

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC



FINAL SURVEY REPORT MUTUKULA BORDER POST UGANDA - TANZANIA

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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 these activities will eliminate the necessity for two stops for each function, for cargo and passenger vehicles crossing the border.

This report describes the Border Post survey performed at the Mutukula border between Uganda and Tanzania on 18th to 24th July 2016. This is the first survey of the border in this project, done before the OSBP has become fully operational and the results are compared with the baseline survey done in 2011. This survey is intended to provide comparative data for future evaluation of the effectiveness of the conversion of the border to fully operational one-stop-border-post (OSBP) status. The second survey will be planned for performance after all facilities have been commissioned and all procedures have been implemented and normalised at full effectiveness.

The present survey results revealed the following information on border crossing times: -
The average total OSBP cross-border times are:
(Tanzania-Uganda 8:00 hours) & (Uganda-Tanzania 4:34 hours) [mainly empties - 80%].

The baseline survey for 7 days at the two stop border in 2011 showed;
(Tanzania-Uganda 45:49 hours) & (Uganda-Tanzania 10:12 hours)

The Uganda OSBP is showing a reduction in border crossing times of 37:49 h:mm or 83% time saving and the Tanzania OSBP a reduction of 5:38 hrs or a 55% time saving. Therefore the 30% time saving objective set by TMEA has been achieved; although it is apparent that more can be done to reduce these border crossing times even further in both directions.

Summary of Survey Results

1. Traffic Counts

a) Traffic Count: Mutukula - Uganda

Comparison of the present volumes with the baseline survey shows that the total traffic volumes have declined. The total number recorded from Tanzania to Uganda through Mutukula (as a Two-stop Border post) in 2011 was 1557, and in 2016 it was 383 (a decrease of 75%), as shown in the table below.

Survey	Buses	Passenger Vehicles	Trailer Trucks	Other Trucks	Total
2011	254	1061	57	185	1557
2016	33	166	29	155	383

- Buses
 - 2011 = 254
 - 2016 = 33 (87% decrease in bus traffic)
- Passenger Vehicles
 - 2011 = 1061
 - 2016 = 166 (84% decrease in passenger vehicles)
- Trucks (All)
 - 2011 = 242
 - 2016 = 184 (24% decrease in truck traffic)
- All Vehicles
 - 2011 = 1557
 - 2016 = 383 (75% decrease in all traffic)

There is significant drop in traffic volumes of all types of vehicles from the 2011 baseline survey versus impact study done in July of 2016. This is particularly evident in the bus and passenger vehicle categories which showed a decline of 87% and 84% respectively, while the drop in truck traffic was only 24%.

The drop in Truck volumes could be a result of the ban on Tanzania Agricultural Exports to Uganda while the Export Policy was under review by the Tanzanian Government. This ban came into effect on Sunday 17 July the day before the survey started and was still in effect on Sunday 24 July when the survey ended. The very high bus and passenger counts of 254 and 1061 for the baseline survey appear to be unrealistic as they do not compare well to the URA Traffic Statistics shown in the tables below. It is believed that the methodology applied in the baseline survey of counting passenger traffic outside the control area resulted in these very high counts for the baseline survey. It appears that there might have been a flaw in the counting process as it seems that some vehicles did not cross the border and just terminated at Mutukula (Ugandan side). They were counted because the taxi park was located in the control zone and it was therefore assumed that each vehicle was crossing. Statistics obtained from URA on traffic volumes from August 2015 to July 2016 support the survey findings of lower volumes both for passenger and truck, as shown in the tables below.

URA Statistical Data - Passenger Traffic Counts (Mutukula Uganda) - August 2015 to June 2016														
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Month Avg.	Daily Avg.
All Passenger Vehicles	272	234	239	239	285	253	213	238	222	271	185	2651	241	8
Busses	136	130	135	136	253	206	167	188	184	211	106	1852	168	6
Total Traffic	408	364	374	375	538	459	380	426	406	482	130	4342	395	13

**Source of Information – URA Mutukula*

URA Statistical Data - Commercial Traffic Counts (Mutukula Uganda) - July 2015 to June 2016															
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Month Avg.	Daily Avg.
All Trucks from Tanzania	814	932	975	776	635	723	832	642	769	772	927	1098	9895	825	27

**Source of Information – URA Mutukula*

The data obtained from URA indicates agreement with the survey traffic counts, with the exception of passenger vehicles, which showed much lower numbers (8) than the survey count of 24 passenger vehicles per day. Bus and truck totals were comparable with URA bus total of 6 per day compared to survey total of 5 per day; and URA truck count of 27 per day compared to survey total of 26 per day.

b) Traffic Count: Mutukula -Tanzania

Comparison of the baseline survey done in 2011 with the current survey at Mutukula - Tanzania OSBP also shows that the total traffic volumes have decreased significantly. The baseline survey in 2011 recorded total traffic volumes of 1366 whereas in 2016 it was 472, a decrease of 65% as shown in the table below.

Survey	Buses	Passenger Vehicles	Trucks	Other	Total
2011	78	903	34	351	1366
2016	31	256	40	145	472

- Buses
 - 2011 = 78
 - 2016 = 33 (58% decrease in bus traffic)
- Passenger Vehicles
 - 2011 = 903
 - 2016 = 256 (72% decrease in passenger vehicles)
- Trucks (All)
 - 2011 = 385
 - 2016 = 185 (52% decrease in truck traffic)
- All Vehicles
 - 2011 = 1366
 - 2016 = 472 (65% decrease in traffic volumes)

The current survey data show that there is a significant reduction in traffic volumes of all type vehicles from the 2011 baseline survey. This is particularly evident in the bus and passenger vehicle categories which showed a decline of 58% and 72% respectively, while the drop in truck traffic was 52%.

It is however likely that the reduction in truck volumes from Tanzania can be directly attributed to the ban on Agricultural exports into Uganda by the Tanzanian Government. The number of buses recorded in the current survey (4 per day) agrees with the data provided by URA (4 per day; monthly average - June 2015 to July 2016).

2. Time Surveys

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

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

(Times are shown in hours and minutes (h:min))

Time Surveys: Mutukula - Uganda

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

a) Time Survey Mutukula - Uganda

Survey	Queue Time (h:min)	Customs Processing (h:min)	Total Dwell Time (h:min)	Time Difference (h:min)	Time Difference (%)
2011 (Baseline)	0:49	44:55	45:49	0:00	0
2016 (All Trucks)	1:31	6:29	8:00	22:16	83

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

The significant reduction in border crossing times from 45:49 h:min to 8:00 h:min equates to a time saving of 83% and is a very positive sign of the impact that the OSBP has had on border crossing times at Mutukula. However, there is an 85% increase in queue times from 0:04 h:mm to 1:31 h:mm, but it has not impacted on the overall time savings or dwell time.

However, it should also be noted that while border-crossing times and customs processing times have reduced, there is scope for further reduction as the impact of SCT at Mutukula is not as evident as it is at Busia where SCT transit times were 10 minutes. This is because the current process at Mutukula is not comparable with Busia for the following reason.

The SCT times are much higher (12:13 h:min), because in the Mutukula survey, the SCT regime included the Global Fuel International (GFI) product sampling and testing which takes place outside the official control area, but inside the truck park. This was different to the Busia survey where the GFI process did not form part of the SCT regime, as the SCT regime ended at the first Customs Exit Gate and the GFI process was then performed elsewhere.

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

It should also be noted that where customs processes include mandatory further inspections after the border post, these are also regarded as commercial cross-border delays.

The Benefit of Pre-Clearance

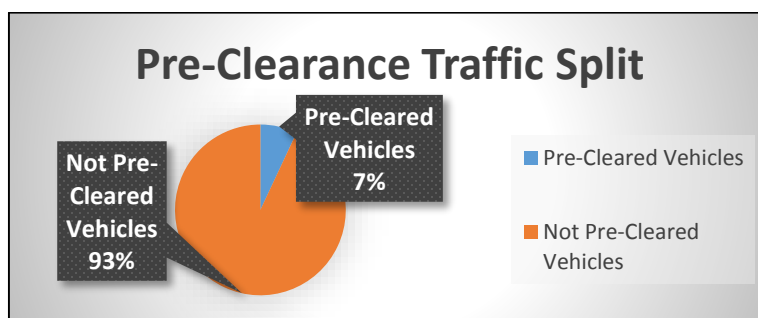
A total of 9 vehicles were pre-cleared i.e. all documents were received at the border and submitted to customs by the clearing agent prior to the arrival of the truck and this had a distinct advantage over normal clearances in the total dwell time or border crossing times. The average dwell times

for these vehicles was 2 hours 12 minutes as opposed to 8 hours 29 minutes for normal clearances.

Crossing Times for Pre-Cleared Vehicles

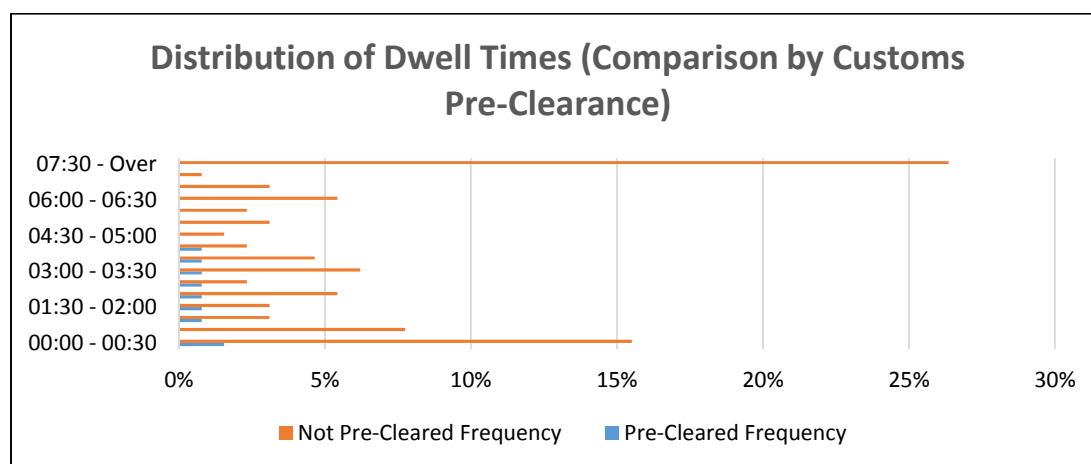
Vehicle Category	Avg. Time in Queue	Avg. Time at Customs	Avg. Time Customs -> Gate Out	Avg. Total Border Time
Container Vehicles	-02:14	05:02	0:49	03:38
Fuel Tankers	0:00	0:00	0:00	0:00
Light Vehicles	-0:38	0:52	0:10	0:24
Medium Vehicles	-1:14	02:44	0:46	02:16
Break Bulk	0:00	0:00	0:00	0:00
Other	0:00	0:00	0:00	0:00
	-1:17	02:47	0:42	02:12

Only 7% or 9 consignments out of the non SCT consignments were pre-cleared through customs and had more vehicle been pre-cleared it would definitely have impacted on dwell or border crossing times.



The graph below clearly highlights the advantage of pre-clearance and there is an evident need for the process to be promoted by URA amongst the Clearing Agents and Transporters to further reduce Customs processing and border crossing times.

Distribution of Dwell Times



b) Time Survey: Mutukula -Tanzania

Survey	Queue Time (h:min)	Customs Processing (h:min)	Total Dwell Time (h:min)	Time Difference (h:min)	Time Difference (%)
2011 (Baseline)	2:20	7:52	10:12	0:00	0
2016 (All Trucks)	0:39	3:53	4:34	3.12	55

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

The survey recorded a reduction in border dwell times in 2016 of 5:38 h:mm compared to the baseline study done in 2011; a 55% saving in time since the introduction of the OSBP. There was also a significant decrease in the customs processing time of approximately 4 hours (3:59 h:mm). There is however some reason for concern in that, although 83% of all vehicles into Tanzania from Uganda are empty returns, the time spent under Customs control is approximately 2 hours (1:59 h:min) out of a total border crossing time of 2:45 h:min, as shown below.

Summary of Customs Regime Times

Customs Regime	Avg. Time in Queue	Avg. Time at Customs	Avg. Time Customs -> Gate Out	Avg. Total Border Time
NTB	00:10	16:59	00:02	17:00
DI	00:11	10:16	00:03	10:30
E	00:46	01:56	00:03	02:45

*SCT – Single Customs Territory

*NTB – National Transit Bond

*DI – Direct Imports

*E – Empty Returns

Vehicle Count by Customs Regime

Customs Regime	Vehicle Count	Percentage
NTB	11	7,91
DI	12	8,63
E	116	83,45

Queue and Delay Times – Queuing at the entrance gate to Tanzania is common in the early morning from about 06:00 until the gates are opened at 07:00 and this accounts for a large proportion of the queue time of 40 minutes recorded during the survey. The high border-crossing

times recorded for empty returns of 2:45 and cargo laden vehicles of 10-17 hours is a direct result of drivers parking their trucks in the Customs yard while they go to the local markets to buy much needed supplies and other goods to take home to their families. This means that effectively, the Customs Yard is being used as a Truck Park and the time taken for these activities are not technically speaking an element of the border crossing time.

User Satisfaction

The User Satisfaction Survey designed by TMEA was administered by the survey team to a mixed sample of border users, to evaluate the level of user satisfaction after construction of the OSBP. In the report, the User Survey results for the Mutukula - Uganda Border Post are presented first, followed by the tables for Mutukula - Tanzania Border Post. The user survey report is in Annexure H.

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 different levels of satisfaction for the Uganda and Tanzania sides of the border as shown in the following summary tables.

Summary of User Satisfaction Responses: Mutukula - Uganda

Table No.	Parameter	Score	%
21	Centralised Operations	239	0.81
22	Joint Examination	158	0.54
23	Time Reduction	80	0.34
24	Security	40	0.42
25	Search -gender	-42	-0.14
26	Maintenance	170	0.58
27	Cleanliness	191	0.65
28	Toilets	227	0.77
29	Warehouse	120	0.43
30	Signage	-219	-0.74
31	Parking	113	0.38
32	Separation of Pass/goods	107	0.37
33	HIV signage*	0	0.00
34	Disabled Facilities	97	0.33
35	Overall Level of Satisfaction	158	0.54
	Total Score	1439	
	Average Score and Percentage	95.9	0.35

*Not included in overall Score and Average

The summary of all user satisfaction tables indicated that the overall user satisfaction is 35% with the specific aspects of the effect of centralising operations rated at 81% and negative rating given to signage as well as search method. Disabled facilities were also rated poorly as well as the

separation of passenger and goods. The levels of satisfaction regarding time reduction was also relatively low (34%).

Summary of User Satisfaction Responses: Mutukula - Tanzania

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

Mutukula - Tanzania

Table No.	Parameter	Score	%
21	Centralised Operations	203	0.67
22	Joint Examination	215	0.70
23	Time Reduction	8	0.03
24	Security	262	0.90
25	Search -gender	15	0.05
26	Maintenance	201	0.66
27	Cleanliness	219	0.72
28	Toilets	-6	-0.02
29	Warehouse	183	0.60
30	Signage	162	0.53
31	Parking	175	0.57
32	Separation of Pass/goods	217	0.71
33	Current HIV signage*	0	0.00
34	Disabled Facilities	134	0.44
35	Overall Level of Satisfaction	136	0.45
	Total Score	2124	
	Average Score and Percentage	141.6	0.47

*Not included in overall Score and Average

The summary of all user satisfaction tables indicated that the overall user satisfaction is 47%. The ratings were reduced by the scores for toilets, gender search, and time reduction. Disabled facilities were also rated relatively low (44%).

Summary of Stakeholder (Officials) Report

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

Mutukula - Uganda:

- Staff Shortages
- illegal immigrants and illegal points of entry (Porous Border)
- lack of laboratory and testing equipment
- lack of staff accommodation

- Lack of office equipment i.e. computers
- No air conditioning
- Poor internet connectivity
- Lack of cleaning and maintenance staff on site
- No vehicles for patrols (porous border)

The general conditions of the border post infrastructure are in excellent condition and the newly constructed facilities give the impression of a highly efficient border post. However, the above issues raised by the border post stakeholders and the fairly low scoring of the User Satisfaction Survey i.e. 35% overall user satisfaction with the main issues there being lack of signage, unsatisfactory Gender Searches and the low scoring for decreased time at the border post are negating this impression and need to be addressed urgently.

Mutukula - Tanzania:

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- lack of staff accommodation
- No Customs Inspection Shed
- Lack of sensitisation of community on compliance
- No Thermal Scanners for travellers
- Poor Internet Connectivity
- No Connectivity with other government agencies

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

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

BUSIA BORDER POST – KENYA/UGANDA

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List of Acronyms

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

Glossary of Terms and Definitions

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

TIME AND TRAFFIC SURVEYS AT OSBPs IN EAC

MUTUKULA BORDER POST – 18-24 JULY 2016

1. INTRODUCTION

1.1 OSBP Project Background

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

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

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

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

TMEA 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 Mutukula Survey Process

This report describes the Border Post survey performed at the Mutukula border post between Uganda and Tanzania between 18th and 24th July 2016. This is the first survey of the border in the current project and is intended to provide a data set for future evaluation of the effectiveness of the conversion of the border to fully operational One-Stop-Border-Post (OSBP) status. The second survey will be planned for performance in March 2017 after all facilities have been commissioned.

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

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

1.3 Location of Survey

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

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

Map of Border Post Location



1.4 Scope of the Survey

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

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

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

The survey provides statistics for;

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

1.5 Vehicle Categories

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

Table 1.1: Vehicle Categories

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

1.6 Survey Team Selection and Training

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

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

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

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

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

1.7 Survey of Border User Satisfaction

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

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

2.1 Setup and Organisation

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

With the border operating as a OSBP, all vehicles (Travellers, Passenger Buses/Coaches and Commercial Vehicles (Trucks) arriving at the border from Uganda, going to Tanzania, do not stop on the Uganda side but proceed directly to the Tanzania side of the border post, and all vehicles arriving from Tanzania, going to Uganda, proceed directly to the Uganda side of the border post.

On each side of the border two national customs officers and two immigration officers are stationed alongside similar colleagues from the neighbouring country, during the day. Operating times of this border post are from 06:00 to 20:00 for both passenger movements and for commercial traffic, giving 14 hours for border processing per day. There are facilities for traveller

parking (passenger vehicles), passenger buses and coaches as well as a commercial centre for processing the trucks carrying cargo for import, export and transit.

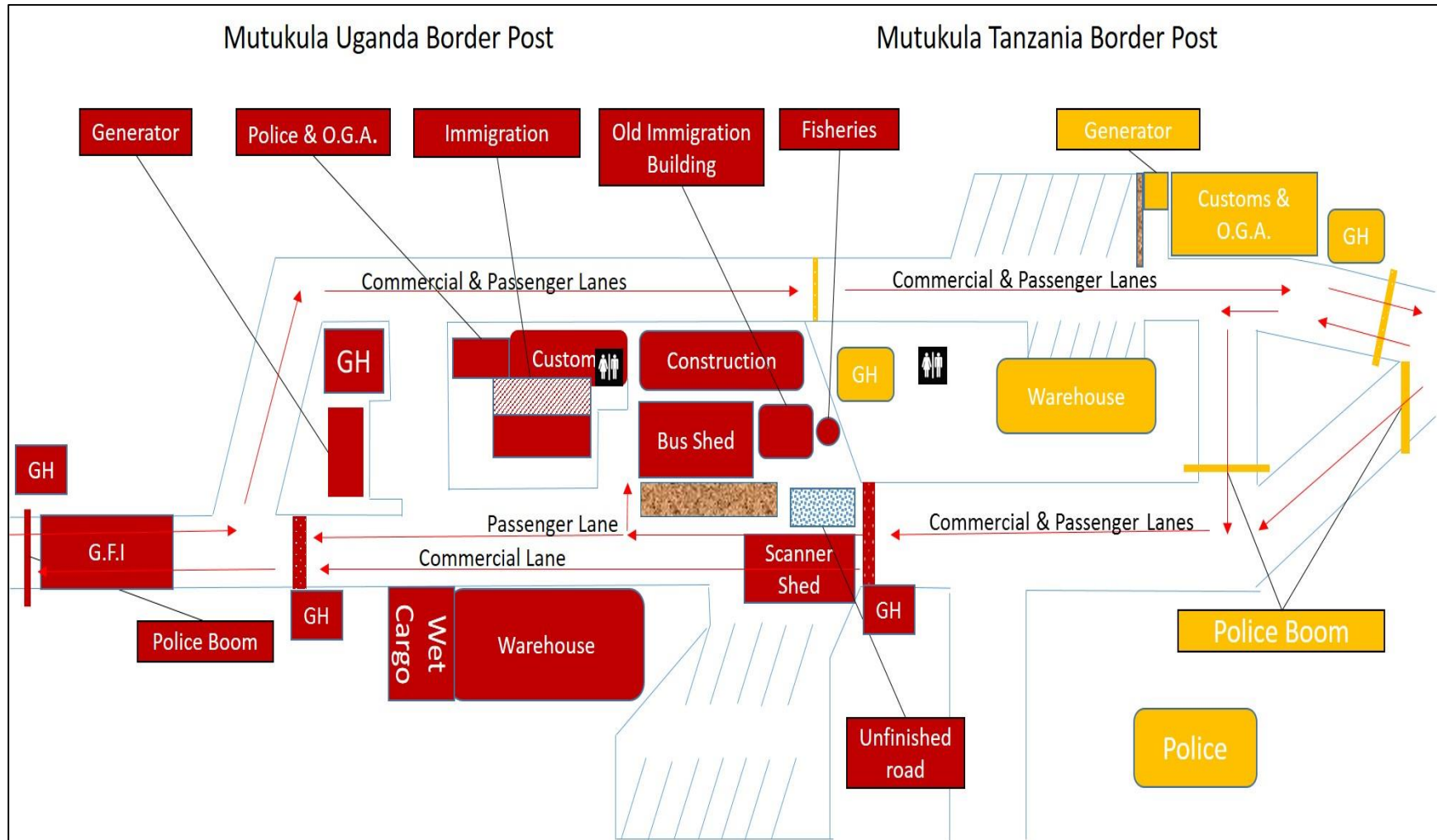
The commercial truck parking facilities on the Tanzania side of the border is currently sufficient for the volume of truck traffic as 80% plus of all traffic is empty returns and most vehicles move through the border within 3 hours. On the Uganda side the current commercial parking space is sufficient for the current traffic volumes.

