SURVEY ON THE BENEFITS AND DISBENEFITS OF MOTORCYCLES AND MOTORISED THREE-WHEELERS

Questionnaire Ref. No.

Format: COLORA001

Completion Status:

- Complete --------------- 1

- Partially complete ---- 2

***TAXI OWNERS’ QUESTIONNAIRE***

***(Use a red pen to complete)***

**Introduction and Eligibility**

Explain to the head of the household...

*“My name is …… ……… and I am working for Transaid and Amend, NGOs working to improve transport services. We are interviewing people here in* ***[NAME OF VILLAGE OR DISTRICT/DIVISION]****...............................................in order to find out about motorcycles and motorised three-wheelers.”*

Ask the head of the household...

*“Does anyone in this household own either a motorcycle or motorised three-wheeler that they use to do business as a taxi?”*

If ‘Yes’, ask to speak to the taxi owner. If ‘No’, thank them and continue to identify other possible respondents as appropriate based on targets.

Explain to the taxi owner...

*“My name is …… ……… and I am working for Transaid and Amend, NGOs working to improve transport services. We are interviewing people here in* ***[NAME OF VILLAGE OR DISTRICT/DIVISION]****...............................................in order to find out about motorcycles and motorised three-wheelers.”*

Ask the taxi owner...

*“Do you own either a motorcycle or motorised three-wheeler that you use to do business as a taxi, either riding it yourself and charging a fare to carry passengers or freight, or allowing someone else to ride it and charging a fare to carry passengers or freight?”*

If ‘Yes’, explain **confidentiality and consent**...

*“I would like to ask you some questions. Your answers are completely confidential. Your name will not be written on this form, and will never be used in connection with any of the information you tell me.*

*Your honest answers to these questions will help us to better understand issues surrounding motorcycles and motorised three-wheelers. The information collected from you and people like you will be treated confidentially, and will help us and the government to improve the lives of people in this area and elsewhere across* ***[COUNTRY]*** *........................ and Africa.*

*We have the full support of the government in carrying out this work, but we are not acting on behalf of the government. No personal information identifying you will be shared with the government. The information you give me is completely confidential.*

*We would greatly appreciate your help in responding to this survey.”*

Ask the respondent the Uncoerced Verbal Consent questions:

1. *“Have you had the information about this study explained in a manner that you understand to your satisfaction?”*
2. *“Do you understand that your participation is entirely voluntary?”*
3. *“Do you know enough about the purpose and methods of the research study to judge if you would like to take part in it?”*
4. *“Do you understand that you may freely stop being part of this study at any time?”*
5. *“Have we addressed all your questions to your satisfaction? If not, may we at this time?”*
6. *“Do you agree to participate in this study?”*

If answers to all are ‘Yes’, proceed with the questionnaire.

If answer to any question is ‘No’, RA should explain in more detail and then re-ask the question until they get ‘Yes’, or a definitive ‘No’.

Tell them...

*‘If you are unhappy about the questions, you can tell me at any time and we will stop. If you need any further information, we are staying at ………......................... while we are here. My supervisor’s name is .........................................and telephone number is ...................................’*

Ask them *‘Do you own a motorcycle(s) or a motorised three-wheeler(s)?’.* The response to this question is the vehicle type you will address in the questionnaire.

If ‘Motorcycle’, fill the answer in II106.

If ‘Motorised three-wheeler’, ask *‘Is the motorised three-wheeler designed for use by passengers (with passenger seats, ie Bajaj / tuktuk) or for freight (with a trailer, ie Toyo)?’,* and fill the answer in II106.

If they own both a motorcycle and motorised three-wheeler taxi, refer to daily targets to decide which vehicle type to ask questions about, and fill the answer in II106.

Tell them *‘If you own more than one motorcycle / motorised three-wheeler that you operate as a taxi, please tell me about the one you bought most recently.’*

Where questions in this questionnaire refer to ‘motorcycle / three-wheeler’, you should refer to the vehicle type entered in II106.

