipment and in some cases office equipment or computers. It must however be noted that the general condition of the OSBP infrastructure and facilities are far superior to that of their Kenya counterparts. This is confirmed by the User Satisfaction Survey where the Busia - Uganda OSBP scored 53% overall level of satisfaction compared to only 14% for the Kenya side.
2. The current cordoning off of part of the Customs yard for construction workers to mix supply concrete for the completion of the Malaba border post 50 km away is constricting the available parking space in the customs yard and hampering customs operations.

In general, there appears to be staff shortages in all departments and OGA's at the border, resulting in the current staff having to work longer than acceptable working hours per day and often without time off to spend with their families

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

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

Annexure C – Form 1A: Traffic Count and O&D Survey Commercial Vehicles

FORM 1 A: Traffic Count & OD Survey Commercial Vehicles													
Border Station:		Start:		Finish:						Date:			
Survey Time Period:		Start:		Finish:		Vehicle Type		Weather Conditions:		Rainy	Cloudy	Clear	
Count Time (arrival time in queue or parking)	Registration No:						Any other type of vehicle greater than a mass of 3500 kg	Origin From	Destination To	Route Travelled	Commodity	Cargo Origin	Tonnage
		Containerized Truck e.g. 1 x 40' or 2 x 20'	Fuel Tanker	Break Bulk	Medium Truck	Light Truck							
Comments:													
Enumerator Initials:													
Checked by:													

Annexure D – Form 1B: Time Survey Commercial Vehicles

FORM 1 B: Time Survey Commercial Vehicles						
Border Station:			State of Conectivity:		Date:	
Survey Time Period:	Start:	Finish:	Weather Conditions:	Rainy	Cloudy	Clear
Registration No:	Entry Time	Submission to Customs	Inspection in:	Inspection out:	Release Order	Gate Out (Depature)
Comments:						
Enumerator Intials:						
Checked by:						

Annexure G – User Satisfaction Surveys

Busia – Kenya and Busia - Uganda Border Posts 6-12 June 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 H.

The questionnaire on both sides of the border at Busia 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 questions in the survey form cover various aspects of border operations and the new facilities. The questions are classified as follows;

Questions 1-10 describe various attributes of the respondent sample.

Questions 11-20 seek responses on various aspects of border usage.

Questions 21-35 provide ratings of levels of satisfaction with procedures and facilities

In the first section of the User Satisfaction 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 only. 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.

The question regarding the signage dealing with HIV has been retained in the questionnaire in order to gauge the reaction of the border users, but following the decision by TMEA it is not ranked in the overall used satisfaction scoring as it does not relate to border efficiency.

The User Survey results for the Busia – Kenya Border Post are presented first, followed by the tables for Busia – Uganda Border Post. It is clear from the User Satisfaction responses that the OSBP is regarded as an improvement over the old two stop facility from an infrastructure development perspective. The travellers, passengers, informal traders and the majority of users of this new facility reported time savings and smoother traffic flows. There were however very different responses for the Kenya and Uganda sides of the border as shown in the following tables.

Busia – Kenya User Satisfaction Survey

(Note: Tables 1-20 show details of respondents; Tables 22-36 show Rating scores)

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	5	8%	2	5%	3	15%
22-34	13	22%	7	18%	6	30%
35-44	29	49%	23	59%	6	30%
45-54	10	17%	5	13%	5	25%
55-64	2	3%	2	5%	0	0%
Decline	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	59		39		20	

Total : Respondents were 22% between the age of 22-34, 49% between the ages of 35-44.

Male : 18% of male respondents were between the ages of 22-34, 59% between 35-44 and 13% between 45-54.

Female : Respondents were 30% between the ages of 22-34, 30% between 35-44 and 25% between the age 45-54.

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	17	29%	10	26%	7	35%
Kenyan	34	59%	25	66%	9	45%
Tanzanian	4	7%	3	8%	1	5%
Rwandan	2	3%	0	0%	2	10%
Burundian	1	2%	0	0%	1	5%
Zambian	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	58		38		20	

Total : Nationalities were 29% Ugandan, 59% Kenyan, 4% other.

Male : The male respondents were 26% Ugandan and 66% Kenyan.

Female : 35% Ugandan, 45% Kenyan.

Border Users	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	11	19%	11	28%	0	0%
Clearing Agents	3	5%	2	5%	1	5%
Truck Driver	6	10%	0	0%	6	30%
Informal Trader	11	19%	7	18%	4	20%
Other	11	19%	11	28%	0	0%
Passenger	9	15%	2	5%	7	35%
Registered Trader	4	7%	4	10%	0	0%
Transporter	4	7%	2	5%	2	10%
No Response	0	0%	0	0%	0	0%
	59		39		20	

Total : 19% border officials, 10% truck drivers, 19% other and 7% of registered traders.

Male : Of the male respondents, 28% were border officials and truck drivers .5% passenger, registered traders and other (money changer, boda boda drivers or health assistants) 5% transporters.

Female : The female respondents were 20% informal traders, 35% passenger and 30% truck drivers.

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	4	11%	2	8%	2	18%
Six Months - One Year	2	5%	2	8%	0	0%
One - Two Years	1	3%	1	4%	0	0%
Two - Four Years	3	8%	3	12%	0	0%
Over Five Years	27	73%	18	69%	9	82%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	37		26		11	

Total : Traders have been in business for 1-2 years (3%), 2-4 years (8%) and over 5 years 73%

Male : 69% of males are in business over 5 years, 11% are trading between 1-6 months and 5% 1-12 months.

Female : 18% of female respondents had been in business for 1-6 months and 82% over 5 years

Cross Times Duration	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	10	18%	6	17%	4	20%
2 Hours	14	25%	11	31%	3	15%
5 Hours	16	29%	10	28%	6	30%
12 Hours	6	11%	3	8%	3	15%
1 Day	10	18%	6	17%	4	20%
No Response	0	0%	0	0%	0	0%
	56		36		20	

Total : Cross times duration was reported as 25% for 2 hours, 29% for 5 hours, 11% in 12 hours, 18% in 1 day

Male : 8% of males reported times of 12 hours, 28% said 5 hours and 17% of respondents took 1 day.

Female : 20% reported 1 hour and 30% in 5 hours

Table 6

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	8	14%	6	17%	2	10%
Taxi	2	4%	0	0%	2	10%
Bus	5	9%	1	3%	4	20%
Motorbike	1	2%	0	0%	1	5%
Bicycle	1	2%	1	3%	0	0%
Truck	13	23%	13	36%	0	0%
Walk	25	45%	14	39%	11	55%
Other (Please specify)	1	2%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	56		36		20	

Total : 2% of respondents travelled by motorbike, 23% by truck, 45% walking and 9% by bus.

Male : arrived by bus(3%), car (17%), truck(36%) and walking (39%).

Female : reported car and taxi (10%). Majority walked(55%).

Table 7

Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	2	10%	0	0%	2	33%
\$100	0	0%	0	0%	0	0%
\$500	1	5%	0	0%	1	17%
\$5000	0	0%	0	0%	0	0%
Other	1	5%	1	7%	0	0%
Millions	6	30%	6	43%	0	0%
Not known	10	50%	7	50%	3	50%
N/A	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	20		14		6	

Total : Transaction values were erratic with 5% claiming to trade \$500 and 5% at \$5000.

Transaction values were not sensibly reported most gave no response.

Table 8

Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	56	98%	36	97%	20	100%
Have changed route	0	0%	0	0%	0	0%
Previous route	1	2%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	57		37		20	

Total : 98% of respondents used this route and 2% said that they have previously used a different route.

