

# THE 2016 ROAD USER SATISFACTION SURVEY



*Financing Road Maintenance*





# THE 2016 ROAD USER Satisfaction Survey

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December 2016

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*Prudence-Transparency-Integrity-Value*

# Foreword

The 2016 Road User Satisfaction Survey is the fifth such survey in Uganda and the first to be implemented by Uganda Road Fund. Previous road user satisfaction surveys were undertaken by CrossRoads under the auspices of the European Union (EU) and the Department for International Development (DFID).

The survey provides a mechanism through which road users can provide feedback to road agencies on the quality of road services. This report aims to highlight road users' perceptions about the road network as a basis to inform road agencies on areas that need improvement in order to improve user experiences on Uganda's roads.

The survey complements and supports a key objective of the Uganda National Transport Master Plan (2008 – 2023), namely 'introduce a monitoring system for the roads sub-sector' by providing a simple feedback mechanism to service providers. The report also responds to one of the Principles of Uganda Road Fund that requires the Fund to ensure that its operations are designed for the provision of the best services to its customers while maintaining a high degree of responsiveness to their needs.

We appreciate the support and collaboration from Government Ministries, Departments and Agencies, namely Ministry of Works and Transport which provided technical support; The Directorate of Traffic and Road Safety under the Uganda Police Force for ensuring safety of field teams and road users during data collection; Uganda National Roads Authority for technical and logistical support during data collection; and Kampala Capital City Authority for technical support.

It is hoped that readers particularly providers of road services find this report useful as a source of data and information on their performance from the perspective of road users. Comments that are aimed at improving the quality of future surveys are very much welcome.

**Eng. Dr. Michael M. Odongo**  
*Executive Director*

The 2016 Road User Satisfaction Survey is the fifth such survey in Uganda and the first to be implemented by Uganda Road Fund.



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# List of Acronyms



<b>CrossRoads</b>	Creating Opportunities for Sustainable Spending on Roads
<b>CSPro</b>	Census and Survey Processing
<b>DFID</b>	Department for International Development
<b>DLG</b>	District Local Government
<b>DUCAR</b>	District, Urban and Community Access Roads
<b>EU</b>	European Union
<b>GKMA</b>	Greater Kampala Metropolitan Area
<b>GoU</b>	Government of Uganda
<b>KCCA</b>	Kampala Capital City Authority
<b>LG</b>	Local Government
<b>MoWT</b>	Ministry of Works and Transport
<b>NTMP</b>	National Transport Master Plan
<b>RUSS</b>	Road User Satisfaction Survey
<b>UNRA</b>	Uganda National Roads Authority
<b>URF</b>	Uganda Road Fund

# Executive summary

Road transport is the most dominant mode of transport in Uganda accounting for 99% of total passenger flow and 95% of total goods cargo in the country. It offers advantages of flexibility, the ability to move many passenger groups and goods consignments between several origins and destinations, and provides modal interchange with all other modes of transport.

Dominance of road transport in Uganda has however not translated into an efficient road network. Majority of Uganda's road network is unpaved with many roads both paved and unpaved in poor condition. The condition of the road network is one of the major factors that determine the cost of providing transport. Vehicle wear and tear and the resultant maintenance costs increase significantly when the road network is in poor condition leading to high costs of transportation which undermines Uganda's economic competitiveness in the region. High transport costs also impact negatively on the lifestyle and wellbeing of the public since high expenditures on transport leave households with little disposable incomes to spend on essential commodities as well as invest in

productive economic activities to generate more income and improve household welfare.

In an effort to establish road users' satisfaction with the condition of Uganda's road network and related services provided by road agencies in 2016, Uganda Road Fund conducted the 2016 Road User Satisfaction Survey among 1,926 respondents drawn from six road user groups, namely passengers; cyclists; motorcyclists; drivers of small cars; taxi/ bus drivers; and truck drivers on both paved and unpaved roads spread across the different regions of the country. The 2016 Road User Satisfaction Survey built on previous works by CrossRoads which undertook road user satisfaction surveys in 2012, 2013, 2014 and 2015.

**Findings from the 2016 RUSS show that there was a decline in road user satisfaction in 2016.**

Findings from the 2016 RUSS show that there was a decline in road user satisfaction in 2016 with road users rating their experience on Uganda's roads in 2016 at 2.36 points out of 4 compared to 2.55 points in 2015. The percentage of respondents who were not satisfied with their experience on Uganda's road network increased from 46.8% in 2015 to 62.7% in 2016. The major reasons why road users were not satisfied with the road network in 2016 were narrow roads (27%), presence of potholes on the roads (21%), poor drainage system (13%), inadequate road maintenance (13%) and dust (5%). As was the case in 2015, national roads were the best ranked in terms of overall satisfaction followed by KCCA roads. District, Urban and Community Access Roads (DUCAR) were the worst ranked.

Similarly, national roads were rated better than DUCAR and KCCA roads on almost all road attributes, namely quality of road surface (smoothness); road signs; road markings; absence of potholes; traffic congestion, security; and enforcement of traffic rules. KCCA roads had the same rating as national roads in terms of road width whereas DUCAR roads were rated lowest on all road attributes except traffic congestion for which KCCA roads were the worst.

There was a general decline in the rating of road attributes enumerated above in 2016 compared to 2015 with the exception of security and enforcement of traffic regulations for which slight improvements were noted.

Road users also ranked road agencies in terms of provision of road services, namely road maintenance; upgrading murram roads to tarmac; traffic management; road design; and ferry services between national roads. Ferry services, which are only available on national roads, were ranked the most efficient road services. UNRA additionally emerged the best performer in terms of road maintenance and overall satisfaction while KCCA was the highest ranked agency in terms of road design, management of traffic during road works and upgrading of murram roads to tarmac. Once again, DUCAR agencies were ranked the worst performers in provision of all the above road services. There was a general decline in rating of road services in 2016 compared to 2015 with the exception of management of traffic during road works which remained unchanged.

## Reasons Why Ugandans Feel Unsafe on Uganda's Roads



Perceptions about Uganda's road in terms of safety in 2016 also showed a decline in road safety with road users rating safety of Uganda's roads at 2.45 points out of 4 points compared to 2.52 points the previous year. 55% of road users did not feel safe while travelling on Uganda's roads in 2016 up from 48% in 2015. Truck drivers felt the safest of the six road user groups in 2016 while drivers of small cars (sedans and light goods vehicles) and cyclists felt the least safe. National roads (at 2.54 points) were considered safer than both KCCA roads (2.49 points) and DUCAR (2.45 points). Regionally, western region had the safest roads (2.76 points) followed by KCCA (2.49 points) and Northern region (2.48 points) while Eastern region (2.41 points) and Central region (2.41 points) tied as the regions with the least safe roads in 2016.

Narrow roads (at 27%) was the most common reason why road users did not feel safe while traveling on Uganda's roads followed by presence of potholes (22%), too much dust (8%), too many accidents on the roads (8%), poor drainage system (7%), aggressive driving by motorists (6%) and poor road signage (6%).

Levels of awareness of road agencies and their responsibilities were low among road users with only 30% of the respondents being able to correctly identify the specific agency responsible for managing a particular road. Although

Perceptions among road users about the Government's commitment towards improving the road network and reducing road accidents were positive...

over 81% of the road users had heard about UNRA, over 59% of them thought UNRA was responsible for construction of all public roads. Only 21% of the respondents were aware that UNRA is responsible for construction of only national roads while only 13% were aware that UNRA is responsible for rehabilitation and maintenance of national roads. UNRA's functions of bridge construction, management of ferry services between national roads and road safety were known by fewer than 10% of the road users interviewed.

Perceptions among road users about the Government's commitment towards improving the road network and reducing road accidents were positive with over 80% of the respondents agreeing with the statement that "GoU is working towards improving the road network" and 70% agreeing with the statement that "GoU is working towards reducing accidents on the roads". However, public opinion about commitment of road agencies towards maintenance of their respective networks was poor with over 71% of the respondents being of the view that road agencies neither fix potholes in time nor to the appropriate standard.

Willingness by road users to pay a road toll or levy to improve Uganda's road network stood at 56% of all respondents interviewed in 2016. This represents a decline of 6.4 percentage points compared to 62.4% who were willing

to pay road toll in 2015. Motor cyclists and truck drivers were the groups most willing to pay road toll in 2016 while bus and commuter taxi drivers were the least willing.

Interest by road users to join road associations in 2016 stood at 86.9% compared to 91.7% in 2015. Bus/taxi drivers and motorcyclists were the most interested in joining road user associations with over 90% of road users in these two categories being interested in joining road user associations while passengers (79%) were the least interested.

Areas that road users felt needed to be prioritised by road agencies in 2017 in order to improve road users' experiences on Uganda's roads included widening of roads (as cited by 60 percent of the respondents interviewed) followed by tarmacking of roads (39 percent), road maintenance (37 percent), road safety (32 percent) and improved drainage system (25 percent). These priorities are consistent with the major reasons for dissatisfaction and feeling unsafe on Uganda's roads. The same top 5 priority areas above have persisted since 2013.

Willingness by road users to pay a road toll or levy to improve Uganda's road network stood at

56% of all respondents interviewed in 2016.



Similar to other road user groups, the top priority for road agencies to improve experiences on Uganda's roads for pedestrians in 2017 was widening of roads. This was followed by construction of more designated pathways for pedestrians, repair of potholes, better road design and more road signage respectively.

In regard of the findings above, it is recommended that the following should be done in order to improve road users' satisfaction:

1. Road agencies should address the priorities identified by road users namely widening of roads, upgrading more unpaved roads to paved standard; undertaking regular road maintenance; undertaking road safety interventions; improving the drainage system; and attending to potholes timeously and to appropriate standards. In addition, road agencies should construct designated pathways for pedestrians;
2. Stakeholders including the Ministry of Works and Transport, road agencies, National Road Safety Council, Uganda Police Force and Civil Society organisations among others should carry out road safety campaigns to influence attitudes of road users into recognising the contribution of non-road factors especially human factors in road safety. Road safety education should therefore be undertaken to encourage road users to act more responsibly;
3. The Ministry of Works and Transport and other players in the sector should provide the necessary technical support to DUCAR agencies to enhance capacity of the agencies to manage the DUCAR road network to the expectations of users of district, urban and community access roads;
4. Road agencies should involve the general public in road projects to enable road users to appreciate the efforts being undertaken to ensure an efficient

**Road agencies should establish mechanisms to facilitate involvement of the general public in monitoring and reporting on the state of the road network.**

public road network and the challenges faced. This could be through co-option of members of the general public onto road committees, ensuring local content on road construction projects, use of local contractors, facilitating community participation in supervision of ongoing road projects, and ensuring road gangs for routine road maintenance activities are constituted from local area residents.

5. Road agencies should establish mechanisms to facilitate involvement of the general public in monitoring and reporting on the state of the road network. Such mechanisms should provide for feedback or complaint redress on general road conditions and ongoing road projects for example through use of toll free lines, interactive online systems and embracing social media among others; and

6. Deliberate efforts should be undertaken to sensitise the public on the roles of the different players in the road sub-sector. Efforts should be aimed at enabling road users to identify the agencies responsible for the different networks and the services that they are mandated to provide. This will make it easier for road agencies to manage road users' expectations as well as enable road users to hold the right agencies accountable for deteriorating road networks.





## Chapter 1

Of the transport modes in Uganda, road transport is the most dominant and offers advantages of flexibility; including modal interchange with all other transport modes.



A section of Kafu road along Gulu-Lira Highway

# Introduction

## 1.1 Background

Uganda has experienced notable socio-economic growth over the past three decades and has made great strides towards improving the quality of life and access to services by the population. Uganda's development ambition, anchored in the Uganda Vision 2040 and operationalised through a series of 5 year National Development Plans, is to transform the country into a competitive upper middle income country with average real GDP growth rate above 8.2% per annum during the Vision 2040 implementation period. The first and second National Development Plans for Uganda both recognize transport as a complementary sector in achieving national development aspirations as set out the Vision 2040. Presently, the sector is working towards development of a robust highly interconnected transport network optimizing the use of rail, road, water, and air transport modes in order to support the envisaged GDP growth.

Of the transport modes in Uganda, road transport is the most dominant and offers advantages of flexibility, the ability to move many small passenger groups and goods

consignments between many origins and destinations, with widely available door-to-door collection and delivery. In addition, modal interchange with all other transport modes can easily be executed. A good road network is thus an indispensable part of a well-functioning transport system, providing not only the main inter-urban links, but also access to farms and villages. According to the National Transport Master Plan including a Transport Master Plan for the Greater Kampala Metropolitan Area (NTMP/GKMA 2008-2023), the roads sub-sector accounted for 99% of total passenger flow and 95% of total goods cargo in the country as of 2008.

**A good road network is thus an indispensable part of a well-functioning transport system, providing not only the main inter-urban links, but also access to farms and villages.**

Despite this dominance however, only 4% of the total road network was paved with many roads, both paved and unpaved in poor condition leading to high transport costs, reduced disposable incomes and increased cost of doing business which undermines Uganda's economic competitiveness in the region. According to the World Bank, urban transport fares take up to 41% of the income of the poorest 20% in Kampala.

It has been observed that high transport costs have a negative impact on the lifestyle and wellbeing of the public. When households spend a large proportion of their income on transport, they are left with little to invest in productive economic activities to generate more income and improve household welfare. The condition of the road network is one of the major factors that determine the cost of providing transport. Vehicle wear and tear and maintenance costs increase significantly when the road network is in poor condition.

Other challenges identified in the NTMP besides the poor condition of the road network included maintenance

of roads; overloading of vehicles; traffic congestion; poor road safety management leading to high accident rates; and limited capacity of traffic police and other regulatory authorities.

In response to the above challenges, Government of Uganda (GoU) undertook a number of reforms in the sector to overcome these deficiencies and challenges including establishment of Uganda National Roads Authority (UNRA) in 2006 and Uganda Road Fund (URF) in 2008 among others to manage national roads and finance maintenance of public roads respectively.

**In order to keep track of road users' views and perceptions regarding developments in the roads sub-sector, a system of annual road user satisfaction surveys (RUSS) was established in 2012. The first 4 series of road user satisfaction surveys were undertaken by CrossRoads, a programme that was jointly funded by the UK Department for International Development (DFID) and the European Union (EU) to support the development and growth of the road industry in Uganda. When the Cross Roads program ended in December 2015, URF was charged with the responsibility of implementing subsequent road user satisfaction surveys starting with RUSS 5 in 2016.**

## 1.2 Objectives

The RUSS is conducted annually with the overall objective of providing an outcome accountability mechanism and associated monitoring system through which road users can provide feedback to providers of services in the road sector and other key stakeholders.

Specifically, the survey aims to:

1. Generate an overall level of user satisfaction with the public roads network;
2. Establish how users' experiences with different road aspects has changed over the years;
3. Understand the reasons for this change;
4. Monitor and evaluate performance of UNRA, KCCA and Local Governments by region, road user group, pavement type, and other respondent characteristics; and
5. Determine priority areas of focus by road service providers in order to improve road user satisfaction.

### 1.3 Significance

The RUSS complements and supports a key objective of the Uganda National Transport Master Plan 2008-2023, namely, 'introduce a monitoring system for the roads sub-sector' by providing a simple feedback mechanism to service providers. In addition, it supports one of the principles of the Road Fund, specifically; it contributes towards ensuring that the Fund's operations are designed for the provision of the best services to its customers, while maintaining a high degree of responsiveness to their needs as required by Section 3(c) of the Uganda Road Fund Act.

### 1.4 Scope and Coverage

RUSS5 covered DUCAR and national roads in the four geographical regions of the country and KCCA roads in Kampala. Data collection was undertaken simultaneously in the 4 regions for a period of 14 days.

Key topics covered by the survey included:

1. Satisfaction with overall experience of public roads;
2. Pedestrian experiences on Ugandan roads;
3. Passenger experiences on Ugandan roads;
4. Road safety;

5. Satisfaction with individual road agency responsibilities; and
6. Membership to Road User Associations.

### 1.5 Survey Design

The RUSS 5 sample was designed to provide reliable estimates of user satisfaction by region and road user group. A two stage stratified cluster sampling design was employed for the survey. Districts, which were the First Stage Sampling Units, were grouped by region and two districts were drawn from each region using Probability Proportional to Size. At the second stage, roads which were the Ultimate Sampling Units were grouped by surface type in each of the sampled regions and drawn using Systematic Random Sampling.

A total of 80 roads were selected using a 2013 database of the public roads network as the sampling frame.

The roads were equally distributed across the 2 districts selected from each region and in Kampala taking into consideration the road surface type. In the four regions of Central, Eastern, Northern and Western Uganda, roads were proportionately allocated between DUCAR and national roads on the basis of share of traffic volume on public roads between DUCAR (25%) and national roads (75%). The regional distribution of the sampled roads was as follows:

1. 16 roads on the KCCA network in Kampala Capital City Authority;
2. 4 roads on the DUCAR network in Kayunga and Nakasongola DLGs and 12 national roads under Kampala and Luwero UNRA stations respectively in Central region;
3. 4 roads on the DUCAR network in Katakwi

and Bugiri DLGs and 12 national roads under Soroti and Jinja UNRA stations respectively in Eastern region;

4. 4 roads on the DUCAR network in Alebtong and Arua DLGs and 12 national roads under Lira and Arua UNRA stations respectively in Northern region; and
5. 4 roads on the DUCAR network in Kanungu and Hoima DLGs and 12 national roads under Kabale and Hoima UNRA stations respectively in Western region.

At least 24 respondents equally distributed among each of the six road user groups were required to be interviewed on each road resulting into a minimum sample size of 1,920 road users; 320 per user group and 384 per region. In order to obtain a fair representation of views of male and female road users, an equal number of female and male respondents under the passenger user group were required.

Efforts were made to ensure consistency of the RUSS 5 design and comparability of survey findings with those of previous surveys; that is across sectional survey design was used to survey the six categories of road users across the country. However, due to resource constraints, the following modifications were made to the RUSS 5 design in order to ensure that the survey could be implemented within the available funding:

A total of

80

roads were selected using a 2013 database of the public roads network as the sampling frame.

The RUSS 5 sample was designed to provide reliable estimates of user satisfaction by region and road user group.

1. RUSS 5 employed a stratified cluster survey design to minimise field costs whereas previous surveys used a stratified survey design albeit without clustering;
2. RUSS 5 allowed for 8% margin of error at 0.05 significance level in order to ensure a manageable sample size within the available resources whereas previous surveys allowed for 5% margin of error at the same level of significance. Consequently, the RUSS 5 sample was smaller than previous RUSS samples; and
3. Unlike previous surveys where DUCAR was considered as a separate region, RUSS 5 considered regions according to the traditional administrative regions of the country. In both cases, KCCA was considered as a separate region. Hence for RUSS 5, roads under each of the four traditional regions (Central, Eastern, Northern, and Western) consisted of both DUCAR and national roads.

### 1.5.1 Sample Size

Key factors considered in determining the sample size included the desired precision of survey estimates and cost/operational limitations. The actual sample of road users interviewed for RUSS 5 consisted of 1,926 respondents representing 100% response rate overall.

Response rates by region and road user category were as shown in the table below:

**Table 1.1: Composition of the final RUSS 5 sample**

Road User Group	NO. OF ROAD USERS INTERVIEWED						Response Rate
	Central	Eastern	Northern	Western	Kampala	Total	
1. Truck Driver	49	68	65	65	62	309	97%
2. Motor Cyclist	87	65	66	63	64	345	108%
3. Bus/Matatu Driver	44	44	64	64	69	296	93%
4. Car Driver	58	68	65	63	66	320	100%
5. Passenger	79	64	65	62	64	334	104%
6. Cyclist	67	64	63	64	64	322	101%
Total	384	384	388	381	389	1,926	100%
Response rate	100%	100%	101%	99%	101%	100%	

### 1.6 Survey Organisation

Field operations were undertaken by 4 mobile regional teams centrally recruited and trained in Kampala. Each team comprised of a field supervisor, 4 field interviewers and a driver. The teams co-opted traffic enumerators who were identified by the field supervisor from the regions. In addition, a senior supervisor was assigned two regional teams to provide technical and logistical support during field work.