**Interview and Interviewer’s Information**

*To be filled by interviewer without asking respondent*

| **No.** | **Questions** | **Responses and navigation** | | **Notes** |
| --- | --- | --- | --- | --- |
| II101 | Interviewer’s name  ***(Enter details)*** | Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II102 | Date of interview  ***(Enter details)*** | Date (format ‘15 Jun 2018’):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II103 | Country  ***(Select one)*** | Ghana --------- 1  Kenya --------- 2  Tanzania ----- 3  Uganda ------- 4 | |  |
| II104 | Location  ***(Enter details)*** | **Ghana**  Ada East --- 1  Adansi South --- 2  Akatsi South --- 3  Tano North --- 4 | **Kenya**  Ganze --- 5  Kaloleni –- 6  Kinangop –- 7  Nyeri --- 8 |  |
| **Tanzania**  Bagamoyo --- 9  Kisarawe --- 10  Kyela --- 11  Rungwe --- 12 | **Uganda**  Bukomansimbi --- 13  Katakwi --- 14  Kumi --- 15  Luwero --- 16 |
| II105 | Settlement name  ***(Enter details)*** | Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II106 | Vehicle type  ***(Enter details, as identified in the Introduction and Eligibility section above)*** | Motorcycle -------------------------------------------------- 1  Motorised three-wheeler designed for passengers 2  Motorised three-wheeler designed for freight ----- 3 | |  |
| II107 | Start time  ***(Enter details)*** | Time:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II108 | End time  ***(Enter details)*** | Time:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II109 | Interviewer’s signature  ***(Enter details)*** | Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |  |
| II110 | Interviewer’s notes, if any  ***(Enter details)*** |  | |  |

**Important Note:** Where questions in this questionnaire refer to ‘motorcycle / three-wheeler’, you should refer to the vehicle type selected above in **II106**.

**Section 1: Background Information**

**Observations**

*Do not ask the respondent these questions – fill answers using observation only*

| **No.** | **Questions** | **Responses and navigation** | **Notes** |
| --- | --- | --- | --- |
| BI101 | Gender  ***(Enter details)*** | Male ------------------------------ 1  Female --------------------------- 2 |  |
| BI102 | Any apparent disability?  ***(Enter details)*** | Yes ------------------------------ 1  No ------------------------------ 2  ***If ‘No’ (option 2), skip to BI104.*** |  |
| BI103 | * If yes, what kind of disability?   ***(Select all that apply)*** | Walking ---------------------------------- 1  Sight -------------------------------------- 2  Deaf / dumb ---------------------------- 3  Mental disability ----------------------- 4  Difficulty using arms/hands --------- 5  Dwarfism --------------------------------- 6  Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ----- 7 |  |
| **BI104** | Observed level of personal wealth as judged by appearance, in comparison to others in the same household  ***(Select one)*** | Above average personal wealth ----- 1  Average personal wealth -------------- 2  Below average personal wealth ------ 3  Can’t tell ----------------------------------- 4 |  |