Male : 94% of male respondents said that they always used this route and 3% had used another route.

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

Table 9

Change in Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	48	94%	33	94%	15	94%
Shorter	1	2%	1	3%	0	0%
Quicker	0	0%	0	0%	0	0%
Better Roads	1	2%	0	0%	1	6%
Other Reason	1	2%	1	3%	0	0%
No Response	0	0%	0	0%	0	0%
	51		35		16	

Total : 94% said that more convenient, 24% said that they had changed because it is shorter and 2% said better road.

Male : 94% of male respondents commented that it is more convenient and 3% of them gave no response.

Female : 94% said that it is more convenient.

Table 10

What is Different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	21	44%	16	50%	5	31%
Less Delay	10	21%	5	16%	5	31%
Reduce Cost	1	2%	1	3%	0	0%
Simpler Procedures	5	10%	0	0%	5	31%
All of the Foregoing	11	23%	10	31%	1	6%
No Response	0	0%	0	0%	0	0%
	48		32		16	

Total : 44% of respondents said that it was quicker processing, 21% said less delays and 2% said reduced costs, 23% said all of the foregoing applied.

Male : 50% of male respondents reported quicker processing and 31% reported all of the foregoing.

Female : 31% of female respondents reported quicker processing, less delay and simpler procedures.

Table 11

Informed of Changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	26	48%	19	58%	7	27%
No	20	37%	15	45%	5	19%
Not Sure	8	15%	4	12%	4	15%
	54		33		26	

Total : 48% of respondents said that they had been informed of future changes and 37% said no.

Male : 58% of male respondents had been informed.

Female : 29% of female respondents had been informed of future border changes.

Table 12

What Savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	19	56%	13	62%	6	46%
Reduced transaction costs	2	6%	1	5%	1	8%
Overall time saving	2	6%	1	5%	1	8%
Increased trade	8	24%	4	19%	4	31%
Reduced import costs	3	9%	2	10%	1	8%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	34		21		13	

Total : 56% of respondents said that the main savings will be less delays, 24% anticipated increased trade and 6% commented on overall time saving.

Male : 62% of male respondents expected less delays, 19% reported increased trade and 9% reported reduced import costs.

Female : 46% of female respondents anticipated less delays and 31% increased trade.

Table 13

Time-start Transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	9	41%	5	33%	4	57%
2 Hour	8	36%	7	47%	1	14%
5 Hour	2	9%	0	0%	2	29%
12 Hour	1	5%	1	7%	0	0%
1 Day	0	0%	0	0%	0	0%
2 Days	0	0%	0	0%	0	0%
No Answer	2	9%	2	13%	0	0%
	22		15		7	

Total : 41% of respondents said that they have started to do transactions in 1 hour and 36% said 2 hours. 9% of respondents did not answer this question.

Male : 47% of male respondents reported having started transactions within 2 hour and 33% in 1 hours.

Female : Female respondents said 57% of them started transactions in 1 hour. A large proportion did not respond to this question

Table 14

More Than One Day At Border	Total		Male		Female	
	No.	%	No.	%	No.	%
Agent Delay	8	33%	7	37%	1	20%
Documents from Authority	4	17%	4	21%	0	0%
Bank clearance	1	4%	0	0%	1	20%
Process delay	7	29%	6	32%	1	20%
Officials waiting for bribes	3	13%	1	5%	2	40%
Vehicle Problems	0	0%	0	0%	0	0%
Other	1	4%	1	5%	0	0%
No Response	0	0%	0	0%	0	0%
	24		19		5	

Total : Questioned why they had spent more than 1 day at the border, 33% blamed agent delay, 17% documents, 4% bank clearance, 4% said other (unspecified).

Male : 37% said that their agent caused delays and 32% said process delay.

Female : 40% of female respondents said due to officials waiting for bribes.

Table 15

Satisfaction With New Procedures and Changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Single Inspections	8	17%	6	20%	2	13%
Better Parking	5	11%	5	17%	0	0%
Faster Processing	13	28%	10	33%	3	19%
Less Corruption	3	7%	0	0%	3	19%
Better facilities	17	37%	9	30%	8	50%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	46		30		16	

Total : 11% of respondents mentioned better parking,

7% mentioned less corruption, 28% said faster processing and 37% better facilities.

Male : 20% of male respondents were satisfied with single inspections and 30% better facilities.

Female : 19% of females respondents expected faster processing and less corruption.

Table 16

Harassment	Total		Male		Female	
	No.	%	No.	%	No.	%
Verbal Abuse	9	16%	6	16%	3	15%
Requests for Bribe	9	16%	6	16%	3	15%
Service delayed for bribe	3	5%	1	3%	2	10%
Sexual Abuse	0	0%	0	0%	0	0%
Physical Abuse	0	0%	0	0%	0	0%
Service Refusal	3	5%	2	5%	1	5%
Other	3	5%	2	5%	1	5%
No Response	30	53%	20	54%	10	50%
	57		37		20	

Total : 16% of respondents claimed to have experienced verbal abuse, 16% requests for bribes, 5% said that service was delayed pending a bribe.

Male : 16% of male respondents said that they had an issue with verbal abuse and requests for bribes.

Female : 50% of females did not respond to this question, but 15% reported verbal abuse and requests for bribes.

Table 17

	Total		Male		Female	
	No.	%	No.	%	No.	%
Negative Impact for Girls						
Lack of Facilities	1	2%	1	3%	0	0%
Crowding	1	2%	1	3%	0	0%
Queuing conflicts	0	0%	0	0%	0	0%
Toilet Facilities	0	0%	0	0%	0	0%
Lack of Seating	6	13%	3	10%	3	17%
Other	0	0%	0	0%	0	0%
None	40	83%	25	83%	15	83%
	48		30		18	

Total : Negative impact for girls were recorded as 2% lack of facilities, 2% crowding and 13% lack of seating

Male : 83% of male respondents reported "none" but did not specify means and 10% said lack of seating.

Female : 83% of females reported "none" and 17% lack of seating.

Table 18

	Total		Male		Female	
	No.	%	No.	%	No.	%
Corruption						
No Change	29	59%	20	56%	9	35%
Reduced Opportunity for Bribes	7	14%	5	14%	2	8%
More open transactions	4	8%	3	8%	1	4%
Better System	7	14%	5	14%	2	8%
Combined Inspections	1	2%	0	0%	1	4%
Other	1	2%	0	0%	1	4%
No Response	0	0%	0	0%	0	0%
	49		36		26	

Total : 59% said they expected no change, only 14% said that there will be reduced opportunity for bribes and 14% mentioned the better systems.

Male : 56% of male respondents commented on seeing no change in corruption.

Female : 35% of females said no change, 8% reduced opportunity for bribes and better systems.

Table 19

	Total		Male		Female	
	No.	%	No.	%	No.	%
Significant change on the OSBP						
Less Delays	13	27%	8	27%	5	28%
Simpler Procedures	6	13%	5	17%	1	6%
Better Facilities	14	29%	6	20%	8	44%
More parking	1	2%	1	3%	0	0%
Faster Processing	14	29%	10	33%	4	22%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	48		30		18	

Total : 29% said there had been significant change in regards to faster processing an 27% less delay.

Male : 33% of Males said that faster processing is a significant change and 27% said less delay.

Female : 44% of female respondents commented better facilities and 22% said faster processing.