Data collection was undertaken collectively by all the teams in Kampala and separately for the four regions. Simultaneous data collection in the regions was necessary to ensure that regional differences in user satisfaction were not influenced by timing of data collection. Field data collection was undertaken for 14 days starting with KCCA roads on 16th April 2016.

Questionnaire editing and data entry were undertaken centrally at URF by a team of data entrants and editors trained and supervised by a statistician.

**Administrative arrangements for the survey were overseen by a planning committee consisting of key personnel from relevant URF departments while a technical committee consisting of technical personnel from Ministry of Works and Transport, Uganda National Roads Authority, Kampala Capital City Authority and Uganda Road Fund oversaw technical aspects of the survey.**

### 1.7 Data Processing and Management

All questionnaires were returned to URF for data processing after fieldwork. The completed questionnaires were manually edited by five office based data editors who were trained to ensure consistency of the data collected following a set of guidelines and scrutiny notes to guide in the manual checking.

Data was entered manually using CSPro version 4.1. Range and consistency checks were included in the CSPro data-entry application to enhance data quality during entry. In addition, double data entry was undertaken to minimise transcription errors. The two sets of entries were compared using CSPro's inbuilt Compare Data feature and entries that were flagged for validation were confirmed or corrected by a team of data editors. The edited data file was exported to STATA for further processing and analysis. Data editing and entry were undertaken between May and July 2016.

Weighting was done for responses to questions which were not location specific. Weights were assigned according to traffic on the roads obtained from traffic counts undertaken during the survey.

### 1.8 Funding

The 5th Road User Satisfaction Survey was fully funded by Government of Uganda off the URF Secretariat budget for FY2015/16.

## 1.9 Challenges, limitations and mitigation measures

### Lack of an updated sampling frame

The sampling frame used for the survey was last updated in 2013. Therefore, some roads that had been listed as unpaved in 2013 were now paved. Additionally, some of the roads listed under DUCAR were presently under UNRA management. Efforts were made to have the sample validated by the respective agencies, however, in some instances, timely feedback was not provided until during field work. The field supervisors therefore had to substitute such sample defects with qualifying alternatives in consultation with the respective agencies.

### Avoidance of interview sites by road users for fear of traffic police

Traffic officers were employed on the survey to aid in flagging down motorists and management of traffic at interview sites. However, some road user groups particularly taxi drivers, bodabodas and truck drivers avoided the roads on which interviews were being conducted thinking that the survey was a traffic police operation to arrest traffic offenders.



Similarly, mobilisation of traffic officers and their coordination especially during the first days of field work in Kampala was a challenge. The Office of the Director of Traffic and Road Safety at Central Police Station Kampala was especially helpful in clearing up coordination issues and work eventually progressed without setbacks particularly outside Kampala.

### Bad weather

Interviews were occasionally affected by bad weather especially during the first days of field work in Kampala and in the western region.

### Reluctance to cooperate by some road users

Some difficulty was faced in obtaining cooperation from commercial taxi and bus drivers or their passengers especially on highways. This was minimised by use of traffic police and mobile interviews.

### Deviation from approved sample

Due to challenges that included low traffic flow on some roads, absence of ongoing road works and limited numbers of certain road user groups on particular roads, some roads in the initial sample were purposively replaced to achieve a balanced sample.

Some difficulty was faced in obtaining cooperation from commercial taxi and bus drivers or their passengers especially on highways.

### Deviation from composition of theoretical sample

Despite the above efforts, achievement of theoretical quotas on all the roads was not achieved. Quotas for some user groups which could not be achieved on some roads were compensated for on neighboring roads or in other regions where such road user groups were readily available.

### Absence of a qualitative module

The lack of a qualitative component for RUSS limits the depth of interpretation of findings which is needed to establish and fully explain underlying issues and observed patterns in road user satisfaction.

Deploying Traffic officers and Interviewers on Stretcher road



*Traffic Officers requesting for cooperation from road users to be interviewed on Stretcher road*



## Chapter 2

"Most of the respondents

(46.3%)

were within the 18-30 years age bracket"



A cyclist being interviewed in the City suburb

# Characteristics of respondents

This chapter presents respondents' characteristics in terms of sex and age distribution, education attainment, and membership to transport associations.

## 2.1 Respondent Demographics

The results in Table 2.1 show that majority of the respondents were aged 18 – 30 years followed by those in the 31 – 44 year age bracket. Only 1.5 % of the respondents were aged 64 years and above.

9 out of 10 road users interviewed for the survey were male. This was because with the exception of the passenger road user group, all other road user groups are male dominated as shown in Table 2.2. Sex distribution was not significantly different across regions.

Most of the respondents (47.6%) had attended school but not studied beyond primary education. Those who attained some secondary education made up 31% of respondents while 17% studied beyond secondary education. 4.3% of the respondents did not have any formal education.

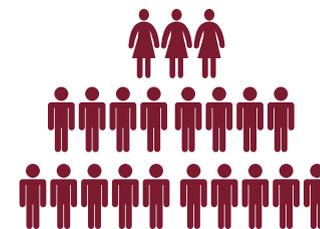
**Table 2.1: Respondent Demographics by Region**

Respondent Characteristics	Region					
	Kampala (%)	Central (%)	Eastern (%)	Northern (%)	Western (%)	Total (%)
<b>Age</b>						
18 – 30	52.5	46.9	41.7	44.2	46.1	46.3
31–44	35.3	32.6	37.3	40.3	41	37.2
45–63	10.8	19.3	19.3	12.9	12.6	15
64+	1.5	1.3	1.8	2.6	0.3	1.5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Gender</b>						
<b>Male</b>	89.2	88.5	89.3	90.7	91.6	89.9
<b>Female</b>	10.8	11.5	10.7	9.3	8.4	10.1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Highest Education Attained</b>						
No formal education	2.9	9.4	2.6	1.0	5.5	4.3
Completed or attended part of Primary	43.1	50.7	47	46.9	50.5	47.6
Completed or attended part of Secondary	34	27.6	32.2	30.3	30.9	31
Above Secondary	20	12.3	18.3	21.8	13.2	17.1
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

### 2.1.1 Sex composition of drivers on Uganda's roads

Table 2.2 shows the distribution of drivers who responded to the survey by sex. It can be seen from the table that all the driver categories were predominantly male.

On average, females accounted for only 2 of every 100 drivers interviewed. Approximately 5% of drivers of small cars and pedal cyclists on Uganda's roads were female and less than 1% of truck drivers and motorcyclists were female. None of the bus and taxi (matatu) drivers were female.



**Table 2.2: Drivers on Uganda's roads in 2016 by sex**

Sex	ROAD USER GROUP					Total (%)
	Truck Driver (%)	Motorcyclist (%)	Bus/Taxi Driver (%)	Car Driver (%)	Cyclist (%)	
Male	99.3	99.4	100	94.7	94.7	98
Female	0.7	0.6	0	5.3	5.3	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## 2.2 Membership to Transport Associations

Only 15% of road users belonged to a Transport Association in 2016 as can be seen in Table 2.3. Membership to transport associations was most common among bus/taxi drivers where 38% of the bus and taxi drivers interviewed belonged to a transport association followed by motorcyclists (19 %) and truck drivers (18%). These three road user groups are the most involved in commercial road transport.

Membership to transport associations was lowest among cyclists where only 3 % of the cyclists reported being members of a transport association, passengers (4 %) and drivers of small cars (8 %) respectively.

**Table 2.3: Membership to Transport Associations in 2016**

ARE YOU A MEMBER OF ANY TRANSPORT ASSOCIATION?			
User Group	Yes (%)	No (%)	Total (%)
Truck Drivers	18	82	100
Motor Cyclists	19	81	100
Bus/Matatu Drivers	38	62	100
Car Drivers	8	92	100
Passengers	4	96	100
Cyclists	3	97	100
<b>Total</b>	<b>15</b>	<b>85</b>	<b>100</b>

Membership to transport associations was lowest among cyclists where only

**3%**

of the cyclists reported being members of a transport association,



A Matatu driver being interviewed on the Highway

QUALITY BREAD



Sevco

NTAKE GROUP OF CO. LTD.  
P.O. BOX 15207 Kampala-Uganda  
Tel: +256 414 274 005  
Plot 24 Ring Road  
Wakiso Industrial Area



*Motorists being interviewed in the City suburb*





Chapter **3**



Road user satisfaction in 2016 was highest among cyclists and lowest among drivers of small cars.

*A cyclist being interviewed on Northern bypass*

# Overall Satisfaction

This chapter presents general satisfaction with overall experience on Uganda's road network for the different road user groups along with reasons for dissatisfaction for those respondents who were not satisfied with their experience on Uganda's roads.

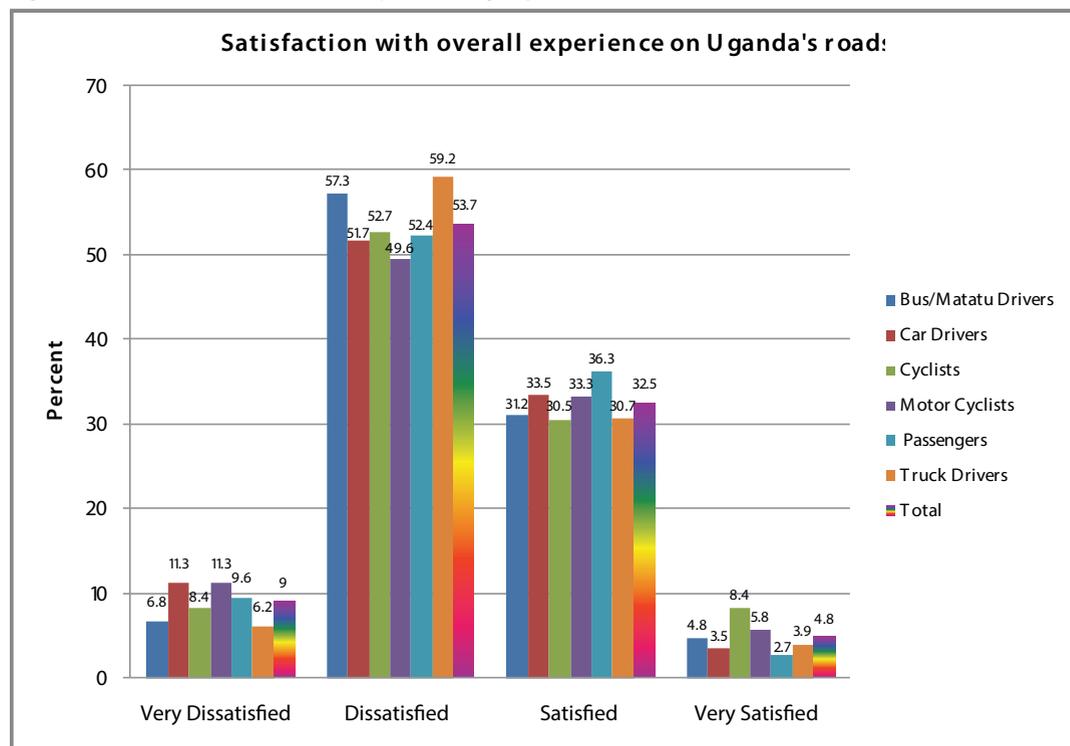
Although pedestrians were not among the respondent categories considered for the survey, pedestrian responses were obtained by asking all respondents to rate relevant road aspects from the perspective of pedestrians given that at some point, each of the respondents has either used the road as a pedestrian or witnessed a pedestrian on Uganda's roads. A section on satisfaction by pedestrian road users has therefore been included.

Rating of satisfaction was reported on a 4 point scale with 1 indicating that road users were *very dissatisfied*, 2 indicating *dissatisfied*, 3 indicating *satisfied* and 4 indicating *very satisfied*.

## 3.1 General Satisfaction by Road User Group

Overall, more than half of the road users on all categories of roads were dissatisfied with their experience on Uganda's roads in 2016 as shown in Figure 3. 1. Of the respondents interviewed, 9% were *very dissatisfied* with their overall experience on the public road network, 53.7% were *dissatisfied*, 32.5% were *satisfied*, while 4.8% were *very satisfied*. This trend was similar across individual road user groups.

Figure 3.1: Satisfaction Levels in 2016 by road user group



The percentage of respondents who were not satisfied (either dissatisfied or very dissatisfied) with their overall experience on Uganda's roads in 2016 (62.7%) was much higher compared to 2015 (46.8 %).

Table 3.1 presents satisfaction scores by road users with their overall experience on Uganda's roads for each of the six user groups.

Overall, road users in 2016 rated their overall experience on Uganda's road network between satisfied and dissatisfied with a score of 2.36 out of 4 points. Road user satisfaction in 2016 was highest among cyclists and lowest among small car drivers.

Road user satisfaction declined in 2016 compared to 2015 for all the road user groups. The biggest decline in user satisfaction was among motorcyclists and truck drivers.

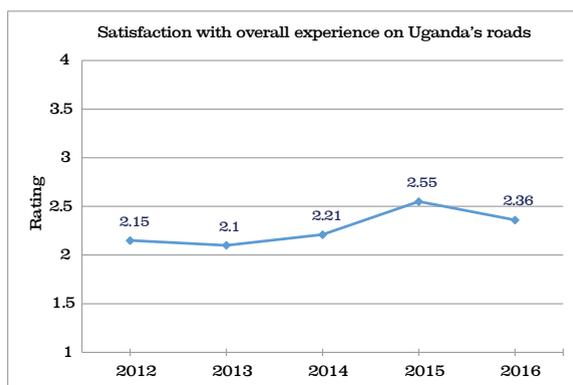
**Table 3.1: Road User Satisfaction scores in 2015 and 2016 by Road User Group**

S/N	USER GROUP	SATISFACTION SCORE			
		20 15	2016	Annal Change	% change
1	Cyclists	2.54	2.39	-0.15	-6%
2	Motor cyclists/BodaBoda	2.63	2.34	-0.29	-11%
3	Bus/Taxi Drivers	2.48	2.34	-0.14	-6%
4	Truck Drivers	2.60	2.32	-0.28	-11%
5	Passengers	2.56	2.31	-0.25	-10%
6	Car Drivers	2.54	2.29	-0.25	-10%
	<b>Overall</b>	<b>2.55</b>	<b>2.36</b>	<b>-0.19</b>	<b>-7%</b>

**Note: A score of '1' means 'very dissatisfied' and '4' means very satisfied**

The trend of general satisfaction of road users with their overall experience on Uganda's roads since 2012 is depicted in Figure 3.2. The figure shows that users' satisfaction was on the increase between 2013 and 2015. In 2016, however, there was a 7.5 % drop in user satisfaction from 2.55 points in 2015 to 2.36 points in 2016. A drop in satisfaction was observed for each of the user groups.

**Figure 3.2: Trend of satisfaction with overall experience on Uganda's roads – all roads**



### 3.2 User Satisfaction by Region

Table 3.2 presents the satisfaction of road users with their overall experience on Uganda's roads by region in 2015 and 2016. Respondents in Western region had the highest road user satisfaction in 2016 while those in central region had the lowest. There was a decline in road user satisfaction in 2016 among respondents in almost all regions except northern region and KCCA where road user satisfaction remained virtually unchanged.

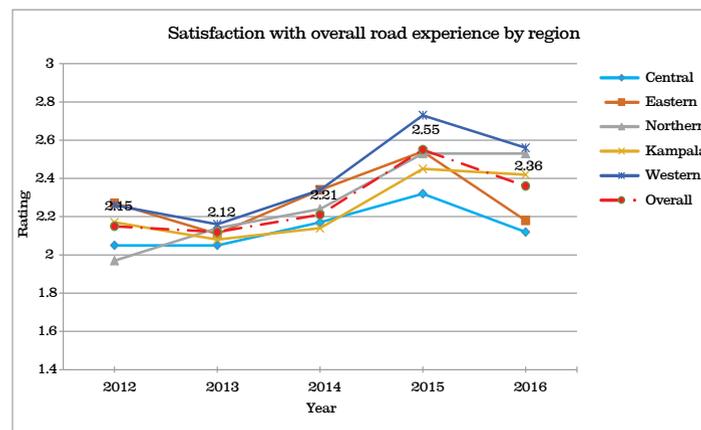
**Table 3.2: Road User Satisfaction scores in 2015 and 2016 by Region**

S/N	REGION	SATISFACTION SCORE			
		2015	2016	Annal Change	% change
1	Western	2.73	2.56	-0.17%	-6%
2	Northern	2.53	2.53	-0%	-0%
3	Kampala	2.45	2.42	-0.03%	-1%
4	Eastern	2.54	2.18	-0.36%	-14%
5	Central	2.32	2.12	-0.2%	-9%
	<b>Overall</b>	<b>2.55</b>	<b>2.36</b>	<b>-0.19%</b>	<b>-7%</b>

The trend of user satisfaction across the regions since 2012 is illustrated in Figure 3.3. The figure shows that the highest road user satisfaction has consistently been among respondents in Western region while central region has had the lowest road user satisfaction since 2013.

There was a drop in road user satisfaction between 2015 and 2016 in most regions. The highest drop in user satisfaction was observed among respondents in Eastern region. During previous years, the region had the second highest user satisfaction. It however dropped to second lowest in 2016, performing worse than all other regions except central region.

**Figure 3.3: Trend of satisfaction with overall experience on Uganda's roads by Region**



There was a drop in almost all regions except KCCA and northern region where user satisfaction remained virtually unchanged.

### 3.3 Causes of dissatisfaction among road users in 2016

The reasons given for dissatisfaction with Uganda's roads among the 62.7% of road users who were not satisfied with their experience on Uganda's roads in 2016 included a range of issues relating to road design, road maintenance, behavior of drivers or other road users and traffic flow. This section presents the causes of dissatisfaction among road users by road surface, road user category and road agency.

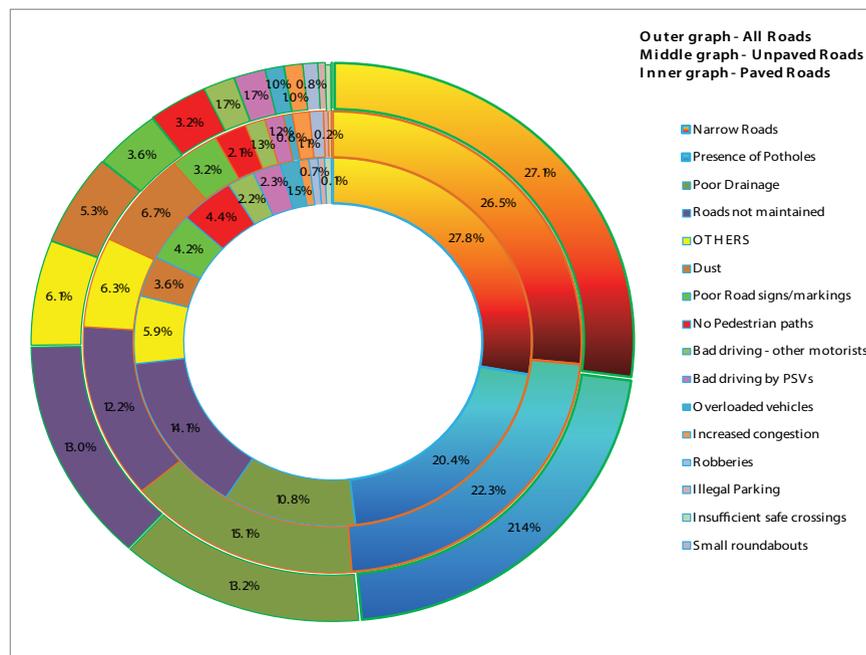
#### 3.3.1 Causes of dissatisfaction on Paved and Unpaved roads

Figure 3.4 depicts the reasons respondents on paved and unpaved roads gave for not being satisfied with their overall experience on Uganda's road network in 2016.