**Questions**

| **No.** | **Questions** | **Responses and navigation** | | | **Notes** |
| --- | --- | --- | --- | --- | --- |
| BI105 | How old are you?  ***(Enter details)*** | Age in completed years \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t know ------------- 2 | | |  |
| BI106 | What is the highest level of school that you completed?  ***(Select one)*** | Never attended school ----------------------------------- 1  Did not complete primary school ---------------------- 2  Primary school completed ------------------------------- 3  Secondary school completed --------------------------- 4  Tertiary school/University degree completed ------ 5 | | |  |
| BI107 | What is your marital status?  ***(Select one)*** | Married (inc. co-habiting and customary union) --- 1  Single ---------------------------------------------------------- 2  Widowed/Separated/Divorced ------------------------- 3 | | |  |
| BI108 | What is your primary occupation?  ***(Select one)*** | Taking care of home and/or children ----------------- 1  Farmer -------------------------------------------------------- 2  Motorcycle taxi rider -------------------------------------- 3  Three-wheeler taxi rider --------------------------------- 4  Teacher ------------------------------------------------------- 5  Shopkeeper / shop-worker ------------------------------ 6  Builder / labourer ------------------------------------------ 7  Government official --------------------------------------- 8  Business-person -------------------------------------------- 9  Worker in bar / restaurant / hotel ------------------- 10  Student / pupil -------------------------------------------- 11  Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ---- 12 | | |  |
| BI109 | What is your secondary occupation (if any)?  ***(Select one)*** | Taking care of home and/or children ----------------- 1  Farmer -------------------------------------------------------- 2  Motorcycle taxi rider -------------------------------------- 3  Three-wheeler taxi rider --------------------------------- 4  Teacher ------------------------------------------------------- 5  Shopkeeper / shop-worker ------------------------------ 6  Builder / labourer ------------------------------------------ 7  Government official --------------------------------------- 8  Business-person -------------------------------------------- 9  Worker in bar / restaurant / hotel ------------------- 10  Student / pupil -------------------------------------------- 11  Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ --- 12  None -------------------------------------------------------- 13 | | |  |
| BI110 | How many people live in your household, including you? (Eating from the same cooking pot)  ***(Enter details)*** |  |  | Number |  |
| BI110a | Adult males |  |
| BI110b | Adult females |  |
| BI110c | Child males |  |
| BI110d | Child females |  |
| BI111 | Do you own a mobile phone that is in working order?  ***(Select one)*** | Yes ------------------------------ 1  No ------------------------------ 2  ***If ‘No’ (option 2), skip to BI113.*** | | |  |
| BI112 | * If yes, does it have internet access?   ***(Select one)*** | Yes ------------------------------ 1  No ------------------------------ 2 | | |  |
| **BI113** | When was the last time you used a mobile phone (not necessarily your own)?  ***(Select one)*** | Never ------------------------------------------------------- 1  Today or yesterday -------------------------------------- 2  Between two and seven days ago ------------------- 3  Between one week and four weeks ago ----------- 4  Between one month and twelve months ago ----- 5  More than twelve months ago ----------------------- 6  Can’t remember ----------------------------------------- 7 | | |  |
| BI114 | When was the last time you used a mobile phone (not necessarily your own) in this settlement?  ***(Select one)*** | Never ------------------------------------------------------- 1  Today or yesterday -------------------------------------- 2  Between two and seven days ago ------------------- 3  Between one week and four weeks ago ----------- 4  Between one month and twelve months ago ----- 5  More than twelve months ago ----------------------- 6  Can’t remember ----------------------------------------- 7 | | |  |
| BI115 | When was the last time you used a mobile phone (not necessarily your own) for internet access?  ***(Select one)*** | Never ------------------------------------------------------- 1  Today or yesterday -------------------------------------- 2  Between two and seven days ago ------------------- 3  Between one week and four weeks ago ----------- 4  Between one month and twelve months ago ----- 5  More than twelve months ago ----------------------- 6  Can’t remember ----------------------------------------- 7 | | |  |
| BI116 | When was the last time you used a mobile phone (not necessarily your own) for internet access in this settlement?  ***(Select one)*** | Never ------------------------------------------------------- 1  Today or yesterday -------------------------------------- 2  Between two and seven days ago ------------------- 3  Between one week and four weeks ago ----------- 4  Between one month and twelve months ago ----- 5  More than twelve months ago ----------------------- 6  Can’t remember ----------------------------------------- 7 | | |  |

BI117: Any other info that came up during discussion but was not captured through questionnaire responses.

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**Section 2: Overall Opinions on Motorcycle / Motorised Three-Wheeler Taxis**