Table 20

	Total		Male		Female	
	No.	%	No.	%	No.	%
Centralised Operations						
Very satisfied	2	3%	2	5%	0	0%
Satisfied	34	59%	23	61%	11	55%
Neutral	5	9%	2	5%	3	15%
Dissatisfied	9	16%	7	18%	2	10%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	8	14%	4	11%	4	20%
	58		38		20	
Score	90	31%	60	32%	30	30%

Total : 14% said not sure, 16% said they were dissatisfied and 59% said they were satisfied

Male : 61% of male respondents were satisfied with the concept of centralised operations however 18% were dissatisfied.

Female : 55% of female respondents were satisfied.

Table 21

	Total		Male		Female	
	No.	%	No.	%	No.	%
Joint Examination						
Very satisfied	2	3%	2	5%	0	0%
Satisfied	47	80%	32	82%	15	75%
Neutral	2	3%	0	0%	2	10%
Dissatisfied	3	5%	2	5%	1	5%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	5	8%	3	8%	2	10%
	59		39		20	
Score	144	49%	100	51%	44	44%

Total : 80% of respondents said they were satisfied.

Male : 82% of male respondents expressed themselves satisfied with the concept of joint examination and 5% dissatisfied.

Female : 75% of female respondents were satisfied and 5% dissatisfied.

Table 22

	Total		Male		Female	
	No.	%	No.	%	No.	%
Decreased Time						
Very satisfied	1	2%	1	3%	0	0%
Satisfied	25	46%	17	50%	8	40%
Neutral	16	30%	9	26%	7	35%
Dissatisfied	3	6%	0	0%	3	15%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	9	17%	7	21%	2	10%
	54		34		20	
Score	87	32%	65	38%	22	22%

Total : The question of decreased time received 30% neutral, 46% satisfied, 6% dissatisfied and 17% unsure

Male : 50% of males reported to be satisfied with the decreased time, 26% neutral and 21% were unsure.

Female : 40% of females were satisfied, 35% neutral and 15% were dissatisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Security						
Very satisfied	5	9%	4	11%	1	5%
Satisfied	45	78%	30	79%	15	75%
Neutral	1	2%	1	3%	0	0%
Dissatisfied	4	7%	3	8%	1	5%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	3	5%	0	0%	3	15%
	58		38		20	
Score	149	51%	102	54%	47	47%

Total : 78% of respondents were very satisfied, 9% satisfied, 31% were dissatisfied and 12% not sure.

Male : 79% of males were satisfied with the security arrangements and 11% very satisfied.

Female : Of the female respondents 75% were satisfied with the security arrangements and 5% very satisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Search - Gender						
Very satisfied	6	10%	5	13%	1	5%
Satisfied	35	59%	21	54%	14	70%
Neutral	1	2%	0	0%	1	5%
Dissatisfied	13	22%	10	26%	3	15%
Very Dissatisfied	2	3%	1	3%	1	5%
Not Sure	2	3%	2	5%	0	0%
	59		39		20	
Score	87	29%	53	27%	34	34%

Total : Gender search was 22% dissatisfied, 3% very dissatisfied, 3% not sure with only 59% claiming to be satisfied.

Male : 54% of male respondents were satisfied with the search procedure whereas 26% were dissatisfied.

Female : 70% of females were satisfied with the arrangements and 15% were dissatisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Maintenance						
Very satisfied	6	10%	4	10%	2	10%
Satisfied	24	41%	15	38%	9	45%
Neutral	3	5%	0	0%	3	15%
Dissatisfied	15	25%	13	33%	2	10%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	11	19%	7	18%	4	20%
	59		39		20	
Score	60	20%	26	13%	34	34%

Total : 41% of respondents were satisfied, 10% were very satisfied.

Male : 38% of males were satisfied with the maintenance done at the OSBP however 33% were dissatisfied.

Female : 45% of females were satisfied, 15% were neutral and 10% were dissatisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Cleanliness						
Very satisfied	4	7%	3	8%	1	5%
Satisfied	23	39%	16	41%	7	35%
Neutral	3	5%	1	3%	2	10%
Dissatisfied	16	27%	12	31%	4	20%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	13	22%	7	18%	6	30%
	59		39		20	
Score	44	15%	28	14%	16	16%

Total : For cleanliness, 39% said that they are satisfied, 7% very satisfied and 22% were unsure.

Male : 8% were very satisfied with cleanliness.

Female : 5% of females were very satisfied and 35% satisfied with cleanliness and 30% unsure

	Total		Male		Female	
	No.	%	No.	%	No.	%
Toilets						
Very satisfied	6	10%	5	13%	1	5%
Satisfied	40	68%	26	67%	14	70%
Neutral	3	5%	1	3%	2	10%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	1	2%	0	0%	1	5%
Not Sure	9	15%	7	18%	2	10%
	59		39		20	
Score	148	50%	104	53%	44	44%

Total : Regarding toilets, 10% were very satisfied, 68% were satisfied.

Male : 67% of males were very satisfied with the toilets.

Female : 70% of female respondents were satisfied 5% very dissatisfied with toilet arrangements.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Warehouse						
Very satisfied	2	3%	2	5%	0	0%
Satisfied	15	25%	12	31%	3	15%
Neutral	9	15%	3	8%	6	30%
Dissatisfied	11	19%	10	26%	1	5%
Very Dissatisfied	1	2%	0	0%	1	5%
Not Sure	21	36%	12	31%	9	45%
	59		39		20	
Score	26	9%	19	10%	7	7%

Total : 2% were very dissatisfied and 19% were dissatisfied.

Male : 31% of males were unsure about warehousing arrangements but 26% were dissatisfied.

Female : 30% of females remained neutral with warehousing arrangements and 45% of female respondents were unsure

	Total		Male		Female	
	No.	%	No.	%	No.	%
Signage						
Very satisfied	7	12%	5	13%	2	10%
Satisfied	38	64%	24	62%	14	70%
Neutral	1	2%	0	0%	1	5%
Dissatisfied	8	14%	7	18%	1	5%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	5	8%	3	8%	2	10%
	59		39		20	
Score	126	43%	76	39%	50	50%

Total : 64% of respondents were satisfied with signage, 14% were dissatisfied.

Male : 62% of males were satisfied with signage and 18% dissatisfied .

Female : 70% of female respondents were satisfied and 5% dissatisfied

	Total		Male		Female	
	No.	%	No.	%	No.	%
Parking						
Very satisfied	3	5%	3	8%	0	0%
Satisfied	15	25%	10	26%	5	25%
Neutral	1	2%	0	0%	1	5%
Dissatisfied	26	44%	20	51%	6	30%
Very Dissatisfied	3	5%	2	5%	1	5%
Not Sure	11	19%	4	10%	7	35%
	59		39		20	
Score	-32	-11%	-25	-13%	-7	-7%

Total : 19% were unsure (probably did not use parking), 5% were very satisfied and 25% were satisfied.

Male : 26% of males were satisfied and 8% were very satisfied with the parking arrangements, 10% of males were unsure.

Female : 35% of females were unsure of the parking arrangements (probably due to non-users).

	Total		Male		Female	
	No.	%	No.	%	No.	%
Separation of Pass/goods						
Very satisfied	5	8%	4	10%	1	5%
Satisfied	17	29%	13	33%	4	20%
Neutral	2	3%	0	0%	2	10%
Dissatisfied	26	44%	20	51%	6	30%
Very Dissatisfied	2	3%	1	3%	1	5%
Not Sure	7	12%	1	3%	6	30%
	59		39		20	
Score	-10	-3%	-6	-3%	-4	-4%

Total : 29% of respondents were satisfied with the current separation of passenger and goods, 12% were unsure, 44% were dissatisfied.

