

APPENDIX D

VEHICLE OPERATOR QUESTIONNAIRE

This questionnaire was used for surveys undertaken in Ghana to obtain data from rural transport service operators pertaining to the types of vehicles and services they operate, including route distance, frequency and fare, relative to vehicle operating costs.

Date:.....

Interviewer:.....

Questionnaire No.:

1. General Information

1.1 Interviewer's location

Region/District:.....

Village, lorry park, bus station, etc.:.....

1.2 Owner's name:.....

1.3 Where is the vehicle based?:.....

1.4 Vehicle make:.....

1.5 Vehicle type (please tick):

- | | | | |
|-------------------------|-------|--------------------|------|
| a) Bus | | b) Minibus (urvan) | |
| c) Mammy wagon | | d) Lorry (truck)* | |
| e) Taxi | | f) Tractor | |
| g) Pickup | | h) Van | |
| i) Other (please state) | | | |

*If the vehicle is a lorry or truck, please state number of axles

1.6 Is the vehicle owned by (please tick):

- | | | | |
|--------------------------|-------|-------------------------|------|
| a) the driver? | | b) a transport fleet? | |
| c) a family? | | d) a partnership? | |
| e) a cooperative? | | f) a local businessman? | |
| g) other? (please state) | | | |
| h) don't know | | | |

1.12 Please give some details about the routes you operate on

Route / Season	From	To	Road quality	One-way distance	Time taken for one way trip	Trip frequency	One way passenger fare	Goods charges
1 Wet								
1 Dry								
2 Wet								
2 Dry								

Table continued overleaf

1.12 (Continued)

Route / Season	From	To	Road quality	<u>One-way distance</u>	<u>Time taken for one way trip</u>	Trip frequency	<u>One way passenger fare</u>	Goods charges
3 Wet								
3 Dry								
4 Wet								
4 Dry								

2. If the vehicle is used for carrying passengers please answer questions 2.1 to 2.3.

2.1 Roughly how many passenger board before you leave?

2.2 How long do you have to wait for a reasonable number of passengers?

.....hoursminutes

2.3 Do you operate on fixed routes? Yes / No

3. If the vehicle is used only for carrying large loads of goods or farm produce and not for passengers please answer questions 3.1 to 3.4

3.1 How long did you have to wait for your last load?

..... days hoursminutes Don't know

3.2 Roughly how long do you normally have to wait for a load?

..... days hoursminutes Don't know

3.3 How are vehicle loads normally found?

a) Driver finds load b) GPRTU finds load

....

c) Other methods (please state)

d) Don't know

3.4 Where are loads picked up (please tick)?

a) Lorry park b) Farm

c) Crop storage facility d) Factory

e) Village centre f) Roadside

g) Market place

h) Other (please state)

4. How do seasonal rains affect your operations? Please give details in questions 4.1 to 4.3

4.1 Does your vehicle get bogged down at all? Yes / No / Don't know

If so:

How frequently? times per day / week / month (circle where appropriate)

Does this prevent any trips? Yes / No / Don't know

4.2 Is there any problem getting up slippery slopes at all? Yes / No / Don't know

5. Other factors affecting business

5.1 Please tick other factors which may affect passenger fares, goods charges, routes driven or number of trips in the box below.

	Passenger fares	Goods charges	Routes	Number of trips per week
Demand for services				
Vehicle maintenance				
Quality of roads				
Fuel costs				
Journey times				
Terrain (flat, hilly etc.)				
Regulations				
Other (please state)				
.....				
.....				

5.2 If you were free to choose, what changes would you make? Please tick in the box below

	Less/ lower/ fewer	Would not change	More/ higher /greater
Passenger fares			
Passenger numbers			
Goods transport charges			
Maximum load for goods			
Type of goods			
Routes			
Number of journeys per week			
Distance travelled per week			

6. Vehicle operating costs and maintenance

6.1 How old is the vehicle?years..... months don't know

6.2 How much tax do you have to pay?:.....Cedis per day / week / month / year
don't know

6.3 What is the cost of insurance for this vehicle? Cedis per month / year
don't know

6.4 What is the fuel (please tick)?

Petrol Diesel Other (please state)

.....

6.5 How much do you pay for fuel?

.....Cedis per litre / per gallon don't know

6.6 Who is responsible for vehicle maintenance and servicing?:

6.7 Is vehicle maintenance carried out at the same place? Yes / No

If Yes where is this done?

.....and

is this (please tick one or both):

- major maintenance? - minor maintenance?

6.8 If you carry out your own maintenance where do you get spares from?:

.....

6.9 How often is the vehicle serviced? times per year Don't know

6.10 Would you have the vehicle serviced more frequently if (Circle appropriate):

a) maintenance costs were lower Yes / No / Don't know

b) maintenance could be done more speedily Yes / No / Don't know

6.11 If you have answered Yes to question 6.10 how often would you have the vehicle serviced?

..... times per year

6.12 How often is your vehicle off the road?

..... times per week / month / year (circle appropriate) Don't know

6.13 For how long is your vehicle off the road?

..... days hours per week / month / year (Circle appropriate)

Don't know

6.14 When it is off the road is this largely due to (please tick one or more):

- a) Waiting for spares?
- b) Waiting for repairs?
- c) Routine maintenance?
- d) Lack of demand for passengers?
- e) Lack of custom for goods transport?
- f) Seasonal impassability of roads?
- g) Vehicle off road only during non-working hours?
- h) Other reasons (please state)

.....

6.15 Are you satisfied with the vehicle maintenance and repair facilities available to you?

Yes / No

6.16 If you have answered No to 6.15 how could they be improved?

.....

.....

.....

7. Use of small enterprise services for vehicle maintenance etc.

7.1 Do you know of the Kumasi Magazine? Yes / No

7.2 Do you use the services of any of the traders at the Kumasi Magazine? Yes / No

7.3 If you have answered yes to Question 7.2 which services do you use? (please tick one or more)

- a) Tyres b) Supply of other spares
- c) Engine repairs d) Bodywork repairs
- e) Other (please state)

7.4 What supplier would you use if the Kumasi Magazine were not available?

.....

8. Payment for the vehicle

8.1 Was the vehicle bought from:

- a) A private individual? b) A co-operative?
- c) A family business? d) A dealer?
- e) Other? (please state)
- f) Don't know

8.2 Was the vehicle when it was bought:

- a) new ? b) second-hand ? c) don't know ?

8.3 Why did you buy this particular type of vehicle (please tick one or more)?

- a) It was affordable to buy
- b) It is cheap to maintain
- c) It is easy to maintain
- d) It is economical on fuel consumption
- e) It is reliable
- f) It has a high carrying capacity (Q. 8.3 continued overleaf)
- g) It can be driven easily on poor condition roads
- h) Other reasons (please state)
-
-

8.4 What other vehicle could you have chosen?

8.5 Has the vehicle been paid for yet? Yes / No / Don't know

8.6 What price was agreed on? Cedis Don't know

8.7 When was a price agreed on? month year

8.8 How has the money been paid, or is being paid?

- a) by cash b) by loan c) don't know

If the payment was, or is, by loan please answer questions 8.9 to 8.11:

8.9 Who is the lender? don't know

8.10 How long is the repayment period? years months don't know

8.11 What is the rate of interest? percent per month / year (Circle appropriate)

Don't know

9. One final question

What things would improve your business (please tick one or more)?:

- a) Better quality roads
- b) Roads to more villages, farms, markets etc.
- c) More accessible vehicle maintenance
and repair facilities
- d) More custom
- e) More reliable vehicles
- f) More regulation
- g) Less regulation
- h) More easily available credit
- j) Other (please state)

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