**Narrow roads were the major reason why road users were dissatisfied with their experience on Uganda's road network accounting for 27.1% of the reasons for dissatisfaction on all roads. This was more prevalent on paved roads accounting for 27.8% of all reasons on paved roads compared to unpaved roads (26.5%).**

Presence of potholes was the second most common cause of dissatisfaction at 21.4% on all roads. Presence of potholes was a more prevalent reason for dissatisfaction on unpaved roads (22.3% of all reasons on unpaved roads) compared to paved roads (20.4%)

Figure 3.4: Causes of dissatisfaction in 2016 by road surface



Other major reasons for dissatisfaction with overall experience on Uganda's road network included poor drainage, inadequate road maintenance interventions and dust accounting for 13.2%, 13.0%, and 5.3% respectively of the reasons given on all roads.

Poor drainage and dust were more prevalent on unpaved roads than on paved roads while inadequate road maintenance was more prevalent on paved roads compared to unpaved roads.

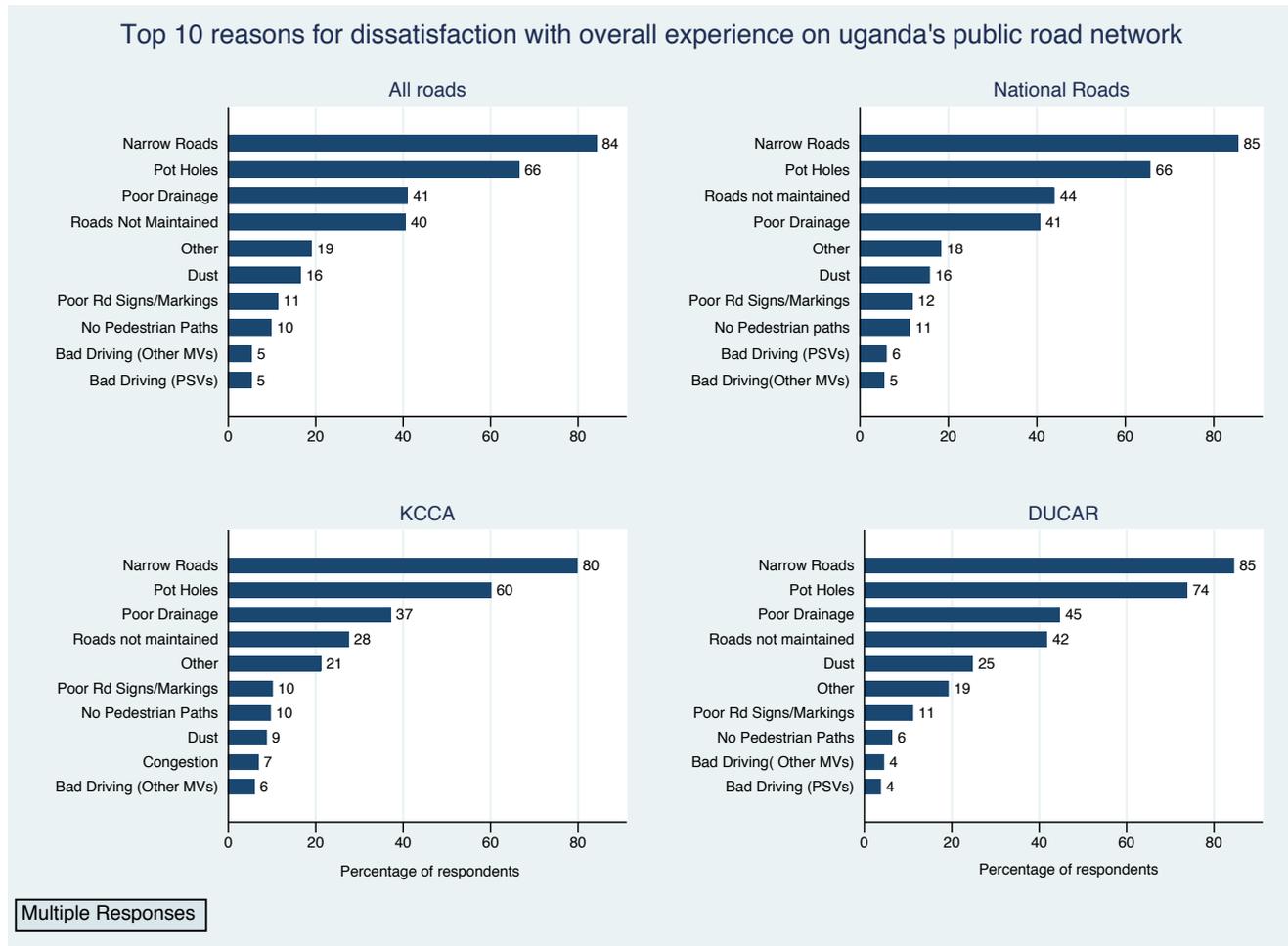
#### 3.3.2 Causes of dissatisfaction by Road Network

Figure 3.5 presents the top 10 reasons for dissatisfaction with overall experience on Uganda's road network disaggregated by category of roads i.e. National roads, KCCA roads and DUCAR. Narrow roads, presence of pot holes, poor drainage and inadequate road maintenance remained the major reasons why road users were dissatisfied with their experience on Uganda's roads for each of the road network categories.

On national roads, inadequate road maintenance was more of a problem compared to poor drainage whereas the reverse was true for DUCAR and KCCA roads. Similarly, dust was not as prominent a problem on KCCA roads as it was on DUCAR and national roads.

On national roads, inadequate road maintenance was more of a problem compared to poor drainage whereas the reverse was true for DUCAR and KCCA roads. Similarly, dust was not as prominent a problem on KCCA roads as it was on DUCAR and national roads.

Figure 3.5: Causes of dissatisfaction with Uganda's roads in 2016 by road agency



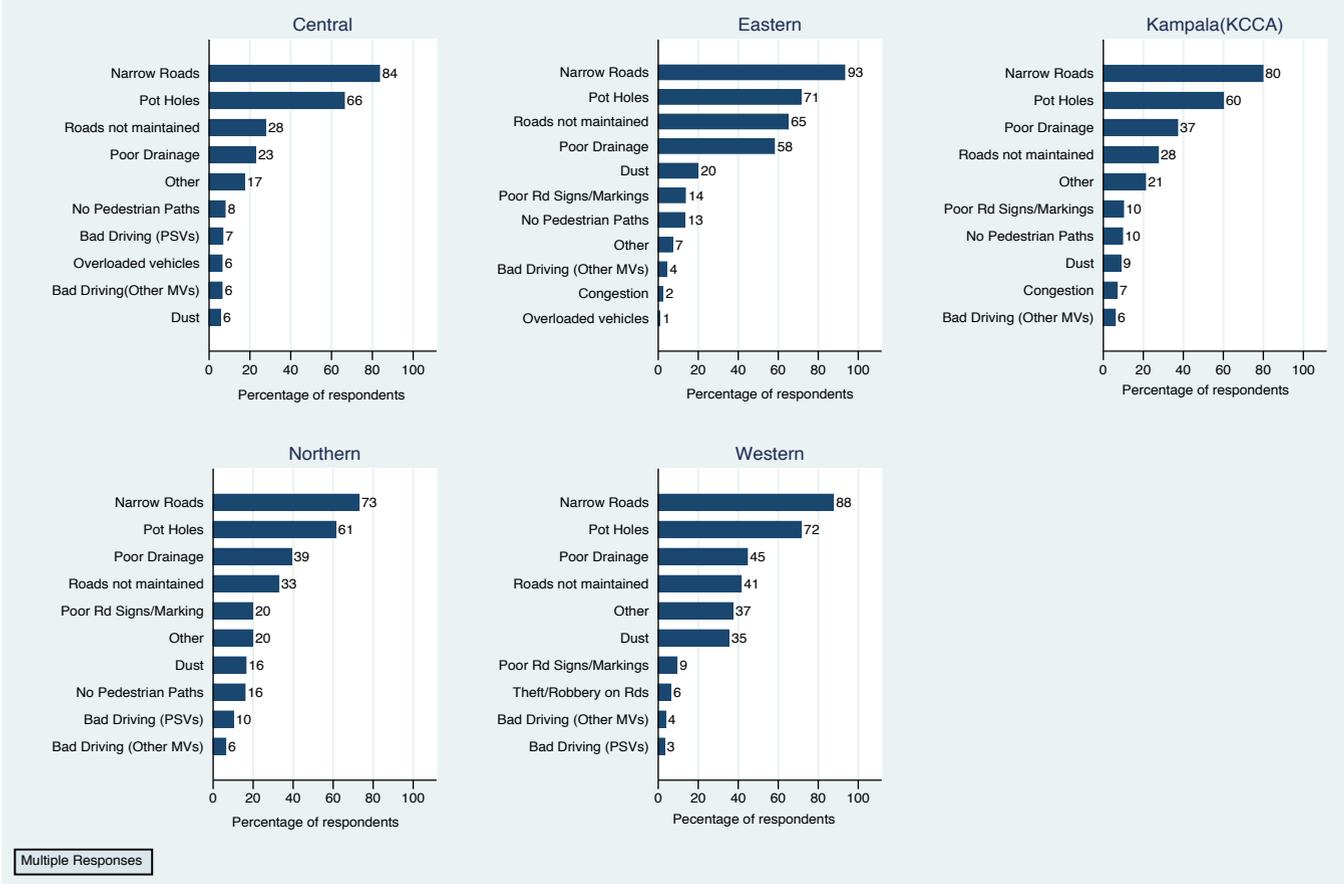
### 3.3.3 Causes of dissatisfaction by Region

Regional distribution as illustrated in Figure 3.6 shows that the top 4 reasons for dissatisfaction with Uganda's road network, namely narrow roads, presence of potholes, poor drainage and

inadequate road maintenance interventions respectively were consistent across the regions.

**Figure 3.6: Causes of dissatisfaction with Uganda's roads in 2016 by Region**

Top 10 reasons for dissatisfaction with overall experience on Uganda's public road network in each Region



Worth noting is that whereas respondents in Central region did not consider poor road signs/markings among the top ten reasons for dissatisfaction, poor road signs/markings were among the top six reasons for dissatisfaction with overall experience on Uganda's roads in all the other regions. Similarly, although dust was not a prominent issue among respondents in

Central region and KCCA, it featured among the top 5 reasons for dissatisfaction in Eastern, Western and Northern region.

This implies that roads in central region have better signage or markings and less dust compared to roads in other regions.

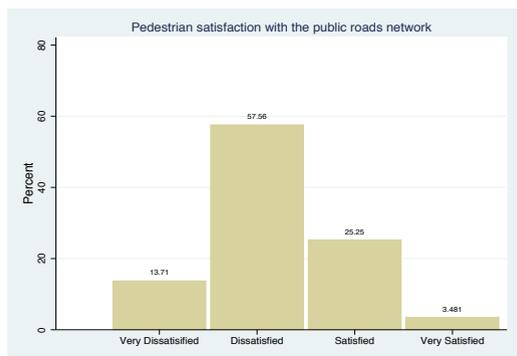
### 3.4 Satisfaction among Pedestrian Road Users

Pedestrian respondents are not among the six road user groups interviewed for the Road User Satisfaction Survey. However, pedestrian responses were obtained by asking respondents to rate the different road

aspects from the perspective of pedestrians on the assumption that at some point, each of the respondents had either used the road as a pedestrian or witnessed a pedestrian on Uganda's roads.

Figure 3.7 shows the percentage of road users under the different levels of satisfaction when on Uganda's roads as pedestrians. The figure shows that majority of the respondents were dissatisfied with their experience on Uganda's road network as pedestrian road users. Road users who were satisfied or very satisfied with their experience on Uganda's roads as pedestrians were only 28.7% of all respondents.

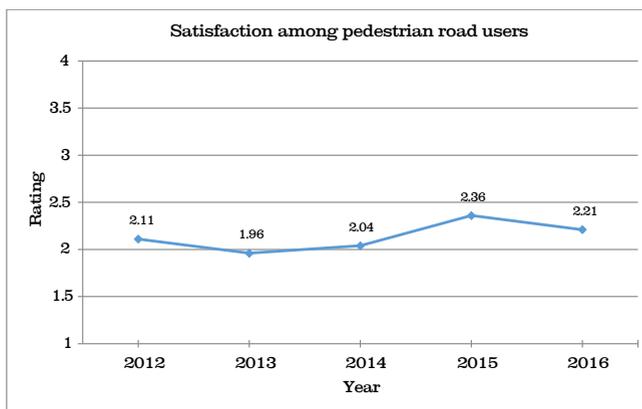
**Figure 3.7: Levels of satisfaction among pedestrians in 2016**



This shows that 71.3% of the respondents were not satisfied (i.e. those who were either dissatisfied or very dissatisfied) with their experience on Uganda's roads as pedestrians. This is 11 percentage points higher than the 60.3% who were not satisfied in 2015.

The rating of pedestrian experiences on Uganda's roads for the different years of the RUSS is further illustrated in Figure 3.8. Satisfaction among pedestrians rose from 1.96 points in 2013 to 2.36 points in 2015. It however dropped by 0.15 points between 2015 and 2016.

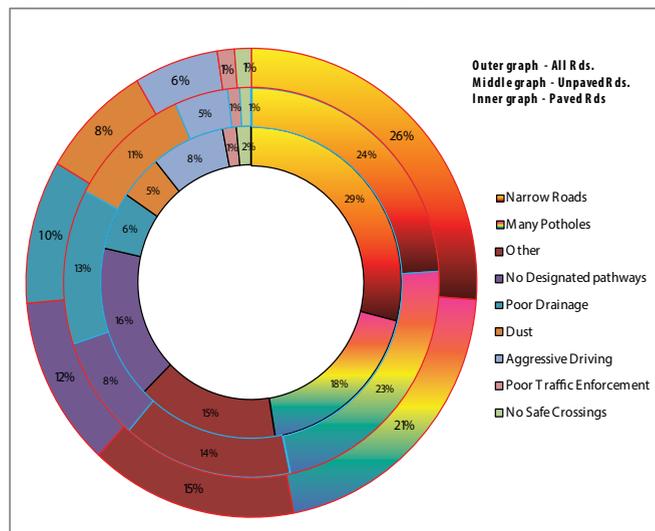
**Figure 3.8: Trend of road user satisfaction among pedestrians**



### 3.4.1 Reasons for dissatisfaction among pedestrian road users

Respondents who reported being either very dissatisfied or dissatisfied while using Uganda's road network as pedestrians gave reasons for dissatisfaction on paved and unpaved roads as depicted in Figure 3.9.

**Figure 3.9: Causes of dissatisfaction among pedestrians**



Overall, narrow roads were the major reason for dissatisfaction with Uganda's road network by pedestrian road users contributing to 26% of the reasons for dissatisfaction followed by presence of potholes at 21%. Narrow roads was cited more by respondents interviewed on paved roads (29%) compared to those interviewed on unpaved roads (24%) while presence of potholes was more prevalent among respondents on unpaved roads (23%) compared to those on paved roads (18%).

Other major reasons for dissatisfaction by pedestrians included lack of designated pedestrian pathways (12%), poor drainage (10%) and dust (8%).

Overall, narrow roads were the major reason for dissatisfaction with Uganda's road network by pedestrian road users contributing to 26 percent of the reasons for dissatisfaction followed by presence of potholes at 21 percent.



*Nawantubi-Taabu swamp  
crossing on Kanunu road in  
Kamuli district*



Chapter **4**

A good road network is an indispensable part of a well-functioning transport system, providing not only the main inter-urban links, but also access to farms and villages.



*A section of Mubende road*

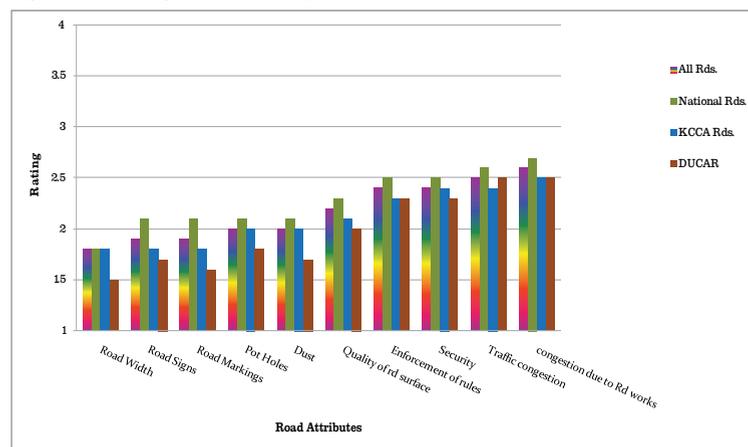
# Satisfaction with Road Attributes and Services

## 4.1 Rating of roads on key road attributes

Respondents rated the roads on which they were intercepted on ten attributes namely road width, road signage, road markings, potholes, dust, quality of road surface(smoothness), enforcement of traffic rules, security, general traffic congestion and congestion due to road works.

Figure 4.1 presents road users' rating of Uganda's roads on the attributes specified above for each of the road networks i.e. national roads, KCCA roads and DUCAR. The rating ranged from 1 for "very dissatisfied" to 4 for "very satisfied".

**Figure 4.1: Rating of roads on key road attributes**



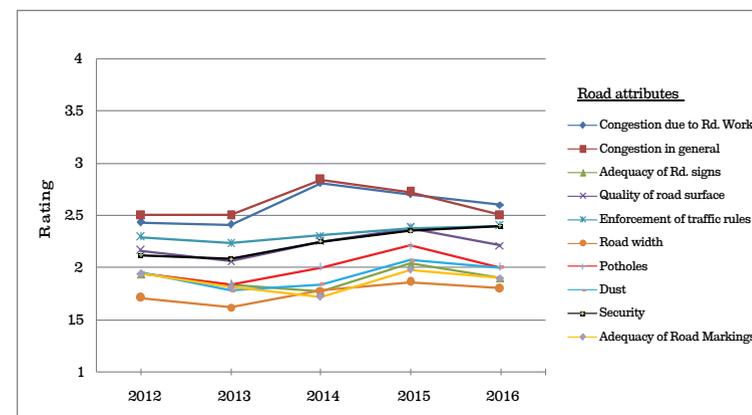
Overall, road width had the lowest rating (1.8 points) followed by road signage and road markings all of which were rated between dissatisfied and very dissatisfied. Traffic congestion (both due to road works and in general) had the highest ratings of 2.6 points and 2.5 points respectively followed by security on roads and enforcement of traffic rules each with a rating of 2.4 points and quality of road surface with a rating of 2.2 points.

National roads were rated higher than DUCAR and KCCA roads on all road attributes except road width for which national roads had the same rating (1.8 points) as KCCA roads. DUCAR roads were rated lowest on all road attributes except traffic congestion for which KCCA roads were the most congested.

Figure 4.2 further illustrates the rating of satisfaction with key road attributes between 2012 and 2016. As it can be seen from the graph, rating of roads on the attributes of road width, adequacy of road markings, adequacy or road signs, dust and potholes have consistently been low over the years. All these attributes have been rated below 2 points since 2012 with the exception of potholes and dust in 2015. This means that road users have been very dissatisfied with Uganda's roads on the above road attributes since 2012.

Management of traffic congestion during road works and management of traffic congestion in general have had the highest user satisfaction ratings (between 2.5 and 3 points) of all road attributes investigated over the years followed by enforcement of traffic rules, security and quality of road surface(smoothness) respectively.