Male : 33% of male respondents were satisfied, 10% very satisfied and 51% were dissatisfied with the separation of passengers and goods.

Female : 20% were satisfied and 10% neutral.

	Total		Male		Female	
	No.	%	No.	%	No.	%
HIV Signs						
Very satisfied	0	0%	0	0%	0	0%
Satisfied	6	10%	6	15%	0	0%
Neutral	4	7%	3	8%	1	5%
Dissatisfied	29	49%	20	51%	9	45%
Very Dissatisfied	5	8%	4	10%	1	5%
Not Sure	15	25%	6	15%	9	45%
	59		39		20	
Score	-90	-31%	-59	-30%	-31	-31%

Total : 8% of respondents were very dissatisfied and 49% dissatisfied giving an overall negative score for this factor.

Male : 15% of male respondents were satisfied; but 51% were dissatisfied and 10% very dissatisfied.

Female : 45% of females were dissatisfied and 5% were very dissatisfied with the HIV signage.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Disabled Facilities						
Very satisfied	1	2%	1	3%	0	0%
Satisfied	3	5%	3	8%	0	0%
Neutral	5	8%	2	5%	3	15%
Dissatisfied	23	39%	17	44%	6	30%
Very Dissatisfied	5	8%	4	10%	1	5%
Not Sure	22	37%	12	31%	10	50%
	59		39		20	
Score	-75	-25%	-55	-28%	-20	-20%

Total : Disabled facilities were rated very poorly with 8% being very dissatisfied and 39% dissatisfied.

Male : 44% of males reported being dissatisfied and 10% very dissatisfied with disabled facilities.

Female : 30% of females reported being dissatisfied and 15% remained neutral with disabled facilities

Table 34

Overall Level of Satisfaction	Total		Male		Female	
	No.	%	No.	%	No.	%
Very satisfied	3	5%	3	8%	0	0%
Satisfied	28	49%	16	42%	12	63%
Neutral	1	2%	1	3%	0	0%
Dissatisfied	19	33%	14	37%	5	26%
Very Dissatisfied	2	4%	1	3%	1	5%
Not Sure	4	7%	3	8%	1	5%
	57		38		19	
Score	33	12%	17	9%	16	17%

Total : The overall level of satisfaction showed 49% satisfied, 33% dissatisfied and 2% neutral giving a very low level of satisfaction score of 12%.

Male : The overall level of satisfaction for males showed that 42% of respondents were satisfied and 37% dissatisfied.

Female : 63% were satisfied and 26 were dissatisfied.

Table 35

Parameter	Total		Male		Female	
	Score	%	Score	%	Score	%
Centralised Operations	90	31%	60	32%	30	30%
Joint Examination	144	49%	144	51%	44	44%
Decreased time	87	32%	65	38%	22	22%
Security	149	51%	102	54%	47	47%
Search -gender	87	29%	53	27%	34	34%
Maintenance	60	20%	26	13%	34	34%
Cleanliness	44	15%	28	14%	16	16%
Toilets -M/F	148	50%	104	53%	44	44%
Warehouse	26	9%	19	10%	7	7%
Signage	126	43%	76	39%	50	50%
Parking	-32	-11%	-25	-13%	-7	-7%
Separation of . Pass/goods	-10	-3%	-6	-3%	-4	-4%
HIV Signage*	0	0%	0	0%	0	0%
Disabled facilities	-75	-25%	-55	-28%	-20	-20%
Overall level of satisfaction	33	12%	17	9%	16	17%
Total Score	877		608		313	
Average Score and Percentage	58,4667	20%	40,5	21%	20,9	21%

Total : The summary of all satisfaction tables received negative scores for decreased time during search, warehouse, HIV signs and disabled facilities giving an overall score of 20%.

Males: The summary of all satisfaction tables for males was 21%

Females: Gave an overall rating of 21% with 47% for security and -25% for disabled facilities.

*Not included in overall Score and Avg

There were no specific negative comments from border user respondents. The stakeholder (border officials) comments and observations are shown in the following table.

Stakeholder Observations Matrix: Busia - Kenya

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

Department	Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and procedures	Challenges faced	
1	KRA - Customs	27	06:00	06:00	24.00	3	6	8 hrs.	12	12	<ol style="list-style-type: none"> 1. Clear Exports to other countries 2. Clear imports into Kenya 3. Physicla inspection of baggage & vehicles 4. Enforcement of Customs procedures and management of border post 	<ol style="list-style-type: none"> 1. Staff shortages 2. Smuggling 3. Lack of security 4. Poor facilities 5. Regular power outages 6. Water cleanliness 7. Lack of equipment
2	Immigration	17	08:00	08:00	24.00	4	4	6 hrs.	5	5	<ol style="list-style-type: none"> 1. Entry & Exit Control 2. Border Patrols 3. Issuing of Visa's 	<ol style="list-style-type: none"> 1. Power Issues 2. Staff Shortages
3	KEBS - Kenya Bureau of Standards	4	08:00	08:00	24.00	2	4	12 hrs.	4	4	<ol style="list-style-type: none"> 1. Quality Inspection 2. Import Inspection 3. Periodical Surveillance – Quality Control 4. Sampling of goods if inspection is carried out 	<ol style="list-style-type: none"> 1. Power Outages 2. Connectivity 3. Air conditioning 4. Poor drainage 5. Refreshment (operational Canteen) 6. Running water
4	Port Health	6	06:00	06:00	24.00	2	2	12 hrs.	YES	????	<ol style="list-style-type: none"> 1. Integrated disease surveillance 2. International health regulations 3. Vaccination of travelers 4. Sanitation activities 5. Quarantine procedures 6. Food quality & safety 	<ol style="list-style-type: none"> 1. Power outages and no back up 2. Internet Connectivity 3. No office cleaners 4. Lack of Parking on Kenya side 5. Staff shortage 6. Running water 7. No flushing toilets
5	KEPHIS - Kenya Plant Health Inspectorate Services	2	08:00	22:00	14.00	1	2	14 hrs.	2	2	<ol style="list-style-type: none"> 1. Certification of Plant Materials 	<ol style="list-style-type: none"> 1. Staff shortages 2. Lack of inspection equipment 3. No Laboratories 4. lack of training for clearing agents
6	Kenya Police	16	08:00	08:00	24.00	3	5	8 hrs.	NO	NO	<ol style="list-style-type: none"> 1. Security 2. Maintain Law & Order 3. Gathering of intelligence 4. Enforcement of Law 5. Detainment of Criminals 	<ol style="list-style-type: none"> 1. No Internet Connectivity 2. No Computers 3. Porous border 4. No Air conditioning 5. Power Outages 6. Lack of staff accommodation
7	Fisheries	3	08:00	18:00	10.00	1	3	10 hrs.	3	3	<ol style="list-style-type: none"> 1. Verification of fish imports & exports 2. Physical Inspections 3. Documentation of fish and fish products 4. Issue of import & export permits 5. Documentation of fish in transit 6. Issuing of fish trader 	<ol style="list-style-type: none"> 1. Staff shortages 2. Porous border 3. Hinderince of inspections 4. No vehicle 5. Power Outages 6. Verification building not complete
8	Pharmacy and Poisons	1	08:00	17:00	9.00	1	1	9 hrs.	5	5	<ol style="list-style-type: none"> 1. Inspect imports and exports 2. Inspect food supplements and cosmetics 	<ol style="list-style-type: none"> 1. Staff shortages 2. toilets have no flushing water