All petroleum or fuel tankers move under the SCT Regime which is very efficient. A current anomaly is caused by the fact that tankers are processed by Customs and then subjected to GFI inspection outside of the control area, but within the truck park; this means that the time data for customs process for tankers includes the GFI inspection and only ends after the vehicle leaves the exit gate. In the current survey the time taken for GFI control is therefore included in the customs processing times.

In order to achieve comparability with other border posts consideration should be given to separating these two functions, with the SCT regime ending prior to the GFI inspections. It should however be noted that where customs processes include mandatory further inspections after the border post, these are also regarded as commercial cross-border delays.

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

Figure 2.1: Schematic Drawing of OSBP Layout and Traffic Flows



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

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

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

The number of enumerators was determined after evaluation of the border post layout during the initial assessment and from the interviews with border officials. A total of 10 enumerators were deployed at the border; 5 on the Tanzania side and 5 on the Uganda side as detailed below, the positioning of the enumerators for the survey is shown in the OSBP Schematic layout of the border post in Figure 2.1.

2.2 Data Collection Process - Both Sides of Border

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

2.3 Survey Staff

The survey staff employed were as follows.

Supervisors

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

Tanzania

Uganda

Truck

Peter Bhente 1A Forms
Octavian Temu 1B Forms

Lawrence Nsambe 1A Forms
Shadrack Muhumura 1B Forms

Passenger

Daniford Dinkurushi 2A Forms

Abumereck Omunyonga 2A Forms

User Satisfaction Questionnaire

Madinah Kisabi

Joseline Komkhambi

Gate Out

Nickson Joseph 1C Forms

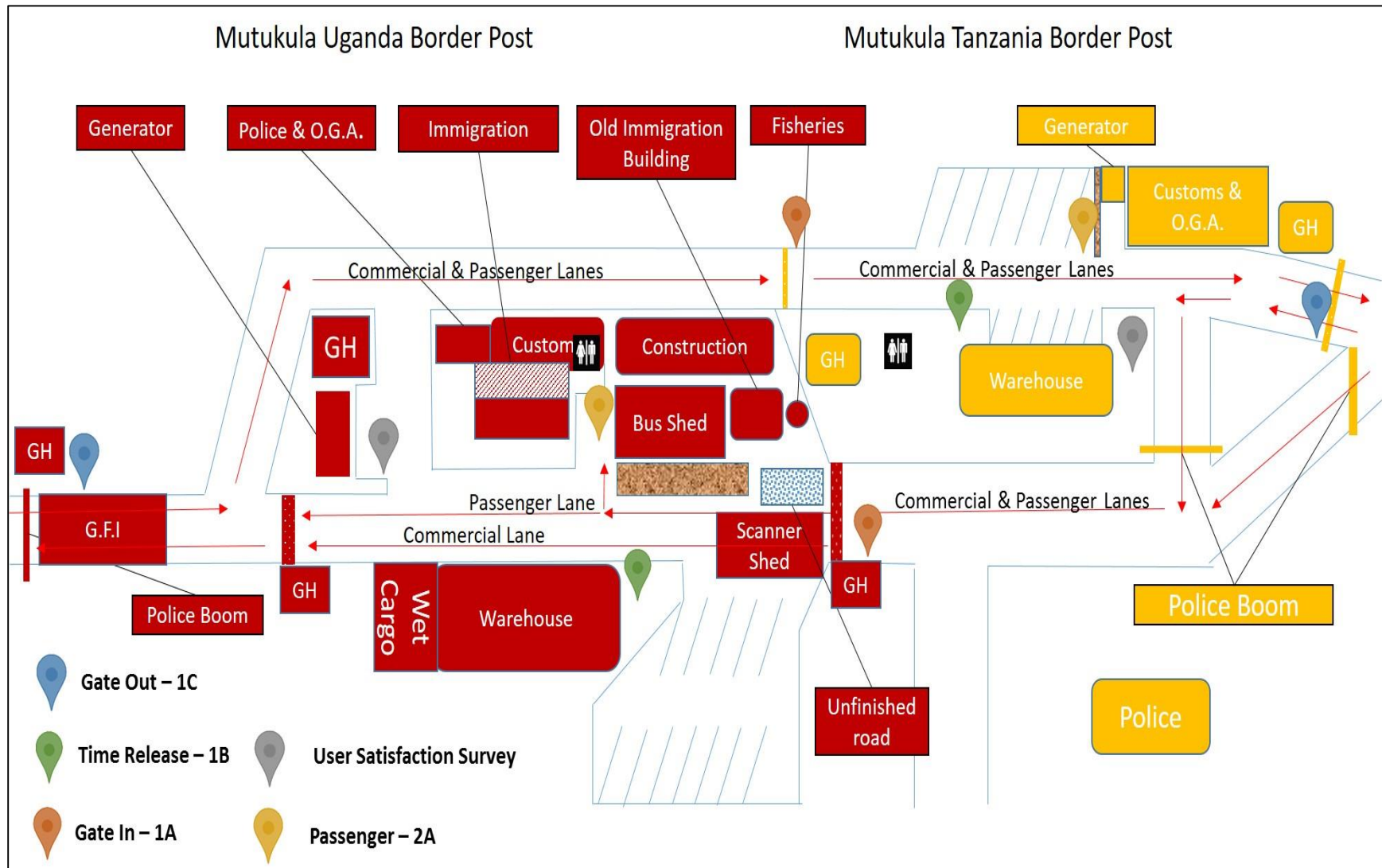
Justine Acheme 1C Forms

Night Shift

Peter Bhente

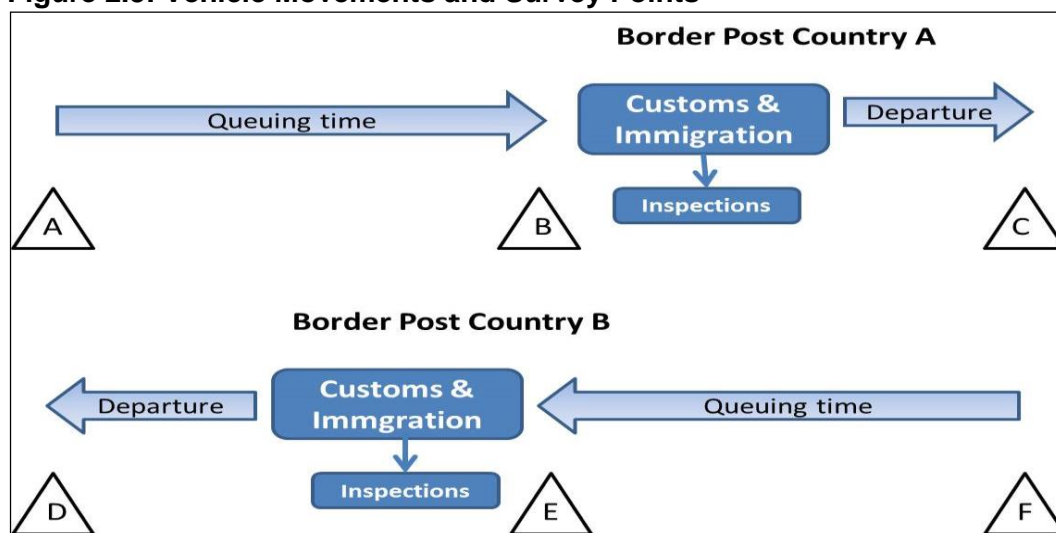
Lawrence Nsambe

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



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

Figure 2.3: Vehicle Movements and Survey Points



2.4 Document Flow or Survey Sheet Movement

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

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

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

3. ORGANISATION OF THE MUTUKULA - UGANDA BORDER STATION

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

3.1 Authorities: Mutukula - Uganda Border Post

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

Table 3.1: Staff Employed by Government Agencies:

Government Agencies	Staff Complement	Single Window System (Sharing)
Customs	14	Yes
Immigration	13	No
Uganda Police	36	No
UNBS – Uganda Bureau of Standards	2	No
Agriculture	5	No
Fisheries	1	No
Plant Health	5	No

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

Import	Export	Transit-in	Transit-out
164	33		

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

The office opening and closing times of the station is from 06:00 to 19:00 or 13 hrs.

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

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

3.2 Traffic Movements

There were approximately 184 inbound trucks per week from Tanzania per week.

There were 3 commercial passenger coaches daily or 21 per week inbound from Tanzania en route to Kampala, 11 Coasters (30 seaters), 1 minibuss and 166 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: Mutukula - Uganda Border Station

Travellers:

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

Bus or Coach Passengers:

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

Commercial Truck Traffic

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

- Tankers under SCT – move from entry gate to exit gate and into external truck park for product sampling and dipping by GFI (Global Fluids International) under customs control.
- Containerised and or B/Bulk cargo under NTB (National Transit Bond) requiring a physical or 100% inspection are diverted to the inspection ramps. (*Verification Yards or Parking Yards*)
- Containerised and or B/Bulk cargo under NTB requiring verification are parked in available parking in the customs control area

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

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

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

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

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

Customs officials check the documents and verify the declaration then capture the entry into the automated online ASYCUDA World Customs system. The Customs Officer is required to validate the entry and determine the duties to be paid by the importer.

Inspections are undertaken jointly by Customs from URA and TRA as well as any other OGA's that may be involved in the process.

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

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

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

The Clearing Agent then collects the stamped documents and release order from Customs and returns all documents to the driver who is then be allowed to leave the border after passing through Immigration to have his passport stamped, and by following the correct traffic flow lanes for commercial vehicles to the exit gate as shown in Figure 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); in the case of Mutukula only petroleum products move via the SCT Regime.

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

- Fuel and Petroleum products – On arrival at Mutukula border the driver enters the Customs Control Area proceeds directly to the exit gate and into the external truck park under Customs control. He then moves to the Customs offices and hands the SCT documents directly to the customs officer who verifies the SCT entry, at this point no release order is issued and the driver must now wait for GFI (Global Fuel International) to complete product sampling and dipping.
- As noted previously, for tankers under SCT, the Customs procedure only ends after the GFI process is completed and the release order is issued by Customs. Only then is the entire Customs or SCT process complete and the tanker can proceed to gate out or exit gate to external truck park where the police do a final security check to ensure all documents are in order before the vehicle leaves the border.

4. ORGANISATION OF THE MUTUKULA -TANZANIA BORDER POST

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

4.1 Authorities: Mutukula - Tanzania Border Post

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

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

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

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

The office opening and closing times of the Mutukula - Tanzania border post is from 07:00 to 19:00 (12 hours). The office opening & closing time of the adjacent country border station Mutukula - Uganda is from 06:00 to 19:00 (13 hours).

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

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

Import	Export	Transit-in	Transit-out
33	164		

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

4.2 Traffic Movements

During the survey period the number of inbound trucks from Uganda was 185 per week.

22 coaches or commercial passenger vehicles, 1 coaster and 8 mini buses were recorded in transit from Uganda to Tanzania per week. There were also 258 passenger vehicles which crossed into Tanzania from Uganda per week, made up of 210 saloon cars, 31 SUV (4WD) vehicles and 17 pick-ups.

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

4.3 Procedures: Mutukula -Tanzania Border Post

Travellers

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

Bus or Coach Passengers

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

Commercial Truck Traffic

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

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

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

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

Once the duties are paid, Customs and all OGA's involved in the cargo to be cleared, are required to physically verify the cargo being carried. The initial inspections are carried out where the truck is parked in the commercial centre as shown in Figure 3.1.

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

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

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

5. SURVEY RESULTS – MUTUKULA - UGANDA BORDER POST

A total of 383 vehicles entered Uganda from Tanzania during the week of the survey compared to 1557 in the 2011 baseline survey. This significant reduction in traffic (especially in the Passenger traffic) would be a cause for concern, but for the fact that the numbers are confirmed by the data received from URA, which agree with the current survey. It is suggested that the reduction in commercial goods traffic can be attributed to the ban on Agricultural Exports to Uganda by the Tanzanian Authorities.

It is less certain why there has been such a significant reduction in bus and passenger traffic, but the survey traffic counts are in line with the URA data for the last year from June 2015 to July 2016.

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

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

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

Vehicle Category	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Containerised	3	8	3	3	-	6	5	29	4	29	1512
Fuel Tankers	5	2	4	1	4	2	1	18	3	18	939
Light Trucks	6	7	4	5	3	1	2	28	4	28	1460
Medium Trucks	1	11	18	15	12	16	13	86	12	12	4484
Break Bulk	1	3	3	8	2	2	4	23	3	23	1199
Other	-	-	-	-	-	-	-	-	-	-	-
Total	16	31	32	32	21	27	25	184	26	184	9594

As shown in Table 5.1 a total of 184 trucks per week (average of 26 trucks per day) entered Uganda from Tanzania during the survey period. This is a decrease of 58 trucks per week (+/- 24%) compared to 242 per week (35 per day) recorded in the baseline survey in 2011. There was a total of 3 vehicles, (all medium trucks) recorded in the two night counts; one-week night (Wednesday) and the one weekend night (Saturday) giving an average of 1.5 vehicles per night as shown in Table 5.2.

Table 5.2: Night Time Traffic Count Freight Vehicles by Category – Mutukula - Uganda

Vehicle Category	Night Survey Counts	Week Night	Weekend Night	Average Per Night
Containerised	0	0	0	0
Fuel Tankers	0	0	0	0
Light Trucks	0	0	0	0
Medium Trucks	3	1	2	1.5
Break Bulk	0	0	0	0
Other	0	0	0	0
Total	3	1	2	1,5

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

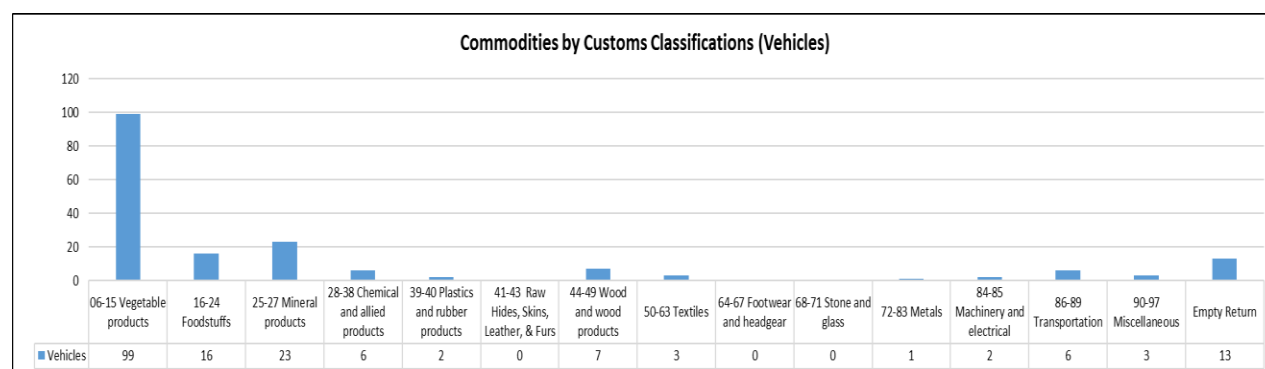
In order to provide data on the arrival rate for HGV traffic on the corridor route into the Mutukula - Uganda border post a survey was done outside of the border as part of the border post survey. The pattern of arrivals per hour over the 24 daily period is shown Table 5.7 below and Figure 5.2.

Table 5.3: O&D of Freight Vehicles by Categories

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Dar es Salam	43	23	Kampala	105	57
Bujumbura	2	1	Nakuru	1	1
Moshi	1	1	Masaka	19	10
Kagera	11	6	Jinja	19	10
Kyaka	2	1	Kabale	1	1
Bukoba	7	4	Managi	1	1
Tanga	4	2	Entebbe	4	0.02
Kahama	11	6	Mbarara	4	0.02
Mwanza	15	8	Kyotera	8	0.04
Arusha	12	7	Mbale	2	0.01
Tabora	1	1	Palisa	5	0.03
Korogwe	1	1	Beni	3	0.02
Mutukula	46	25	Kibani	1	0.01
Kalagwe	9	5	Kalisizo	1	0.01
Nzega	1	1	Mutukula	5	0.03
Musoma	1	1	Mombasa	1	0.01
Dodoma	1	1	Mpondwe	1	0.01
Biharamulo	1	1	Nalukolongo	1	0.01
Mafindi	6	3	Mukono	1	0.01
Morogoro	2	1	Hima	1	0.01
Ukelewe	1	1			
Shinyanga	5	3			
Singida	1	1			
TOTAL	184	100%	TOTAL	184	100%

23% of the total truck traffic (HGVs) Tankers, Containerised and Break Bulk originated from Dar es Salaam. 25% are medium and light trucks originating from Mutukula town on the Tanzania side carrying Agricultural produce. The balance of 52% was made up of HGV and small to medium trucks carrying variety of commodities originating from various areas and regions in Tanzania.

The main destination is Kampala (57%) with Masaka and Jinja each receiving 10% of traffic. The balance of destinations were a wide range of towns in Uganda and Nakuru and Mombasa in Kenya.

Figure 5.1: Commodities Carried by Freight Vehicles

The vast majority of cargo crossing into Uganda from Tanzania is vegetable products (54%), and other commodities include foodstuffs, chemical and allied products, fuel, steel and machinery being imported into Uganda. Cargoes for onward transit to other countries make up 2% of cargo and 7% are empty returns. Full details of commodities and their tonnages are shown in Table 5.4 below.

Table 5.4: Detailed Commodity Tonnage by Vehicle Type

Commodity Tonnage	Vehicle Count	Total Tonnage
Bicycles	1	17
1X40 Containerised Truck	1	17
Wheat	1	15
1X40 Containerised Truck	1	15
Diesel	7	254
Fuel Tankers	7	254
Molases	10	157
Fuel Tankers	4	105
Medium Trucks	6	52
Coffee	9	60
Light Trucks	3	14
Medium Trucks	6	46
Rice	19	178
Light Trucks	6	54
Medium Trucks	13	124
Lime	3	98
Break Bulk	3	98
Petrol	3	102
Fuel Tanker	3	102
Cigarettes	1	13
1X40 Containerised Truck	1	13
Car Parts	1	11
1X40 Containerised Truck	1	11
Bubble wrap	1	28
1X40 Containerised Truck	1	28
Onions	6	66
Medium Truck	6	66
No cargo	11	0
Break Bulk	1	0
Light Truck	3	0

Medium Truck	2	0
1X40 Containerised Truck	5	0
Lubricants	3	82
1X40 Containerised Truck	3	82
Oranges	3	18
Light Truck	2	11
Medium Truck	1	7
Cotton Seed Cake	3	93
Break Bulk	3	93
Water Melons	1	7
Light Truck	1	7
Cassava flour	1	11,5
Medium Truck	1	11,5
Sorghum	3	62
Break Bulk	2	52
Medium Truck	1	10
Paper	6	168
Break Bulk	6	168
Cassava	1	10
Medium Truck	1	10
Cassava	22	225
Light Truck	3	20
Medium Truck	18	177
2X20 Containerised Truck	1	28
Cotton	1	27
Break Bulk	1	27
Beans	3	33
Light Truck	1	7
Medium Truck	2	26
2nd Hand Vehicle	2	28
1X40 Containerised Truck	2	28
Azam Malt	1	8
Medium Truck	1	8
Fish	1	3,4
Medium Truck	1	3,4
Fish	1	6
Break Bulk	1	6
Miscellaneous	1	0,5
Medium Truck	1	0,5
Explosive Fuses	1	12
1X40 Containerised Truck	1	12
Fruit	1	3
Light Truck	1	3
Bran	1	10
Medium Truck	1	10
Malt	1	7
Medium Truck	1	7
Totals: Vehicles and Tons	130	1813,4

Table 5.5: Cargo Origins

Cargo Origin	Vehicles	%
Korea	1	0.54
Bujumbura	2	1
Moshi	1	0.54
Kagera	11	6
Kyaka	2	1
Mwanza	11	6
Tanga	4	2
Dar es Salaam	34	18
Kahama	11	6
Bukoba	6	3
Japan	2	1
Arusha	10	5
Tabora	1	0.54
No cargo	14	8
Korogwe	1	0.54
Mutukula	46	25
Kalagwe	9	5
Musoma	1	0.54
Dodoma	1	0.54
Biharamulo	1	0.54
Moragora	1	0.54
Mafindi	5	3
Morogoro	2	1
Ukelewe	1	0.54
Shinyanga	5	3
Singida	1	0.54
TOTAL	184	100

The main cargo origins are Mutukula 25% mainly fresh produce for local markets in Uganda and 18% Dar es Salaam (mostly fuel and petroleum products) for Kampala the balance or the cargo origins were widely spread throughout Tanzania and some overseas origins such as Japan and Korea.