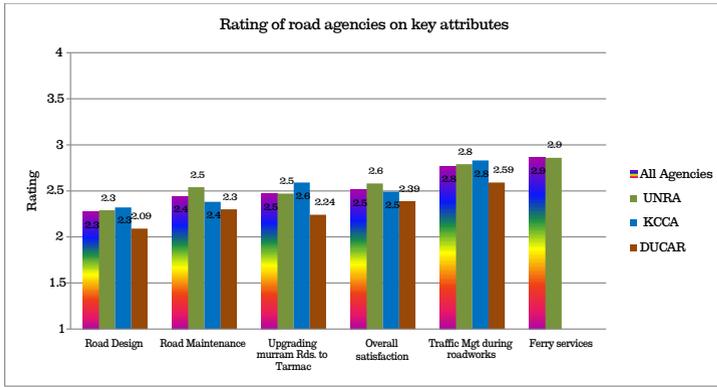
**Figure 4.2: Rating of roads on key road attributes**



## 4.2 Rating of agencies on key service attributes

Road users' rating of road agencies on key service attributes namely road maintenance, upgrading of murram roads to tarmac, management of traffic during road works, ferry services and road design in 2016 were as shown in Figure 4.3.

**Figure 4.3: Rating of road agencies on key service attributes**



Overall, ferry services between national roads were the highest rated service attribute at 2.9 points followed by management of traffic during road works at 2.8 points. Road design and road maintenance were the least rated service attributes at 2.3 and 2.4 points respectively.

KCCA was rated highest among the road maintenance agencies on three of the five shared service attributes, namely road design, upgrading of murram roads to tarmac and management of traffic during road works while UNRA was rated highest on the other two services, namely road maintenance and overall satisfaction. DUCAR agencies had the least ratings on all the road services above.

It should be noted that ferry services, which had the highest rating of all the service attributes in 2016, are only available on national roads (i.e. roads managed by UNRA).

The rating of satisfaction with key road services between 2012 and 2016 was as

Overall, ferry services between national roads were the highest rated service attribute at **2.9** points followed by management of traffic during road works at **2.8** points. Road design and road maintenance were the least rated service attributes at **2.3** and **2.4** points respectively.

shown in Figure 4.4. Ferry services between national roads have been rated highest of all road services for the last 3 consecutive years whereas road design has been the lowest rated attribute in the same period.

Overall satisfaction with road services was on a steady increase from 2012 to 2015. It however dropped in 2016.

**Figure 4.4: Trend of satisfaction with road agencies on key service attributes**

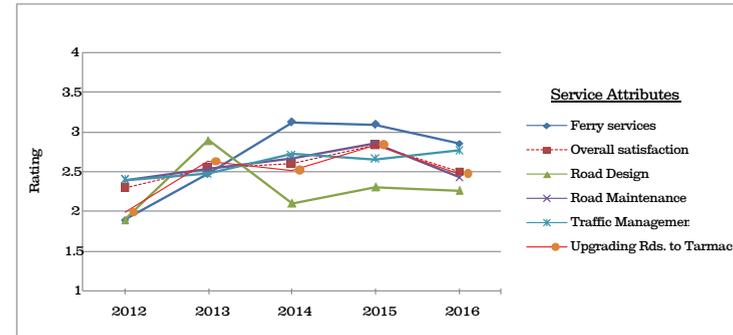
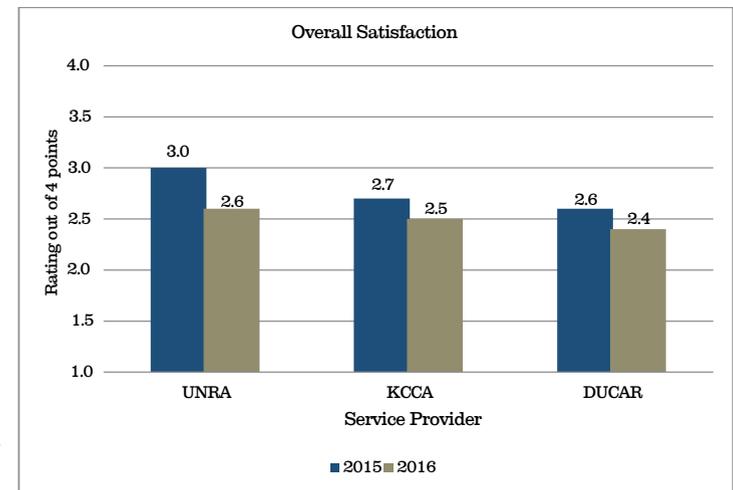


Figure 4.5 shows how road users rated the different road agencies in terms of overall satisfaction with their services in 2015 and 2016. Overall satisfaction with road services was highest for UNRA and lowest for DUCAR in both years. Despite being rated highest, UNRA had the highest decline in overall satisfaction among road users. There was a decline of 0.4 points in overall satisfaction with UNRA services, twice that of KCCA and DUCAR.

**Figure 4.5: Rating of agencies in terms of overall satisfaction**





*Obongi ferry linking Adjumani and Moyo districts*



# Chapter 5

Stakeholders including Uganda Police Force, National Road Safety Council, UNRA, KCCA, and URF should undertake concerted efforts to improve road safety.



Road safety signs a section of Kafu road Gulu-Lira highway

# Road Safety

Uganda as a member of the United Nations (UN) is obliged to half its traffic accident deaths by 2020 in line with the UN Decade of Action for Road Safety (2010–2020). Instead, the country is faced with an increase in the number of road traffic related fatalities making it unlikely to meet the benchmark set in 2010 unless sector agencies and other stakeholders including Uganda Police Force, National Road Safety Council, UNRA, KCCA, and URF take concerted efforts to improve road safety.

This chapter presents road users' perceptions about the safety of Uganda's roads including reasons why those who deem the roads unsafe feel this way. The ratings of safety felt by road users when travelling on Uganda's roads was recorded on a 4 point scale with 1 indicating that a user felt *very unsafe*, 2 indicating that a user felt *unsafe*, 3 indicating a safe user and 4 indicating that a user felt *very safe*.

## 5.1 Road Safety by Road User Group

In 2016, road users rated safety of Uganda's roads at 2.45 which is midway between safe and unsafe. Truck drivers felt the safest of all the road users on Uganda's road while drivers of small cars and cyclists felt the least safe as shown in Table 5.1. Compared to 2015, there was a slight decline of 3% in users' perceptions of safety of Uganda's roads in 2016.

**Table 5.1: Road Safety ratings by Road User Group in 2016**

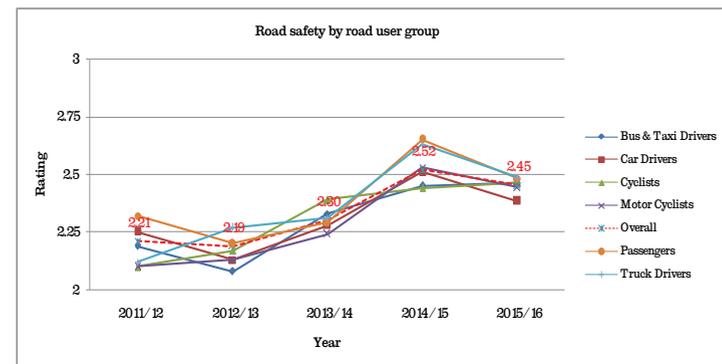
User Group	RATING OF ROAD SAFETY FOR ALL ROADS					Annual Change (2016)	% change
	2012	2013	2014	2015	2016		
Truck Drivers	2.12	2.27	2.31	2.63	2.49	-0.14	-5%
Passengers	2.32	2.20	2.29	2.65	2.48	-0.17	-6%
Bus & Taxi Drivers	2.19	2.08	2.33	2.45	2.46	0.01	1%
Cyclists	2.10	2.17	2.39	2.44	2.46	0.02	1%
Motor Cyclists	2.10	2.13	2.24	2.53	2.44	-0.09	-3%
Car Drivers	2.25	2.13	2.28	2.51	2.39	-0.12	-5%
Total	2.21	2.19	2.30	2.52	2.45	-0.07	-3%

**Note: A score of '1' means 'Very Unsafe' and '4' means Very Safe**

Between 2015 and 2016, rating of road safety by most road user groups declined with the exception of cyclists and bus/commuter taxi drivers. These had slight increases. The highest drop in road safety in 2016 was felt among passengers (6%).

The trend of road safety ratings by the different road user groups between 2012 and 2016 is illustrated further in Figure 5.1. Overall, the rating of road safety on Uganda's roads increased steadily from 2.19 points in 2013 to 2.52 points in 2015 before falling to 2.45 points in 2016. The highest increase in rating of Uganda's roads in terms of safety was observed between 2014 and 2015 where the rating increased by 0.21 points from 2.30 in 2014 to 2.52 points in 2015.

**Figure 5.1: Road Safety trends among the different road user groups**



## 5.2 Road Safety by Road Network and Region

In addition to safety on Uganda's roads in general, road users also provided perceptions regarding safety on the roads on which they were intercepted during the survey. This section provides an analysis of the rating of road safety by road network, road surface and region.

Figure 5.2 presents the proportion of respondents who felt very unsafe, unsafe, safe and very safe when travelling on Uganda's roads in 2016. Overall, majority of road users (54.9%) felt less than safe (i.e. the combined percentage who felt either unsafe or very unsafe) when travelling on Uganda's roads in 2016.

More respondents on KCCA and national roads felt safe on these roads compared to those who did not feel safe while respondents who felt unsafe when travelling on DUCAR roads were more than those who felt safe.

**Figure 5.2: Safety of Uganda's roads in 2016**

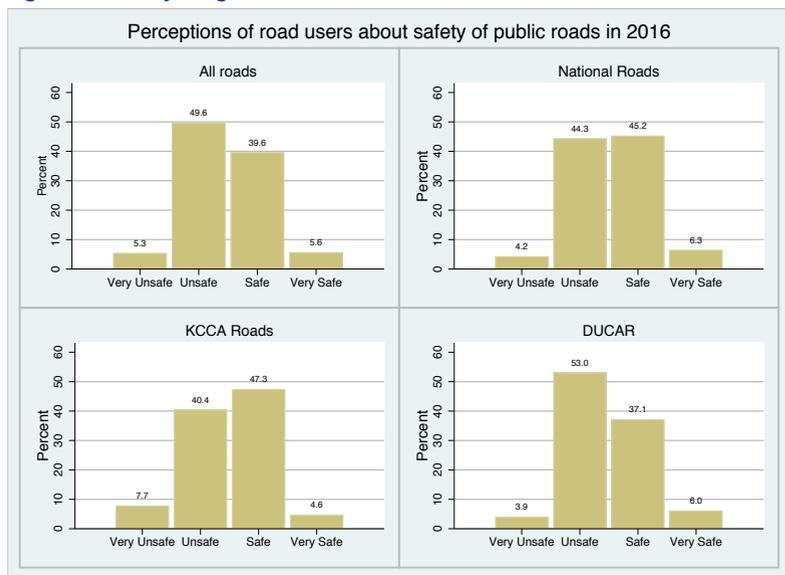


Table 5.2 further shows road users' ratings of roads in terms of safety disaggregated by road network, road surface and region.

**Table 5.2: Road Safety ratings in 2016 by road network and region**

Road Network/ Region	RATING OF ROAD SAFETY ON SPECIFIC ROADS					Annual Change (%)
	2011/12	2012/13	2013/14	2014/15	2015/16	
<b>Network</b>						
National Roads	2.15	2.26	2.5	2.55	2.54	0%
KCCA Roads	2.38	2.39	2.34	2.52	2.49	-1%
DUCAR	1.89	2.22	2.31	2.34	2.45	5%
<b>Surface type</b>						
Paved	2.28	2.4	2.62	2.7	2.7	0%
Unpaved	1.99	2.13	2.3	2.38	2.32	-3%
<b>Region</b>						
Western	2.2	2.25	2.3	2.53	2.76	9%
Northern	2	2.22	2.52	2.59	2.48	-4%
Kampala	2.38	2.39	2.34	2.52	2.49	-1%
Central	2.06	2.25	2.35	2.41	2.41	0%
Eastern	2.16	2.28	2.67	2.51	2.41	-4%



*A cyclist being interviewed on Northern bypass*

Compared to other categories of roads, national roads were perceived as the safest in 2016 followed by KCCA roads. This is consistent with findings on rating of roads on key road attributes where national roads scored highest on attributes of road width and potholes, the major drivers of road safety as shown in Figure 16 under section 5.3. District, Urban and Community Access roads had the lowest rating in terms of safety. This trend has persisted over the years.

Road users felt that paved roads were safer than unpaved roads in 2016 which has been the same perception over the years.

Regionally, roads in western region were considered the safest while roads in Eastern and Central regions were the least safe. Notable improvement in the perceptions about safety of roads in 2016 was observed in Western Uganda while road safety in all the other regions either dropped or remained unchanged between 2015 and 2016. Roads in central region have consistently been perceived among the least safe over the years.

### 5.3 Reasons for feeling unsafe on Uganda's road network

Figures 5.3 and 5.4 present the reasons why road users felt unsafe on all roads and on the different road networks respectively.

The major reasons why road users felt unsafe when travelling on Uganda's roads in 2016 were narrow roads and presence of potholes accounting for

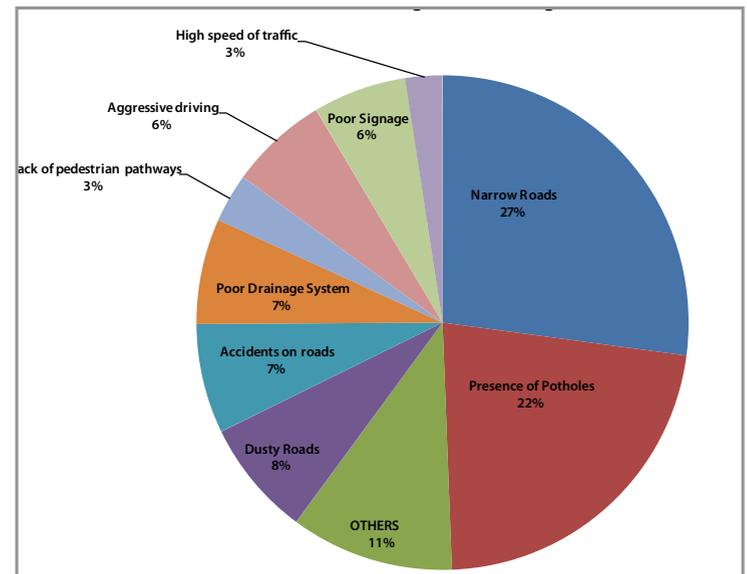


Cyclist riding over a bridge on the Arua district road

27% and 22% of all reasons respectively. These were followed by dusty roads, frequent road accidents, poor drainage system, aggressive driving by motorists and poor road signage.

Factors under OTHERS which when combined contributed 11% of the reasons for road users not feeling safe while travelling on Uganda's roads included theft or robberies on roads, high volume of traffic, many heavy goods vehicles, overcrowding or overloading of vehicles and use of vehicles in dangerous mechanical condition among others.

**Figure 5.3: Reasons for feeling unsafe - all roads**



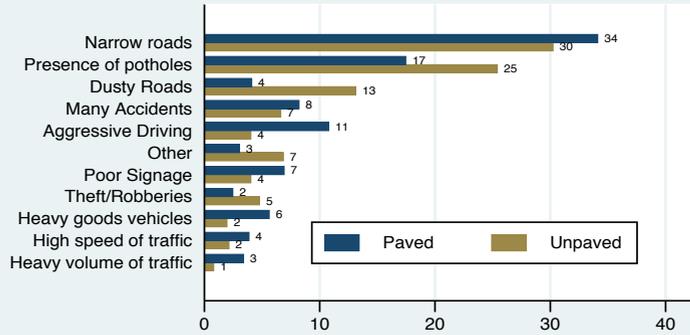
Narrow roads, frequent road accidents and aggressive driving were cited more on paved roads compared to unpaved roads while dust and presence of potholes on roads were cited more on unpaved roads compared to paved roads as shown in Figure 5.4 (1).

There was no significant difference in the reasons why road users felt unsafe while travelling on the different road agencies' networks i.e. DUCAR, KCCA and national roads.

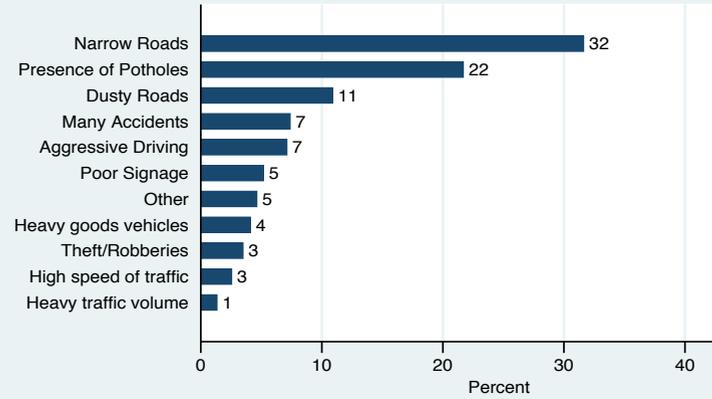
Figure 5.4: Reasons for feeling unsafe - by road network

## Reasons for feeling unsafe on the different road networks

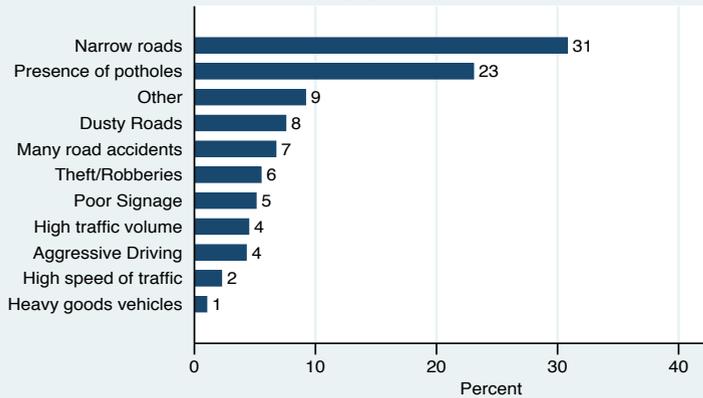
(1) Road surface



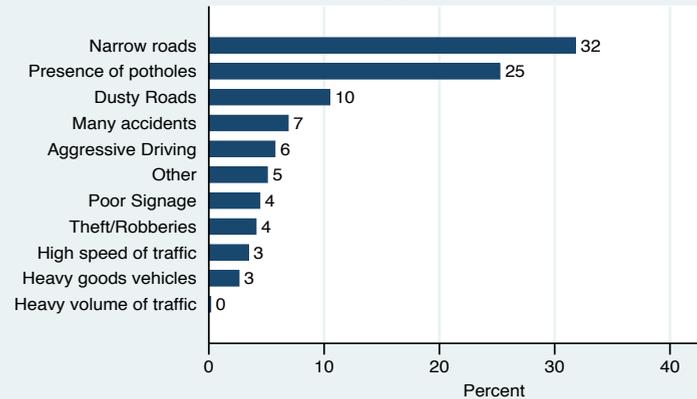
(2) National Roads



(3) KCCA Roads



(4) DUCAR



## 5.4 Road safety among Pedestrians

Respondents' perceptions about Uganda's roads in terms of safety when travelling as pedestrians in 2016 are depicted in Figure 5.5. The figure shows that majority (65 %) of respondents did not feel safe when using Uganda's roads as pedestrians in 2016.