*Remember – refer only to the vehicle type that you entered in II106.*

| **No.** | **Questions** | **Responses and navigation** | | | **Notes** |
| --- | --- | --- | --- | --- | --- |
| OO101 | On a scale of 1 to 5, 1 being very bad and 5 being excellent, how would you rate your opinion of each of these aspects of motorcycle / motorised three-wheeler taxis?  ***(Enter details)*** | OO101a | Suitability for rural passenger transport | 1 2 3 4 5 |  |
| OO101b | Suitability for rural freight transport | 1 2 3 4 5 |
| OO101c | Road safety | 1 2 3 4 5 |
| OO101d | Personal safety | 1 2 3 4 5 |
| OO101e | Overall opinion | 1 2 3 4 5 |
| OO102 | What is the best thing about motorcycles / motorised three-wheeler taxis?  ***(Probe fully and select one)*** | Means of doing business / earning money ---------- 1  Generate employment ----------------------------------- 2  Convenient / easy mode of transport ----------------- 3  Provide access where other vehicles cannot -------- 4  Provide access where other vehicles do not -------- 5  Fast mode of transport ----------------------------------- 6  Cheaper than other options ----------------------------- 7  Transport to health care in case of an emergency 8  Access to medical facilities in non-emergency cases ----------------------------------------------------------------- 9  Provide transport to take children to school ----- 10  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ----- 11 | | |  |
| OO103 | What is the worst thing about motorcycles / motorised three-wheelers taxis?  ***(Probe fully and select one)*** | Risk of rider of passenger being victim of crash / injury ---------------------------------------------------------- 1  Risk of other road users being victim of crash / injury --------------------------------------------------------- 2  Risk of rider or passenger being a victim of crime - 3  Used to commit crimes ----------------------------------- 4  Expensive mode of transport --------------------------- 5  Expensive to buy ------------------------------------------- 6  Lack of respect / recognition for motorcycles / three-wheelers by other drivers ----------------------- 7  Lack of respect / recognition for motorcycles / three-wheelers by authorities -------------------------- 8  Encourages people to drop out of school to ride a motorcycle or three-wheeler as a taxi to earn money ------------------------------------------------------- 9  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ -- 10 | | |  |

OO104: Any other info that came up during discussion but was not captured through questionnaire responses.