5.2 Time Analysis Mutukula - Uganda

As shown in Table 5.6 and Figure 5.2, there is a pattern of increasing arrivals from early morning until around 12.00 then a continuous stream of arrivals until 16.00. The peak of arrivals is in the middle of the day, with the submissions to customs peaking after 10:00 and then maintaining fairly consistent level of 13-20 per hour throughout the day until about 16:00 when arrivals and submissions start tapering off towards the end of the day. The numbers of departures increase from midday and peaks at 18:00 before tapering off to nil by 22:00; with no movements after 22:00 until the following morning.

Table 5.6: Total Freight Vehicles: Daily Arrival, Processing and Departure Times

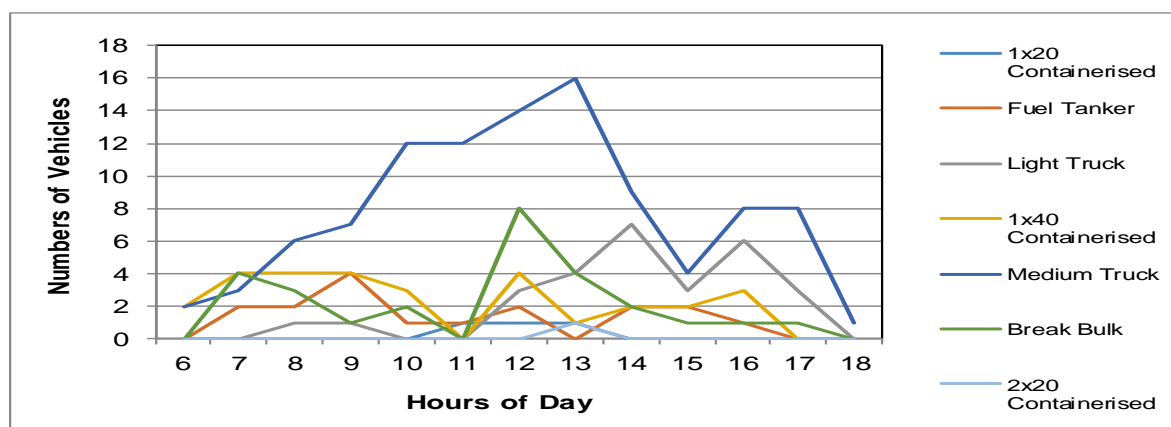
Time of Day	Arrival Count	Arrival %	Submission Count	Submission %	Departure Count	Departure %
00:00 - 06:59	1	1	1	1	1	1
07:00 - 07:59	9	7	2	2	1	1
08:00 - 08:59	9	7	4	3	2	2
09:00 - 09:59	12	9	9	7	2	2
10:00 - 10:59	10	8	20	16	5	4
11:00 - 11:59	8	6	6	5	11	9
12:00 - 12:59	21	16	17	13	6	5
13:00 - 13:59	13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

Table 5.7: Freight Vehicle Arrival Rate per Hour: Mutukula - Uganda

	Hour of the Day														
Vehicle Category	6	7	8	9	10	11	12	13	14	15	16	17	18	Total	
1x20 Containerised	0	0	0	0	0	1	1	1	0	0	0	0	0	3	
Fuel Tanker	0	2	2	4	1	1	2	0	2	2	1	0	0	17	
Light Truck	0	0	1	1	0	0	3	4	7	3	6	3	0	28	
1x40 Containerised	2	4	4	4	3	0	4	1	2	2	3	0	0	29	
Medium Truck	2	3	6	7	12	12	14	16	9	4	8	8	1	102	
Break Bulk	0	4	3	1	2	0	8	4	2	1	1	1	0	27	
2x20 Containerised	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	10	20	24	26	28	25	44	40	36	27	35	29	19	363	

The largest proportion of vehicles are medium trucks which tend to arrive in the middle of the day with lower volumes in the afternoon.

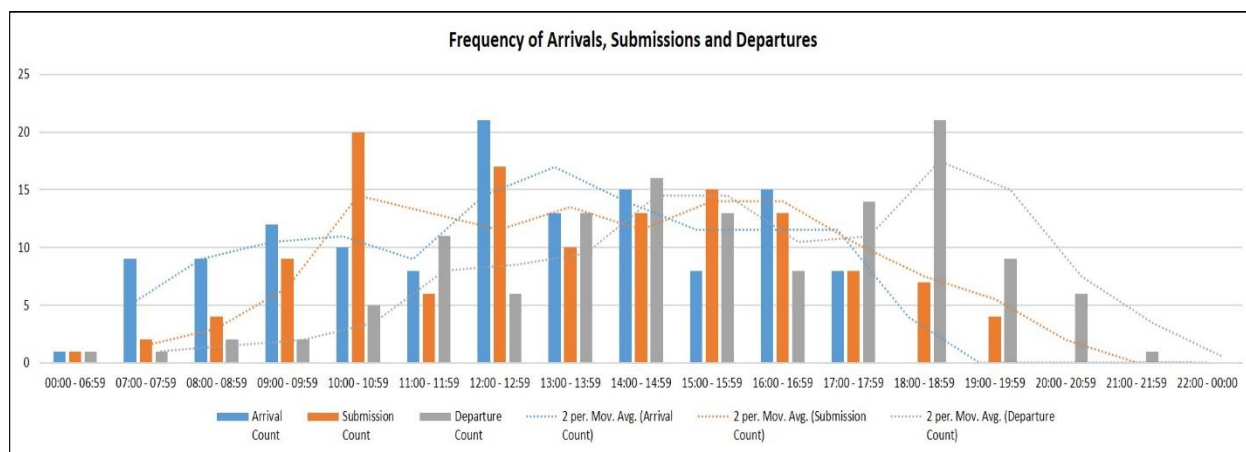
Figure 5.2: HGV Arrival Rate Per Hour: Mutukula - Uganda



As shown in Figure 5.2 the majority of HGVs arrive between 08:00 in the morning and 16:00 in the afternoon with the traffic volumes peaking between 12:00 and 14:00. The peak arrival rate is at 12.00 (32 per hour).

The skew of arrivals with high volumes in the middle of the day contributes to the queuing delays as the customs capacity is fixed for the shift. There may be potential for separating the large long-haul vehicle categories from the medium trucks in order to reduce delays for long distance container and general cargo traffic.

Figure 5.3 - Time Analysis – Freight Vehicles



The delayed departure of vehicles as shown in Figure 5.3 above is indicative of long Customs processing times and or other delays such as high queue times and inspection times. Customs processing times at Mutukula Uganda are generally quite high for a low traffic volume border post. This may be due to staff levels or procedures and processing speeds as well as poor internet connectivity and speeds.

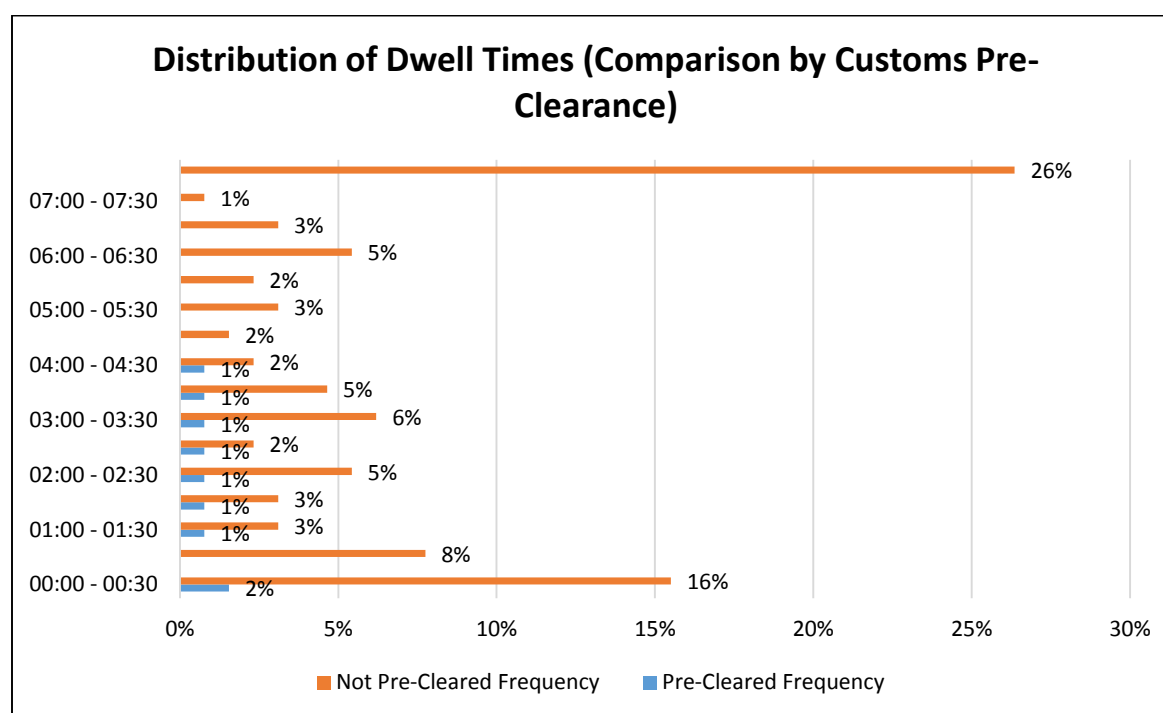
Table 5.8: Freight Vehicles: Total Dwell Time at Border (30 min intervals)

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cum Count	Cum %	Pre- Cleared Vehicles	Pre- Cleared Frequency	Not Pre- Cleared Vehicles	Not Pre- Cleared Frequency
00:00 - 00:30	17	22	22	17	2	2	20	16
00:30 - 01:00	8	10	32	25	0	0	10	8
01:00 - 01:30	4	5	37	29	1	1	4	3
01:30 - 02:00	4	5	42	33	1	1	4	3
02:00 - 02:30	6	8	50	39	1	1	7	5
02:30 - 03:00	3	4	54	42	1	1	3	2
03:00 - 03:30	7	9	63	49	1	1	8	6
03:30 - 04:00	5	7	70	54	1	1	6	5
04:00 - 04:30	3	4	74	57	1	1	3	2
04:30 - 05:00	2	2	76	59	0	0	2	2
05:00 - 05:30	3	4	80	62	0	0	4	3
05:30 - 06:00	2	3	83	64	0	0	3	2
06:00 - 06:30	5	7	90	70	0	0	7	5
06:30 - 07:00	3	4	94	73	0	0	4	3
07:00 - 07:30	1	1	95	74	0	0	1	1
07:30 - Over	26	34	129	100	0	0	34	26

Table 5.8 and Figure 5.4 show the proportion of vehicles that clear the border within 30 minute intervals throughout the course of the day. 33% take 2 hours; 59% are cleared in 5 hours and 74% within 7.5 hours, leaving 26% which take longer than 7.5 hours.

Pre-clearances at Mutukula - Uganda Border Post

During the survey only nine out of a possible 130 Customs clearances (7%) were pre-cleared, the pre-clearance had a major impact as the pre-cleared cargoes had low Customs processing times and lower total border crossing times. The average cross-border time for the nine pre-cleared loads was 2 hours 12 minutes compared to 8 hours for all the other Customs regimes i.e. SCT, NTB and DI.

Figure 5.4 - Freight Vehicles: Distribution of Dwell Times (Hours and Minutes)

Dwell times (total time to cross the border) at Mutukula - Uganda OSBP for HGVs range from 30 minutes (16%) to 1-7 hours (58%). 26% of vehicles take more than 7:30 to be processed through Customs; this is an improvement over the baseline survey in 2011 which averaged 30:15 hours, but can be greatly improved further.

Table 5.9: Time Analysis by Function by Vehicle Category (Normal Clearance)

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs (Processing Time)	Avg. Total Border Time (Dwell Time)
Container Vehicles	0:48	13:19	14:07
Fuel Tankers	0:08	14:37	14:45
Light Trucks	1:55	7:15	9:10
Medium Trucks	2:11	3:05	5:16
Break Bulk	1:34	5:29	7:03
Other	0:00	0:00	0:00
All Freight Vehicles	2:06	6:23	8:29

Table 5.10: Time Analysis by Vehicle Category and Customs Function (Pre-cleared)

Vehicle Category	Avg. Time Arrival -> Customs (Queue Time)	Avg. Time at Customs (Processing Time)	Avg. Total Border Time (Dwell Time)
Container Vehicles	-2:14	5:51	3:37
Fuel Tankers	0:00	0:00	0:00
Light Trucks	-0:38	1:02	0:24
Medium Trucks	-1:14	3:30	2:16
Break Bulk	0:00	0:00	0:00
Other	0:00	0:00	0:00
All Freight Vehicles	-1:17	3:29	2:12

From Figure 5.4 and Tables 5.9 and 5.10 it is clear that vehicles taking advantage of the pre-clearance system have border crossing times of 2:12 compared to 8:29 hours, a saving of 74%. Pre-clearance is having a greater impact on border crossing times at Mutukula Border Post than SCT.

Note: The negative times shown in Table 5.9 reflects the fact that the documents were submitted to Customs prior to the arrival of the vehicle. This obviously does not necessarily reduce the Customs processing time of the documentation, but because documents are processed prior to the arrival of the vehicle it significantly reduces the time spent by the vehicles at the border; with the resulting efficiencies, which are the aim of the OSBP process.

This needs to be pursued further by encouraging importers and Clearing Agents to take advantage of the system until such time as SCT has been fully implemented between Tanzania and Uganda.

The muted impact of SCT at this OSBP can be clearly seen in Table 5.11 below: -

Table 5.11: Summary of Customs Regime Times

Customs Regime	Queue Time (h:min)	Customs Processing (h:min)	Total Dwell Time (h:min)
SCT	0:06	12:18	12:24
NTB	0:50	20:31	21:21
DI	1:52	5:07	6:59
E	0:08	0:52	1:00

*SCT – Single Customs Territory

*NTB – National Transit Bond

*DI – Direct Imports

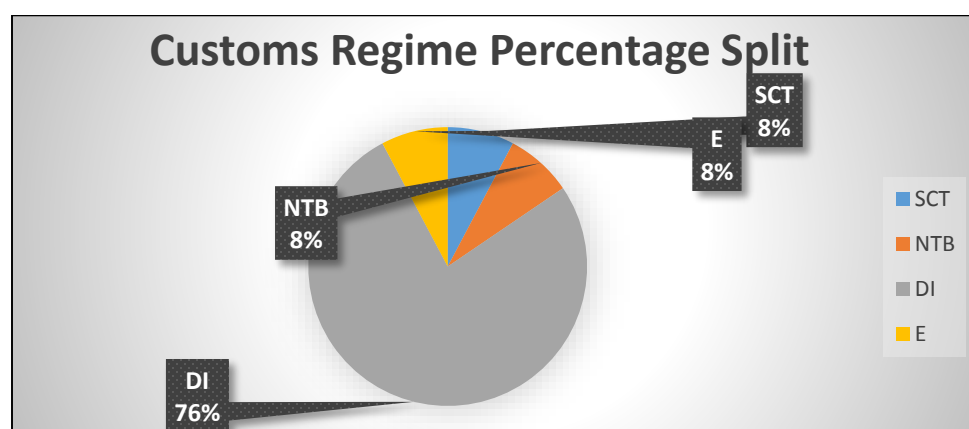
*E – Empty Returns

If Customs processing time is viewed in isolation, the SCT is clearly not currently conferring full potential advantage at Mutukula OSBP. Processing of SCT cargo takes 12 hours 18 minutes on

average; National Transit Bond system takes 20 hours 30 minutes; and Direct Imports takes 5 hours 7 minutes. The main reason for the high SCT times is due to the GFI product sampling and testing being inclusive of Customs processing. The GFI process takes place outside the official Customs Control Area in the external truck park, but under customs control; ideally the Customs Processing of SCT should conclude before GFI take control of the vehicle to do the product sampling and testing.

Only 8% of all Cargo through the Mutukula Uganda OSBP is currently moved under SCT (Single Customs Territory) and 8% under NTB (National Transit Bond). Figure 5.5 shows the proportions of the commercial goods traffic crossing the border which moves under the different Customs regimes.

Figure 5.5: Customs Regime Percentage Split



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

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

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

A total of 33 passenger carrying vehicles which included 21 coaches, 11 minibuses totalling and 1 coaster crossed into Uganda from Tanzania through Mutukula Uganda OSBP during the survey period. The daily distribution is shown in Table 5.12 below.

Table 5.12: Passenger Vehicles Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	4	4	4	3	4	2	-	21	3	21	1095
Coaster	-	1	-	-	-	-	-	1	1	1	52
Minibus	1	2	3	-	2	3	-	11	2	11	574
4X4: Large Passenger	9	14	6	3	11	20	13	76	11	76	3963
Sedan / Saloon	11	10	15	6	10	8	15	75	11	75	3911
Pickup	3	-	1	2	1	5	3	15	2	15	782
Total	28	31	29	14	32	34	31	199	28	199	10376

There were two night counts undertaken during the 7-day survey period, one midweek on the Wednesday and one at the weekend, on the Saturday.

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

Vehicle Category	Night Survey Counts	Week Night	Weekend Night	Avg Per Night
Bus / Coach	0	0	0	0
Coaster	1	1	0	0.5
Minibus	1	1	0	0.5
4X4: Large Passenger	1	1	0	0.5
Sedan / Saloon	1	1	0	0.5
Pickup	0	0	0	0
Total	4	4	0	2

There was very little passenger traffic recorded with only 4 vehicles crossing on the Wednesday evening, and no coach traffic recorded at all for the two night counts.

Table 5.14: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Bukoba	4	Kampala	21
Mutukula	3	Mutukula	3
Dar es Salaam	9	Masaka	1
Mwanza	9		
TOTAL	25	TOTAL	25

Nearly all passenger coach traffic originated from Dar es Salaam (36%) and Mwanza (36%) and all long distance coaches were destined for Kampala. Most minibus traffic moved locally, between Mutukula - Tanzania and Mutukula - Uganda.

6. SURVEY RESULTS – MUTUKULA - TANZANIA

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

A total of 472 vehicles entered Tanzania from Uganda compared to 1366 in 2011 or a drop of 65%. 185 trucks at an average of 26 trucks per day entered Tanzania from Uganda through Mutukula OSBP. This was a decrease of 200 trucks per week (52%) compared to the baseline survey in 2011 where 55 trucks per day crossed the border (385 trucks per week). The daily frequency of truck arrivals is shown in Table 6.1 below.

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

Vehicle Category	Mo n	Tu e	We d	Thur s	Fr i	Sa t	Su n	Total for Surve y	Daily Averag e	Weekly Averag e	Estimate d Annual Totals
Container Vehicles	5	3	7	8	6	9	2	40	6	40	2086
Fuel Tankers	11	12	12	19	9	7	3	73	10	73	3806
Light Trucks	-	-	-	-	-	2	2	4	1	4	209
Medium Trucks	3	2	3	-	1	1	5	15	2	15	782
Break Bulk	4	14	3	2	6	11	5	45	6	45	2346
Other	-	1	3	3	1	-	-	8	1	8	417
Total	23	32	28	32	23	30	17	185	26	185	9646

As shown in Table 6.1 the flow of fuel tankers and container vehicles is relatively constant from day to day (with some extra fuel tankers on Fridays), whereas breakbulk vehicle movements show peaks on Tuesdays and Saturdays.