**Figure 5.5: Perception of road safety among pedestrians in 2016**

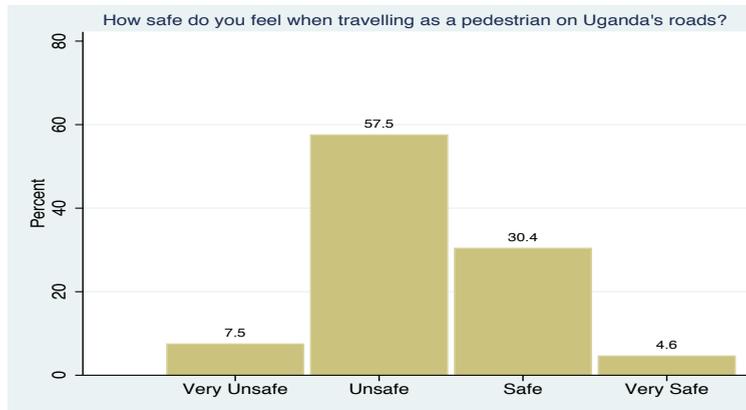
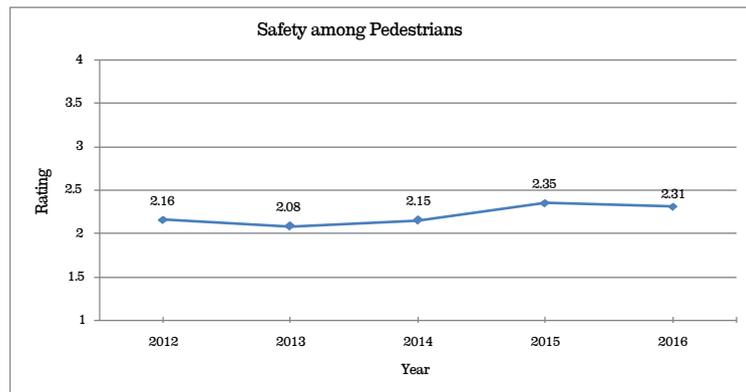


Figure 5.6 shows the trend of safety from a pedestrian perspective from 2012 to 2016.

The figure shows that perceived safety on Uganda's roads among pedestrians increased steadily from 2.08 points in 2013 to 2.35 points in 2015. It then dropped slightly to 2.31 points in 2016.

**Figure 5.6: Trend of safety ratings from a pedestrian perspective**

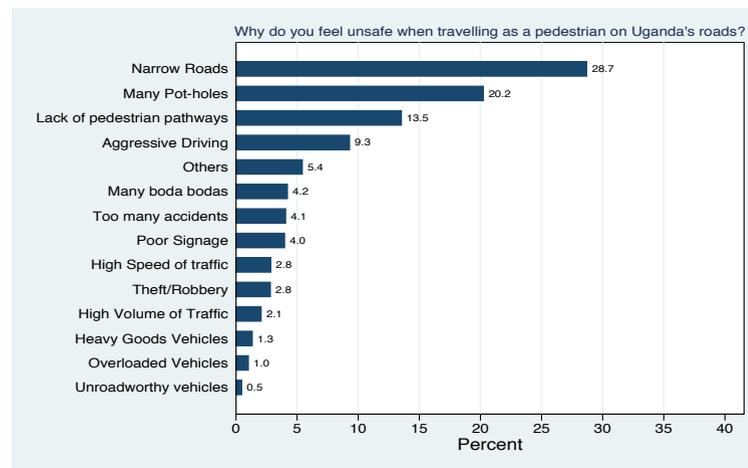


Narrow roads were the major reason why pedestrians felt unsafe on Uganda's roads in 2016 accounting for over 28 percent of the reasons for not feeling safe followed by potholes on the roads (20.2 percent), lack of designated pathways for pedestrians (13.5 percent), errant or aggressive driving by motorists (9.3 percent) and presence of many bodabodas on the roads (4.2 percent).

### 5.4.1 Reasons for feeling unsafe

The reasons given by the 65 % of the respondents who did not feel safe when travelling on Uganda's roads as pedestrians are as shown in Figure 5.7.

**Figure 5.7: Reasons why road users felt unsafe when travelling as pedestrians in 2016**



Narrow roads were the major reason why pedestrians felt unsafe on Uganda's roads in 2016 accounting for over 28 % of the reasons for not feeling safe followed by potholes on the roads (20.2 %), lack of designated pathways for pedestrians (13.5 %), errant or aggressive driving by motorists (9.3 %) and presence of many bodabodas on the roads (4.2 %). These top 5 reasons why respondents did not feel safe while travelling on Uganda's roads in 2016 have prevailed in the same order since 2013.



## Chapter 6

A section of Jinja road

Over two thirds of the respondents could not correctly identify the agency mandated to provide services on a particular road.

# Awareness

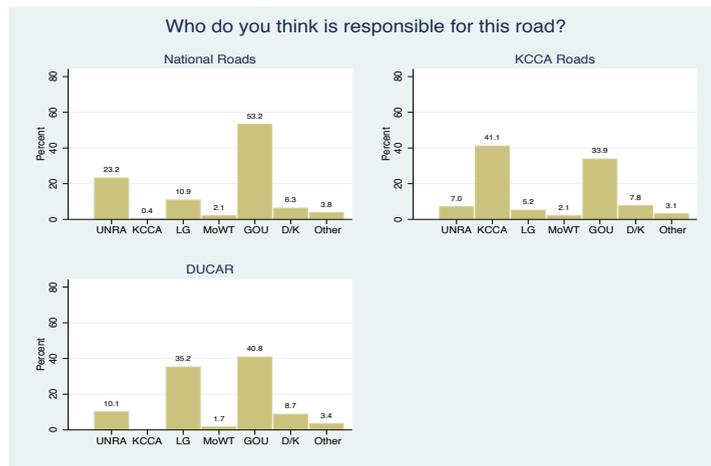
This chapter presents road users knowledge and awareness about road agencies and their responsibilities.

Overall, only 30% of the respondents were able to correctly identify the specific agency responsible for managing a particular road i.e. UNRA for National roads, KCCA for KCCA roads and Local Government authorities (i.e. district, Town Council or Municipal Council) for District, Urban and Community Access roads.

Most of the respondents were aware that the roads were managed by the Government of Uganda; however, they were not able to name the specific government agency charged with the responsibility of managing a particular road. Only about a quarter of the respondents interviewed on National roads were able to identify UNRA as the specific agency responsible for National roads while only 41% of respondents interviewed on KCCA roads ably identified KCCA as being responsible for city roads and 35% of respondents interviewed on DUCAR roads were able to identify the Local Government authority responsible for the road.

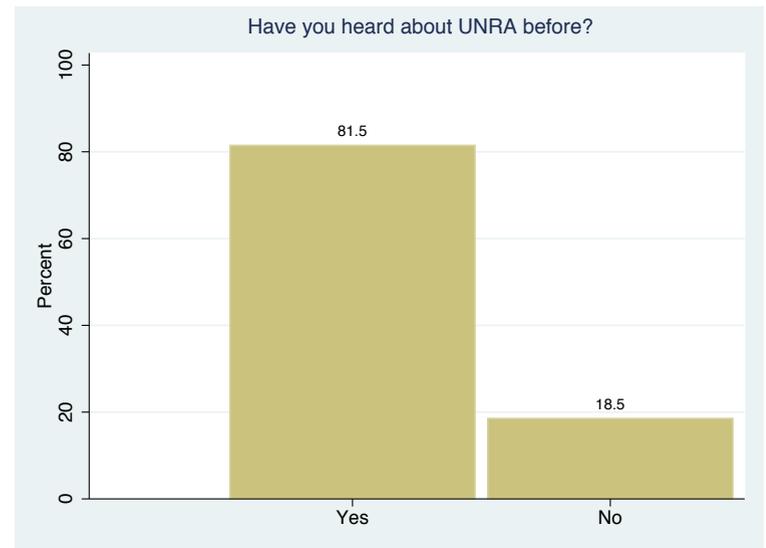
Figure 6.1 shows the responses on knowledge of road ownership for each of the different public road networks. Responses among the 'Other' category included donor agencies and specific names of area leaders/politicians.

**Figure 6.1: Knowledge of agencies responsible for particular roads**



Regarding awareness about UNRA, Figure 6.2 shows that over 81% of the respondents had heard about UNRA in through one or multiple media sources as shown in Figure 6.3.

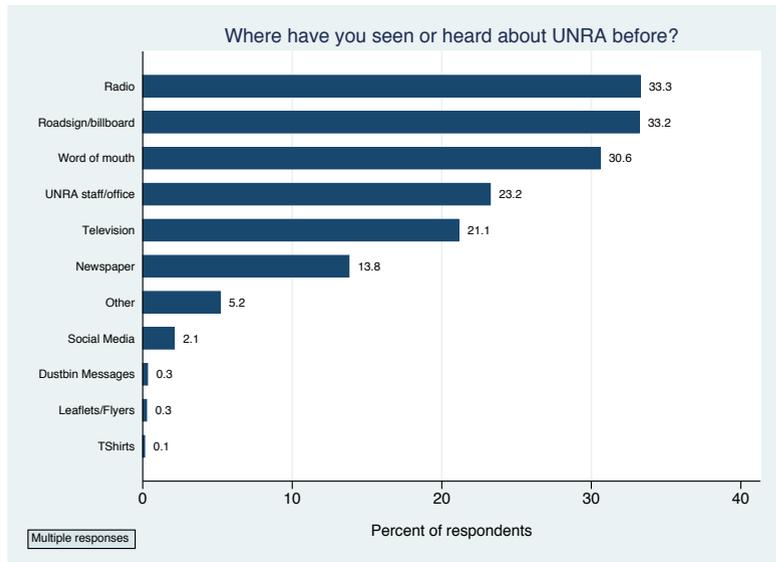
**Figure 6.2: Awareness about UNRA**



The most popular media through which respondents received information about UNRA were radio and road signs or billboards as shown below with over one third of the respondents having heard about UNRA over the radio or through road signs and billboards. Other major media through which respondents heard about UNRA included other individuals, interactions with UNRA staff or visiting/seeing UNRA offices, Television and newspapers.

Overall, only 30% of the respondents were able to correctly identify the specific agency responsible for managing a particular road i.e. UNRA for national roads, KCCA for KCCA roads and Local Government authorities (i.e. district, Town Council or Municipal Council) for District, Urban and Community Access roads.

**Figure 6.3: Sources of information about UNRA**

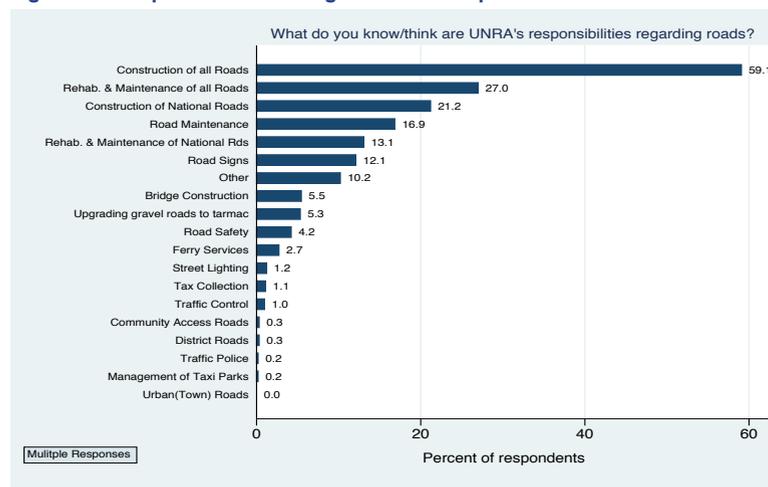


UNRA's visibility notwithstanding, a number of road users were not well informed about the agency's responsibilities. As can be seen in Figure 6.4, over 59% of the respondents thought that construction of ALL public roads is part of UNRA's mandate while 27% thought that UNRA is mandated to rehabilitate and

maintain ALL public roads. Only 21% of the respondents were aware that UNRA is responsible for construction of ONLY national roads while 13% were aware that UNRA is responsible for rehabilitation and maintenance of national roads.

UNRA's functions of bridge construction, management of ferry services between national roads and road safety were known by fewer than 10% of the road users interviewed.

**Figure 6.4: Respondent's knowledge of UNRA's responsibilities**



### Respondents Understanding Of Unra's Mandate

UNRA's visibility notwithstanding, a number of road users were not well informed about the agency's responsibilities. As can be seen in Figure 6.4, over

**59%**

of the respondents thought that construction of ALL public roads is part of UNRA's mandate while

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**21%**

of the respondents were aware that UNRA is responsible for

construction of ONLY national roads while

**13%**

were aware that UNRA is responsible for rehabilitation and maintenance of national roads.



**CATERPILLAR**

*Road works on a section of Gulu-Lira highway*



## Chapter 7

Majority of road users (over 70 percent) had a positive perception of the Government's commitment to improving the road network and reducing accidents on Uganda's roads.



Truck drivers being interviewed on the Northern bypass

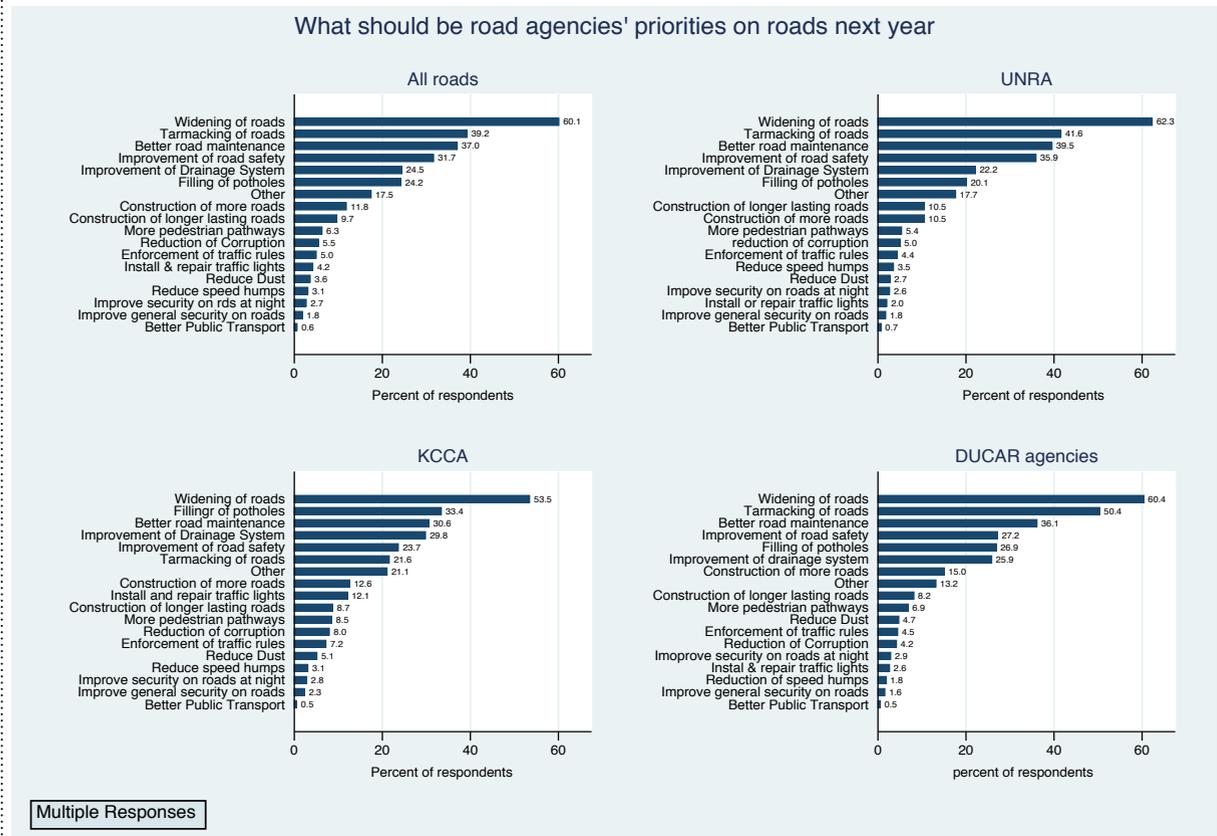
# Road user Perceptions and Opinions

In order to improve user experiences on Uganda's road network, road agencies need to ensure that road programmes and operations are responsive to road user needs and perceptions. This section presents opinions of road users in terms of perceived priorities for road agencies in subsequent years; perception of quality of services and cross cutting issues in the roads sub-sector; willingness to pay road tolls or levies; and willingness to join road user associations.

## 7.1 Perceived priorities for road agencies in 2017 – all road users

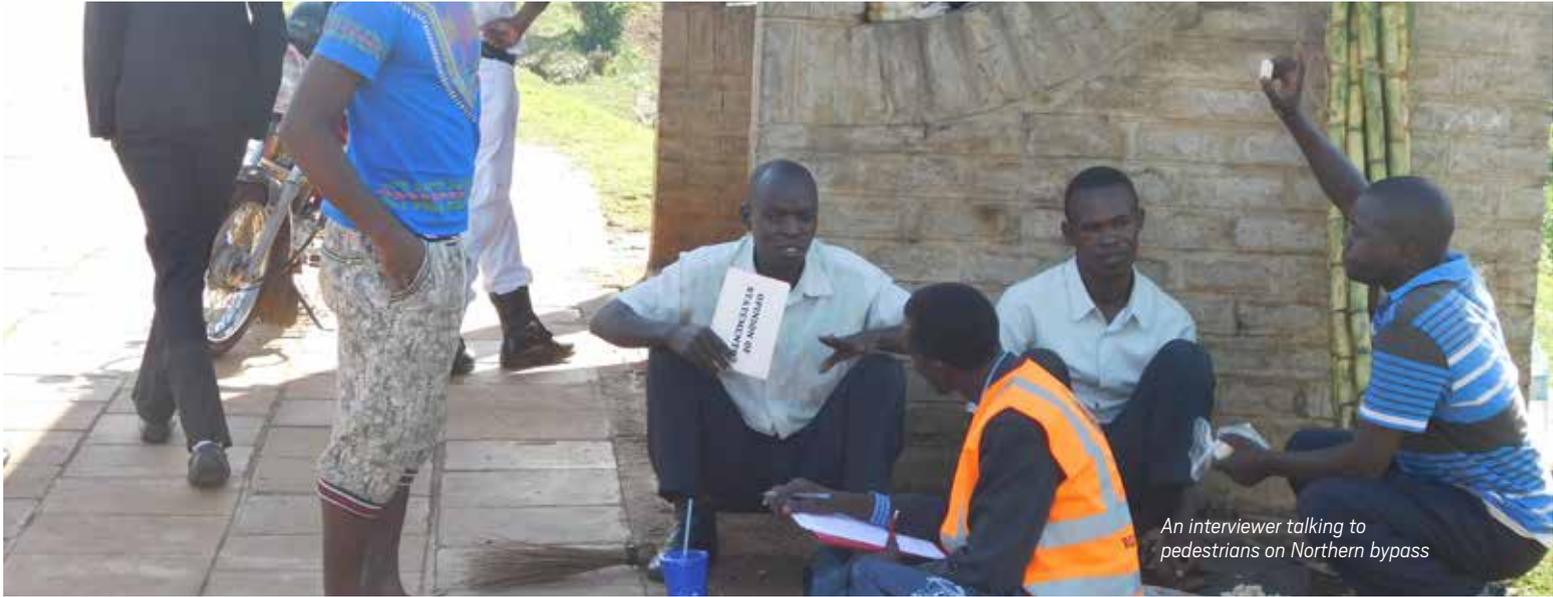
Respondents were asked to name 3 areas that they felt needed prioritisation by the agencies responsible for the different public roads in 2017. Figure 7.1 presents the priorities identified by road users overall and for each agency.