Busia – Uganda User Satisfaction Survey

(Note: Tables 1-20 show details of respondents; Tables 22-36 show Rating scores)

Age	Total		Male		Female	
	No.	%	No.	%	No.	%
>21	1	2%	1	4%	0	0%
22-34	24	52%	14	50%	10	56%
35-44	14	30%	7	25%	7	39%
45-54	4	9%	3	11%	1	6%
55-64	2	4%	2	7%	0	0%
Decline	1	2%	1	4%	0	0%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Nationality	Total		Male		Female	
	No.	%	No.	%	No.	%
Ugandan	32	70%	21	75%	11	61%
Kenyan	10	22%	4	14%	6	33%
Tanzanian	0	0%	0	0%	0	0%
Rwandan	2	4%	1	4%	1	6%
Burundian	0	0%	0	0%	0	0%
Zambian	0	0%	0	0%	0	0%
Other	2	4%	2	7%	0	0%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Border Users	Total		Male		Female	
	No.	%	No.	%	No.	%
Border Official	5	11%	3	11%	2	11%
Clearing Agents	2	4%	1	4%	1	6%
Truck Driver	8	17%	5	18%	3	17%
Informal Trader	11	24%	6	21%	5	28%
Other	6	13%	6	21%	0	0%
Passenger	8	17%	1	4%	7	39%
Registered Trader	3	7%	3	11%	0	0%
Transporter	3	7%	3	11%	0	0%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Trader Years in Business	Total		Male		Female	
	No.	%	No.	%	No.	%
One - Six Months	2	8%	2	13%	0	0%
Six Months - One Year	5	21%	3	19%	2	25%
One - Two Years	4	17%	2	13%	2	25%
Two - Four Years	4	17%	3	19%	1	13%
Over Five Years	8	33%	6	38%	2	25%
Other	1	4%	0	0%	1	13%
No Response	0	0%	0	0%	0	0%
	24		16		8	

Cross Times Duration	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	6	13%	5	18%	1	6%
2 Hours	10	22%	6	21%	4	22%
5 Hours	11	24%	6	21%	5	28%
12 Hours	9	20%	7	25%	2	11%
1 Day	10	22%	4	14%	6	33%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Transport Mode	Total		Male		Female	
	No.	%	No.	%	No.	%
Car	7	16%	5	19%	2	11%
Taxi	0	0%	0	0%	0	0%
Bus	11	24%	2	7%	9	50%
Motorbike	0	0%	0	0%	0	0%
Bicycle	0	0%	0	0%	0	0%
Truck	9	20%	8	30%	1	6%
Walk	18	40%	12	44%	6	33%
Other (Please specify)	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	45		27		18	

Total : 40% of respondents travelled by foot, 24% by bus, 20% by truck and 16% by car.

Male : 44% report that they walk whereas 30% used trucks.

Female : 50% of females use the bus and 33% walk.

Transaction Value	Total		Male		Female	
	No.	%	No.	%	No.	%
\$50	3	18%	2	18%	1	17%
\$100	4	24%	3	27%	1	17%
\$500	4	24%	2	18%	2	33%
\$5000	3	18%	2	18%	1	17%
Other	1	6%	0	0%	1	17%
Millions	2	12%	2	18%	0	0%
Not known	0	0%	0	0%	0	0%
N/A	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	17		11		6	

Total : Transaction values were erratic with 24% claiming to trade \$500 and 18% at \$5000.

Transaction values were not sensibly reported.

Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
Always use this one	46	100%	28	100%	18	100%
Have changed route	0	0%	0	0%	0	0%
Previous route	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Total : 100% of users said that they always used this route

Change in Routes	Total		Male		Female	
	No.	%	No.	%	No.	%
More convenient	40	87%	23	82%	17	94%
Shorter	2	4%	2	7%	0	0%
Quicker	1	2%	1	4%	0	0%
Better Roads	3	7%	2	7%	1	6%
Other Reason	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	46		28		18	

Total : 87% said that they had changed to the Busia route because it was more convenient, 4% said that they had changed because it is shorter and 7% said better road.

Male : 82% commented that it is more convenient and 7% of them said it's a shorter route and there are better roads.

Female : 94% commented that it is more convenient and 6% said better roads.

What is Different	Total		Male		Female	
	No.	%	No.	%	No.	%
Quicker Processing	25	60%	16	64%	9	53%
Less Delay	8	19%	3	12%	5	29%
Reduce Cost	6	14%	4	16%	2	12%
Simpler Procedures	0	0%	0	0%	0	0%
All of the Foregoing	3	7%	2	8%	1	6%
No Response	0	0%	0	0%	0	0%
	42		25		17	

Total : 60% of respondents said that it was quicker processing at Busia, 19% said less delays and 14% said reduced costs, 7% said all of the foregoing applied.

Male : 64% of male respondents reported quicker processing and 12% reported less delay.

Female : 53% reported quicker processing , 12% reported reduced costs and 6% all of the foregoing.

Informed of Changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Yes	24	55%	15	45%	9	35%
No	2	5%	0	0%	2	8%
Not Sure	18	41%	12	36%	6	23%
	44		33		26	

Total : 55% of respondents said that they had been informed of future changes and 41% not sure.

Male : 45% informed of future border changes.

Female : 35% had been informed of future border changes and 8% have not.

What Savings	Total		Male		Female	
	No.	%	No.	%	No.	%
Less Delays	33	83%	17	74%	16	94%
Reduced transaction costs	3	8%	2	9%	1	6%
Overall time saving	3	8%	3	13%	0	0%
Increased trade	1	3%	1	4%	0	0%
Reduced import costs	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	40		23		17	

Total : 83% main savings will be less delays, 8% anticipated reduce transactions cost and overall time saving. 3% commented increase in trade.

Male : 74% of male respondents expected less delay, 3% reported overall time saving and 9% reported reduced transaction costs .

Female : 94% anticipated less delays and 6% reported reduced transaction costs.

Time-start Transaction	Total		Male		Female	
	No.	%	No.	%	No.	%
1 Hour	9	36%	6	38%	3	33%
2 Hour	6	24%	5	31%	1	11%
5 Hour	3	12%	1	6%	2	22%
12 Hour	1	4%	0	0%	1	11%
1 Day	4	16%	2	13%	2	22%
2 Days	2	8%	2	13%	0	0%
No Answer	0	0%	0	0%	0	0%
	25		16		9	

Total : 36% of respondents said that they have started to do transactions in 1 hour and 24% said 2 hours.

Male : 38% reported having started transactions within one hour and 31% within two hours.

Female : 33% of them started transactions in one and five hours as well as 22% said one day.

More Than One Day At Border	Total		Male		Female	
	No.	%	No.	%	No.	%
Agent Delay	6	21%	4	20%	2	25%
Documents from Authority	11	39%	9	45%	2	25%
Bank clearance	3	11%	3	15%	0	0%
Process delay	2	7%	1	5%	1	13%
Officials waiting for bribes	6	21%	3	15%	3	38%
Vehicle Problems	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	28		20		8	

Total : 39% said delays on documents from authority, 21% said it was due to agent delay and officials waiting for bribes. 11% of users said they had to for the bank clearance and 7% said process delay.

Male : 32% documents from authority. 14% agent delay and 11% said they have had to wait for bank clearances as well as officials waiting for bribes.