Table 6.2: Freight Vehicles Night Traffic Count by Category – Mutukula -Tanzania

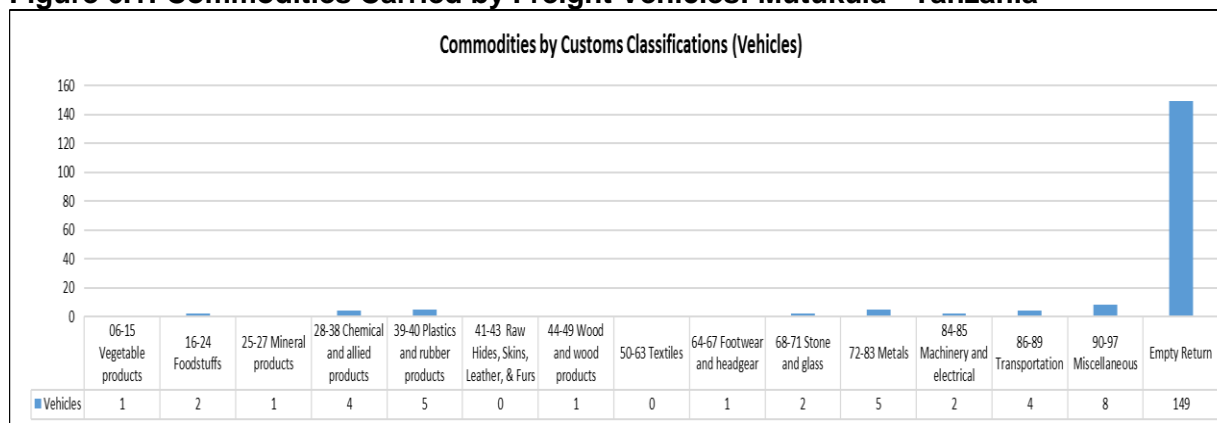
Vehicle Category	Night Survey Counts	Week Night	Weekend Night	Avg Per Night
Container Vehicles	1	-	1	0,5
Fuel Tankers	17	15	2	8,5
Light Trucks	-	-	-	-
Medium Trucks	3	1	2	1,5
Break Bulk	5	1	4	2,5
Other	3	3	-	1,5
Total	29	20	9	14,5

There was a total of 29 vehicles counted in the two night counts one-week night (Wednesday) and the one weekend night (Saturday) with an average of 14,5 vehicles per night, of which 59% were empty tankers.

Table 6.3: O&D of Freight Vehicles by Categories

Commercial Vehicle Origin	Count	%	Commercial Vehicle Destination	Count	%
Masaka	13	7	Kagera	38	21
Kyotera	3	2	Kahama	8	4
Jinja	10	5	Dar Es Salaam	83	45
Kampala	122	66	Singida	1	1
Mbarara	4	2	Mutukula	5	3
Sanje	1	1	Mwanza	16	9
Kakuuto	1	1	Bujumbura	7	4
Mutukula	1	0.54	Dodoma	2	1
Mponde	1	0.54	Arusha	5	3
Mombasa	8	4	Ngozi	1	0.54
Tibali	1	0.54	Biharamulo	1	0.54
Kibale	11	6	Karagwe	2	1
Busia	1	0.54	Lusaka	4	2
Entebbe	1	0.54	Parys	1	0.54
Mpondwe	1	0.54	Tanga	4	2
Juba	1	0.54	Tabora	2	1
Nakuru	1	0.54	Bukoba	3	2
Nairobi	1	0.54	Kilimanjaro international Airport	1	0.54
Beni	3	2	Katoro	1	0.54
TOTAL	185	100	TOTAL	185	100

The largest proportion of truck traffic (66%) originated from the Kampala area, 7% from Masaka, 6% from Kibale and the balance of 21% from a wide variety of origins within Uganda. The main destination of trucks was Dar es Salaam 45%, Kagera 21% and 9% Mwanza the rest or 25% went a wide variety of locations in Tanzania.

Figure 6.1: Commodities Carried by Freight Vehicles: Mutukula - Tanzania

Low volumes of commodities are exported from Uganda to Tanzania. Exports include foodstuffs, chemical and allied products, plastics and rubber products, sheet metal and a number of miscellaneous goods. The majority of vehicles (80%) are empty returns with a high proportion of tankers. The Table 6.4 gives a detailed breakdown of the commodities and their tonnages exported from Uganda.

Table 6.4: Vehicle Count and Estimated Tons by Commodity and Vehicle Type
(Matched data only)

Commodity	Vehicle Count	Total Tonnage
No Cargo	116	0
Break Bulk	34	0
Fuel Tanker	58	0
Light Truck	2	0
Medium Truck	10	0
1X40 Containerised Truck	8	0
2X20 Containerised Truck	2	0
Other GVM>3500kg	2	0
Beans	1	4
Medium Truck	1	4
Miscellaneous	6	146,9
Medium Truck	1	10
1X40 Containerised Truck	5	136,9
Tyre's	3	53
1X40 Containerised Truck	3	53
Cosmetics	3	71
1X40 Containerised Truck	3	71
Tobacco	1	30
1X40 Containerised Truck	1	30
Steel Pipes	1	30
1X40 Containerised Truck	1	30
Sheets of steel	2	45
Medium Truck	1	15
1X40 Containerised Truck	1	30
Bottles	1	24
1X40 Containerised Truck	1	24
Fertilizer	1	28
1X40 Containerised Truck	1	28
Cement	1	30
1X40 Containerised Truck	1	30
Engine	1	0,4
Break Bulk	1	0,4
Empty Drums	1	1
Medium Truck	1	1
Shoes	1	9
Medium Truck	1	9
Grand Total	139	472,3

As shown there were 116 empty return vehicles out of the total of 139 recorded for the week.

Table 6.5: Cargo Origins

Cargo Origin	Vehicles	%
No Cargo	148	80
Mombasa	6	3
Kampala	18	10
Japan	1	0.54
India	4	2
Iganga	1	0.54
China	2	1
Mpondwe	1	0.54
Nakuru	1	0.54
Nairobi	1	0.54
Germany	1	0.54
Masaka	1	0.54
TOTAL	185	100

80% of vehicles carried no cargo due to empty returns, of those vehicle which did carry cargo the main origins were Kampala 10% and Mombasa (3%).

6.2 Time Survey: Mutukula Tanzania

The distribution of activity times is illustrated in Table 6.7 and Figure 6.4 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	22	16	9	6	4	3
07:00 - 07:59	31	22	39	28	22	16
08:00 - 08:59	31	22	35	25	30	22
09:00 - 09:59	13	9	14	10	16	12
10:00 - 10:59	12	9	12	9	16	12
11:00 - 11:59	3	2	3	2	11	8
12:00 - 12:59	6	4	6	4	7	5
13:00 - 13:59	3	2	3	2	9	6
14:00 - 14:59	4	3	4	3	10	7
15:00 - 15:59	4	3	4	3	3	2
16:00 - 16:59	2	1	2	1	3	2
17:00 - 17:59	6	4	6	4	5	4
18:00 - 18:59	2	1	2	1	3	2
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

The frequency of arrivals, submissions and departures shows a high arrival rate at the start of the day from 06:00 to 09:00 with submissions and departures following a slightly delayed, but similar

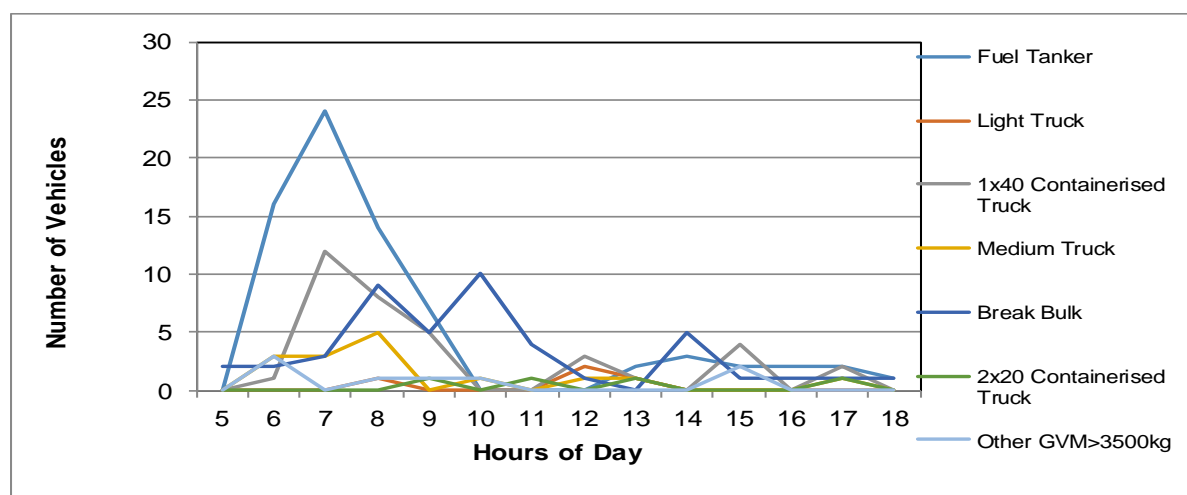
pattern thereafter it tapers off until the end of the day. Due to the high volume of empty returns (80%) there is slight delay in time difference between submissions to customs and departures from the border and the total average border-crossing or dwell time is 4 hours and 3 minutes.

Table 6.7: HGV Arrival Rate per Hour

Vehicle Category	5	6	7	8	9	10	11	12	13	14	15	16	17	18	Total
Fuel Tanker	0	16	24	14	7	0	0	0	2	3	2	2	2	1	73
Light Truck	0	0	0	1	0	0	0	2	1	0	0	0	0	0	4
1x40 Containerised Truck	0	1	12	8	5	0	0	3	1	0	4	0	2	0	36
Medium Truck	0	3	3	5	0	1	0	1	1	0	0	0	1	0	15
Break Bulk	2	2	3	9	5	10	4	1	0	5	1	1	1	1	45
2x20 Containerised Truck	0	0	0	0	1	0	1	0	1	0	0	0	1	0	4
Other GVM>3500kg	0	3	0	1	1	1	0	0	0	0	2	0	0	0	8
	7	31	49	46	28	22	16	19	19	22	24	19	24	20	346

There is a rush of empty fuel tankers in the early morning and then a lull during the rest of the day, which is obviously related to driver behavioural habits i.e. to cross early, park in the Customs yard then spend time buying much needed supplies at the local markets for back home before departing the border.

Figure 6.2: HGV Arrival Rate Per Hour



The arrival rate of HGV on the Tanzania side is concentrated around the early morning between 06:00 and 10:00 with the peak at around 07:00 in the morning at a rate of 25 vehicles per hour. Thereafter it tapers off throughout the day to less than 5 vehicles per hour.

Table 6.8: Freight Vehicles: Total Dwell Time at Mutukula - Tanzania Border Post

Dwell Times 30 Min. Intervals	Dwell Time Frequency	Count	Cumulative	Cumulative %	Pre-Cleared Vehicles	Pre-Cleared Frequency	Not Pre-Cleared Vehicles	Not Pre-Cleared Frequency
00:00 - 00:30	40	56	56	40	0	0	0	0
00:30 - 01:00	9	12	68	49	0	0	0	0
01:00 - 01:30	8	11	79	57	0	0	0	0
01:30 - 02:00	12	17	96	69	0	0	0	0
02:00 - 02:30	6	9	105	76	0	0	0	0
02:30 - 03:00	4	5	110	79	0	0	0	0
03:00 - 03:30	4	5	115	83	0	0	0	0
03:30 - 04:00	2	3	118	85	0	0	0	0
04:00 - 04:30	0	0	118	85	0	0	0	0
04:30 - 05:00	1	1	119	86	0	0	0	0
05:00 - 05:30	0	0	119	86	0	0	0	0
05:30 - 06:00	1	1	120	86	0	0	0	0
06:00 - 06:30	2	3	123	88	0	0	0	0
06:30 - 07:00	0	0	123	88	0	0	0	0
07:00 - 07:30	1	1	124	89	0	0	0	0
07:30 - Over	11	15	139	100	0	0	0	0

The pattern of dwell times at this OSBP shows a fairly good efficiency rate with 40% of all trucks crossing within 30 minutes, 69% within 2 hours and 85% within 4 hours, due largely to the very high volume of empty returns at 80% or 148 out of 185 trucks recorded for the survey period.

The distribution of dwell times is illustrated in Figure 6.3 below.

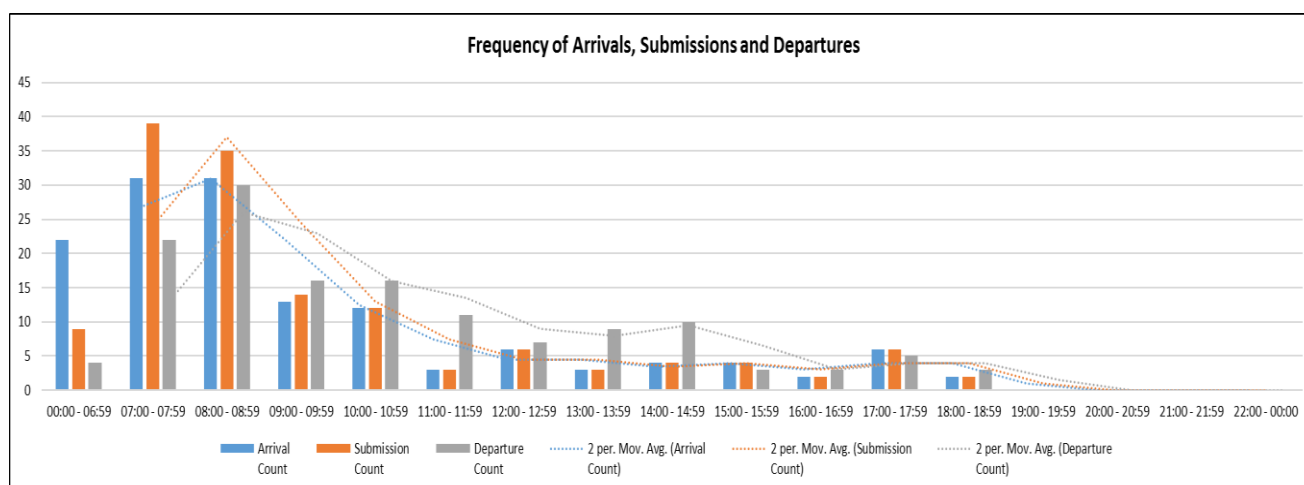
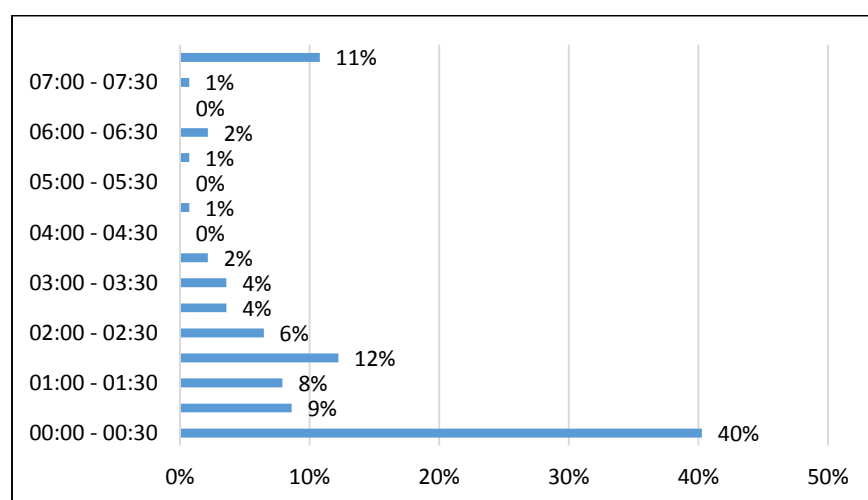
Figure 6.3: Freight Vehicles: Distribution of Dwell Times

Figure 6.4: Distribution of Dwell Time for all Vehicles

As shown in Figure 6.4 the largest proportion of vehicles transit the border in less than 3 hours. There was however a lag of 11% of long stayers over 7 hours 30 minutes, but it appears that the staggered departures at this OSBP are as a result of driver behaviour i.e. delayed departures due to shopping at the local markets prior to departure from the border.

Table 6.9 below shows the average dwell time for all truck traffic at 4 hours 3 minutes, which is quite high given the fact that 80% of all trucks for the survey period empty returns and can definitely be improved on going forward.

Table 6.9: Time Analysis by Vehicle Category and Function (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	0:03	10:40	0:05	10:48
Fuel Tankers	0:12	1:06	0:02	1:20
Light Trucks	0:00	0:50	0:02	0:52
Medium Trucks	0:14	3:03	0:02	3:19
Break Bulk	0:06	3:51	0:02	3:59
Other	0:00	0:02	0:00	0:02
All Freight Vehicles	0:09	3:52	0:02	4:03

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

A total of 289 passenger carrying vehicles were recorded for the survey period. This total was made up of 22 Coaches, 1 Coaster, 8 Mini Buses, 210 Saloon Cars, 31 SUV or 4WD vehicles and 17 pickups. This is a reduction of 647 vehicles compared to the 902 vehicles recorded in the 2011 base line survey. There is no apparent reason for this huge drop off in passenger traffic, but the data agree with the statistics from URA for the year July 2015 to June 2016 as shown in Table 6.10 below.

Table 6.10: Passenger Vehicles Traffic Count: Numbers by Categories

Vehicle Category	Mon	Tue	Wed	Thurs	Fri	Sat	Sun	Total for Survey	Daily Average	Weekly Average	Estimated Annual Totals
Bus / Coach	2	3	5	2	4	3	3	22	3	22	1147
Coaster	-	1	-	-	-	-	-	1	1	1	52
Minibus	1	-	2	-	1	3	1	8	1	8	417
4X4: Large Passenger	7	2	3	6	8	5	-	31	4	31	1616
Sedan / Saloon	24	35	26	29	35	38	23	210	30	210	10950
Pickup	3	2	4	1	5	2	-	17	2	17	886
Total	37	43	40	38	53	51	27	289	41	289	15069

Two night counts were done during the survey period; one on a week day (Wednesday) and the other at the weekend (Saturday). There were only 9 saloon cars that crossed the border on the Wednesday night with no vehicles crossing on the Saturday night.

Table 6.11: Passenger Vehicles Night Traffic Count: Numbers by Categories

Vehicle Category	Night Survey Counts	Week Night	Weekend Night	Average Per Night
Bus / Coach	0	0	0	0
Coaster	0	0	0	0
Minibus	0	0	0	0
4X4: Large Passenger	0	0	0	0
Sedan / Saloon	9	9	0	4.5
Pickup	0	0	0	0
Total	9	9	0	4.5

Table 6.12: Commercial Passenger Vehicles: Origins and Destinations

Passenger Vehicle Origin	Count	Passenger Vehicle Destination	Count
Kampala	31	Mwanza	7
		Bukoba	10
		Dar es Salaam	13
		Mutukula	1
TOTAL	31	TOTAL	31

100% of all coach traffic originated from Kampala, while the main destinations were Dar es Salaam (42%); Bukoba (32%); (Coasters and Minibus) and Mwanza (23%).

7. REVIEW OF SURVEY RESULTS

7.1 Border Crossings Commercial Vehicles – Mutukula - Uganda

Border crossing times at Mutukula - Uganda for commercial vehicle at this newly operational OSBP show a significant time reduction of 83% from the 2011 baseline study. The border crossing-time or Dwell time has dropped from 45 plus hours to 8 hours, Customs processing has reduced from 44:55 h:mm to 6:29 h:mm; this is where most of the time saving has taken place due to the improved Customs systems and the development of the OSBP infrastructure with dedicated lanes for truck and passenger to improve traffic flows.

There are several issues which are still to be addressed, which will further reduce customs times at this OSBP:

a) *SCT:*

The impact of SCT at Mutukula is not as effective as at Busia where SCT loads in transit recorded times of 10 minutes. At Mutukula the times are much higher at 12:13 h: min. As explained, this is due to the fact that the SCT regime ends after GFI product sampling and testing which takes place outside the official control area inside the truck park. Unlike Busia where the GFI process did not form part of the SCT regime and the SCT regime ended at the first Customs Exit Gate. In order to ensure comparability of survey results it is recommended that due consideration be given to excluding or separating the GFI processing time from the SCT regime which will drastically reduce SCT regime times at Mutukula.

It must however be recognised that from the commercial perspective the GFI time is part of the border crossing time.

b) *Pre-clearance:*

A total of 9 vehicles out a possible 130 for the survey period were pre-cleared and the effect of this process was much more positive than the other Customs clearance regimes. The average dwell times for pre-cleared vehicles was 2 hours 12 minutes compared to 8 hours 29 minutes for all other clearances. It must therefore be recommended that the authorities publish this information and use all possible means to educate and persuade Transporters and Clearing Agents to take advantage of the pre-clearing option as the best means to reduce border delays.

c) *Internet Connectivity:*

Connectivity and down time on the internet was a major issue during the survey period. Processing of Customs Declarations was often delayed because of this issue. The frequent down time of the internet connections and subsequent delays may have also contributed to the high Customs times on the Uganda side.

It is however reported that this issue has been corrected by improvement to the IT system and the internet is now stable, this should make a marked improvement on future Customs processing times.

d) *HGV Arrival Rate Per Hour*

The skew of arrivals with high volumes in the middle of the day contributes to the queuing delays as the customs capacity is fixed for the shift. There may be potential for separating

the large long-haul vehicle categories from the medium trucks in order to reduce delays for long distance container and general cargo traffic. However, it may be possible to alleviate this congestion by separating the medium trucks physically from the HGV (Green Lane) and processing them through the customs system separately via a dedicated officer or officers as these trucks carry largely perishables and are processed on average much quicker i.e. 5 hours versus 14 hours for HGV.