Figure 7.1: Perceived priorities for road agencies in 2017



Overall, respondents felt that priority in the roads sub-sector should be given to widening of roads (as cited by 60 % of the respondents) followed by tarmacking of roads (39 %), road maintenance (37 %), road safety (32 %) and improved drainage system (25 %). These priorities are consistent with the major reasons for dissatisfaction and feeling unsafe on Uganda's roads. In addition, these are the same priority areas identified in 2013, 2014 and 2014.

Filling of potholes, although not among the top 5 priorities on national roads, was ranked by road users as the second and fifth area for prioritisation by KCCA and DUCAR agencies respectively in 2017. It is therefore apparent that road users consider potholes as a more pressing issue on KCCA roads compared to DUCAR and national roads.

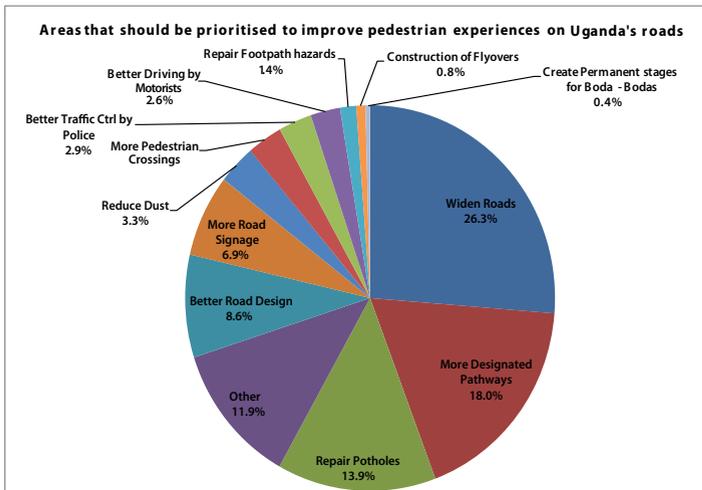


An interviewer talking to pedestrians on Northern bypass

## 7.2 Areas for prioritisation in order to improve pedestrian experiences

User opinions were further sought on areas that needed to be prioritised in order to improve their road experiences as pedestrians on Uganda's roads. The findings were as shown in the figure below.

Figure 7.2: Priorities for pedestrians on Uganda's roads



Similar to other road user groups, the top priority for road agencies to improve experiences on Uganda's roads for pedestrians in 2017 is widening of roads. This was followed by construction of more designated pathways for pedestrians, repair of potholes, better road design and more road signage respectively.

More road signage, which was in seventh place in 2015, replaced pedestrian crossings in fifth place in 2016 while all other areas retained their positions among the top five priorities for pedestrians in both years.

## 7.4 Road User Opinions on Government commitment and cross cutting issues

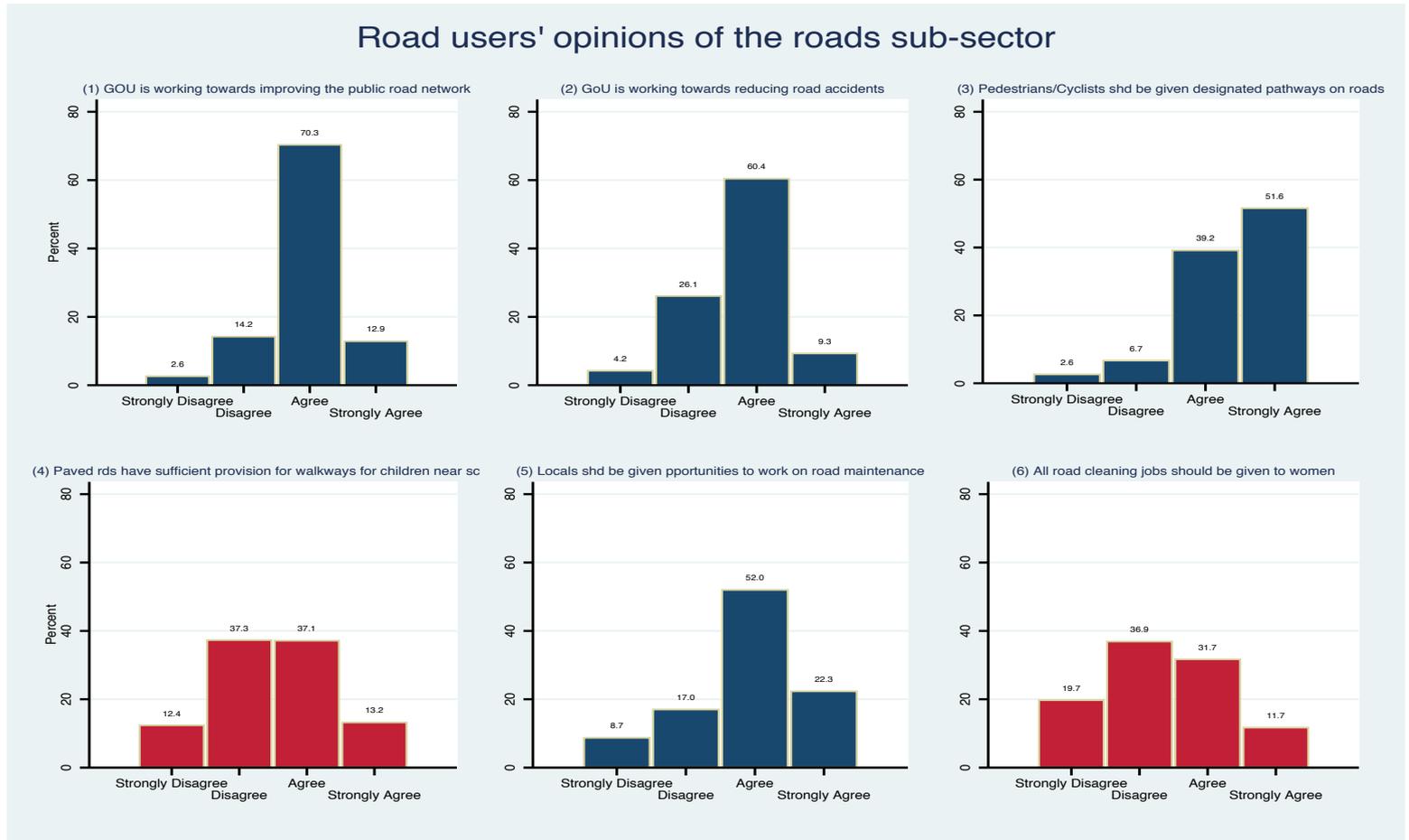
Road users were asked for their opinions regarding the government's commitment to improving the public network and reducing road accidents; crosscutting issues on employment of females and

locals on road maintenance; and the timeliness and standard of filling potholes by road agencies. The results are shown in Figures 7.3 to 7.5.

It can be seen in Figure 7.3(1) and 7.3(2) that majority of the respondents were in agreement with statements that the Ugandan Government was working towards improving the public road network as well as reducing road accidents. Similarly, most of the respondents were in agreement that roads should have designated pathways for pedestrians and that locals should be given job opportunities in road maintenance work as shown in Figure 7.3(3) and 7.3(5) respectively.

However, most of the road users did not agree to the opinion that all works related to cleaning of roads should be given to women while opinions on whether paved roads have sufficient provisions for separate walkways for children near schools were almost equally divided.

Figure 7.3: Opinions on crosscutting issues and Government's commitment to improving the roads sub-sector



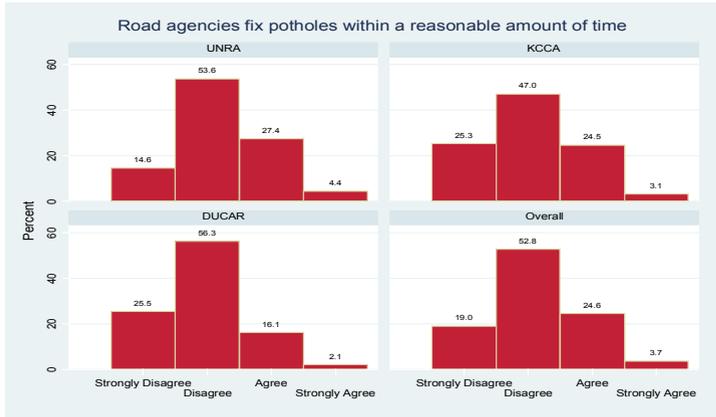
Regarding agencies' timeliness in responding to potholes, Figure 7.4 shows that overall, 71 % of the respondents felt that road agencies do not fill potholes within a reasonable amount of time (i.e. those that either disagree or strongly disagree that DAs fix potholes in time in Figure 7.4).

DUCAR agencies were deemed the slowest in responding to potholes in 2016 with over 81 % of the respondents on DUCAR being of the opinion that potholes on DUCAR roads were not filled within reasonable time followed by KCCA at 72 % of the respondents on KCCA roads and UNRA at 68 % of the respondents on national roads.

71%

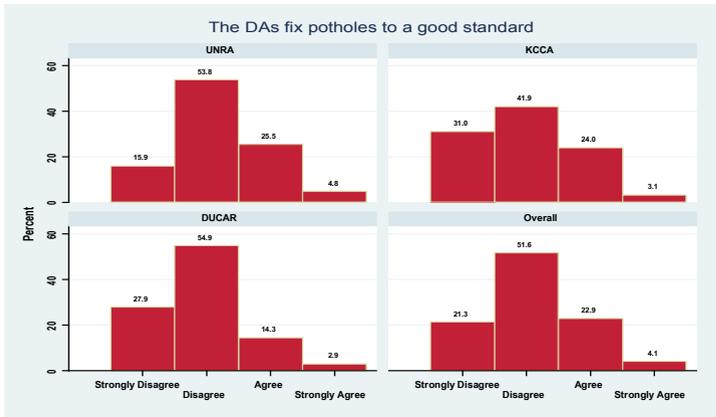
of the respondents felt that road agencies do not fill potholes within a reasonable amount of time

**Figure 7.4: Road users' opinions on timeliness of fixing potholes by road agencies in 2016**



Road users' views on whether road agencies fix potholes to appropriate standards were as shown in Figure 7.5. Once again, DUCAR agencies were perceived by road users as the worst in repairing potholes to appropriate standards in 2016 with over 82 % of the respondents on DUCAR being of the opinion that DUCAR agencies do not repair potholes to proper standards followed by KCCA at 72 % of the respondents on KCCA roads and UNRA at 69 % of the respondents on national roads.

**Figure 7.5: Road users' opinions on standard of pothole repairs by road agencies in 2016**

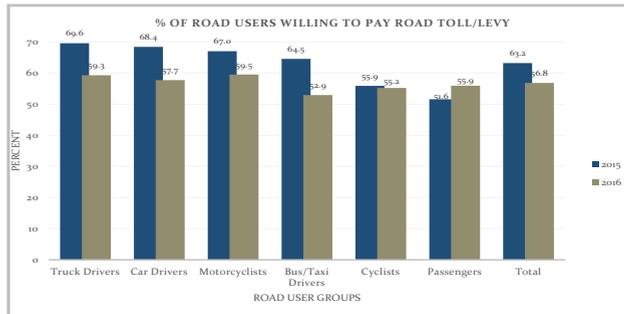


Periodic maintenance of Mabira section along Kampala - Jinja road by Uganda National Roads Authority (UNRA).

## 7.5 Willingness to Pay Road Toll or Levy

Road user charges including levies form part of the revenue for financing maintenance of Uganda's public road network. Respondents were asked if they were willing to pay a road toll or levy provided the funds would go towards improving the road network. Figure 7.6 shows the percentage of road users who were willing to pay a road toll or levy under the different road user groups in 2015 and 2016.

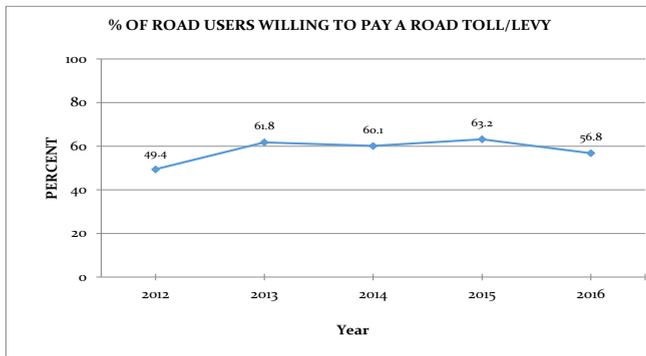
**Figure 7.6: Willingness to pay road toll/levy in 2015 and 2016**



The figure above shows that overall, over 56 % of road users were willing to pay a road toll or levy to improve Uganda's road network in 2016 compared to 63 % in 2015. Truck drivers, motorcyclists and car drivers were the groups most willing to pay a road toll in both years. Of the driver categories, bus and commuter taxi drivers were the least willing to pay road tolls in 2015 and 2016. In 2016, bus and taxi drivers were the least willing to pay a road toll or levy of all user groups including cyclists and passengers.

The percentage of road users willing to pay road toll in 2016 was the lowest since 2013 as shown in figure 7.7.

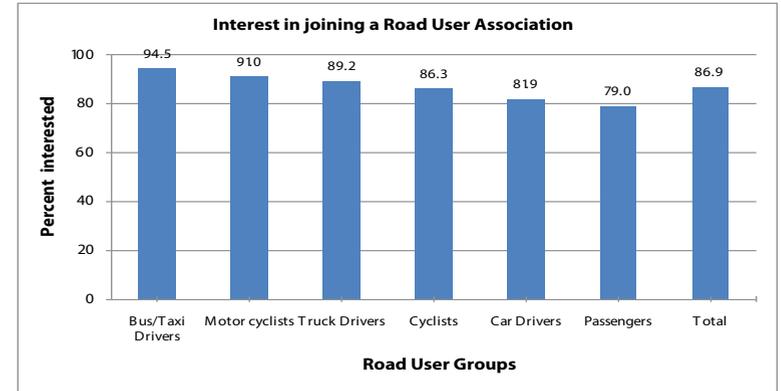
**Figure 7.7: Percentage of road users will to pay road toll between 2012 and 2016**



## 7.6 Interest in joining Road User Associations

Figure 7.8 shows the percentage of road users who were interested in joining road user associations under the different road user groups in 2016.

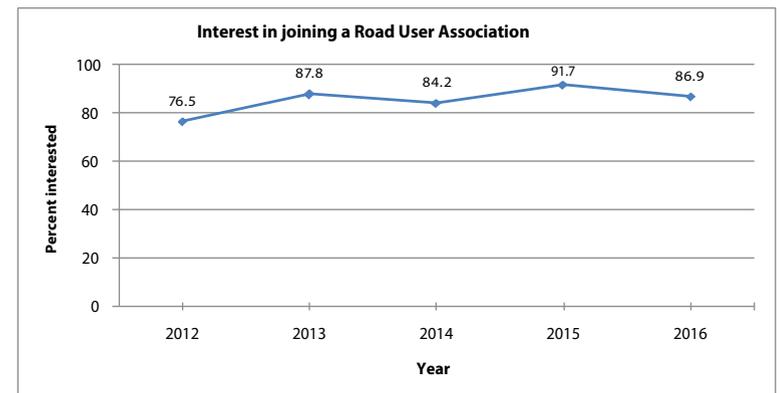
**Figure 7.8: Interest in joining road user associations in 2016**



It can be seen in Figure 7.8 that over 86 % of road users were interested in joining road associations in 2016. Bus/taxi drivers and motorcyclists were the most interested in joining road user associations with over 90 % of road users in these two categories being interested in joining road user associations while passengers were the least interested.

Interest in joining road user associations in 2016 was lower than in 2015 by 4.8 percentage points as shown below.

**Figure 7.9: percentage of road users who were interested in joining road user associations between 2012 and 2016**



# Conclusions and Recommendations

A decline in road user satisfaction was observed in 2016 among all road user groups and across the different road networks compared to 2015. As was the case in 2015, the main reasons for dissatisfaction among road users in 2016 were narrow roads, potholes, poor drainage, inadequate road maintenance and dust. The same drivers of dissatisfaction also extended to pedestrian road users with the addition of absence of designated pathways for pedestrians. A decline was also observed in the rating of most of the key road attributes and services with the exception of enforcement of traffic laws, traffic management during road works and security on the roads which registered slight improvements

**Significant differences in satisfaction scores were observed by road surface type, region and service provider whereby paved roads had significantly higher satisfaction scores compared to unpaved roads; roads in Western and Northern regions had significantly higher scores compared to roads in other regions; while roads on the National and KCCA networks had significantly higher satisfaction scores compared to those on the DUCAR network.**

Roads on the DUCAR network trailed other roads in almost all road attributes and services with the exception of general traffic congestion. This could be a result of the already observed challenges faced by DUCAR agencies in managing their network including inadequate funding, equipment, and human resources among others.

Findings also showed a decline in the perceived safety of Uganda's roads among most road user groups with the exception of cyclists and bus/taxi drivers for whom there was virtually no change. Significant differences in road safety scores were observed by road surface, region and distance of journey. Paved roads were considered as being safer than unpaved road while roads in western Uganda had significantly higher road safety scores compared to roads in other regions. Road users, particular drivers and passengers in public service vehicles (PSV) on journeys between 50 to 100 km had lower road safety scores compared to those on journeys shorter than 50 km and those on journeys longer than 100 km.

Poor road safety was mainly attributed to narrow roads and potholes. From a pedestrian perspective, besides narrow roads and potholes; lack of designated pathways for pedestrians and errant drivers also contributed substantially to why

road users did not feel safe when travelling on Uganda's roads as pedestrians. User perceptions about the causes of poor road safety are however contrary to empirical evidence from Uganda Police which attributes over 81 % of all road accidents to human factors including reckless driving and over speeding with road conditions accounting for only 1 % and vehicle conditions accounting for 2 % of all causes of road accidents respectively.<sup>1</sup> This requires a mindset shift among road users so that they may recognize the critical role of human factors in road safety.

Majority of road users (over 70 %) had a positive perception of the Government's commitment to improving the road network and reducing accidents on Uganda's roads. This may partly explain why over half of the road users in 2016 were willing to pay a road toll or levy towards improving the public road network. However, the same cannot be said about public perceptions towards road agencies' commitment to repairing roads in time and to appropriate standards with about three quarters of the road users interviewed being of the view that road agencies neither fill potholes in time nor to good standards. Agencies therefore need to demonstrate commitment towards meeting road users' expectations in order to capitalise on the current goodwill among road users to pay road tolls. This is especially important considering the introduction of toll roads such as the Kampala-Entebbe and Kampala – Jinja Expressways.

Regarding public awareness of road agencies and their responsibilities, findings showed that a majority (over two thirds) of the respondents interviewed could not correctly identify the agency mandated to provide services on a particular road. Considering that the general public evaluates service delivery depending on their knowledge, experience, and perceptions of local and National services and of the agencies mandated to deliver those services, it becomes a challenge for road users to attribute success or channel complaints for redress to the right agencies. For the case of UNRA for example, much as more than 80 % of the respondents had heard about UNRA, majority were not knowledgeable of UNRA's services. More than half the respondents thought that UNRA is responsible for construction of all public roads as opposed to national roads. This leads to wrong expectations of UNRA by the public making it impossible for UNRA to meet their expectations. Therefore, to efficiently manage road users' expectations, road agencies need to ensure that road users are correctly informed about agencies' mandates and responsibilities in order to avoid overambitious or misplaced public expectations.

<sup>1</sup> According to the Uganda Annual Traffic and Road Safety Report-2014, human factors accounted for 81% of all causes of road accidents followed by other unknown causes at 15%, vehicle conditions at 2%, road conditions at 1% and weather conditions at 1%.