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**Section 3: Economics & Finance**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Questions** | **Responses and navigation** | | | | | | | **Notes** |
| EF101 | How many motorcycles and motorised three-wheelers do you currently own and use as taxis?  ***(Ask about both. Enter details)*** | EF101a: Motorcycle taxis: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF101b: Motorised three-wheeler taxis: \_\_\_\_\_\_ | | | | | | |  |
| EF102 | For how long have you been operating motorcycles or motorised three-wheelers as taxis?  *(Note – this only relates to their current operations. If they used to operate, then stopped, then started again, do not include the previous operations.)*  ***(Enter details)*** | EF102a: Years: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and  EF102b: Months:\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t remember ---- 3 | | | | | | |  |
|  | *\*From here, refer only to the vehicle type that you entered in II106.*  *If they own more than one, ask about the motorcycle / motorised three-wheeler that they bought most recently.* | | | | | | | |  |
| EF103 | What is the make of the motorcycle / motorised three-wheeler?  ***(Select one)*** | Bajaj Boxer ---------- 1  Bajaj (other) -------- 2  Fekon ---------------- 3  Haojin ---------------- 4  Haujue --------------- 5  Honda --------------- 6  Kinglion ------------- 7  Piaggio -------------- 8  SANLG -------------- 9  Suzuki -------------- 10  T-Better ------------ 11  Toyo ---------------- 12  TVS ------------------ 13  Yamaha ------------ 14  Other (specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ------------- 15 | | | | | | |  |
| EF104 | What is the engine size of the motorcycle / motorised three-wheeler?  ***(Select one)*** | Less than 100cc ------ 1  100cc ------------------- 2  125cc ------------------- 3  150cc ------------------- 4  More than 150cc ---- 5 | | | | | | |  |
| EF105 | What is the year of manufacture of the motorcycle / motorised three-wheeler?  ***(Enter details)*** | Year:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t know ------------------ 2 | | | | | | |  |
| EF106 | When was the motorcycle / motorised three-wheeler first registered in this country?  ***(Enter details)*** | Year:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t know ------------------ 2 | | | | | | |  |
| EF107 | When did you buy the motorcycle / motorised three-wheeler?  ***(Enter details)*** | Year:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t know ------------------ 2 | | | | | | |  |
| EF108 | What was the cost of the motorcycle / motorised three-wheeler?  ***(Enter details)*** | EF108a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF108b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t remember ------------------ 2 | | | | | | |  |
| EF109 | How did you make the payment?  ***(Select one)*** | One-time, lump-sum payment ------------------------ 1  Over time with several payments, in an agreement with the seller ---------------------------------------------- 2  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ---- 3 | | | | | | |  |
| EF110 | How did you obtain the money to acquire the motorcycle / motorised three-wheeler?  ***(Select all that apply)*** | Own money ------------------------------------------------- 1  Money borrowed from family and friends ---------- 2  Money borrowed from a bank, including micro-finance bank ------------------------------------------------ 3  Money borrowed from a taxi association ----------- 4  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ---- 5  ***If ‘Borrowed money’ (options 2, 3 or 4) answer EF111 and EF112.***  ***If options 1 or 5, skip to EF113.*** | | | | | | |  |
| EF111 | * If you borrowed money, how much did you borrow?   ***(Enter details)*** | EF111a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF111b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| EF112 | * If youborrowed money, what are / were the details of the repayments?   ***(Enter details)*** | EF112a | Amount (per payment period) | | | | |  |  |
| EF112b | Currency | | | | |  |
| EF112c | Payment period (ie per month) | | | | |  |
| EF112d | Duration (ie number of months) | | | | |  |
| **EF113** | For how long do you expect to be able to use the motorcycle / motorised three-wheeler as a taxi? *(Lifespan of motorcycle)*  ***(Enter details)*** | Months:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Years:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Don’t know --------- 3 | | | | | | |  |
| EF114 | Most commonly during the last month, have you ridden the motorcycle / motorised three-wheeler taxi yourself or have you allowed someone else to use it?  ***(Select one)*** | You -------------------- 1  Someone else ------- 2  ***If ‘You’ (option 1), skip to EF118.*** | | | | | | |  |
| EF115 | * If someone else, do you charge a fee to the person to whom you give the motorcycle / motorised three-wheeler to operate as a taxi?   ***(Select one)*** | Yes, I charge a fixed amount --------------------------- 1  Yes, I charge an amount dependent on the rider’s income ------------------------------------------------------- 2  No – I let the person use it for free ------------------- 3  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ -- 4  ***If ‘Yes, fixed amount’ (option 1), ask question EF116.***  ***If ‘Yes, dependent on income’ (option 2), ask EF117.***  ***If ‘No’ or ‘Other’ (options 3 or 4), skip to EF118.*** | | | | | | |  |
| **EF116** | * If ‘Yes, a fixed amount’, how much do you charge and for what time period?   ***(Enter details)*** | EF116a | | | Amount | |  | |  |
| EF116b | | | Currency | |  | |
| EF116c | | | Payment period (ie per month) | |  | |
| **EF117** | * If ‘Yes, dependent on rider’s income’, how do you do the calculations?   ***(Enter details)*** | Calculation (inc. amounts):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| **EF118** | Who pays for fuel?  ***(Select one)*** | You ------------- 1  The rider (if you are not the rider) ----- 2  ***If ‘The rider’ (option 2), skip to EF123.*** | | | | | | |  |
| EF119 | * If you, how often do you refuel?   ***(Enter details)*** | Every \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ days | | | | | | |  |
| EF120 | * If you, when is the last time you refuelled?   ***(Enter details)*** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ days ago  (Today = 0, Yesterday = 1, Day before yesterday = 2, 3 days ago = 3, etc) | | | | | | |  |
| EF121 | * If you, the last time you refuelled, how many litres did you put?   ***(Enter details)*** | Litres: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| EF122 | * If you, the last time you refuelled, how much did you pay?   ***(Enter details)*** | EF122a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF122b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| **EF123** | Who pays for maintenance, repairs and replacement of parts?  ***(Select one)*** | You ----------------------------------------------------- 1  The rider (if you are not the rider) ------------- 2  Shared between you and the rider ------------ 3  ***If ‘The rider’ (option 2), skip to EF125.***  ***If ‘Shared’ (option 3), answer both EF124 and EF125.*** | | | | | | |  |
| EF124 | * If you (or partly you), how much have you spent on maintenance, repairs and replacement in the last one month, if any?   ***(Enter details)*** | EF124a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF124b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| **EF125** | * If the rider (or partly the rider), how much has the rider spent on maintenance, repairs and replacement in the last one month, if any?   ***(Enter details)*** | EF125a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF125b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| EF126 | Who pays for insurance for the motorcycle or motorised three-wheeler?  ***(Select one)*** | You ---------------------------------------------------------- 1  The rider (if you are not the rider) ------------------- 2  No-one – the vehicle does not have insurance --- 3  ***If ‘The rider’ (option 2) or ‘No-one’ (option 3), skip to EF128.*** | | | | | | |  |
| EF127 | * If you, what is the cost?   ***(Enter details)*** | EF127a | | Amount | |  | | |  |
| EF127b | | Currency | |  | | |
| EF127c | | Payment period (ie per year) | |  | | |
| **EF128** | Do you have any form of official paperwork that allows you to operate as a taxi, ie a business licence?  ***(Select one)*** | Yes ------------------------------ 1  No ------------------------------ 2  ***If ‘No’ (option 2), skip to EF134.*** | | | | | | |  |
| EF129 | * If yes, what is it?   ***(Select one)*** | Business licence ----------- 1  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ---- 2 | | | | | | |  |
| EF130 | * If yes, which authority was it issued by?   ***(Select one)*** | Local authority ------------------------ 1  Transport regulatory authority ---- 2  Tax authority -------------------------- 3  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ---- 4 | | | | | | |  |
| EF131 | * If yes, what does it cost?   ***(Enter details)*** | EF131a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF131b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| EF132 | * If yes, how often does it have to be renewed?   ***(Enter details)*** | Years:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| EF133 | * If yes, what is the total of any other expenses (ie travel, accommodation) you incur each time you renew it?   ***(Enter details)*** | EF133a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF133b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |
| **EF134** | In the last seven days, how much profit did you make (after paying all expenses related to operating the motorcycle or motorised three-wheeler taxi)?  ***(Enter details)*** | EF134a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  EF134b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |  |