7.2 Border Crossings Commercial Passenger Vehicles – Mutukula - Uganda

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

7.3 Border Crossings by Passengers and Travellers – Mutukula - Uganda

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

7.4 Summary of User Satisfaction Responses: Mutukula - Uganda

Mutukula – Tanzania:

Table No.	Parameter	Score	%
21	Centralised Operations	239	0.81
22	Joint Examination	158	0.54
23	Time Reduction	80	0.34
24	Security	40	0.42
25	Search -gender	-42	-0.14
26	Maintenance	170	0.58
27	Cleanliness	191	0.65
28	Toilets	227	0.77
29	Warehouse	120	0.43
30	Signage	-219	-0.74
31	Parking	113	0.38
32	Separation of Pass/goods	107	0.37
33	HIV signage*	0	0.00
34	Disabled Facilities	97	0.33
35	Overall Level of Satisfaction	158	0.54
	Total Score	1439	
	Average Score and Percentage	95.9	0.35

*Not included in overall Score and Average

The summary of all user satisfaction tables for Mutukula-Uganda indicated that the overall user satisfaction is 35% with the specific aspects of the effect of centralising operations rated very positively at 81%; but negative ratings given to signage as well as the gender search procedures. Disabled facilities were also rated poorly (33%) as well as the separation of passenger and goods.

The levels of satisfaction regarding time reduction was also relatively low (34%). In the gender analysis the average for males was 39% and for females 31% with the main difference being lower female ratings for gender search and signage

7.5 Border Crossings: Commercial Vehicles – Mutukula - Tanzania

Border crossing times on the Tanzania side for commercial vehicles at the OSBP have shown a big improvement in Dwell and Customs processing times. Dwell times have reduced by 55% from 10:12 h:mm to 4:34 h:mm and Customs processing by 51% from 7:42 h:mm to 3:53 h:mm. Queue times have reduced from 1:40 h:min to 39 h:min. This improvement in efficiency exceeds the overall TMEA target of reducing border crossing times by 30%; as and more than 50% of all trucks crossing are clearing the border within 1 hour.

An issue which still gives concern is the amount of time spent (or wasted) by drivers who park their trucks in the Customs yard while shopping at the local markets in Mutukula for goods and supplies to be taken to their homes.

As this time is happening under Customs control this idle time spent shopping is recorded as part of the total dwell or border crossing-time. This driver behaviour becomes an issue if incorporated into the measurement of border post efficiency and for that reason it is recommended that alternative arrangements should be explored. In the interests of proving the efficacy of the OSBP developments a solution should be developed to force vehicles to park outside the Customs Control Area while undertaking their personal business. It is undesirable for the Customs Control Area to be used as a Truck Park.

7.6 Border Crossings Commercial Passenger Vehicles – Mutukula - Tanzania

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

7.7 Border Crossings Passenger and Travellers – Mutukula - Tanzania

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

7.8 Summary of User Satisfaction Responses: Mutukula - Tanzania

The user responses for the Mutukula - Tanzania border post are much more positive than Mutukula –Uganda as shown in the following summary table.

Mutukula – Tanzania:

Table No.	Parameter	Score	%
21	Centralised Operations	203	0.67
22	Joint Examination	215	0.70
23	Time Reduction	8	0.03
24	Security	262	0.90
25	Search -gender	15	0.05
26	Maintenance	201	0.66
27	Cleanliness	219	0.72
28	Toilets	-6	-0.02
29	Warehouse	183	0.60
30	Signage	162	0.53
31	Parking	175	0.57
32	Separation of Pass/goods	217	0.71
33	Current HIV signage*	0	0.00
34	Disabled Facilities	134	0.44
35	Overall Level of Satisfaction	136	0.45
	Total Score	2124	
	Average Score and Percentage	141.6	0.47

*Not included in overall Score and Average

The summary of all user satisfaction tables indicated that the combined rating was 47%. The ratings were reduced by the scores for toilets and gender search.

The low score for time reduction is a concern as it indicates that users do not perceive the OSBP process to reduce time at the border.

The gender analysis records that both genders experience “other” harassment which may be worth researching. Females rated the gender search procedures higher than males, but had negative comments regarding crowding and facilities as they affect females.

8. OBSERVATIONS AND COMMENTS

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

There are still some concerns around gender searches by border officials and the lack of signage on the on the Uganda side while on the Tanzania side the main concerns are gender searches and inadequate public toilet facilities.

The real challenge will come once the OSBP becomes fully operational and operates 24/7 to

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

8.1 Mutukula – Uganda

The issue of congestion due to the higher than normal queue times on the Uganda side is due to the high volumes of medium trucks from a round 09:00 to 17:00. The queue times for long-haul vehicles could be improved if it were possible to separate the medium (Rigid) trucks physically from the HGV (Green Lane). As these trucks carry mainly perishables, they are processed more quickly than HGVs (5 hours compare to 14 hours). This would require them to be processed through the customs system separately via a dedicated officer or officers.

The only other matter for attention on the Mutukula Uganda side was internet connectivity and speed which was slowing down the Customs processing times for documentation; this issue is reportedly being addressed.

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

8.2 Mutukula - Tanzania

The major issue for attention on the Tanzania side at this stage is the wasted or idle spent by drivers shopping in local markets while their vehicles are parked in the Customs Control Area; a practise which is adding to border crossing times. While these vehicles are in the Customs yard they are deemed to be under Customs control and their dwell times cannot be calculated until they exit the customs gate. This time wastage is evident from the empty returns which have no customs processing times yet still have an average dwell time of 2:45 minutes. It is therefore recommended that due consideration be giving to forcing these vehicles to park outside the Customs Control Area and goes back to our original recommendation made at Holili-Taveta for the need for the development of a commercial Truck Park. It is recognised that this may not be part of TMEA's mandate, but border posts throughout Africa are rest stops for drivers and that will never change, if it is not shopping for supplies to take home, it will be taverns and prostitution that will extend their stay at a border post. It therefore makes sense to encourage private sector developments that will facilitate these behavioural driver habits in a safe, secure and comfortable environment that will not impose on Customs processing efficiencies and overall dwell times at border posts.

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

Annexure A – User Satisfaction Survey Capture Form

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

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

Annexure B – Stakeholder Interview Assessment Form



Stakeholder Interview - Assessment Form

Station name: _____

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

Import	Export	Transit-in*	Transit-out*
_____	_____	_____	_____
2. Number of informal trader entries per week _____
3. Number of staff employed in Customs operations (includes staff employed in processing Customs entries, examinations, entry and exit gates, etc.) _____
 Number of staff employed in enforcement and other duties _____
4. Is the Customs clearance system automated?
5. If yes, what system is being used?
6. Number of staff employed by Other Government Agencies (OGA's) located at the border control area?

Immigration	_____
Agriculture	_____
Veterinary	_____
Health	_____
Standards	_____
Food & Drugs	_____
Police	_____
Environmental agency	_____
Others (specify)	_____
7. Are OGA's operations automated? (*tick where applicable*)

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

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

Annexure C – Stakeholder Interview / Questionnaire



STAKEHOLDER INTERVIEW / QUESTIONNAIRE

[illegible]

Annexure E – Form 1B: Time Survey Commercial Vehicles

[illegible]

Annexure F – Form 1C: Gate out Register

[illegible]

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

[illegible]

Annexure H – User Satisfaction Surveys

Mutukula - Uganda and Mutukula - Tanzania Border Posts

18-24 July 2016

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

The questionnaire on both sides of the border at Mutukula was completed by trained members of the survey team and the process was tested prior to data collection with a one-day pilot survey. The User information was collected over a period of one week from a range of different respondents. The survey personnel were guided in the proportions of different user categories to be approached, giving a spread of different user categories as shown in the survey report. The sample included the following key stakeholders; borders officials, clearing agents, Registered and informal traders, truck drivers, Passengers and Other travellers.

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

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

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

In the first section of the report the results of the survey of all border users are presented in a set of tables with the responses to the 35 questions in the questionnaire.

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

User Satisfaction at Mutukula Border

The User Satisfaction survey shows 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 different levels of satisfaction for the Uganda and Tanzania sides of the border as shown in the following summary tables. The User Survey results for the Mutukula – Uganda Border Post are presented first, followed by the tables for Mutukula –Tanzania Border Post.

Summary of User Satisfaction Responses: Mutukula - Uganda

Table No.	Parameter	Score	%
21	Centralised Operations	239	0.81
22	Joint Examination	158	0.54
23	Time Reduction	80	0.34
24	Security	40	0.42
25	Search -gender	-42	-0.14
26	Maintenance	170	0.58
27	Cleanliness	191	0.65
28	Toilets	227	0.77
29	Warehouse	120	0.43
30	Signage	-219	-0.74
31	Parking	113	0.38
32	Separation of Pass/goods	107	0.37
33	HIV signage*	0	0.00
34	Disabled Facilities	97	0.33
35	Overall Level of Satisfaction	158	0.54
	Total Score	1439	
	Average Score and Percentage	95.9	0.35

*Not included in overall Score and Average

The summary of all user satisfaction tables for Mutukula-Uganda indicated that the overall user satisfaction is 35% with the specific aspects of the effect of centralising operations rated very positively at 81%; but negative ratings given to signage as well as the gender search procedures. Disabled facilities were also rated poorly (33%) as well as the separation of passenger and goods.

The levels of satisfaction regarding time reduction was also relatively low (34%). In the gender analysis the average for males was 39% and for females 31% with the main difference being lower female ratings for gender search and signage.

It is noteworthy that Overall satisfaction (Question 34) was rated 54% for the total sample.

Mutukula - Uganda USER SATISFACTION SURVEY

All Users

DEMOGRAPHIC ANALYSIS

Gender	Male	Female	Total	%
Border Official	6	0	6	0,10
Clearing Agents	9	2	11	0,19
Truck Driver	8	0	8	0,14
Informal Trader	4	16	20	0,34
Other	1	0	1	0,02
Passenger	4	6	10	0,17
Registered Trader	1	2	3	0,05
Total	33	26	59	
Gender %	0,56	0,44		

The border users at Mutukula - Uganda were 33 male and 26 females of which 10% were border officials, 14% truck drivers and 34% informal traders.

Table 2

Age	No.	%
>21	0	0,00
22-34	19	0,32
35-44	27	0,46
45-54	12	0,20
55-64	0	0,00
Decline	0	0,00
No Response	1	0,02
	59	

Respondents were 46% between the age of 35-44, 32% between the ages of 22-34.

Table 3

Nationality	No.	%
Ugandan	48	0,81
Kenyan	1	0,02
Tanzanian	8	0,14
Rwandan	2	0,03
Burundian	0	0,00
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	59	

Nationalities were 81% Ugandan, 2% Kenyan, 14% Tanzanian and 3% Rwandan.

Table 4

Border User Category	No.	%
Border Official	6	0,10
Clearing Agents	11	0,19
Truck Driver	8	0,14
Informal Trader	20	0,34
Other	0	0,00
Passenger	10	0,17
Registered Trader	3	0,05
Transporter	1	0,02
No Response	0	0,00
	59	

Border users were 19% clearing agents, 17% passengers, 10% border officials, 14% truck drivers and majority of 34% being informal traders.

Table 5

Trader Years in Business	No.	%
One - Six Months	0	0,00
Six Months - One Year	4	0,07
One - Two Years	12	0,20
Two - Four Years	7	0,12
Over Five Years	1	0,02
Other	0	0,00
No Response	35	0,59
	59	

Traders have been in business for (6 months-1 years (7%), 1-2 years (20%), 2-4 years (12%) and over 5 years (2%). 59% of the respondents gave no answer.

Table 6

Cross Times Duration	No.	%
1 Hour	22	0,37
2 Hours	15	0,25
5 Hours	4	0,07
12 Hours	3	0,05
1 Day	10	0,17
No Response	5	0,08
	59	

Cross times duration was reported as 37% for 1 hour, 25% for 2 hours, 7% for 5 hours, 5% in 12 hours and 17% in 1 day

Table 7

Transport Mode	No.	%
Car	3	0,05
Taxi	1	0,02
Bus	6	0,10
Motorbike	6	0,10
Bicycle	0	0,00
Truck	28	0,47
Walk	11	0,19
Other (Please specify)	0	0,00
No Response	4	0,07
	59	

47% of respondents travelled by truck, 19% by foot, 10% by bus and motorbike.

Table 8

Transaction Value	No.	%
\$50	0	0,00
\$100	4	0,07
\$500	17	0,29
\$5000	2	0,03
Other	0	0,00
Millions	0	0,00
Not known	1	0,02
N/A	0	0,00
No Response	35	0,59
	59	

Transaction values shown as 29% \$500; 7% \$100 and 59% of the respondents failed to answer the question.

Table 9

Routes	No.	%
Always use this one	55	0,93
Have changed route	0	0,00
Previous route	0	0,00
No Response	4	0,07
	59	

93% of users said that they always used this route and the 7% of respondents did not respond.

Table 10

Change in Routes	No.	%
More convenient	2	0,03
Shorter	0	0,00
Quicker	0	0,00
Better Roads	1	0,02
Other Reason	0	0,00
No Response	56	0,95
	59	

3% said that they had changed to the Mutukula - Uganda route because it was more convenient, 2% said better roads and majority of users (95%) gave no response.

Table 11

Reason for Using Border	No.	%
Quicker Processing	11	0,19
Less Delay	43	0,73
Reduce Cost	0	0,00
Simpler Procedures	4	0,07
All of the Foregoing	1	0,02
No Response	0	0,00
	59	

73% of respondents said that there was less delay at Mutukula - Uganda, 19% said quicker processing and 7% said simpler procedures, 2% said all of the foregoing applied.

Table 12

Informed of Future Changes	No.	%
Yes	27	0,46
No	24	0,41
Not Sure	8	0,14
No Response	0	0,00
	59	

46% of respondents said that they had been informed of future changes, 41% said that they had not whereas 14% said they were not sure.

Table 13

Savings from OSBP	No.	%
Less Delays	52	0,88
Reduced transaction costs	3	0,05
Overall time saving	4	0,07
Increased trade	0	0,00
Reduced import costs	0	0,00
Other	0	0,00
No Response	0	0,00
	59	

88% of respondents said that the main savings will be less delays, 7% anticipated overall time saving and 5% said reduced transaction costs.

Table 14

Time-start Transactions	No.	%
1 Hour	2	0,03
2 Hour	4	0,07
5 Hour	28	0,47
12 Hour	6	0,10
1 Day	2	0,03
2 Days	0	0,00
No Answer	17	0,29
	59	

47% of respondents said that they have started to do transactions in 5 hour and 7% said 2 hours. 29% of respondents did not answer this question.

Table 15

More Than One Day At Border	No.	%
Agent Delay	12	0,20
Documents from Authority	9	0,15
Bank clearance	0	0,00
Process delay	5	0,08
Officials waiting for bribes	0	0,00
Vehicle Problems	6	0,10
Other	0	0,00
No Response	27	0,46
	59	

Questioned why they had spent more than 1 day at the border, 20% blamed agent delay, 15% said there had been delay due to documents from authority, 10% of users said they had vehicle problems and 46% did not answer the question.

Table 16

Improvements	No.	%
Single Inspections	8	0,14
Better Parking	8	0,14
Faster Processing	18	0,31
Less Corruption	2	0,03
Better facilities	23	0,39
Other	0	0,00
No Response	0	0,00
	59	

39% of respondents mentioned better facilities, 31% said faster processing, 14% said single inspection and better parking.

Table 17

Harassment	No.	%
Verbal Abuse	5	0,09
Requests for Bribe	0	0,00
Service delayed for bribe	2	0,03
Sexual Abuse	0	0,00
Physical Abuse	0	0,00
Service Refusal	0	0,00
Other	51	0,88
No Response	0	0,00
	58	

9% of respondents claimed to have experienced verbal abuse, 3% said that service was delayed pending a bribe and 88% said "other" unspecified.

Table 18

Negative Impact for Girls	No.	%
Lack of Facilities	0	0,00
Crowding	1	0,02
Queuing conflicts	1	0,02
Toilet Facilities	2	0,03
Lack of Seating	5	0,08
Other	0	0,00
No Response	50	0,85
	59	

Negative impact for girls were recorded as 8% for the lack of seating, 3% said toilet facilities and 85% did not respond to this question.

Table 19

Effects of OSBP on Corruption	No.	%
No Change	2	0,03
Reduced Opportunity for Bribes	9	0,15
More open transactions	43	0,73
Better System	2	0,03
Combined Inspections	3	0,05
Other	0	0,00
No Response	0	0,00
	59	

The question regarding corruption 73% said more open transactions, 15% reduced opportunity for bribes and 5% combined inspection.

Table 20

Significance of OSBP	No.	%
Less Delays	37	0,63
Simpler Procedures	3	0,05
Better Facilities	16	0,27
More parking	2	0,03
Faster Processing	1	0,02
Other	0	0,00
No Response	0	0,00
	59	

Regarding the anticipated effectiveness of one-stop border post 63% said less delays, 27% said better facilities, 5% commented on simpler procedures and 3% mentioned more parking.

Table 21

Centralised Operations	No.	%
Very satisfied	31	0,53
Satisfied	28	0,47
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	59	
Score	239	0,81

Regarding centralised operations 53% said very satisfied and 47% said satisfied.

Table 22

Joint Examination	No.	%
Very satisfied	8	0,14
Satisfied	39	0,66
Neutral	4	0,07
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	7	0,12
	59	
Score	158	0,54

66% of respondents were satisfied with the effects of joint examination, 14% are very satisfied and 12% are not sure.

Table 23

Time Reduction	No.	%
Very satisfied	3	0,06
Satisfied	17	0,36
Neutral	23	0,49
Dissatisfied	3	0,06
Very Dissatisfied	0	0,00
Not Sure	1	0,02
	47	
Score	80	0,34

The question regarding reduced time received responses of 49% neutral, 36% satisfied, 6% dissatisfied and 2% not sure .

Table 24

Security	No.	%
Very satisfied	3	0,16
Satisfied	6	0,32
Neutral	7	0,37
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	3	0,16
	19	
Score	40	0,42

With security, 32% of respondents were satisfied and 16% were very satisfied. The overall rating was therefore positive regarding the security situation.

Table 25

Search -gender	No.	%
Very satisfied	2	0,03
Satisfied	5	0,08
Neutral	17	0,29
Dissatisfied	23	0,39
Very Dissatisfied	3	0,05
Not Sure	9	0,15
	59	
Score	-42	-0,14

39% of users showed dissatisfaction with gender search procedures ; 29% of respondents were neutral.

Table 26

Maintenance	No.	%
Very satisfied	11	0,19
Satisfied	37	0,63
Neutral	7	0,12
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	3	0,05
	59	
Score	170	0,58

63% of respondents were satisfied with the maintenance, 19% were very satisfied. Overall , the maintenance it is rated positively.

Table 27

Cleanliness	No.	%
Very satisfied	8	0,14
Satisfied	50	0,85
Neutral	1	0,02
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	59	
Score	191	0,65

For cleanliness, 85% said that they are satisfied and 14% very satisfied. 2% were neutral.

Table 28

Toilets	No.	%
Very satisfied	25	0,42
Satisfied	34	0,58
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	59	
Score	227	0,77

Regarding toilets, 42% were very satisfied, 58% were satisfied.

Table 29

Warehouse	No.	%
Very satisfied	3	0,05
Satisfied	33	0,59
Neutral	6	0,11
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	14	0,25
	56	
Score	120	0,43

Regarding warehousing 11% recorded "neutral"; 59% said that they were satisfied and 5% said that they were very satisfied. 25% of respondents were not sure.

Table 30

Signage	No.	%
Very satisfied	2	0,03
Satisfied	0	0,00
Neutral	1	0,02
Dissatisfied	25	0,42
Very Dissatisfied	31	0,53
Not Sure	0	0,00
	59	
Score	-219	-0,74

The question of signage scored negatively with 42% dissatisfied and 53% of users saying that they are very dissatisfied.

Table 31

Parking	No.	%
Very satisfied	0	0,00
Satisfied	35	0,59
Neutral	19	0,32
Dissatisfied	2	0,03
Very Dissatisfied	1	0,02
Not Sure	2	0,03
	59	
Score	113	0,38

Respondent's comments on the parking showed that 59% were satisfied and 32% were neutral. 3% did not answer the question.

Table 32

Separation of Pass/goods	No.	%
Very satisfied	0	0,00
Satisfied	30	0,52
Neutral	20	0,34
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	7	0,12
	58	
Score	107	0,37

52% of users said they are satisfied with the separation of passengers and goods, 34% claim to be neutral and 12% were not sure.

Table 33

HIV Signage	No.	%
Very satisfied	0	0,00
Satisfied	3	0,05
Neutral	1	0,02
Dissatisfied	20	0,34
Very Dissatisfied	35	0,59
Not Sure	0	0,00
	59	
Score	-225	-0,76

For HIV signage 59% of respondents were very dissatisfied and 34% dissatisfied giving an overall negative score for this factor.

Table 34

Disabled Facilities	No.	%
Very satisfied	0	0,00
Satisfied	31	0,53
Neutral	23	0,39
Dissatisfied	3	0,05
Very Dissatisfied	2	0,03
Not Sure	0	0,00
	59	
Score	97	0,33

Disabled facilities were rated as 53% being satisfied, 39% neutral and 5% dissatisfied.

Table 35

Overall Level of Satisfaction	No.	%
Very satisfied	2	0,03
Satisfied	46	0,78
Neutral	10	0,17
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,02
	59	
Score	158	0,54

The overall level of satisfaction showed 78% satisfied, 17% neutral and 3% very satisfied.