In light of the above findings and in order for road agencies to improve their performance towards meeting road user expectations, the following are recommended:

1. Address the priorities identified by road users namely widening of roads, upgrading more unpaved roads to paved standard; undertaking regular road maintenance; undertaking road safety interventions; improving the drainage system; and attending to potholes timeously and to appropriate standards. In addition, road agencies should construct designated pathways for pedestrians;
2. Stakeholders including the Ministry, road agencies, National Road Safety Council, Uganda Police Force and Civil Society organisations among others should carry out road safety campaigns to influence attitudes of road users into recognising the contribution of non-road factors especially human factors in road safety. Road safety education should therefore be undertaken to encourage road users to act more responsibly;
3. The Ministry of Works and Transport and other players in the sector should provide the necessary technical support to DUCAR agencies to enhance capacity of the agencies to manage the DUCAR road network to the expectations of users of district, urban and community access roads;
4. Road agencies should involve the general public in road projects to enable road users to appreciate the efforts being undertaken to ensure an efficient public road network and the challenges faced. This could be through co-option of members of the general public onto road committees, ensuring local content on road construction projects, use of local contractors, facilitating community participation in supervision of ongoing road projects, and ensuring road gangs are constituted from local area residents.
5. Road agencies should establish mechanisms to facilitate involvement of the general public in monitoring and reporting on the road network. Such mechanisms should provide for feedback or complaint redress on general road conditions and ongoing road projects for example use of toll free lines, interactive online systems and embracing social media among others; and
6. Deliberate efforts should be undertaken to sensitise the public on the roles of the different players in the road sub-sector. Efforts should be aimed at enabling road users to identify the agencies responsible for the different networks and the services that they are mandated to provide. This will make it easier for road agencies to manage road users' expectations as well as enable road users to hold the right agencies accountable for deteriorating road networks.



*A well maintained district road in Arua district*

## Annex 1: 2016 Road user Satisfaction Survey Questionnaire

Uganda Road Fund		Road User Satisfaction Survey		Serial: [ ][ ][ ][ ]
<b>PART A: SECTION 1</b>		<b>ROAD IDENTIFICATION PARTICULARS</b>		
1. REGION:		CODE:	[ ][ ]	
2. DISTRICT/UNRA STATION:		CODE:	[ ][ ][ ]	
3. ROAD NAME:		LINK_ID:	[ ][ ]	
4. SURFACE TYPE:				
1. Paved	<input type="checkbox"/>			
2. Unpaved	<input type="checkbox"/>			
5. ONGOING ROAD WORKS				
1. Yes	<input type="checkbox"/>			
2. No	<input type="checkbox"/>			
<b>PART A: SECTION 2</b>		<b>STAFF DETAILS AND SURVEY TIME</b>		
1. NAME OF INTERVIEWER:		CODE:	[ ][ ][ ]	
2. DATE OF INTERVIEW:				
		D D M M Y Y Y Y	[ ][ ][ ][ ][ ][ ][ ][ ]	
3. NAME OF TEAM LEADER:		CODE:	[ ][ ][ ]	
4. DATE OF CHECKING		D D M M Y Y Y Y	[ ][ ][ ][ ][ ][ ][ ][ ]	
5. INTERVIEW START TIME			[ ][ ][ ][ ]	
6. RESPONSE CODE				
1. Completed	<input type="checkbox"/>			
2. Partially Done	<input type="checkbox"/>			
7. INTERVIEW FINISH TIME			[ ][ ][ ][ ]	

<b>PART B SECTION 1:</b>		<b>RESPONDENT DETAILS</b>	
1. Respondent's Gender:	<input type="checkbox"/> 1. Male	<input type="checkbox"/> 2. Female	
2. Respondent Type:	<input type="checkbox"/> 1. Truck Driver	<input type="checkbox"/> 2. Motor-Cyclist	<input type="checkbox"/> 3. Bus / Matatu Drivers
	<input type="checkbox"/> 4. Car Driver	<input type="checkbox"/> 5. Passenger	<input type="checkbox"/> 6. Cyclist
3. Service Provider:	<input type="checkbox"/> 1. UNRA	<input type="checkbox"/> 2. KCCA	<input type="checkbox"/> 3. DUCAR
<b>[Please read the following to respondents]</b>			
"Uganda Road Fund, the agency responsible for financing maintenance of all public roads in Uganda is undertaking a survey to collect information about road user satisfaction levels in the country.			
Please note that the results of the survey will in no way affect road funding in this area. The survey is being carried out to enable Uganda Road Fund and other interested stakeholders to get your perception of the Ugandan road network."			
<b>[Participants should be neither prompted nor forced into answering any of the survey questions.]</b>			
<b>PART B SECTION 2:</b>		<b>CURRENT JOURNEY: ORIGIN / DESTINATION</b>	
I am now going to ask you about the journey you are taking today.			
<b>[Ask Q1 - Q10 for all respondents and Q11 - Q15 for passengers. Then go to Section 3 for all respondents.]</b>			
1. What is the origin of the journey you are currently taking?			[ ][ ][ ]
2. What is your final destination?			[ ][ ][ ]
3. How long will this journey take you? Please respond in hours and minutes, write 000 if unknown.			
	[ ][ ] Hours	[ ][ ] Minutes	
4. How long is this journey in kilometres? Please respond in kms, write 000 if unknown.			[ ][ ][ ] KILOMETRES
			[ ][ ][ ] MILES
5. What is the main purpose of this trip?			
<input type="checkbox"/> 1. Regular trip to/from work	<input type="checkbox"/> 2. Employer's Business (Travelling for Work)	<input type="checkbox"/> 3. Education	
<input type="checkbox"/> 4. Holiday	<input type="checkbox"/> 5. Visiting friends/ relatives	<input type="checkbox"/> 6. Shopping	<input type="checkbox"/> 7. Medical
<input type="checkbox"/> 96. Other (Specify):	_____		
<b>In the next few questions we are seeking your views from the point of view of a pedestrian</b>			
6. Now thinking about your experiences as a pedestrian road user, how satisfied are you with your experience using the Ugandan road network?			
<input type="checkbox"/> 1. Very dissatisfied	<input type="checkbox"/> 2. Dissatisfied	<input type="checkbox"/> 3. Satisfied (>> Q8)	<input type="checkbox"/> 4. Very Satisfied (>> Q8)



7. If you are **dissatisfied or very dissatisfied** with your experience of the Ugandan road network as a **pedestrian**, why is this so?  
**[Tick all responses mentioned. DO NOT read out the options to the respondent.]**

A) No Designated Footway/ Pavement/ Path along the road       B) Trip Hazards / Obstructions  
 C) Bad / Aggressive Driving       D) Insufficient Safe Crossing Locations  
 E) Poor Traffic Enforcement       F) Pedestrian Route Blocked  
 G) Unsafe Roads       H) Unsafe Vehicles  
 I) Dust       J) Many Potholes  
 K) Narrow Roads       L) Poor Drainage  
 Z) Other(Specify): \_\_\_\_\_

8. In general, how **safe** do you feel when travelling as a **pedestrian** on Ugandan roads?  
 1. Very unsafe       2. Unsafe       3. Safe (>>Q10)       4. Very Safe (>>Q10)

9. If you feel **unsafe/very unsafe** while travelling as a pedestrian on Ugandan roads, why is this so?  
**[Tick all responses mentioned. DO NOT read out the options to the respondent.]**

A) High Volume of traffic       B) Bad Signage       C) Poor/Aggressive Driving  
 D) Narrow Roads       E) Theft/Robbery       F) High Speed of Traffic  
 G) Heavy Goods Vehicles       H) Overloaded/crowded vehicles       I) Un-roadworthy vehicles  
 J) Many pot-holes       K) No pathway for pedestrians       L. Rampant Road Accidents  
 M) Many Boda Bodas       Z) Other (Specify): \_\_\_\_\_

10. **As a pedestrian**, I would like you to tell me the top three areas which you consider need to be prioritized to improve your experience on the Ugandan road net work. **[DO NOT prompt. Only mark 3 entries]**

A) Designated pathways       B) Better Road Design       C) Better Driving by Motorists  
 D) Footpath hazards removed/repaid       E) Better Traffic Control by Traffic Police       F) More safe crossings  
 G) Reduce Dust       H) Repair Potholes       I) More Road Signage  
 J) Widening Roads       K) Construction of flyovers  
 L) Create permanent stages for cyclists       Z) Other (Specify): \_\_\_\_\_

**[For passenger respondents only]**

11. What means of transport are you currently using for this journey?  
 1. Taxi       2. Bus       3. Boda Boda       4. Motor Vehicle (Special Hire)  
 5. Bicycle       96. Other (Specify): \_\_\_\_\_

12. How much is this entire journey costing you in **Ugandan Shillings**?  
 UGX:

**[For Passenger Respondents only]**

13. What other means of transport will you be using for this entire journey?  
 A) Taxi       B) Bus       C) Boda Boda       D) Motor Vehicle (Private)  
 E) Bicycle       F) Walk       Z) Other (Specify): \_\_\_\_\_

14. Did you feel safe travelling [by car, Boda-Boda, taxi, bus etc] on this road today?  
 1. Yes (>> SECTION 2)       2. No

15. If you did not feel safe, why was this so?  
 A) Bad Driving of Transporter       B) Bad Driving of others       C) Too many other passengers in vehicle  
 D) Travelling Alone       E) Poor Vehicle Condition       F) Traffic Congestion  
 Z) Other (Specify): \_\_\_\_\_

**SECTION 3: UGANDAN ROADS: GENERAL SATISFACTION LEVELS**

**I would like to ask you about your general satisfaction levels related to the roads network in Uganda. This relates to your overall experience of using all types of roads across Uganda as a driver or passenger in/on a vehicle.**

16. Are you generally satisfied with your overall experience of roads on the Ugandan road network?  
 1. Very dissatisfied       2. Dissatisfied       3. Satisfied (>>Q18)       4. Very satisfied (>>Q18)

17. If you are **dissatisfied or very dissatisfied** with your experience of the Ugandan road network, why is this so?  
**[DO NOT PROMPT]**

A) Roads are not maintained       B) Poor Drainage       C) Dust  
 D) Illegal Parking       E) Overloaded vehicles       F) Increased Congestion  
 G) Bad Driving – Motorists in general       H) Bad Driving – by Public Transporters       I) Poor Signs / Lines  
 J) Narrow Roads       K) Presence of potholes       L) No pedestrian paths  
 M) Theft/ Robbery on the road       N) Insufficient safe crossing locations       O) Round about is too small  
 Z) Other (Specify): \_\_\_\_\_

18. In general, how **safe** do you feel when travelling on Ugandan roads?  
 1. Very Unsafe       2. Unsafe       3. Safe (>>Q20)       4. Very Safe (>>Q20)

19. If you feel **unsafe** while travelling on Ugandan roads, why is this? **[DO NOT PROMPT.] [Tick all responses mentioned]**

A) High Volume of Traffic       B) Bad Signage       C) Poor /Aggressive Driving  
 D) Narrow Roads       E) Theft/ Robbery       F) High Speed of Traffic  
 G) Heavy Goods Vehicles       H) Overloaded/ Crowded Vehicles       I) Un-roadworthy Vehicles  
 J) Presence of potholes       K) Dusty Roads       L) No pedestrian Paths  
 M) Accidents on Roads       N) Too many diversions due to road works       O) Poor Drainage System  
 Z) Other (Specify): \_\_\_\_\_

20. Over the last year, how has your experience when using Ugandan roads changed?

1. Significantly worsened (>>Q22)  2. Worsened (>> Q22)  3. Not changed (>>Q23)  3. Improved

4. Significantly Improved

21. If you think that your experience when using Ugandan roads has **either improved significantly or improved** this year compared to the same period last year, why do you think this is so? [DO NOT PROMPT.]

A) Road Reconstruction/ Refurbishment  B) Less Congestion  C) Better road Condition/Maintenance

D) Improved Signage  E) Improved Road Marking  F) Quicker Journey Time

G) Safer Roads  H) Introduction of buses  I) Traffic enforcement has improved

J) Public outcry on road condition  K) Friendly traffic policemen  L) Roads have been widen

M) Drivers are more experienced  Z) Other (Specify): \_\_\_\_\_

[>>Q23]

22. If you think that your experience when using Ugandan roads has **worsened or worsened significantly** this year compared to the same period last year, why do you think this is so? [DO NOT PROMPT.]

A) Potholes  B) Dust  C) Roads not Maintained

D) Illegal Parking  E) Weather Damage  F) Increased Congestion

G) Overloaded Vehicles  H) Poor Drainage  I) Bad Driving – Motorists in General

J) Bad Driving – by Public Transporters  K) Theft/Robbery  L) Narrow Roads

M) Increased Road Accidents  Z) Other (Specify): \_\_\_\_\_

23. Would you be willing to pay a road toll/levy if you knew that this toll goes directly towards improving your road network?

1. Yes  2. No

24. Who do you think is responsible for repairing this road? [DO NOT PROMPT.]

1. UNRA  2. KCCA  3. Local Government Agency

4. Ministry of Works & Transport  5. Ugandan Government  6. Don't Know

96. Other (Specify): \_\_\_\_\_

**SECTION 4: AWARENESS ABOUT UNRA**

**I am now about to ask you about UNRA and what you know about UNRA and UNRA's functions and responsibilities.**

25. Have you heard about the Uganda National Roads Authority (UNRA) before?

1. Yes  2. No (>> Section 5)

26. Where have you seen or heard about UNRA before? [DO NOT PROMPT.]

A) Radio  B) Television  C) Newspaper  D) Leaflets

E) Social Media  F) Road Sign  G) Word of Mouth  H) KCCA Staff/Office

I) T-shirts  J) Dustbins  Z) Other (Specify): \_\_\_\_\_

27. Regarding roads, what do you think/know that UNRA is responsible for? [DO NOT PROMPT]

A) Contruction of all roads  B) Construction of national roads

C) Rehabilitation/Maintenance of all roads  D) Rehabilitation/Maintenance of national roads

E) Upgrading of Gravel Roads to Tarmac  F) Bridge Building/ Construction

G) Managing Ferry Services between national roads  H) Road Safety

I) Road Signs  J) Traffic Control

K) Community Access Roads  L) Traffic Police

M) Taxi Park Management  N) District Roads

O) Urban(Town) Roads  P) Tax Collection

Q) Street lighting  R) Maintenance of Roads

Z) Other (Specify): \_\_\_\_\_

**SECTION 5: UNRA MANAGED ROADS: SATISFACTION LEVELS**

**I am now going to ask you about your experience related specifically to UNRA. To do this, we are going to discuss this road and I want to base your responses only on your experiences on this road.**

28. How often do you travel on this road?

1. Five to Seven days a Week  2. Two to Four days a week  3. Once per Week

4. Twice per Month  5. Once Per Month  6. Less frequent than once per month

96. Other (Specify): \_\_\_\_\_

29. Over the last year, how has your experience when using this road changed?

1. Significantly Worsened (>>Q31)  2. Worsened (>>Q31)  3. Not changed (>>Q32)  4. Improved

5. Improved Significantly

30. If you think that your experience when using this road has **either improved significantly or improved** this year compared to the same period last year, why do you think this is so? [DO NOT PROMPT] [Tick all responses mentioned then Skip to Q32]

A) Maintenance work has taken place  B) General road surface has improved /reconstruction

C) Less Congestion  D) Better Road Condition  E) Improved Signage

F) Improved Road Marking  G) Shorter Journey Time  H) Safer Road

I) Improved Drainage System  J) Introduction of buses

Z) Other (Specify): \_\_\_\_\_

[>> Q32]



31. If you think that your experience when using this road has either **worsened or worsened significantly** this year compared to the same period last year, why do you think this is so? **[DO NOT PROMPT]** **[Tick all responses mentioned]**

- A) Bad Driving - by Motorists in General     B) Bad Driving - by Public Transporters  
 C) Road Not Maintained     D) Illegal Parking     E) Weather Damage  
 F) Increased Congestion     G) Overloaded Vehicles     H) Poor Drainage  
 I) Potholes     J) Narrow Roads     K) Rampant Accidents  
 L) No security     Z) Other (Specify): \_\_\_\_\_

32. On a scale of 1 to 4, how would you rate this road regarding each of the following aspects? **Rating 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Satisfied, 4 = Very Satisfied.**

	1. Very dissatisfied	2. Dissatisfied	3. Satisfied	4. Very Satisfied
a) Quality of Road Surface (smoothness).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Congestion in General.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Congestion due to Road Works.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Adequacy of Road Signs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Road Markings.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Enforcement of Traffic Regulations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Security.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Potholes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Dust.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Road Width.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Other(Specify).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

33. Thinking about the current trip you are on, did you allow extra time in case of delays on this journey?  
 1. Yes     2. No

34. On your journey so far, have you experienced any delays on this road? If so, for how long was this delay?  
**[If yes, write duration of delay in completed hours and minutes. Otherwise write 00 and skip to Q36]**  
 1. Yes     hours     2. No (>> Q36)  
 Minutes

35. What caused these delays? **[DO NOT PROMPT]** **[Tick all responses mentioned]**

- A) Traffic Jam/ Congestion     B) Illegal Parking     C) Poor Traffic Enforcement  
 D) Police Checks     E) Bad Driving (other vehicles)     F) Road Works  
 G) Overloaded Vehicles     H) Potholes     I) Matatus picking passengers  
 J) Presidential or other convoys     K) Children coming or going back to school  
 L) KCCA or other **cleaners** on the road     M) Narrow roads     N) Slippery Roads  
 Z) Other(Specify): \_\_\_\_\_

36. Again, thinking about this trip, did you pass any road works/road construction while travelling on this road? **By road works we mean any road which is being constructed or repaired.**

1. Yes     2. No (>>Q45)

	1.Yes	2.No	3.Don't Know
37. Was any part of the road closed?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Were you diverted off the road?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Did you see any work being carried out in the closed lanes?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. Was there signage around the road works?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. Were there protective barriers around the road works?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42. Was there congestion related to the road works?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. Was your journey delayed due to the road works?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. If your journey was delayed by the road works you experienced, how long was the delay? **[Write down the time in completed hours and minutes. Otherwise write 00]**

Hours     Minutes

45. How safe do you usually feel when travelling on this road?

1. Very Unsafe     2. Unsafe     3. Safe (>>Q47)     4. Very Safe (>> Q47)

46. If you feel **unsafe or very unsafe** when travelling on this road, why is this so? **[DO NOT PROMPT]**

- A) High Volume of traffic     B) Bad signage     C) Poor / Aggressive Driving  
 D) Narrow Roads     E) Theft/ Robbery     F) High Speed of Traffic  
 G) Heavy Goods Vehicles     H) Accidents     I) Potholes  
 J) Dusty Roads     Z) Other(Specify): \_\_\_\_\_



47. Thinking about all the issues we have discussed related to your experience on this UNRA managed road, please rate your general satisfaction with UNRA services related to the following. [Ask the respondent to rate their satisfaction against each of the services they have received. Tick N/A for NOT APPLICABLE if the respondent has not used the service]

	1.V. Dissatisfied	2.Dissatisfied	3.Satisfied	4.V. Satisfied	5.N/A
a) Overall Satisfaction Levels.....	<input type="checkbox"/>				
b) Maintenance of roads.....	<input type="checkbox"/>				
c) Upgrading murrum roads to tarmac.....	<input type="checkbox"/>				
d) Ferry Services between National Roads.....	<input type="checkbox"/>				
e) Traffic Management during road works.....	<input type="checkbox"/>				
f) Better road design e.g fly overs.....	<input type="checkbox"/>				

48. In your opinion, what should be UNRA's top three priorities on roads next year? [DO NOT PROMPT]

<input type="checkbox"/> A) Better road maintenance	<input type="checkbox"/> B) Reduction of Dust
<input type="checkbox"/> C) More Road Building	<input type="checkbox"/> D) More Tarmac Roads
<input type="checkbox"/> E) Better Road Safety (Signs, Road humps etc)	<input type="checkbox"/> F) More Footways or pedestrian paths
<input type="checkbox"/> G) Better Public Transport	<input type="checkbox"/> H) Wider Roads
<input type="checkbox"/> I) Reducing Humps	<input type="checkbox"/> J) Construction of Long Lasting Roads
<input type="checkbox"/> K) Installing and Repairing Traffic Lights	<input type="checkbox"/> L) Fill Potholes
<input type="checkbox"/> M) Reduce corruption	<input type="checkbox"/> N) Better traffic enforcement
<input type="checkbox"/> O) Improve drainage systems	<input type="checkbox"/> P) Improve road safety and Security on roads at night
<input type="checkbox"/> Q) Better security on roads in general ( less theft/robberies)	
<input type="checkbox"/> Z) Other (Specify): _____	

49. Please give your honest opinion of the following statements:

	1. Strongly Disagree	2. Disagree	3. Agree	4. Strongly Agree
a) The GOU is working to improve the Ugandan road network.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The GOU is working to reduce road accidents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) UNRA fixes potholes within a reasonable amount of time.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) UNRA fixes potholes to a good standard.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Pedestrians/ cyclists should be given dedicated pathways on roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Paved roads have sufficient provision for separate walkways- for children near school.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Local people should be given opportunities to work on road maintenance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) All road cleaning associated jobs should be given to women.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

59. Do you own a valid driving permit? (If yes, request to view permit)

1. Yes  2. No (>> Section 7)

60. Does the driving permit qualify for the class of vehicle being driven?

1. Yes  2. No

61. When was the driving permit first issued?

Month:   Year:

62. Were you subjected to a driving test at any point before being issued with a driving permit?

1. Yes  2. No

63. Were you subjected to a vision test/eyesight exam before being issued with a driving permit?

1. Yes  2. No

**SECTION 7: DEMOGRAPHIC INFORMATION**

**I would like to ask you some questions about you and your household.**

64. How old are you?.....    [Record age in completed years]

1. 18 - 24 years  2. 25 - 30 years  3. 31 - 36 years  4. 37 - 44 years

5. 45 - 54 years  6. 55 - 63 years  7. 64+  8. RTA

65. What is your main occupation?

1. Unemployed  2. Taxi Driver  3. Bus Driver

4. Truck Driver  5. Boda Boda Rider  6. Non-Motorised Rider

96. Other(Specify): \_\_\_\_\_

66. What is your highest level of education?

1. Never been to school  2. Did not complete primary  3. Completed Primary

4. Completed O' Level  5. Completed A' Level  6. Diploma

7. First Degree  8. Post Graduate  9. RTA

67. What is your monthly income range?

1. Below 50,000  2. 500,001 - 100,000  3. 100,001 - 200,000

4. 200,001 - 300,000  5. 300,001 - 500,000  6. 500,001 - 1,000,000

7. Over 1,000,000  8. RTA  98. Don't Know

**SECTION 6: ROAD SAFETY CULTURE**

(Drivers only except question 56 & 57 for all respondents)

I am now going to ask you about road safety issues.