EF135: Any other info that came up during discussion but was not captured through questionnaire responses.

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**Section 4: Access to Services & Protective Equipment, and Compliance**

*Remember – remind the respondent that you are not from a government authority, and you will not report to anyone whether they have licence, insurance, etc. The questionnaire is anonymous*

*Remember – refer only to the vehicle type that you entered in II106.*

**Part 4.1: Services (inc. Compliance)**

***Official Paperwork allowing operation as a taxi***

*All countries, including Ghana – in case some local authorities or associations have attempted to regulate*

| **No.** | **Questions** | **Responses and navigation** | **Notes** |
| --- | --- | --- | --- |
|  | ***No need to repeat question – take answer from EF128 in the previous section...***  Do you have any form of official paperwork that allows you to operate as a taxi, ie a business licence?  ***(Select one)*** | Yes ------------------------------ 1  No ------------------------------ 2  ***If ‘No’ (option 2), skip to AP103.*** |  |
| AP101 | * If yes, when did you obtain it?   ***(Enter details)*** | Year:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| AP102 | * If yes, where did you obtain it?   ***(Enter details)*** | Name of town/city:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| **AP103** | * If no, are you aware of any authorities that issue official paperwork to allow you to operate as a taxi? | Yes ---------------------------------- 1  No ----------------------------------- 2 |  |
| AP104 | * If no, what is the main reason you do not have official paperwork?   ***(Select one)*** | I am not required to have any official paperwork --- 1  Nowhere to obtain required paperwork locally ----- 2  Required paperwork is too expensive ------------------ 3  I did not know how to fill the form ---------------------- 4  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ --- 5 |  |
| AP105 | * If no, are you aware of the nearest town/city where [licences] are available?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP107.*** |  |
| AP106 | * If yes, where? (town, city)   ***(Enter details)*** | Name of town/city:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| **AP107** | * If no, are you aware of the cost of a [licence]?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP109.*** |  |
| AP108 | * If yes, how much is it?   ***(Enter details)*** | AP108a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AP108b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| **AP109** | In your experience, how strongly do the authorities enforce the requirement to have a [business licence]?  ***(Select one)*** | Strongly – they often ask to see my licence ---------- 1  Moderately – they sometimes ask to see my licence -------------------------------------------------------------------- 2  Weakly – they very rarely or never ask to see my licence ---------------------------------------------------------- 3  Don’t know ----- 4 |  |
| AP110 | The last time, if ever, you were unable to show your official paperwork when asked to do so by the authorities, what happened?  ***(Select all that apply)*** | I have never been asked to show my paperwork ---- 1  No action was taken ---------------------------------------- 2  I was given an official warning --------------------------- 3  I paid a bribe or dash (unofficial) ------------------------ 4  I paid an official fine ---------------------------------------- 5  The motorcycle / 3-wheeler was seized --------------- 6  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ --- 7 |  |