Table 36

Parameter	Score	%
Centralised Operations	239	0,81
Joint Examination	158	0,54
Time Reduction	80	0,34
Security	40	0,42
Search -gender	-42	-0,14
Maintenance	170	0,58
Cleanliness	191	0,65
Toilets	227	0,77
Warehouse	120	0,43
Signage	-219	-0,74
Parking	113	0,38
Separation of Pass/goods	107	0,37
HIV signage*	0	0,00
Disabled Facilities	97	0,33
Overall Level of Satisfaction	158	0,54
Total Score	1439	
Average Score and Percentage	95,9	0,35

*Not included in overall Score and Avg

The summary of all user satisfaction tables indicated that the overall user satisfaction is 35% with the specific aspects of the effect of centralising operations rated at 81% and negative rating given to signage as well as gender-search method, disabled facilities and time reduction .

Mutukula - Uganda – Gender Analysis

Analysis of User Satisfaction for all border users

Male

Table 1

Age	No.	%
>21	0	0,00
22-34	16	0,48
35-44	10	0,30
45-54	6	0,18
55-64	0	0,00
Decline	0	0,00
No Response	1	0,03
	33	

Table 2

Nationality	No.	%
Ugandan	29	0,88
Kenyan	1	0,03
Tanzanian	2	0,06
Rwandan	1	0,03
Burundian	0	0,00
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	33	

Table 3

Border Users	No.	%
Border Official	6	0,18
Clearing Agents	9	0,27
Truck Driver	8	0,24
Informal Trader	4	0,12
Other	0	0,00
Passenger	4	0,12
Registered Trader	1	0,03
Transporter	1	0,03
No Response	0	0,00
	33	

Table 4

Trader Years in Business	No.	%
One - Six Months	0	0,00
Six Months - One Year	0	0,00
One - Two Years	3	0,09
Two - Four Years	1	0,03
Over Five Years	1	0,03
Other	0	0,00
No Response	28	0,85
	33	

Table 5

Cross Times Duration	No.	%
1 Hour	7	0,21
2 Hours	10	0,30
5 Hours	4	0,12
12 Hours	3	0,09
1 Day	5	0,15
No Response	4	0,12
	33	

Table 6

Transport Mode	No.	%
Car	1	0,03
Taxi	1	0,03
Bus	3	0,09
Motorbike	2	0,06
Bicycle	0	0,00
Truck	13	0,39
Walk	10	0,30
Other (Please specify)	0	0,00
No Response	3	0,09
	33	

Female

Table 1

Age	No.	%
>21	0	0,00
22-34	3	0,12
35-44	17	0,65
45-54	6	0,23
55-64	0	0,00
Decline	0	0,00
No Response	0	0,00
	26	

Table 2

Nationality	No.	%
Ugandan	19	0,73
Kenyan	0	0,00
Tanzanian	6	0,23
Rwandan	1	0,04
Burundian	0	0,00
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	26	

Table 3

Border Users	No.	%
Border Official	0	0,00
Clearing Agents	2	0,08
Truck Driver	0	0,00
Informal Trader	16	0,62
Other	0	0,00
Passenger	6	0,23
Registered Trader	2	0,08
Transporter	0	0,00
No Response	0	0,00
	26	

Table 4

Trader Years in Business	No.	%
One - Six Months	0	0,00
Six Months - One Year	4	0,15
One - Two Years	9	0,35
Two - Four Years	6	0,23
Over Five Years	0	0,00
Other	0	0,00
No Response	7	0,27
	26	

Table 5

Cross Times Duration	No.	%
1 Hour	15	0,58
2 Hours	5	0,19
5 Hours	0	0,00
12 Hours	0	0,00
1 Day	5	0,19
No Response	1	0,04
	26	

Table 6

Transport Mode	No.	%
Car	2	0,08
Taxi	0	0,00
Bus	3	0,12
Motorbike	4	0,15
Bicycle	0	0,00
Truck	15	0,58
Walk	1	0,04
Other (Please specify)	0	0,00
No Response	1	0,04
	26	

48% of male respondents were between the ages of 22-34, 30% between 35-44 and 18% between 45-54. Female respondents were 65% between the ages 35-44 and 23% ages 45-54.

The male respondents were 88% Ugandan and 6% Tanzanian whereas female respondents were 73% Ugandan, 23% Tanzanian.

Of the male respondents 27% were clearing agents, 24% truck drivers, 18% border officials, 12% were informal traders and passengers. The female respondents were 62% informal traders, 23% passenger, 8% clearing agents and registered traders.

85% of males did not respond to the question, however 9% said they have been trading for 1-2 years, 3% said 2-4 years and over 3% said 5 years. 35% of female respondents had been in business for 1-2 years, 23% for 2-4 years and 27% did not respond to the question.

30% of males reported duration of 2 hours, 21% said 1 hours and 15% of respondent took 1 day. Of the female respondents 58% reported 1 hour, 19% crossed in 2 hours and 19% said 1 day.

39% of male respondents arrived by truck, 30% by walking and 9% by bus. Females reported 58% by truck, 15% by motorbike and 12% by bus.

Gender Analysis

Table 7

Transaction Value	No.	%
\$50	0	0,00
\$100	1	0,03
\$500	4	0,12
\$5000	0	0,00
Other	0	0,00
Millions	0	0,00
Not known	0	0,00
N/A	0	0,00
No Response	28	0,85
	33	

Table 7

Transaction Value	No.	%
\$50	0	0,00
\$100	3	0,00
\$500	13	0,50
\$5000	2	0,08
Other	0	0,00
Millions	0	0,00
Not known	1	0,04
N/A	0	0,00
No Response	7	0,27
	26	

85% of males did not respond to this question, 12% said \$500 and 3% said \$100. 50% of females said \$500, 8% said \$5000 and 4% said they did not know.

Table 8

Routes	No.	%
Always use this one	29	0,88
Have changed route	0	0,00
Previous route	0	0,00
No Response	4	0,12
	33	

Table 8

Routes	No.	%
Always use this one	26	1,00
Have changed route	0	0,00
Previous route	0	0,00
No Response	0	0,00
	26	

88% of male respondents said that they always used this route and 12% did not respond. All female users said they have always used this route.

Table 9

Change in Routes	No.	%
More convenient	1	0,03
Shorter	0	0,00
Quicker	0	0,00
Better Roads	1	0,03
Other Reason	0	0,00
No Response	31	0,94
	33	

Table 9

Change in Routes	No.	%
More convenient	1	0,04
Shorter	0	0,00
Quicker	0	0,00
Better Roads	0	0,00
Other Reason	0	0,00
No Response	25	0,96
	26	

3% of males said that they have changed their route due to it being more convenient and better roads where as 94% of male users did not respond to the question. 4% of female respondents commented that it is more convenient and 96% of them gave no response

Table 10

What is Different	No.	%
Quicker Processing	6	0,18
Less Delay	22	0,67
Reduce Cost	0	0,00
Simpler Procedures	4	0,12
All of the Foregoing	1	0,03
No Response	0	0,00
	33	

Table 10

What is Different	No.	%
Quicker Processing	5	0,19
Less Delay	21	0,81
Reduce Cost	0	0,00
Simpler Procedures	0	0,00
All of the Foregoing	0	0,00
No Response	0	0,00
	26	

67% of male respondents reported less delay and 18% reported quicker processing. 81% of female respondents reported less delay and 19% reported quicker processing.

Table 11

Informed of Changes	No.	%
Yes	21	0,64
No	10	0,30
Not Sure	2	0,06
	33	

Table 11

Informed of Changes	No.	%
Yes	6	0,23
No	14	0,54
Not Sure	6	0,23
	26	

64% of male respondents had been informed of future border changes and 30% said they were not informed. 23% of female respondents had been informed; 54% said they had not been informed. And 23% said they are not sure.

Table 12

What Savings	No.	%
Less Delays	27	0,82
Reduced transaction costs	2	0,06
Overall time saving	4	0,12
Increased trade	0	0,00
Reduced import costs	0	0,00
Other	0	0,00
No Response	0	0,00
	33	

Table 12

What Savings	No.	%
Less Delays	25	0,96
Reduced transaction costs	1	0,04
Overall time saving	0	0,00
Increased trade	0	0,00
Reduced import costs	0	0,00
Other	0	0,00
No Response	0	0,00
	26	

82% of male respondents said less delay, 12% reported overall time saving and 6% reported reduced transaction costs. 96% of female respondents reported delays and 4% reduced transaction costs.

Table 13

Time-start Transaction	No.	%
1 Hour	2	0,06
2 Hour	3	0,09
5 Hour	15	0,47
12 Hour	2	0,06
1 Day	0	0,00
2 Days	0	0,00
No Answer	10	0,31
	32	

Table 13

Time-start Transaction	No.	%
1 Hour	0	0,00
2 Hour	1	0,04
5 Hour	13	0,50
12 Hour	4	0,15
1 Day	2	0,08
2 Days	0	0,00
No Answer	6	0,23
	26	

47% of male respondents reported having started transactions within 5 hour and 9% within 2 hours. Female respondents said 50% of them started transactions in 5 hours ; 15% said 12 hours and 8% said within 1 day.

Table 14

More Than One Day At Border	No.	%
Agent Delay	6	0,18
Documents from Authority	3	0,09
Bank clearance	0	0,00
Process delay	2	0,06
Officials waiting for bribes	0	0,00
Vehicle Problems	4	0,12
Other	0	0,00
No Response	18	0,55
	33	

Table 15

Satisfaction with new procedures and changes	No.	%
Single Inspections	4	0,12
Better Parking	8	0,24
Faster Processing	8	0,24
Less Corruption	2	0,06
Better facilities	11	0,33
Other	0	0,00
No Response	0	0,00
	33	

Table 16

Harassment	No.	%
Verbal Abuse	2	0,06
Requests for Bribe	0	0,00
Service delayed for bribe	1	0,03
Sexual Abuse	0	0,00
Physical Abuse	0	0,00
Service Refusal	0	0,00
Other	30	0,91
No Response	0	0,00
	33	

Table 17

Negative Impact for Girls	No.	%
Lack of Facilities	0	0,00
Crowding	1	0,03
Queuing conflicts	1	0,03
Toilet Facilities	2	0,06
Lack of Seating	4	0,12
Other	25	0,76
	33	

Table 18

Corruption	No.	%
No Change	2	0,06
Reduced Opportunity for Bribes	5	0,14
More open transactions	21	0,58
Better System	2	0,06
Combined Inspections	3	0,08
Other	3	0,08
No Response	0	0,00
	36	

Table 19

Significant change on the OSBP	No.	%
Less Delays	21	0,64
Simpler Procedures	1	0,03
Better Facilities	9	0,27
More parking	2	0,06
Faster Processing	0	0,00
Other	0	0,00
No Response	0	0,00
	33	

Table 14

More Than One Day At Border	No.	%
Agent Delay	6	0,23
Documents from Authority	6	0,23
Bank clearance	0	0,00
Process delay	3	0,12
Officials waiting for bribes	0	0,00
Vehicle Problems	2	0,08
Other	0	0,00
No Response	9	0,35
	26	

Table 15

Satisfaction with new procedures and changes	No.	%
Single Inspections	4	0,15
Better Parking	0	0,00
Faster Processing	10	0,38
Less Corruption	0	0,00
Better facilities	12	0,46
Other	0	0,00
No Response	0	0,00
	26	

Table 16

Harassment	No.	%
Verbal Abuse	3	0,12
Requests for Bribe	0	0,00
Service delayed for bribe	1	0,04
Sexual Abuse	0	0,00
Physical Abuse	0	0,00
Service Refusal	0	0,00
Other	22	0,85
No Response	0	0,00
	26	

Table 17

Negative Impact for Girls	No.	%
Lack of Facilities	0	0,00
Crowding	0	0,00
Queuing conflicts	0	0,00
Toilet Facilities	0	0,00
Lack of Seating	1	0,04
Other	25	0,96
	26	

Table 18

Corruption	No.	%
No Change	0	0,00
Reduced Opportunity for Bribes	4	0,15
More open transactions	22	0,85
Better System	0	0,00
Combined Inspections	0	0,00
Other	0	0,00
No Response	0	0,00
	26	

Table 19

Significant change on the OSBP	No.	%
Less Delays	16	0,62
Simpler Procedures	2	0,08
Better Facilities	7	0,27
More parking	0	0,00
Faster Processing	1	0,04
Other	0	0,00
No Response	0	0,00
	26	

55% of male respondents did not reply to this question and 18% said that their extended borders delays were due to agent delay and 12% said vehicle problems. 35% of female respondents did not reply to this question, 23% said due to agent delay and 23% documents from authority.

33% were satisfied with the better facilities, 24% said better parking and 24% said faster processing. 46% of females respondents said better facilities and 38% faster processing.

6% of male respondents said that they had an issue with verbal abuse, 3% service delayed for bribe and 91% other (unspecified). 12% of females said they have experienced verbal abuse; 4% reported delays for bribes and 85% of females responded "other" unspecified forms of harassment.

12% of male respondents reported lack of seating as negative impacts for women, 3% crowding, and 6% toilet facilities. 76% said "other".

96% of females reported "other" which was unspecified and 4% said lack of seating.

58% of male respondents commented on more open transactions and 14% said reduced opportunity for bribes. 85% of females said more open transactions and 15% said reduced opportunity for bribes.

64% of males said that the significant change on the OSBP is less delay and 27% said better facilities. 62% of female respondents commented on less delay and 27% said better facilities.

Table 20

Centralised Operations	No.	%
Very satisfied	19	0,58
Satisfied	14	0,42
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	33	
Score	137	0,83

Table 20

Centralised Operations	No.	%
Very satisfied	12	0,46
Satisfied	14	0,54
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	26	
Score	102	0,78

58% of male respondents were very satisfied and 42% satisfied with the concept of centralised operations. 54% of female respondents were satisfied and 46% very satisfied with centralised operations.

Table 21

Joint Examination	No.	%
Very satisfied	7	0,21
Satisfied	21	0,64
Neutral	1	0,03
Dissatisfied	1	0,03
Very Dissatisfied	0	0,00
Not Sure	3	0,09
	33	
Score	96	0,58

Table 21

Joint Examination	No.	%
Very satisfied	1	0,04
Satisfied	18	0,69
Neutral	3	0,12
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	4	0,15
	26	
Score	62	0,48

64% of male respondents expressed themselves satisfied and 215 very satisfied with the concept of joint examination, 3% were neutral and dissatisfied with the joint examination. 69% of female respondents were satisfied and 15% not sure.

Table 22

Decreased Time	No.	%
Very satisfied	3	0,12
Satisfied	11	0,44
Neutral	10	0,40
Dissatisfied	1	0,04
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	25	
Score	55	0,44

Table 22

Decreased Time	No.	%
Very satisfied	0	0,00
Satisfied	6	0,27
Neutral	13	0,59
Dissatisfied	2	0,09
Very Dissatisfied	0	0,00
Not Sure	1	0,05
	22	
Score	25	0,23

44% of males reported decreased time and 40% were neutral. 59% of females were neutral and 27% of females were satisfied.

Table 23

Security	No.	%
Very satisfied	2	0,06
Satisfied	28	0,85
Neutral	2	0,06
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,03
	33	
Score	96	0,58

Table 23

Security	No.	%
Very satisfied	1	0,04
Satisfied	18	0,69
Neutral	5	0,19
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	2	0,08
	26	
Score	64	0,49

85% of males were satisfied with the security arrangements, 6% were very satisfied and 6% were neutral. 69% of females were satisfied with the security arrangements and 19% neutral.

Table 24

Search - Gender	No.	%
Very satisfied	2	0,06
Satisfied	5	0,15
Neutral	10	0,30
Dissatisfied	7	0,21
Very Dissatisfied	2	0,06
Not Sure	7	0,21
	33	
Score	4	0,02

Table 24

Search -Gender	No.	%
Very satisfied	0	0,00
Satisfied	0	0,00
Neutral	7	0,27
Dissatisfied	16	0,62
Very Dissatisfied	1	0,04
Not Sure	2	0,08
	26	
Score	-46	-0,35

21% of the male respondents were dissatisfied with the gender search arrangements while 15% were satisfied. 62% of the female respondents were dissatisfied with the gender search arrangements and 27% were neutral.

Table 25

Maintenance	No.	%
Very satisfied	6	0,18
Satisfied	22	0,67
Neutral	3	0,09
Dissatisfied	1	0,03
Very Dissatisfied	0	0,00
Not Sure	1	0,03
	33	
Score	96	0,58

Table 25

Maintenance	No.	%
Very satisfied	5	0,19
Satisfied	15	0,58
Neutral	4	0,15
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	2	0,08
	26	
Score	74	0,57

67% of males said that they were satisfied with the maintenance; 18% were very satisfied and 3% said they were dissatisfied. 58% of female respondents said they were satisfied; 19% were very satisfied and 8% they were unsure.

Table 26

Cleanliness	No.	%
Very satisfied	2	0,07
Satisfied	27	0,90
Neutral	1	0,03
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	30	
Score	92	0,61

Table 26

Cleanliness	No.	%
Very satisfied	2	0,08
Satisfied	23	0,92
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	25	
Score	79	0,63

90% of males were satisfied with cleanliness.
100% of females were very satisfied or satisfied with cleanliness.

Table 27

Toilets	No.	%
Very satisfied	17	0,52
Satisfied	16	0,48
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	33	
Score	133	0,81

Table 27

Toilets	No.	%
Very satisfied	8	0,31
Satisfied	18	0,69
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	26	
Score	94	0,72

52% of males said that they were very satisfied and 48% said they were satisfied. 69% of females said they were satisfied with the toilets and 31% said they were very satisfied.

Table 28

Warehouse	No.	%
Very satisfied	2	0,07
Satisfied	19	0,63
Neutral	4	0,13
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	5	0,17
	30	
Score	71	0,47

Table 28

Warehouse	No.	%
Very satisfied	1	0,04
Satisfied	14	0,54
Neutral	2	0,08
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	9	0,35
	26	
Score	49	0,38

17% of males were unsure about warehousing arrangements but 63% were satisfied and 7% very satisfied. 35% of female respondents were unsure about warehousing arrangements but 54% were satisfied.

Table 29

Signage	No.	%
Very satisfied	2	0,06
Satisfied	0	0,00
Neutral	1	0,03
Dissatisfied	14	0,42
Very Dissatisfied	16	0,48
Not Sure	0	0,00
	33	
Score	-111	-0,67

Table 29

Signage	No.	%
Very satisfied	0	0,00
Satisfied	0	0,00
Neutral	0	0,00
Dissatisfied	11	0,42
Very Dissatisfied	15	0,58
Not Sure	0	0,00
	26	
Score	-108	-0,83

Overall signage was rated negatively with 42% of males and females saying that they were dissatisfied and 48% and 58% very dissatisfied

Table 30

Parking	No.	%
Very satisfied	0	0,00
Satisfied	24	0,73
Neutral	5	0,15
Dissatisfied	2	0,06
Very Dissatisfied	1	0,03
Not Sure	1	0,03
	33	
Score	66	0,40

Table 30

Parking	No.	%
Very satisfied	0	0,00
Satisfied	11	0,42
Neutral	14	0,54
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,04
	26	
Score	47	0,36

73% of males said they were satisfied with the parking and 9% showed dissatisfaction. 42% of female respondents were satisfied and 54% were neutral.

Table 31

Separation of Pass/goods	No.	%
Very satisfied	0	0,00
Satisfied	23	0,72
Neutral	8	0,25
Dissatisfied	1	0,03
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	32	
Score	74	0,46

Table 31

Separation of Pass/goods	No.	%
Very satisfied	0	0,00
Satisfied	7	0,27
Neutral	12	0,46
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	7	0,27
	26	
Score	33	0,25

72% of male respondents were very satisfied with the separation of passengers and goods. 27% of females were satisfied, 46% neutral and 27% unsure.

Table 32

HIV Signs	No.	%
Very satisfied	0	0,00
Satisfied	3	0,09
Neutral	1	0,03
Dissatisfied	5	0,15
Very Dissatisfied	24	0,73
Not Sure	0	0,00
	33	
Score	-125	-0,76

Table 33

Disabled Facilities	No.	%
Very satisfied	0	0,00
Satisfied	16	0,48
Neutral	12	0,36
Dissatisfied	3	0,09
Very Dissatisfied	2	0,06
Not Sure	0	0,00
	33	
Score	41	0,25

Table 34

Overall Level of Satisfaction	No.	%
Very satisfied	2	0,06
Satisfied	24	0,73
Neutral	6	0,18
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,03
	33	
Score	88	0,53

Table 35

Parameter	Score	%
Centralised Operations	137	0,83
Joint Examination	96	0,58
Decreased time	55	0,44
Security	96	0,58
Search -gender	4	0,02
Maintenance	96	0,58
Cleanliness	92	0,61
Toilets -M/F	133	0,81
Warehouse	71	0,47
Signage	-111	-0,67
Parking	66	0,40
Separation of . Pass/goods	74	0,46
HIV Signage*	0	0,00
Disabled facilities	41	0,25
Overall level of satisfaction	88	0,53
Total Score	938	
Average Score and Percentage	62,5	0,39

*Not included in overall Score and Avg

Table 32

HIV Signs	No.	%
Very satisfied	0	0,00
Satisfied	0	0,00
Neutral	0	0,00
Dissatisfied	15	0,58
Very Dissatisfied	11	0,42
Not Sure	0	0,00
	26	
Score	-100	-0,77

Table 33

Disabled Facilities	No.	%
Very satisfied	0	0,00
Satisfied	15	0,58
Neutral	11	0,42
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	26	
Score	56	0,43

Table 34

Overall Level of Satisfaction	No.	%
Very satisfied	0	0,00
Satisfied	22	0,85
Neutral	4	0,15
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	26	
Score	70	0,54

Table 35

Parameter	Score	%
Centralised Operations	102	0,78
Joint Examination	62	0,48
Decreased time	25	0,23
Security	64	0,49
Search -gender	-46	-0,35
Maintenance	74	0,57
Cleanliness	79	0,63
Toilets -M/F	94	0,72
Warehouse	49	0,38
Signage	-108	-0,83
Parking	47	0,36
Separation of . Pass/goods	33	0,25
HIV Signage*	0	0,00
Disabled facilities	56	0,43
Overall level of satisfaction	70	0,54
Total Score	601	
Average Score and Percentage	40,1	0,31

15% of male respondents were dissatisfied and 73% very dissatisfied with HIV signage. 42% of female respondents were very dissatisfied and 58% dissatisfied with the HIV signage

48 of males were satisfied with the disabled facilities and 36% were neutral. 58% of females reported being satisfied with disabled facilities and 42% were neutral.