Female : 38% waited due to bribes, 25% for agent delay and bank clearances

Satisfaction with new procedures and changes	Total		Male		Female	
	No.	%	No.	%	No.	%
Single Inspections	5	11%	4	15%	1	6%
Better Parking	28	62%	16	59%	12	67%
Faster Processing	2	4%	0	0%	2	11%
Less Corruption	2	4%	1	4%	1	6%
Better facilities	8	18%	6	22%	2	11%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	45		27		18	

Total : 62% of respondents mentioned better parking, 18% mentioned better facilities, 11% said single inspections and 4% said faster processing and less corruption.

Male : 59% of males said that they are satisfied with better parking at the OSBP. 22% said better facilities and 14% said single inspections.

Female : 67% satisfied with the better parking made available. 11% faster processing and better facilities.

Harassment	Total		Male		Female	
	No.	%	No.	%	No.	%
Verbal Abuse	25	56%	13	48%	12	67%
Requests for Bribe	5	11%	3	11%	2	11%
Service delayed for bribe	2	4%	2	7%	0	0%
Sexual Abuse	1	2%	0	0%	1	6%
Physical Abuse	0	0%	0	0%	0	0%
Service Refusal	1	2%	1	4%	0	0%
Other	1	2%	1	4%	0	0%
No Response	10	22%	7	26%	3	17%
	45		27		18	

Total : 56% experienced verbal abuse, 11% requests for bribes, 4% service was delayed pending a bribe and 1 respondent claimed sexual abuse. 22% "other".

Male : 48% verbally abused. 11% bribes. 26% "other".

Female : 67% verbally abused, 15% were requested too pay a bribe and did not specify form of harassment. 1 respondent said that she had been sexually abused.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Negative Impact for Girls						
Lack of Facilities	1	3%	1	8%	0	0%
Crowding	0	0%	0	0%	0	0%
Queuing conflicts	1	3%	1	8%	0	0%
Toilet Facilities	0	0%	0	0%	0	0%
Lack of Seating	1	3%	0	0%	1	6%
Other	0	0%	0	0%	0	0%
None	27	90%	10	83%	17	94%
	30		12		18	

Total : 3% for lack of facilities, queuing conflicts and lack of seating. 90% did not respond to this question.

Male : 8% said the negative impact for girls are the lack of facilities and queuing conflict. 83% said other.

Female : 6% lack of seating and 94% said other (unspecified)

	Total		Male		Female	
	No.	%	No.	%	No.	%
Corruption						
No Change	27	63%	16	44%	11	42%
Reduced Opportunity for Bribe	12	28%	6	17%	6	23%
More open transactions	0	0%	0	0%	0	0%
Better System	3	7%	3	8%	0	0%
Combined Inspections	1	2%	0	0%	1	4%
Other	0	0%	0	0%	0	0%
No Response	0	0%	0	0%	0	0%
	43		36		26	

Total : 63% expected no change, only 28% said that there will be reduced opportunity for bribes and 7% mentioned the better systems.

Male : 44% said no change in corruption at the OSBP. 17% said there has a reduced opportunity for bribes.

Female : 42% said no change and 23% said reduced opportunity for bribes.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Significant change on the OSBP						
Less Delays	20	47%	12	46%	8	47%
Simpler Procedures	5	12%	4	15%	1	6%
Better Facilities	8	19%	2	8%	6	35%
More parking	9	21%	7	27%	2	12%
Faster Processing	0	0%	0	0%	0	0%
Other	1	2%	1	4%	0	0%
No Response	0	0%	0	0%	0	0%
	43		26		17	

Total : 47% said less delays, 21% said more parking, 19% commented on better facilities

Male : 46% of males said that the significant change at the OSBP is the less delay, 27% said more parking and 15% said simpler procedures.

Female : 35% better facilities and 47% less delays.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Centralised Operations						
Very satisfied	14	30%	8	29%	6	33%
Satisfied	18	39%	12	43%	6	33%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	14	30%	8	29%	6	33%
	46		28		18	
Score	124	54%	76	54%	48	53%

Total : 30% said not sure, 39% were satisfied with the operations and 29% were very satisfied.

Male : 43% of male respondents were very satisfied with the concept of centralised operations.

Female : 33% of female respondents would be very satisfied with centralised operations.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Joint Examination						
Very satisfied	12	26%	7	25%	5	28%
Satisfied	18	39%	11	39%	7	39%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	3	7%	3	11%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	13	28%	7	25%	6	33%
	46		28		18	
Score	105	46%	59	42%	46	51%

Total : 7% of respondents were dissatisfied with the effects of joint examination where at 39% said that they are satisfied.

Male : 39% of male respondents expressed themselves satisfied with the concept of joint examination and 11% dissatisfied with the joint examination.

Female : 39% of female respondents were satisfied and 33% were not sure.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Decreased Time						
Very satisfied	6	13%	5	19%	1	6%
Satisfied	15	33%	7	26%	8	44%
Neutral	6	13%	5	19%	1	6%
Dissatisfied	2	4%	2	7%	0	0%
Very Dissatisfied	1	2%	1	4%	0	0%
Not Sure	15	33%	7	26%	8	44%
	45		27		18	
Score	70	31%	40	30%	30	33%

Total : 13% neutral, 33% satisfied, 4% dissatisfied and 33% not sure .

Male : 26% were satisfied with the decreased time and 19% were very satisfied and neutral of the effects.

Female : 44% of females were satisfied and 44% were not sure .

	Total		Male		Female	
	No.	%	No.	%	No.	%
Security						
Very satisfied	29	63%	19	68%	10	56%
Satisfied	17	37%	9	32%	8	44%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	0	0%	0	0%	0	0%
	46		28		18	
Score	196	85%	122	87%	74	82%

Total : 63% were very satisfied and 37% were satisfied.

The overall rating was therefore positive regarding the current security situation.

Male : 68% of males were very satisfied with security arrangements.

Females: 56% were very satisfied with the security arrangements.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Search - Gender						
Very satisfied	22	48%	16	57%	6	33%
Satisfied	20	43%	10	36%	10	56%
Neutral	1	2%	0	0%	1	6%
Dissatisfied	1	2%	1	4%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	2	4%	1	4%	1	6%
	46		28		18	
Score	168	73%	107	76%	61	68%

Total : 43% were satisfied with the current search process and 48% were very satisfied.

Male : 1 respondent had been dissatisfied with the search of ones on gender however 57% were very satisfied.

Female : 56% commented satisfied and 33% very satisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Maintenance						
Very satisfied	9	20%	6	21%	3	17%
Satisfied	35	76%	22	79%	13	72%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	2	4%	0	0%	2	11%
	46		28		18	
Score	150	65%	96	69%	54	60%

Total : 76% of respondents were satisfied, 20% were very satisfied.

Male : 79% satisfied and 21% very satisfied.

Female : 72% said they were satisfied and 17% were very satisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Cleanliness						
Very satisfied	8	17%	5	18%	3	17%
Satisfied	36	78%	23	82%	13	72%
Neutral	0	0%	0	0%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	2	4%	0	0%	2	11%
	46		28		18	
Score	148	64%	94	67%	54	60%

Total : 78% expressed that they are satisfied and 17% very satisfied. 2% were not sure.

Male : 82% were very satisfied with cleanliness.

Female : 72% were satisfied with cleanliness and 17% were very satisfied with the cleanliness.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Toilets						
Very satisfied	8	17%	6	21%	2	11%
Satisfied	31	67%	17	61%	14	78%
Neutral	1	2%	1	4%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	1	2%	1	4%	0	0%
Not Sure	5	11%	3	11%	2	11%
	46		28		18	
Score	129	56%	77	55%	52	58%

Total : Regarding toilets, 67% were very satisfied, 17% were satisfied.