***Insurance***

| **No.** | **Questions** | **Responses and navigation** | **Notes** |
| --- | --- | --- | --- |
|  | ***No need to repeat question – take answer from EF126 in previous section...***  Do you have insurance for your motorcycle / motorised three-wheeler?  ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP119.*** |  |
| AP111 | * If yes, what kind of insurance do you have?   ***(Select one)*** | Fully comprehensive ------------ 1  Third party ------------------------- 2 |  |
| AP112 | * If yes, for how long have you continuously held insurance for your motorcycle / motorised three-wheeler taxi?   ***(Enter details)*** | Number of years:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| AP113 | * If yes, where did you obtain your insurance?   ***(Enter details)*** | Name of town/city:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| AP114 | * If yes, have you ever made a claim using your insurance?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP 118 (KE) or AP119 (GH, TZ, UG).*** |  |
| AP115 | * If yes, when was the most recent pay-out?   ***(Enter details)*** | Month \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Year \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| AP116 | * If yes, what was the amount of the most recent pay-out?   ***(Enter details)*** | AP116a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AP116b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| AP117 | * If yes, how long did it take to receive the most recent pay-out from submitting the claim?   ***(Enter details)*** | Number of months:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ***If in GH, TZ or UG, skip to AP119.*** |  |
| AP118 | **Kenya only**   * If yes, does your insurance cover you to operate commercially as a motorcycle / motorised three-wheeler taxi?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2 |  |
| **AP119** | * If no, what is the main reason why your motorcycle / motorised three-wheeler does not have insurance?   ***(Select one)*** | Nowhere to obtain insurance locally ---- 1  Insurance is too expensive ----------------- 2  I do not need insurance --------------------- 3  I did not know how to fill the form ------- 4  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ --- 5 |  |
| AP120 | * If no, are you aware of the nearest place where insurance can be obtained?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP122.*** |  |
| AP121 | * If yes, where? (town, city)   ***(Enter details)*** | Name of town/city:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| **AP122** | * If no, are you aware of the cost of insurance?   ***(Select one)*** | Yes ---------------------------------- 1  No ----------------------------------- 2  ***If ‘No’ (option 2), skip to AP124.*** |  |
| AP123 | * If yes, how much is it?   ***(Enter details)*** | AP123a: Amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  AP123b: Currency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
| **AP124** | In your experience, how strongly do the authorities enforce the requirement to have insurance?  ***(Select one)*** | Strongly – they often ask to see my insurance ------- 1  Moderately – they sometimes ask to see my insurance ------------------------------------------------------ 2  Weakly – they very rarely or never ask to see my insurance ------------------------------------------------------ 3  Don’t know ------------------------------------------------ 4 |  |
| AP125 | The last time, if ever, you were unable to show your insurance when asked to do so by the authorities, what happened?  ***(Select all that apply)*** | I have never been asked to show my insurance ----- 1  No action was taken ---------------------------------------- 2  I was given an official warning --------------------------- 3  I paid a bribe or dash (unofficial) ------------------------ 4  I paid an official fine ---------------------------------------- 5  The motorcycle / 3-wheeler was seized --------------- 6  Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ --- 7 |  |

**Part 4.2: Protective Equipment (inc. Compliance)**

***Helmets***

| **No.** | **Questions** | **Responses and navigation** | | | | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| AP126 | How many helmets do you provide to the person who rides your motorcycle / motorised three-wheeler?  ***(Select one)*** | None ------- 1  One -------- 2  Two -------- 3 | | | |  |
| AP127 | Do you provide any of the other following types of protective equipment to the rider of your motorcycle / motorised three-wheeler?  ***(Select one)*** |  | **Item** | **Yes** | **No** |  |
| AP127a | Gloves | 1 | 2 |
| AP127b | Eye protection | 1 | 2 |
| AP127c | Strong shoes | 1 | 2 |
| AP127d | Coat | 1 | 2 |
| AP127e | Long trousers | 1 | 2 |
| AP127f | Reflective vest | 1 | 2 |
| AP127g | Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1 | 2 |

AP128: Any other info that came up during discussion but was not captured through questionnaire responses.

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