The overall level of satisfaction for males showed that 73% of respondents were satisfied and 18% neutral. For females the overall level of satisfaction showed that 85% of respondents were satisfied and 15% neutral.

The summary of all scores for the user satisfaction questions showed low overall scores of 39% for males and 31% for females. The major negative scores were for signage, gender search and disabled facilities. The parameter "decreased time" also showed relatively low ratings of 44% for males and 23% for females

Summary of User Satisfaction Responses: Mutukula - Tanzania

The user responses for the Mutukula - Tanzania border post are much more positive than Mutukula –Uganda as shown in the following summary table.

Mutukula - Tanzania

Table No.	Parameter	Score	%
21	Centralised Operations	203	0.67
22	Joint Examination	215	0.70
23	Time Reduction	8	0.03
24	Security	262	0.90
25	Search -gender	15	0.05
26	Maintenance	201	0.66
27	Cleanliness	219	0.72
28	Toilets	-6	-0.02
29	Warehouse	183	0.60
30	Signage	162	0.53
31	Parking	175	0.57
32	Separation of Pass/goods	217	0.71
33	Current HIV signage*	0	0.00
34	Disabled Facilities	134	0.44
35	Overall Level of Satisfaction	136	0.45
	Total Score	2124	
	Average Score and Percentage	141.6	0.47

*Not included in overall Score and Average

The summary of all user satisfaction tables indicated that the combined rating was 47%. The ratings were reduced by the scores for toilets and gender search.

The low score for time reduction is a concern as it indicates that users do not perceive the OSBP process to reduce time at the border.

The gender analysis records that both genders experience “other” harassment which may be worth researching. Females rated the gender search procedures higher than males, but had negative comments regarding crowding and facilities as they affect females..

Mutukulu - Tanzania USER SATISFACTION SURVEY

All Users

DEMOGRAPHIC ANALYSIS

Gender	Male	Female	Total	%
Border Official	2	2	4	0,07
Clearing Agents	1	1	2	0,03
Truck Driver	13	0	13	0,21
Informal Trader	2	2	4	0,07
Other	2	0	2	0,03
Passenger	7	3	16	0,26
Transporter	22	4	26	0,43
Total	49	12	61	
Gender %	0,80	0,20		

The border users at Mutukulu - Tanzania were 80% male and 20% females

Table 2

Age	No.	%
>21	6	0,10
22-34	29	0,48
35-44	19	0,31
45-54	6	0,10
55-64	1	0,02
Decline	0	0,00
No Response	0	0,00
	61	

Respondents age groups were 48% between the ages 22-34 and 31% between 35-44.

Table 3

Nationality	No.	%
Ugandan	10	0,16
Kenyan	7	0,11
Tanzanian	43	0,70
Rwandan	0	0,00
Burundian	1	0,02
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	61	

Nationalities were 70% Tanzanian, 16% Ugandan and 11% Kenyan.

Table 4

Border User Category	No.	%
Border Official	4	0,07
Clearing Agents	2	0,03
Truck Driver	13	0,21
Informal Trader	4	0,07
Other	2	0,03
Passenger	10	0,16
Registered Trader	0	0,00
Transporter	26	0,43
No Response	0	0,00
	61	

Border users were 43% Transporters, 21% Truck Drivers, 16% Passengers, 7% Border Officials and 7% Informal Traders.

Table 5

Trader Years in Business	No.	%
One - Six Months	2	0,03
Six Months - One Year	8	0,13
One - Two Years	8	0,13
Two - Four Years	15	0,25
Over Five Years	20	0,33
Other	2	0,03
No Response	6	0,10
	61	

Traders have been in business for (6 months-1 years (13%), 1-2 years (13%), 2-4 years (25%) and over 5 years (33%)). 10% of the respondents gave no answer.

Table 6

Cross times Duration	No.	%
1 Hour	6	0,10
2 Hours	16	0,26
5 Hours	17	0,28
12 Hours	14	0,23
1 Day	5	0,08
No Response	3	0,05
	61	

Cross times duration was reported as 10% for 1 hour, 16% for 2 hours, 28% for 5 hours, 23% in 12 hours and 8% in 1 day.

Table 7

Transport Mode	No.	%
Car	10	0,16
Taxi	3	0,05
Bus	16	0,26
Motorbike	2	0,03
Bicycle	0	0,00
Truck	22	0,36
Walk	5	0,08
Other (Please specify)	1	0,02
No Response	2	0,03
	61	

36% of respondents travelled by truck, 26% by bus and 16% by car.

Table 8

Transaction Value	No.	%
\$50	5	0,08
\$100	7	0,11
\$500	9	0,15
\$5000	7	0,11
Other	1	0,02
Millions	28	0,46
Not known	1	0,02
N/A	0	0,00
No Response	3	0,05
	61	

Transaction values were erratically reported as 46% said they have spent millions, 15% \$500, 11% \$100 and 11% , \$5000.

Table 9

Routes	No.	%
Always use this one	53	0,87
Have changed route	6	0,10
Previous route	0	0,00
No Response	2	0,03
	61	

87% of users said that they always used this route and the 3% of respondents did not respond.

Table 10

Change in Routes	No.	%
More convenient	0	0,00
Shorter	3	0,05
Quicker	0	0,00
Better Roads	5	0,08
Other Reason	0	0,00
No Response	53	0,87
	61	

8% said that they had changed to the Mutukulu route because of better roads, 5% said it was shorter and 87% gave no response to the question.

Table 11

Reason for Using Border	No.	%
Quicker Processing	24	0,39
Less Delay	12	0,20
Reduce Cost	5	0,08
Simpler Procedures	20	0,33
All of the Foregoing	0	0,00
No Response	0	0,00
	61	

39% of respondents said that there was quicker processing at Mutukulu , 33% said simpler procedures and 20% said less delay.

Table 12

Informed of Future Changes	No.	%
Yes	45	0,74
No	13	0,21
Not Sure	3	0,05
No Response	0	0,00
	61	

74% of respondents said that they had been informed of future changes, 21% said that they had not whereas 5% said they were not sure.

Table 13

Savings from OSBP	No.	%
Less Delays	26	0,43
Reduced transaction costs	8	0,13
Overall time saving	9	0,15
Increased trade	12	0,20
Reduced import costs	3	0,05
Other	1	0,02
No Response	2	0,03
	61	

43% of respondents said that the main savings is less delays, 20% anticipated increase in trade and 15% said overall time saving.

Table 14

Time-start Transactions	No.	%
1 Hour	21	0,34
2 Hour	14	0,23
5 Hour	1	0,02
12 Hour	0	0,00
1 Day	3	0,05
2 Days	6	0,10
No Answer	16	0,26
	61	

34% of respondents said that they started to do transactions in 1 hour and 23% said 2 hours. 26% of respondents did not answer this question.

Table 15

More Than One Day At Border	No.	%
Agent Delay	6	0,10
Documents from Authority	16	0,26
Bank clearance	7	0,11
Process delay	1	0,02
Officials waiting for bribes	0	0,00
Vehicle Problems	2	0,03
Other	0	0,00
No Response	29	0,48
	61	

Questioned why they had spent more than 1 day at the border, 26% blamed documents from authority, 11% said there had been delay due to bank clearance and 48% of users did not respond to the question.

Table 16

Improvements	No.	%
Single Inspections	2	0,03
Better Parking	25	0,41
Faster Processing	10	0,16
Less Corruption	6	0,10
Better facilities	17	0,28
Other	1	0,02
No Response	0	0,00
	61	

41% of respondents mentioned better parking, 28% said better facilities and 16% said faster processing.

Table 17

Harassment	No.	%
Verbal Abuse	1	0,02
Requests for Bribe	1	0,02
Service delayed for bribe	2	0,03
Sexual Abuse	2	0,03
Physical Abuse	1	0,02
Service Refusal	0	0,00
Other	50	0,83
No Response	3	0,05
	60	

Regarding harassment, 83% of respondents said "other" which was unspecified, 3% sexual abuse and 2% said physical abuse.

Table 18

Negative Impact for Girls	No.	%
Lack of Facilities	5	0,08
Crowding	12	0,20
Queuing conflicts	1	0,02
Toilet Facilities	5	0,08
Lack of Seating	1	0,02
Other	0	0,00
No Response	36	0,60
	60	

Negative impact for girls were recorded as 20% for crowding, 8% for the lack of toilet facilities. 60% did not respond to the question.

Table 19

Effects of OSBP on corruption	No.	%
No Change	29	0,48
Reduced Opportunity for Bribes	23	0,38
More open transactions	4	0,07
Better System	4	0,07
Combined Inspections	1	0,02
Other	0	0,00
No Response	0	0,00
	61	

For the question regarding corruption 48% said no change, 38% said reduced opportunity for bribes, 7% more open transaction and better systems.

Table 20

Significance of OSBP	No.	%
Less Delays	11	0,18
Simpler Procedures	8	0,13
Better Facilities	18	0,30
More parking	13	0,21
Faster Processing	7	0,11
Other	1	0,02
No Response	3	0,05
	61	

Regarding the effectiveness of one-stop border post 30% mentioned better facilities, 21% more parking and 18% less delays.

Table 21

Centralised Operations	No.	%
Very satisfied	32	0,52
Satisfied	19	0,31
Neutral	3	0,05
Dissatisfied	4	0,07
Very Dissatisfied	1	0,02
Not Sure	2	0,03
	61	
Score	203	0,67

Regarding centralised operations 52% said very satisfied; 31% said satisfied, 5% neutral and 7% dissatisfied.

Table 22

Joint Examination	No.	%
Very satisfied	36	0,59
Satisfied	16	0,26
Neutral	1	0,02
Dissatisfied	3	0,05
Very Dissatisfied	1	0,02
Not Sure	4	0,07
	61	
Score	215	0,70

59% of respondents were very satisfied with the effects of joint examination, 26% were satisfied and 5% were dissatisfied.

Table 23

Time Reduction	No.	%
Very satisfied	2	0,03
Satisfied	17	0,29
Neutral	14	0,24
Dissatisfied	14	0,24
Very Dissatisfied	5	0,08
Not Sure	7	0,12
	59	
Score	8	0,03

Regarding reduced time 29% said they were satisfied, 24% neutral and 24% dissatisfied.

Table 24

Security	No.	%
Very satisfied	49	0,84
Satisfied	6	0,10
Neutral	2	0,03
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	58	
Score	262	0,90

84% of respondents were very satisfied and 10% were satisfied with the security. The overall rating was therefore very positive regarding the current security situation.

Table 25

Search -gender	No.	%
Very satisfied	1	0,02
Satisfied	17	0,28
Neutral	6	0,10
Dissatisfied	14	0,23
Very Dissatisfied	1	0,02
Not Sure	22	0,36
	61	
Score	15	0,05

Regarding the current search method, 28% of users said that they were satisfied and 23% said they were dissatisfied. 36% of users were unsure.

Table 26

Maintenance	No.	%
Very satisfied	25	0,41
Satisfied	26	0,43
Neutral	7	0,11
Dissatisfied	3	0,05
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	61	
Score	201	0,66

Overall the maintenance scored positively with 41% of users saying they are very satisfied, 43% satisfied and 11% remained neutral.

Table 27

Cleanliness	No.	%
Very satisfied	35	0,57
Satisfied	17	0,28
Neutral	5	0,08
Dissatisfied	4	0,07
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	61	
Score	219	0,72

For cleanliness, 57% said that they are very satisfied, 28% satisfied and 7% dissatisfied.

Table 28

Toilets	No.	%
Very satisfied	3	0,05
Satisfied	14	0,23
Neutral	15	0,25
Dissatisfied	16	0,26
Very Dissatisfied	6	0,10
Not Sure	7	0,11
	61	
Score	-6	-0,02

Regarding toilets 23% said they were satisfied; 26% of users were dissatisfied and 25% recorded neutral.

Table 29

Warehouse	No.	%
Very satisfied	16	0,26
Satisfied	33	0,54
Neutral	7	0,11
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	4	0,07
	61	
Score	183	0,60

26% said they were very satisfied with the warehouse facilities, 54% were satisfied and 11% remained neutral.

Table 30

Signage	No.	%
Very satisfied	18	0,30
Satisfied	27	0,44
Neutral	8	0,13
Dissatisfied	4	0,07
Very Dissatisfied	1	0,02
Not Sure	3	0,05
	61	
Score	162	0,53

30% of users were very satisfied with the signage, 44% of users said they are satisfied and 13% remained neutral.

Table 31

Parking	No.	%
Very satisfied	25	0,41
Satisfied	20	0,33
Neutral	2	0,03
Dissatisfied	4	0,07
Very Dissatisfied	0	0,00
Not Sure	10	0,16
	61	
Score	175	0,57

Of the respondents who commented on the parking, 41% were very satisfied, 33% were satisfied and 7% claimed to be dissatisfied.

Table 32

Separation of Pass/goods	No.	%
Very satisfied	23	0,38
Satisfied	33	0,54
Neutral	3	0,05
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	2	0,03
	61	
Score	217	0,71

54% of users said they are satisfied with the separation of passengers and goods, 38% were very satisfied and 5% neutral.

Table 33

HIV Signage	No.	%
Very satisfied	35	0,57
Satisfied	12	0,20
Neutral	7	0,11
Dissatisfied	7	0,11
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	61	
Score	197	0,65

57% of respondents were very satisfied with HIV signage; 20% were dissatisfied, 11% remained neutral and 11% dissatisfied.

Table 34

Disabled Facilities	No.	%
Very satisfied	11	0,18
Satisfied	24	0,39
Neutral	19	0,31
Dissatisfied	4	0,07
Very Dissatisfied	0	0,00
Not Sure	3	0,05
	61	
Score	134	0,44

Disabled facilities were rated as very satisfied (18%) ; satisfied (39%) and 31% neutral

Table 35

Overall Level of Satisfaction	No.	%
Very satisfied	7	0,12
Satisfied	30	0,50
Neutral	20	0,33
Dissatisfied	3	0,05
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	60	
Score	136	0,45

The overall level of satisfaction showed a score of 45% with 83% of respondents being satisfied or neutral.

Table 36

4545

Parameter	Score	%
Centralised Operations	203	0,67
Joint Examination	215	0,70
Time Reduction	8	0,03
Security	262	0,90
Search -gender	15	0,05
Maintenance	201	0,66
Cleanliness	219	0,72
Toilets	-6	-0,02
Warehouse	183	0,60
Signage	162	0,53
Parking	175	0,57
Separation of Pass/goods	217	0,71
Current HIV signage*	0	0,00
Disabled Facilities	134	0,44
Overall Level of Satisfaction	136	0,45
Total Score	2124	
Average Score and Percentage	141,6	0,47

*Not included in overall Score and Avg

The summary of all user satisfaction tables indicated an overall user satisfaction of 47% . The ratings were reduced by the scores for toilets, gender search, and time reduction.

Mutukula - Tanzania – Gender Analysis

Analysis of User Satisfaction for all border users

Male

Age	No.	%
>21	3	0,06
22-34	21	0,43
35-44	18	0,37
45-54	6	0,12
55-64	1	0,02
Decline	0	0,00
No Response	0	0,00
	49	

Nationality	No.	%
Ugandan	9	0,18
Kenyan	6	0,12
Tanzanian	33	0,67
Rwandan	0	0,00
Burundian	1	0,02
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	49	

Border Users	No.	%
Border Official	2	0,04
Clearing Agents	1	0,02
Truck Driver	13	0,27
Informal Trader	2	0,04
Other	2	0,04
Passenger	7	0,14
Registered Trader	0	0,00
Transporter	22	0,45
No Response	0	0,00
	49	

Trader Years in Business	No.	%
One - Six Months	2	0,04
Six Months - One Year	7	0,14
One - Two Years	4	0,08
Two - Four Years	13	0,27
Over Five Years	17	0,35
Other	1	0,02
No Response	5	0,10
	49	

Cross Times Duration	No.	%
1 Hour	5	0,10
2 Hours	14	0,29
5 Hours	13	0,27
12 Hours	11	0,22
1 Day	5	0,10
No Response	1	0,02
	49	

Transport Mode	No.	%
Car	7	0,14
Taxi	3	0,06
Bus	13	0,27
Motorbike	2	0,04
Bicycle	0	0,00
Truck	20	0,41
Walk	4	0,08
Other (Please specify)	0	0,00
No Response	0	0,00
	49	

Female

Age	No.	%
>21	3	0,25
22-34	8	0,67
35-44	1	0,08
45-54	0	0,00
55-64	0	0,00
Decline	0	0,00
No Response	0	0,00
	12	

Nationality	No.	%
Ugandan	1	0,08
Kenyan	1	0,08
Tanzanian	10	0,83
Rwandan	0	0,00
Burundian	0	0,00
Zambian	0	0,00
Other	0	0,00
No Response	0	0,00
	12	

Border Users	No.	%
Border Official	2	0,17
Clearing Agents	1	0,08
Truck Driver	0	0,00
Informal Trader	2	0,17
Other	0	0,00
Passenger	3	0,25
Registered Trader	0	0,00
Transporter	4	0,33
No Response	0	0,00
	12	

Trader Years in Business	No.	%
One - Six Months	0	0,00
Six Months - One Year	1	0,08
One - Two Years	4	0,33
Two - Four Years	2	0,17
Over Five Years	3	0,25
Other	1	0,08
No Response	1	0,08
	12	

Cross Times Duration	No.	%
1 Hour	1	0,08
2 Hours	2	0,17
5 Hours	4	0,33
12 Hours	3	0,25
1 Day	0	0,00
No Response	2	0,17
	12	

Transport Mode	No.	%
Car	3	0,25
Taxi	0	0,00
Bus	3	0,25
Motorbike	0	0,00
Bicycle	0	0,00
Truck	2	0,17
Walk	1	0,08
Other (Please specify)	1	0,08
No Response	2	0,17
	12	

43% of male respondents were between the ages of 22-34, 37% between 35-44 and 12% between 45-54. Female respondents were 67% between the ages 22-34, 25% >21 and 8% ages 35-44.

The male respondents were 67% Tanzanian, 18% Ugandan and 12% Kenyan whereas female respondents were 83% Tanzanian, 8% Ugandan and 8% Kenyan.

Of the male respondents 45% were transporters, 27% truck drivers and 14% passengers.

The female respondents were 33% transporters, 25% passengers, 17% informal traders and 17% border officials.

35% of males have been trading for over 5 years, 27% said 2-4 years and 14% said 6 months - 1 year.
33% of females said 1-2 years, 25% said over 5 years and 17% for 2-4 years.

29% of males reported duration of 2 hours, 27% said 5 hours and 22% of respondent took 12 hours.
Of the female respondents 17% crossed in 2 hours; 33% reported 5 hours, 25% crossed in 12 hours.

41% of male respondents arrived by truck; (27%) by bus and 14% by car.
Females reported 25% by car, 25% by bus and 17% by truck. 8% of both genders arrived on foot.