Male : 61% of male respondents were satisfied with toilet arrangements and 4% were very dissatisfied.

Female : 78% were satisfied and 11% unsure.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Warehouse						
Very satisfied	3	7%	2	7%	1	6%
Satisfied	30	67%	19	70%	11	61%
Neutral	1	2%	0	0%	1	6%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	11	24%	6	22%	5	28%
	45		27		18	
Score	106	47%	67	50%	39	43%

Total : 67% said that they were satisfied and 7% said that they were very satisfied.

Male : 22% of males were unsure about warehousing arrangements but 70% were satisfied.

Female : 28% of female respondents were unsure about warehousing arrangements but 61% were satisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Signage						
Very satisfied	18	39%	12	43%	6	33%
Satisfied	26	57%	14	50%	12	67%
Neutral	1	2%	1	4%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	1	2%	1	4%	0	0%
	46		28		18	
Score	169	73%	103	74%	66	73%

Total : 57% of respondents were satisfied with signage, 2% were neutral.

Male : 50% of males were satisfied with signage

Female : 67% were satisfied.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Parking						
Very satisfied	21	46%	13	46%	8	44%
Satisfied	20	43%	13	46%	7	39%
Neutral	1	2%	1	4%	0	0%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	4	9%	1	4%	3	17%
	46		28		18	
Score	166	72%	105	75%	61	68%

Total : 43% were satisfied and 46% were very satisfied. 9% did not answer the question.

Male : 46% of males were very satisfied and satisfied with the parking arrangements.

Female : 17% were unsure of parking arrangements (probably due to non-users). 44% were very satisfied 39% were satisfied with the parking.

	Total		Male		Female	
	No.	%	No.	%	No.	%
Separation of Pass/goods						
Very satisfied	23	50%	15	54%	8	44%
Satisfied	19	41%	11	39%	8	44%
Neutral	2	4%	1	4%	1	6%
Dissatisfied	0	0%	0	0%	0	0%
Very Dissatisfied	1	2%	1	4%	0	0%
Not Sure	1	2%	0	0%	1	6%
	46		28		18	
Score	169	73%	104	74%	65	72%

Total : 50% of the respondents said that they were very satisfied with the separation of passengers and goods.

41% were satisfied and 2% were very dissatisfied.

Male : 4% were neutral on the separation of passenger and good however 54% were very satisfied.

Female : 44% of females were satisfied, 8% neutral and 6% unsure.

	Total		Male		Female	
	No.	%	No.	%	No.	%
HIV Signs						
Very satisfied	0	0%	0	0%	0	0%
Satisfied	0	0%	0	0%	0	0%
Neutral	2	4%	1	4%	1	6%
Dissatisfied	20	43%	16	57%	4	22%
Very Dissatisfied	11	24%	4	14%	7	39%
Not Sure	13	28%	7	25%	6	33%
	46		28		18	
Score	-113	-49%	-67	-48%	-46	-51%

Total : 24% of respondents were very dissatisfied and 43% dissatisfied giving an overall negative score for this factor.

Male : 57% of male respondents were dissatisfied and 14% very dissatisfied with HIV signage.

Female : 39% of female respondents were very dissatisfied and 22% dissatisfied with the HIV signage

	Total		Male		Female	
	No.	%	No.	%	No.	%
Disabled Facilities						
Very satisfied	0	0%	0	0%	0	0%
Satisfied	1	2%	1	4%	0	0%
Neutral	1	2%	0	0%	1	6%
Dissatisfied	19	41%	15	54%	4	22%
Very Dissatisfied	11	24%	5	18%	6	33%
Not Sure	14	30%	7	25%	7	39%
	46		28		18	
Score	-108	-47%	-67	-48%	-41	-46%

Total : Disabled facilities were rated very poorly with 24% being very dissatisfied and 41% dissatisfied.

Male : 18% of males reported being very dissatisfied with disabled facilities and 54% were dissatisfied.

Female : 33% of females reported being very dissatisfied with disabled facilities and 22% were dissatisfied.

Table 34

Overall Level of Satisfaction	Total		Male		Female	
	No.	%	No.	%	No.	%
Very satisfied	5	11%	2	7%	3	17%
Satisfied	36	78%	24	86%	12	67%
Neutral	1	2%	1	4%	0	0%
Dissatisfied	2	4%	1	4%	1	6%
Very Dissatisfied	0	0%	0	0%	0	0%
Not Sure	2	4%	0	0%	2	11%
	46		28		18	
Score	128	56%	80	57%	48	53%

Total : 78% satisfied, 4% dissatisfied and 2% neutral.
with overall rating of 56%

Male : The overall level of satisfaction for males showed that 86% of respondents were satisfied and 7% very satisfied.

Female : 17% of respondents were very satisfied and 67% satisfied .

Table 35

Parameter	Total		Male		Female	
	Score	%	Score	%	Score	%
Centralised Operations	124	54%	76	54%	48	53%
Joint Examination	105	46%	105	42%	46	51%
Decreased time	70	31%	40	30%	30	33%
Security	196	85%	122	87%	74	82%
Search -gender	168	73%	107	76%	61	68%
Maintenance	150	65%	96	69%	54	60%
Cleanliness	148	64%	94	67%	54	60%
Toilets -M/F	129	56%	77	55%	52	58%
Warehouse	106	47%	67	50%	39	43%
Signage	169	73%	103	74%	66	73%
Parking	166	72%	105	75%	61	68%
Separation of . Pass/goods	169	73%	104	74%	65	72%
HIV Signage*	0	0%	0	0%	0	0%
Disabled facilities	-108	-47%	-67	-48%	-41	-46%
Overall level of satisfaction	128	56%	80	57%	48	53%
Total Score	1720		1109		657	
Average Score and Percentage	114.667	50%	73.9	53%	43.8	49%

Total : The summary of satisfaction tables scored 50%

Males: score of 53% ranging high of 85% for the security to minus 47% for disabled facilities.