50. How long have you been driving by yourself (without an instructor) [Record period in completed years]

51. How did you learn how to drive?

1. Driving School  2. Taught by licensed driver  3. Taught by unlicensed driver

4. Self-taught  96. Other(Specify): \_\_\_\_\_

52. During the last 12 months, were you involved in any road accident while driving on Uganda's roads?

1. Yes  2. No (>> 96)

53. What was the main cause of the most recent road accident that you were involved in as a driver in the last 12 months?

1. Overspeeding  2. Errant driving by motorist  3. Errant driving by Boda Boda

4. Careless road use by pedestrian  5. Vehicle in poor mechanical condition  6. Poor visibility

7. Poor road condition  8. Poor road design  9. Overloading

10. Driving under the influence of alcohol/drugs  11. Poor signage/markings  96. Other (Specify): \_\_\_\_\_

54. Was anyone seriously injured in any of the road accidents you were involved in as a driver in the last 12 months?

1. Yes  2. No

55. Was anyone killed in any of the road accidents you were involved in as a driver in the last 12 months?

1. Yes  2. No

56. In your opinion, what are the top three major causes of accidents on Uganda's roads?

A) Overspeeding  B) Errant Driving by motorists  C) Errant driving by Boda Boda

D) Careless road use by pedestrians  E) Vehicles in poor mechanical condition  F) Bad weather

H) Poor road condition  I) Poor road design  J) Overloading

K) Driving under the influence of alcohol/drugs  L) Poor signage/markings  Z) Other (Specify): \_\_\_\_\_

57. In your opinion, what should the government of Uganda do to reduce the number of road accidents?

A) Increase traffic check points on major roads  B) Enforce mandatory vehicle inspection

C) Improve condition of roads  D) Improve road design

E) Increase traffic fines  F) Improve road signage and markings

G) Reduce corruption among traffic officers  H) Undertake road safety education and publicity

Z) Other(Specify): \_\_\_\_\_

58. Have you ever had driving lessons from an accredited driving school?

1. Yes  2. No

68. What tribal group do you belong to?

1. Baganda  2. Banyankore  3. Basoga

4. Bakiga  5. Iteso  6. Langi

7. Acholi  8. Bagisu  9. Lugbara

10. Banyoro  11. Non - Ugandan  98. Don't Know

96. Other(Specify): \_\_\_\_\_

69. What is the size of your household?

70. Are you a member of any transport association?  1. Yes  2. No (>> Q57)

If YES, please specify the name of the Transport Associations of which you are a member.

a): \_\_\_\_\_

b): \_\_\_\_\_

c): \_\_\_\_\_

71. Finally, if a Road User Association was formed for your district/region, would you be interested in joining the group?

1. Yes  2. No

72. Please provide me with your phone contact details.

<input type="text"/>									
<input type="text"/>									

THANK YOU FOR PARTICIPATING IN THIS SURVEY!!!

**QUALITY ASSURANCE**

Supervised by:

Regional Supervisor \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Edited by:

Data Editor \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Entered by:

Data Entrant \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

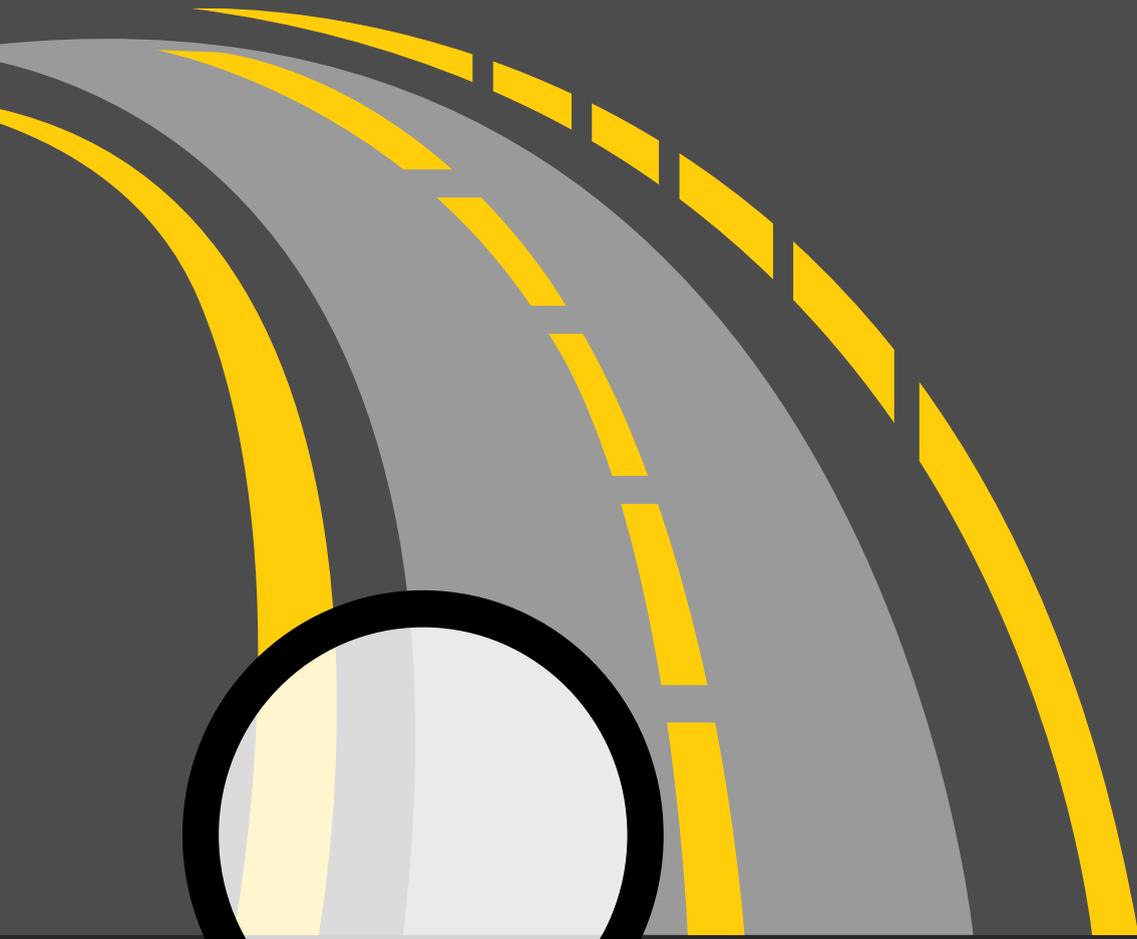


## Annex 2: List of Sampled Roads for the 2016 Road user Satisfaction Survey

S/N	ROAD NAME	DATE OF INTERVIEW (MM/DD/YY)	WEATHER	Saloons/ Sedans	Light Goods Vehicles	Small Bus - Matatus	Medium Bus - Coasters	Buses	Light Single Unit Truck	Medium Single Unit Truck	Truck Trailer & Semi Trailer	Motor - cycle	Bicycle	Carts
<b>KAMPALA CAPITAL CITY AUTHORITY</b>														
1	Kisasi-Kyanja	17-Apr-16	Sunny	681	477	246	0	0	64	23	0	479	17	0
2	Gogonya Road	17-Apr-16	Cloudy	86	88	101	2	0	24	1	0	871	225	1
3	Kalerwe-Tula Rd	17-Apr-16	Rainy	241	102	55	0	0	99	23	0	649	929	0
4	Nsambya-estate road	17-Apr-16	Sunny	603	337	41	1	0	41	10	4	1805	8	0
5	Buzinga Hill road	16-Apr-16	Sunny	487	353	66	2	0	40	17	2	1064	19	0
6	2nd Street Industrial Area	16-Apr-16	Sunny	185	340	19	3	3	30	16	6	579	21	0
7	Suuna Road	18-Apr-16	Sunny	28	39	3	0	0	36	11	6	415	498	0
8	Mugwanya Road	18-Apr-16	Sunny	92	68	2	0	3	6	3	2	247	15	1
9	kamwokya-kyebando	16-Apr-16	Sunny	662	233	30	3	2	45	18	0	770	29	0
10	Roko access road	16-Apr-16	Rainy	151	60	18	1	0	24	15	5	271	45	0
11	Muteesa 1 road	17-Apr-16	Sunny	109	55	56	5	0	8	0	0	257	1	0
12	Kyagwe road	16-Apr-16	sunny	1149	734	457	6	6	19	45	0	4309	9	0
13	Hannington Road	16-Apr-16	sunny	82	116	4	1	0	5	0	0	131	16	0
14	kyadondo road	17-Apr-16	sunny	669	543	243	3	2	45	25	0	1110	5	0
15	Commercial road	16-Apr-16	sunny	92	130	4	0	0	4	1	0	26	3	0
16	Kungu road	17-Apr-16	Cloudy	56	46	57	0	0	14	3	0	143	24	0
<b>CENTRAL REGION</b>														
17	Kilalamba-Kyeyundira	24-Apr-16	Sunny	0	0	0	0	0	0	0	0	23	7	0
18	Nakasongola Loop	23-Apr-16	Sunny	32	32	42	0	0	18	6	2	488	71	0
19	Sungira Tax park	23-Apr-16	Sunny	3	10	11	0	0	1	0	0	85	19	0
20	Lwabyata-Lwapanga	22-Apr-16	Sunny	2	3	0	0	0	0	4	0	70	29	0
21	Nakasongola-Kafu	22-Apr-16	Cloudy	26	104	44	3	18	9	35	22	128	59	0
22	Nazigo-Kireku-Nkokonjeru-Kitimbwa	26-Apr-16	Rainy	1	3	0	1	0	1	0	0	170	64	0
23	Kalagala-Kangulumira	26-Apr-16	Cloudy	6	9	1	0	0	4	2	0	353	110	2
24	Kinyogoga-Bwana-Ngoma	24-Apr-16	Sunny	0	2	0	0	0	1	0	0	49	16	0
25	Bulawura-Kyelima	27-Apr-16	Sunny	0	1	0	0	0	0	1	0	30	21	0
26	Namatamba-Kyampisi	27-Apr-16	Cloudy	7	0	2	0	0	1	0	0	139	26	0
27	Kwampe-Matuga	28-Apr-16	Cloudy	222	181	228	14	15	83	28	12	421	36	0
28	Kapeka-Semuto-Matuga	28-Apr-16	Sunny	81	45	20	4	0	90	24	3	255	26	0
29	Luwero-Nakasogola	21-Apr-16	Sunny	49	130	56	11	17	40	66	34	117	50	0
30	Njeru-Bukoloto	25-Apr-16	Cloudy	6	19	25	0	0	10	9	3	151	6	0
31	Kalagi-Bokoloto-Kayunga	25-Apr-16	Cloudy	44	61	81	3	0	14	42	4	187	11	0
32	Church Road	29-Apr-16	Sunny	30	39	42	4	1	7	1	0	307	80	1
<b>EASTERN REGION</b>														
33	Trikundas	24-Apr-16	Cloudy	87	162	16	1	0	33	15	0	1103	862	0
34	Nakalama-namutumba-mpologoma bridge	28-Apr-16	sunny	61	57	69	1	13	11	23	1	83	45	0
35	Idudi-Busembatia	28-Apr-16	Cloudy	15	16	2	0	3	20	4	0	408	184	0
36	Nakalama-Bugiri	27-Apr-16	Sunny	79	73	162	5	9	28	32	124	184	76	0
37	Musita-nankoma	29-Apr-16	Cloudy	70	14	22	1	5	39	50	3	610	84	0
38	Iganga-Kaliro	28-Apr-16	Sunny	177	60	78	8	7	34	14	5	684	206	0
39	Naluwerere-Buluguyi	27-Apr-16	Cloudy	2	8	0	0	0	10	14	0	151	71	0

S/N	ROAD NAME	DATE OF INTERVIEW (MM/DD/YY)	WEATHER	Saloons/ Sedans	Light Goods Vehicles	Small Bus - Matatus	Medium Bus - Coasters	Buses	Light Single Unit Truck	Medium Single Unit Truck	Truck Trailer & Semi Trailer	Motor - cycle	Bicycle	Carts
40	Bugiri-kaluba	26-Apr-16	Cloudy	13	19	5	1	1	7	0	0	726	295	0
41	Katakwi-toroma	22-Apr-16	Sunny	6	30	0	0	0	10	8	0	434	135	0
42	Soroti-Arapai	24-Apr-16	Sunny	89	176	35	2	7	23	13	3	1705	687	0
43	Kumi-Soroti	25-Apr-16	Sunny	21	72	56	3	8	43	21	17	206	45	0
44	Ogino-Akide	25-Apr-16	Sunny	18	33	3	0	0	24	0	0	598	202	0
45	Arapai-railway station	24-Apr-16	sunny	18	5	4	0	0	7	0	0	280	125	1
46	Toroma-Magoro	23-Apr-16	sunny	0	7	4	0	0	16	2	0	350	486	0
47	Katakwi-Usur	22-Apr-16	sunny	8	32	3	0	0	15	6	0	288	108	1
48	Amuge-Road	23-Apr-16	sunny	22	24	0	0	2	8	0	0	631	156	0
<b>NORTHERN REGION</b>														
49	Apalla-Avetion-Lira boarder	23-Apr-16		9	14	5	1	1	10	0	0	190	69	0
50	Lira-Ayer	22-Apr-16	Sunny	94	133	16	4	10	46	23	54	542	308	0
51	Apalla-Aloi	23-Apr-16	Sunny	2	1	1	0	0	4	0	0	124	119	0
52	Apalla-Negetta	22-Apr-16	Sunny	8	38	0	0	0	32	14	2	250	141	0
53	Agwala-Lira	24-Apr-16	Sunny	24	30	11	0	4	4	11	17	110	112	0
54	Lira-Aduku-Apac	25-Apr-16	Sunny	39	62	6	5	7	53	39	12	229	186	0
55	Kwania road	25-Apr-16	Sunny	382	278	139	54	4	104	69	3	954	867	0
56	Agwatta-Dokolo	24-Apr-16	Sunny	8	23	30	0	1	10	5	19	79	77	0
57	Eruba-logiri	28-Apr-16	Sunny	1	1	0	0	0	0	2	0	62	77	0
58	Arua-Biliafe	28-Apr-16	Sunny	5	46	3	0	0	6	9	0	218	171	0
59	Pajulu road	27-Apr-16	Sunny	40	79	8	0	0	13	8	1	1291	328	2
60	Nebbi-Eruba	26-Apr-16	Cloudy	9	47	6	0	4	5	14	12	82	56	0
61	Nebbi-Apac	26-Apr-16	Rainy	23	16	18	0	6	17	14	11	189	79	0
62	Yivu-Kubala	24-Apr-16	Sunny	0	0	0	0	0	0	1	0	39	58	0
63	Arua-Lira	29-Apr-16	Sunny	0	16	6	0	0	11	3	2	146	41	0
64	Erua-Arua-Manibe	27-Apr-16	Cloudy	59	177	16	2	0	39	13	5	1003	585	1
<b>WESTERN REGION</b>														
65	Kabale-Ikumba-Muko	22-Apr-16	Sunny	74	27	0	0	10	32	6	2	93	41	0
66	Kabale-Katuna	22-Apr-16	Sunny	74	25	0	0	14	53	12	6	315	380	0
67	Ntugamo-Rubale	23-Apr-16	Sunny	77	26	14	0	3	12	9	12	123	62	0
68	Ntugamo-Kagamba	23-Apr-16	sunny	65	8	19	4	0	7	7	3	89	74	0
69	Kawere Street	23-Apr-16	Sunny	70	81	1	0	0	57	0	0	256	148	0
70	Kabunga-Rugyendo	24-Apr-16	Sunny	2	3	1	0	0	4	1	0	48	5	0
71	Muhororo-Ndaiga-L.Albert	25-Apr-16	Sunny	64	17	8	0	0	10	0	0	884	15	0
72	Kagadi-Mabale-kabwoya	25-Apr-16	Sunny	15	2	2	0	0	7	0	0	171	4	0
73	Buhimba-Hoima	26-Apr-16	Cloudy	61	8	0	1	0	16	7	3	145	10	0
74	Kiziramfumbi-Kihakanya-Ruhanga	25-Apr-16	Sunny	6	1	0	0	0	4	1	0	60	39	0
75	Hoima-Kaiso-Tonya	26-Apr-16	Cloudy	26	17	1	1	0	6	2	0	273	18	0
76	Rwamata-Hoima	27-Apr-16	Sunny	49	29	12	0	3	29	7	0	322	56	0
77	Kabaale Swamp-Buhimba	26-Apr-16	Cloudy	40	6	3	0	0	8	2	0	156	32	0
78	wright road	24-Apr-16	Sunny	142	75	8	0	2	36	1	0	932	321	
79	Humurwa-kasese-kanungu	22-Apr-16	Sunny	3	8	1	0	0	17	1	0	35	0	0
80	Kanugu--rugyeyo-kabaranga	24-Apr-16	Cloudy	4	1	0	0	0	0	0	0	42	0	0





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