Table 7

Transaction Value	No.	%
\$50	5	0,10
\$100	6	0,00
\$500	7	0,14
\$5000	6	0,12
Other	0	0,00
Millions	23	0,47
Not known	1	0,02
N/A	0	0,00
No Response	1	0,02
	49	

Table 8

Routes	No.	%
Always use this one	45	0,92
Have changed route	4	0,08
Previous route	0	0,00
No Response	0	0,00
	49	

Table 9

Change in Routes	No.	%
More convenient	0	0,00
Shorter	1	0,02
Quicker	0	0,00
Better Roads	5	0,10
Other Reason	0	0,00
No Response	43	0,88
	49	

Table 10

What is Different	No.	%
Quicker Processing	17	0,35
Less Delay	10	0,20
Reduce Cost	4	0,08
Simpler Procedures	18	0,37
All of the Foregoing	0	0,00
No Response	0	0,00
	49	

Table 11

Informed of Changes	No.	%
Yes	36	0,73
No	10	0,20
Not Sure	3	0,06
No Response	0	0,00
	49	

Table 12

What Savings	No.	%
Less Delays	25	0,51
Reduced transaction costs	5	0,10
Overall time saving	7	0,14
Increased trade	8	0,16
Reduced import costs	2	0,04
Other	0	0,00
No Response	2	0,04
	49	

Table 13

Time-start Transaction	No.	%
1 Hour	18	0,43
2 Hour	8	0,19
5 Hour	1	0,02
12 Hour	0	0,00
1 Day	3	0,07
2 Days	6	0,14
No Answer	6	0,14
	42	

Table 14

More Than One Day At Border	No.	%
Agent Delay	6	0,12
Documents from Authority	11	0,22
Bank clearance	6	0,12
Process delay	1	0,02
Officials waiting for bribes	0	0,00
Vehicle Problems	2	0,04
Other	0	0,00
No Response	23	0,47
	49	

Table 7

Transaction Value	No.	%
\$50	0	0,00
\$100	1	0,00
\$500	2	0,17
\$5000	1	0,08
Other	1	0,08
Millions	5	0,42
Not known	0	0,00
N/A	0	0,00
No Response	2	0,17
	12	

Table 8

Routes	No.	%
Always use this one	8	0,67
Have changed route	2	0,17
Previous route	0	0,00
No Response	2	0,17
	12	

Table 9

Change in Routes	No.	%
More convenient	0	0,00
Shorter	2	0,17
Quicker	0	0,00
Better Roads	0	0,00
Other Reason	0	0,00
No Response	10	0,83
	12	

Table 10

What is Different	No.	%
Quicker Processing	7	0,58
Less Delay	2	0,17
Reduce Cost	1	0,08
Simpler Procedures	2	0,17
All of the Foregoing	0	0,00
No Response	0	0,00
	12	

Table 11

Informed of Changes	No.	%
Yes	9	0,75
No	3	0,25
Not Sure	0	0,00
No Response	0	0,00
	12	

Table 12

What Savings	No.	%
Less Delays	1	0,08
Reduced transaction costs	3	0,25
Overall time saving	2	0,17
Increased trade	4	0,33
Reduced import costs	1	0,08
Other	1	0,08
No Response	0	0,00
	12	

Table 13

Time-start Transaction	No.	%
1 Hour	3	0,27
2 Hour	6	0,55
5 Hour	0	0,00
12 Hour	0	0,00
1 Day	0	0,00
2 Days	0	0,00
No Answer	2	0,18
	11	

Table 14

More Than One Day At Border	No.	%
Agent Delay	0	0,00
Documents from Authority	5	0,42
Bank clearance	1	0,08
Process delay	0	0,00
Officials waiting for bribes	0	0,00
Vehicle Problems	0	0,00
Other	0	0,00
No Response	6	0,50
	12	

47% of males said their transaction value totalled to millions, 14% said \$500 and 12% said \$5000.

42% of females said that their values summed to millions, 17% said \$500 and 17% made no response.

92% of male respondents said that they always used this route and 8% have changed routes.

67% of females said that they have always used this route, 17% said they have changed routes and 17% gave no response.

88% of males did not respond to this question however 10% said that they have changed their route due to better roads. 83% of females did not respond to the question however 17% said that it was shorter.

37% of male respondents reported simpler procedures and 20% less delays; 35% reported quicker processing.

58% of female respondents reported quicker processing and 17% reported less delay and 17% said simpler procedures.

73% of male respondents had been informed of future border changes and 20% said they were not informed.

75% of female respondents had been informed and 25% said they have not been informed.

51% of male respondents reported less delay, 16% reported increased trade and 14% reported overall time saving.

33% of female respondents anticipated increased trade and 25% reduced transaction costs.

43% of male respondents reported having started transactions within 1 hour and 19% within 2 hours. 27% of female respondents started transactions in 1 hour; 55% of them started transactions in 2 hours.

47% of male respondents did not reply to this question and 22% said that their extended borders delays were due to documents from authority. 50% of female respondents did not reply to this question and 42% said delays were due to documents from authority.

Table 15

Satisfaction with New Procedures and Changes	No.	%
Single Inspections	2	0,04
Better Parking	22	0,45
Faster Processing	9	0,18
Less Corruption	3	0,06
Better facilities	13	0,27
Other	0	0,00
No Response	0	0,00
	49	

Table 16

Harassment	No.	%
Verbal Abuse	1	0,02
Requests for Bribe	0	0,00
Service delayed for bribe	1	0,02
Sexual Abuse	1	0,02
Physical Abuse	1	0,02
Service Refusal	0	0,00
Other	44	0,90
No Response	1	0,02
	49	

Table 17

Negative Impact for Girls	No.	%
Lack of Facilities	2	0,04
Crowding	8	0,17
Queuing conflicts	1	0,02
Toilet Facilities	4	0,08
Lack of Seating	0	0,00
Other	33	0,69
No Response	0	0,00
	48	

Table 18

Corruption	No.	%
No Change	23	0,46
Reduced Opportunity for Bribes	18	0,36
More open transactions	3	0,06
Better System	4	0,08
Combined Inspections	1	0,02
Other	1	0,02
No Response	0	0,00
	50	

Table 19

Significant change on the OSBP	No.	%
Less Delays	9	0,18
Simpler Procedures	5	0,10
Better Facilities	16	0,33
More parking	11	0,22
Faster Processing	7	0,14
Other	0	0,00
No Response	1	0,02
	49	

Table 20

Centralised Operations	No.	%
Very satisfied	25	0,51
Satisfied	16	0,33
Neutral	3	0,06
Dissatisfied	4	0,08
Very Dissatisfied	0	0,00
Not Sure	1	0,02
	49	
Score	164	0,67

Table 21

Joint Examination	No.	%
Very satisfied	31	0,63
Satisfied	10	0,20
Neutral	1	0,02
Dissatisfied	3	0,06
Very Dissatisfied	1	0,02
Not Sure	3	0,06
	49	
Score	172	0,70

Table 15

Satisfaction with New Procedures and Changes	No.	%
Single Inspections	0	0,00
Better Parking	3	0,25
Faster Processing	1	0,08
Less Corruption	3	0,25
Better facilities	4	0,33
Other	1	0,08
No Response	0	0,00
	12	

Table 16

Harassment	No.	%
Verbal Abuse	0	0,00
Requests for Bribe	1	0,08
Service delayed for bribe	1	0,08
Sexual Abuse	1	0,08
Physical Abuse	0	0,00
Service Refusal	0	0,00
Other	7	0,58
No Response	2	0,17
	12	

Table 17

Negative Impact for Girls	No.	%
Lack of Facilities	3	0,25
Crowding	4	0,33
Queuing conflicts	0	0,00
Toilet Facilities	1	0,08
Lack of Seating	1	0,08
Other	3	0,25
No Response	0	0,00
	12	

Table 18

Corruption	No.	%
No Change	6	0,50
Reduced Opportunity for Bribes	5	0,42
More open transactions	1	0,08
Better System	0	0,00
Combined Inspections	0	0,00
Other	0	0,00
No Response	0	0,00
	12	

Table 19

Significant change on the OSBP	No.	%
Less Delays	2	0,20
Simpler Procedures	3	0,30
Better Facilities	2	0,20
More parking	2	0,20
Faster Processing	0	0,00
Other	1	0,10
No Response	2	0,20
	10	

Table 20

Centralised Operations	No.	%
Very satisfied	7	0,58
Satisfied	3	0,25
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	1	0,08
Not Sure	1	0,08
	12	
Score	39	0,65

Table 21

Joint Examination	No.	%
Very satisfied	5	0,42
Satisfied	6	0,50
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,08
	12	
Score	43	0,72

45% are satisfied with the better parking, 27% said better facilities and 18% said faster processing.
33% of females respondents said better facilities, 25% said better parking and 25% said less corruption..

Under harassment 90% of males said other but did not specify the form of harassment. There was 58% female response saying "other" unspecified forms of harassment; 8% said requests for bribes; 8% said sexual abuse; 8% said service delayed for bribe; and 17% did not respond to the question.

69% of male respondents reported "other" (unspecified) as negative impacts for women, 17% crowding, and 8% toilet facilities.
33% of females reported crowding, 25% said lack of facilities and 25% said "other" (unspecified).

46% of male respondents commented there is no change and 36% said reduced opportunity for bribes.
50% of females anticipated no change and 42% reduced opportunity for bribes.

33% of males said that the significant change on the OSBP is the better facilities and 22% said more parking. 18% reported less delays.
30% of female respondents commented on simpler procedures, 20% said less delay, better facilities and 20% said more parking.

51% of male respondents were very satisfied with the concept of centralised operations and 33% were satisfied..
58% of female respondents were very satisfied with centralised operations, 25% were satisfied and only 8% were dissatisfied..

63% of male respondents expressed themselves very satisfied with the concept of joint examination and 20% were satisfied; 2% were neutral and 6% dissatisfied with the joint examination.
50% of female respondents were satisfied and 42% were very satisfied.

Table 22

Decreased time	No.	%
Very satisfied	2	0,04
Satisfied	14	0,29
Neutral	10	0,21
Dissatisfied	11	0,23
Very Dissatisfied	5	0,10
Not Sure	6	0,13
	48	
Score	4	0,02

Table 23

Security	No.	%
Very satisfied	41	0,85
Satisfied	4	0,08
Neutral	2	0,04
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	48	
Score	216	0,90

Table 24

Search - Gender	No.	%
Very satisfied	1	0,02
Satisfied	13	0,27
Neutral	2	0,04
Dissatisfied	11	0,22
Very Dissatisfied	1	0,02
Not Sure	21	0,43
	49	
Score	8	0,03

Table 25

Maintenance	No.	%
Very satisfied	19	0,39
Satisfied	24	0,49
Neutral	4	0,08
Dissatisfied	2	0,04
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	49	
Score	165	0,67

Table 26

Cleanliness	No.	%
Very satisfied	2	0,09
Satisfied	13	0,59
Neutral	4	0,18
Dissatisfied	3	0,14
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	22	
Score	44	0,40

Table 27

Toilets	No.	%
Very satisfied	3	0,06
Satisfied	9	0,18
Neutral	14	0,29
Dissatisfied	11	0,22
Very Dissatisfied	5	0,10
Not Sure	7	0,14
	49	
Score	-2	-0,01

Table 28

Warehouse	No.	%
Very satisfied	12	0,24
Satisfied	27	0,55
Neutral	5	0,10
Dissatisfied	1	0,02
Very Dissatisfied	0	0,00
Not Sure	4	0,08
	49	
Score	143	0,58

Table 22

Decreased time	No.	%
Very satisfied	0	0,00
Satisfied	3	0,27
Neutral	4	0,36
Dissatisfied	3	0,27
Very Dissatisfied	0	0,00
Not Sure	1	0,09
	11	
Score	4	0,07

Table 23

Security	No.	%
Very satisfied	8	0,67
Satisfied	4	0,33
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	52	0,87

Table 24

Search - Gender	No.	%
Very satisfied	0	0,00
Satisfied	4	0,33
Neutral	4	0,33
Dissatisfied	3	0,25
Very Dissatisfied	0	0,00
Not Sure	1	0,08
	12	
Score	7	0,12

Table 25

Maintenance	No.	%
Very satisfied	6	0,50
Satisfied	2	0,17
Neutral	3	0,25
Dissatisfied	1	0,08
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	36	0,60

Table 26

Cleanliness	No.	%
Very satisfied	2	0,25
Satisfied	4	0,50
Neutral	1	0,13
Dissatisfied	1	0,13
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	8	
Score	20	0,50

Table 27

Toilets	No.	%
Very satisfied	0	0,00
Satisfied	5	0,42
Neutral	1	0,08
Dissatisfied	5	0,42
Very Dissatisfied	1	0,08
Not Sure	0	0,00
	12	
Score	-4	-0,07

Table 28

Warehouse	No.	%
Very satisfied	4	0,33
Satisfied	6	0,50
Neutral	2	0,17
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	40	0,67

29% of males reported decreased time; 21% were neutral and 23% were dissatisfied with decrease in time. 27% of females appeared to be satisfied and 36% of females were neutral but 27% were dissatisfied with the reduction in time.

85% of males were very satisfied with the security arrangements, 8% were satisfied and 4% neutral. 67% of females were very satisfied with the security arrangements and 33% satisfied.

43% of the male respondents were not sure with the gender search arrangements while 27% were satisfied. 33% of the female respondents were satisfied with the gender search arrangements; 33% were neutral and 25% were dissatisfied.

39% of males said that they were very satisfied with the maintenance and 49% said they were satisfied. 50% of female respondents said they were very satisfied and 25% they were neutral.

59% of males were satisfied with cleanliness. 50% of females were satisfied with cleanliness.

18% of males were satisfied; 22% of males said that they were dissatisfied and 29% said they were neutral. 42% of females said they were satisfied with the toilets and 42% said they were dissatisfied.

55% of males were satisfied about warehousing arrangements and 24% were very satisfied. 33% of female respondents were very satisfied about warehousing arrangements and 50% were very satisfied.

Table 29

Signage	No.	%
Very satisfied	15	0,31
Satisfied	22	0,45
Neutral	5	0,10
Dissatisfied	4	0,08
Very Dissatisfied	1	0,02
Not Sure	2	0,04
	49	
Score	129	0,53

Table 29

Signage	No.	%
Very satisfied	3	0,25
Satisfied	5	0,42
Neutral	3	0,25
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	1	0,08
	12	
Score	33	0,55

Overall signage rating by males was 45% satisfied and 31% were very satisfied. 25% of females were very satisfied and 42% said that they were satisfied.

Table 30

Parking	No.	%
Very satisfied	23	0,47
Satisfied	15	0,31
Neutral	2	0,04
Dissatisfied	2	0,04
Very Dissatisfied	0	0,00
Not Sure	7	0,14
	49	
Score	156	0,64

Table 30

Parking	No.	%
Very satisfied	2	0,17
Satisfied	5	0,42
Neutral	0	0,00
Dissatisfied	2	0,17
Very Dissatisfied	0	0,00
Not Sure	3	0,25
	12	
Score	19	0,32

47% of males said they were very satisfied with the parking and 31% were satisfied. 42% of female said they were satisfied and 17% were dissatisfied.

Table 31

Separation of Pass/goods	No.	%
Very satisfied	20	0,41
Satisfied	24	0,49
Neutral	3	0,06
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	2	0,04
	49	
Score	175	0,71

Table 31

Separation of Pass/goods	No.	%
Very satisfied	3	0,25
Satisfied	9	0,75
Neutral	0	0,00
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	42	0,70

41% of male respondents were very satisfied and 49% were satisfied with the separation of passengers and goods. 75% of females were satisfied and 25% very satisfied.

Table 32

HIV signs	No.	%
Very satisfied	27	0,55
Satisfied	12	0,24
Neutral	4	0,08
Dissatisfied	6	0,12
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	49	
Score	157	0,64

Table 32

HIV signs	No.	%
Very satisfied	8	0,67
Satisfied	0	0,00
Neutral	3	0,25
Dissatisfied	1	0,08
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	40	0,67

55% of male respondents were very satisfied; 24% were satisfied and only 12% were dissatisfied with HIV signage. 67% of female respondents were very satisfied and 25% were neutral.

Table 33

Disabled Facilities	No.	%
Very satisfied	9	0,18
Satisfied	17	0,35
Neutral	17	0,35
Dissatisfied	3	0,06
Very Dissatisfied	0	0,00
Not Sure	3	0,06
	49	
Score	104	0,42

Table 33

Disabled Facilities	No.	%
Very satisfied	2	0,17
Satisfied	7	0,58
Neutral	2	0,17
Dissatisfied	1	0,08
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	30	0,50

35% of males were satisfied with the disabled facilities and 35% remained neutral. 58% of females reported being satisfied with disabled facilities and 17% were very satisfied.

Table 34

Overall Level of Satisfaction	No.	%
Very satisfied	6	0,13
Satisfied	25	0,52
Neutral	14	0,29
Dissatisfied	3	0,06
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	48	
Score	110	0,46

Table 34

Overall Level of Satisfaction	No.	%
Very satisfied	1	0,08
Satisfied	5	0,42
Neutral	6	0,50
Dissatisfied	0	0,00
Very Dissatisfied	0	0,00
Not Sure	0	0,00
	12	
Score	26	0,43

The overall level of satisfaction for males was 46% . For females the overall level of satisfaction was 43%

Gender Analysis: Summary Table

Table 35

Parameter	Score	%
Centralised Operations	164	0,67
Joint Examination	172	0,70
Decreased Time	4	0,02
Security	216	0,90
Search - Gender	8	0,03
Maintenance	165	0,67
Cleanliness	44	0,40
Toilets	-2	-0,01
Warehouse	143	0,58
Signage	129	0,53
Parking	156	0,64
Separation of Pass/goods	175	0,71
HIV Sign*	0	0,00
Disabled Facilities	104	0,42
Overall Level of Satisfaction	110	0,46
Total Score	1588	
Average Score and Percentage	105,9	0,45

*Not included in overall Score and Avg

Table 35

Parameter	Score	%
Centralised Operations	39	0,65
Joint Examination	43	0,72
Decreased Time	4	0,07
Security	52	0,87
Search - Gender	7	0,12
Maintenance	36	0,60
Cleanliness	20	0,50
Toilets	-4	-0,07
Warehouse	40	0,67
Signage	33	0,55
Parking	19	0,32
Separation of Pass/goods	42	0,70
HIV Signage*	0	0,00
Disabled Facilities	30	0,50
Overall Level of Satisfaction	26	0,43
Total Score	387	
Average Score and Percentage	25,8	0,44

The summary of all scores for the user satisfaction questions showed a rating of 45% for males and 44% for females. The main issues causing dissatisfaction were toilets, gender search and time reduction. Parking was rated lower by females than by males.

Summary of Stakeholder (Officials) Report

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

Mutukula - Uganda:

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

The general conditions of the border post infrastructure are excellent and the newly constructed facilities give the impression of a highly efficient border post. There are however several issues raised by the border post stakeholders which highlight the negative aspects detracting from efficiency.

They reinforce the low scoring in the User Satisfaction Survey (35% overall) with the main issues being lack of signage, unsatisfactory Gender Searches and the low scoring for decreased time at the border post. Further evidence of the need for attention to some key issues.

Mutukula - Tanzania:

- Staff Shortages
- smuggling and illegal immigrants (Porous Border)
- lack of office equipment, vehicles for patrols and lab equipment
- lack of staff accommodation
- No Customs Inspection Shed
- Lack of sensitisation of community on compliance
- No Thermal Scanners for travellers
- Poor Internet Connectivity
- No Connectivity with other government agencies

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

Stakeholder Observations Matrix: Mutukula - Uganda

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

Stakeholder Observations Matrix: Mutukula - Uganda

Department		Staff Total	Op hours from	Op hours to	Total work hours	Shifts	Staff per shift	shift duration	Staff shortages	Deficit	Functions and procedures	Challenges faced
1	Uganda National Bureau of Standards	2	08:00am	6:00pm	10:00 hrs	1	2	10 hrs	4	4	1. Inspection of imports 2. Sensitization of all participants	1. No connectivity 2. No maintenance 3. Long hours 4. Staff shortage
2	Plant Health	5	07:30am	06:00pm	10:30 hrs	1	5	10:30 hrs	None	None	1. Inspection of documents 2. Validation of goods 3. Issuing of phyto sanitary certificates 4. Impounding of goods 5. Treatment of contaminated goods	1. No transport 2. Porous border 3. Not enough testing equipment 4. No connectivity
3	Customs	14	08:00am	06:00pm	10 hrs	1	14	10 hrs	18 (Moving to 24hrs)	18	1. Facilitate international border 2. Combat smuggling 3. Sensitization on tax obligations 4. Border surveillance 5. Inspection of vehicles and goods	1. Air conditioning 2. Staff shortages 3. More vehicles 4. Cleaning staff 5. Road quality 6. Porous border 7. Dust prevention
4	Dept. of Agriculture	5	07:30am	08:30pm	13 hrs	1	4	13 hrs	3	3	1. Inspection of all agricultural imports and exports 2. Issuing of phyto sanitary certificates 3. Verification of all agricultural documents 4. Supervise treatment of non-conforming goods	1. Staff shortages 2. More vehicles and motorcycles and basic equipment 3. Lack of computers 4. No connectivity 5. Insufficient lab equipment
5	Police	36	06:00am morning shift 06:00pm night shift	06:00pm morning shift 06:00 am night shift	24 hrs	2	12 (day) 19(night)	12 hrs	15	15	1. Community policing 2. Patrols 3. Traffic duties 4. Security 5. Detecting crime 6. Protecting people and property 7. Keeping law and order 8. Entry and exit validation 9. Country related strengthening	1. Staff shortages 2. More vehicles and motorcycles 3. Communication 4. Accommodation 5. Porous border 6. No detention area
6	Immigration	13	07:00am	07:00pm	12 hrs	1	6	12 hrs	None	None	1. Insure security of the country 2. Facilitation of passengers	1. Air conditioning 2. No vehicles 3. No real connectivity 4. No communication with staff on the other side

Stakeholder Observations Matrix : Mutukula -Tanzania

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

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