Female: The summary of all satisfaction tables scored 49% for females

*Not included in overall Score and Avg

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

Stakeholder Observations Matrix

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

Department	Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions	Challenge faced	
1	URA - Customs	43	06:00	06:00	24	3	6	8 hrs.	10	10	<ol style="list-style-type: none"> 1. Facilitate Trade 2. Cargo Inspections & containment 3. Collection of government revenue 4. Collection of statistics for national planning 	<ol style="list-style-type: none"> 1. Staff Shortages 2. Stakeholder non-compliance 3. Corruption 4. Community compliance 5. Lack of proper training
2	Immigration	10	06:00	06:00	24	2	4	12 hrs.	10	10	<ol style="list-style-type: none"> 1. Facilitate the legal movement of people across the border 2. Issuing temporary travel documents. 3. Issuing of Visas 4. Border Security 	<ol style="list-style-type: none"> 1. Air conditioning 2. Staff Shortages 3. Porous Borders 4. No Patrol Vehicles
3	UNBS - Uganda Bureau of Standards	4	08:00	19:00	11	1	4	11 hrs.	2	2	<ol style="list-style-type: none"> 1. Verification of loads entering Uganda i.e. if they conform to National/Regional and/or Global Standards 2. Inspection of sub-standard & counterfeit products 3. Sensitization of standards to the public and transporters 	<ol style="list-style-type: none"> 1. Shortage of staff 2. Lack of equipment 3. Lack of maintenance
4	Uganda Police	30	06:00	06:00	24	2	15	24	15	15	<ol style="list-style-type: none"> 1. Access Control 2. Intelligence gathering 3. Profiling 4. Law and Order 5. Border patrols 	<ol style="list-style-type: none"> 1. Staff shortages 2. No vehicles 3. Lack of equipment 4. Lack of training 5. No computers and office equipment 6. No air conditioning 7. No cleaning staff
5	Uganda Agriculture - Crop Inspection	3	08:00	22:00	14	1	2	10:30	2	2	<ol style="list-style-type: none"> 1. Inspect all plants, plant products and other related articles for the prevention of pests and diseases 2. Pest and Disease surveillance along the border 3. Inspection of all Agro-chemical imports and exports 4. Inspection of seed imports/exports 5. Inspection of passenger busses and cargo trucks at the border 	<ol style="list-style-type: none"> 1. Non-compliance of some agents and travellers 2. Porosity of Busia border makes it easier for smuggling 3. Poor declaration of some goods e.g. Agro-chemicals and other items 4. Long working hours including weekends and public holidays 5. No Laboratory equipment/Test Kits 6. Lack of accommodation 7. Received fewer office furniture than
6	Livestock & Entomology	3	08:00	22:00	14	1	1	14	3	3	<ol style="list-style-type: none"> 1. Monitor the outbreak and prevalence of animal diseases from other countries 2. Inspect all imports into the country including day old chicks, Hides & Skins and live animals 3. The importer of animals and animal products must possess an import permit and veterinary health certificate from the country of origin 	<ol style="list-style-type: none"> 1. We are being challenged by animals and animal products passing through our borders through the porous border and evading inspection and the proper formalities 2. Lack of lab equipment which makes it difficult to carry out testing 3. Lack of staff accommodation
7	Fisheries	3	08:00	22:00	14	1	1	10:30	2	2	<ol style="list-style-type: none"> 1. Inspect fish and other related items 2. Carry out border surveillance and sensitization of other stakeholders 3. To check that all importers have the correct documentation i.e. licenses and import permits 4. Inspect all exports of fish and fish related products 	<ol style="list-style-type: none"> 1. No lab equipment 2. Porous Border 3. Staff Accommodation

SUMMARY OF THE USER SATISFACTION SURVEY FOR THE BUSIA BORDER

Summary of User Satisfaction Responses: Busia - Kenya

As shown in the summary table the levels of satisfaction with most aspects of the current border operations are rated as barely satisfactory such as cleanliness, maintenance and warehousing. In addition, there are a number of aspects of the border situation that are rated negatively by the border users. These include parking, the separation of goods and passenger traffic and disabled facilities. The overall rating of 20% is a good reflection of current conditions as described in this report.

Summary of User Satisfaction Responses: Busia - Uganda

As shown in the tables the ratings of most features are positive with only the facilities for disabled persons being rated very low. The overall rating of 50% shows a median level of satisfaction with scope for improvement as the remaining issues are addressed.

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

Summary of Stakeholder (Officials) Report

Busia - Kenya:

- Staff Shortages
- illegal immigrants and illegal points of entry (Porous Border)
- Little or no security and boundary fencing of border control area
- lack of laboratory and testing equipment
- lack of staff accommodation
- Lack of facilities i.e. water and sanitation
- Power Outages – no generator for power back up
- Lack of office equipment i.e. computers
- No air conditioning
- No parking for passenger vehicles and busses
- Toilets have no flushing water
- Poor internet connectivity
- Lack of cleaning and maintenance staff on site
- No vehicles for patrols (porous border)

Busia - Uganda:

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- lack of staff accommodation
- Shortage of cleaning and maintenance staff on site
- Lack of sensitization of community on compliance

Comments and Recommendations

Busia - Kenya:

1. There are a number of complaints from border post stakeholders on the Kenya side of this OSBP due to the fact that conditions on that side of the border are substandard at this point in time. This is confirmed in the User Satisfaction Survey where a variety of border

post users were interviewed and only scored the overall level of satisfaction at 20%.

2. The main stakeholder concerns are the lack of security and fencing of the Border Control area as all sorts of unsavoury characters and criminal elements walk freely through the border control area undetected.
3. The general conditions of the border post infrastructure are in poor condition and the newly constructed facilities are already showing signs of disrepair and lack of maintenance. Combining the newly built Passenger Terminal with the old Customs and Immigration buildings (which has been in a poor state of repair and appearance for some time) has not resulted in an efficient and effective outcome and require further upgrading.

Busia - Uganda:

1. Border Post Stakeholders have listed a number of deficiencies; some of which need to be addressed urgently like vehicles for immigration and the police to do regular patrols of the porous border, a lack of laboratory equipment and in some cases office equipment or computers. It must however be noted that the general condition of the OSBP infrastructure and facilities are far superior to that of their Kenya counterparts. This is confirmed by the User Satisfaction Survey where the Busia - Uganda OSBP scored 53% overall level of satisfaction compared to only 14% for the Kenya side.
2. The current cordoning off of part of the Customs yard for construction workers to mix supply concrete for the completion of the Malaba border post (50 km away) is constricting the available parking space in the customs yard and hampering customs operations.
3. In general, there appears to be staff shortages in all departments and OGA's at the border, resulting in the current staff having to work longer than acceptable working hours per day and often without time off to spend with their families.

Annexure H – User Satisfaction Survey Capture Form

Questions	Reponses								User Response		
	Male	Female									
1 What is your gender?	1	2							1		
2 What age category do you fall under?	>21	22-34	35-44	45-54	55-64	65<	Decline		2		
3 What is your nationality?	1	2	3	4	5	6	7		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)	8	4	
5 If you are a trader, how many years have you been in business/trading?	One - six months	Six months – one year	One – two years	Two – four years	Over five years	Other				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)	8	7	
8 What is the estimated total worth of your merchandise per transaction?	\$50	\$100	\$500	\$5000	\$10,000 +	Not Known	N/A			8	
9 What border routes do you normally use?	Always use this one	Have changed route	Previous route (please specify)							9	
10 If you have changed to this route; what is the reason	More convenient	Shorter	Quicker	Better Roads	Other Reason					10	
PROCEDURES											
11 What changes if any, have you experienced at the border post?	Quicker Processing	Less Delay	Reduce Cost	Simpler Procedures	All of the Foregoing					11	
12 Were you informed about the changes/new procedures at the border?	Yes	No	Not Sure								12
13 What savings have you made as a result of changes at the border?	Less Delays	Reduced transaction costs	Overall time saving	Increased trade	Reduced import costs	Other (Please specify)					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
FACILITIES								
26	The new facilities are well maintained.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	26
27	The new facilities are clean.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	27
28	The new facilities have different toilets for men and women.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	28
29	Warehouse facilities are adequate.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	29
30	The signage is helpful to show me where the different offices are.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	30
31	There is always enough space for trucks and light vehicles in the parking yard at the border post	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	31
32	There is separation of passenger and freight (cargo) traffic	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	32
33	There are billboards with information educating people about health and HIV / AIDS.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	33
34	There are adequate facilities for the physically impaired members of the public.	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly disagree 5	Not Sure 6	34
35	As an overall comment; how satisfied are you with the new developments at the border post ?	Very satisfied 1	Satisfied 2	Neutral 3	Dissatisfied 4	Very Dissatisfied 5	Not Sure 6	35
Other comments								
Name of Sunevor		Supervisor			Date			