

**REPUBLIC OF MOLDOVA**  
**MINISTRY OF INFRASTRUCTURE AND REGIONAL DEVELOPMENT**  
**STATE ROAD ADMINISTRATION**

**TERMS OF REFERENCE**

**SOCIAL ASSESSMENT**  
**ROAD USER SURVEY**

Invitation: The Î.S. “Administrația de Stat a Drumurilor” invites Consultants (firms or NGOs) to apply for Services “Social Assessment” in the project area. Interested eligible Consultants may obtain further information from Mrs. Natalia Capașina, Î.S. “Administrația de Stat a Drumurilor” (SRA), Str. Bucureiei, 12a, Chisinau, Republic of Moldova, [procurement@asd.md](mailto:procurement@asd.md).

**1. Introduction**

The Ministry of Infrastructure and Regional Development has implemented the World Bank financed Local Roads Improvement Project (LRIP, P150357) since its approval in October 2015. The project is expected to close by end of July 2023. The project has included engagement with local community road users on the design and decision-making process has been important for the development of safe, useful, environmentally sustainable and fit for purpose local roads. Local road rehabilitation is to be continued in the country as part of a new World Bank-financed Road development project currently under preparation. As part of the preparation process for the new project it is important that lessons learned, and good practices developed under LRIP are identified and consolidated into the management process for the new operation.

The ongoing LRIP operation convened Social Impact Management Committees (SIMC) to discuss community requests which have included, among others: improved access to local social infrastructure and market sites (side roads, sidewalks, farm entrances, passageways, access roads), construction of new facilities (bypass roads, intersections, footbridges, parking areas and bus stops, water drainage and sewer systems), rehabilitation of existing facilities (bridges, lighting, protective barriers, signage). Local roads are important vectors for community development though, at first glance, they may appear to be low volume with few apparent multiplier effects and limited visibility of benefits but they lead to community facilities, local jobs, farm to market access, tourism for local business, safe commutes to school, scenic places to visit, and relatives returning home.

The proposed assessment aims to identify unique needs that local communities have and to deliver recommendations for enhancing participation and representation of diverse groups of non-technical stakeholders such as women, underserved and vulnerable groups, and their representatives.

## **2. Objectives**

The activities set out in this TORs aim to: (a) inform the design and implementation arrangements of the new Solidarity and Regional Connectivity Project (SRCP), (b) as well as conduct an ex-post user satisfaction assessment along the corridors already completed under the ongoing Local Roads Improvement Project. The assessment should analyze the user patterns and satisfaction of different social groups (including men, women, youth, elderly, unemployed, disabled, etc.) in selected communities. This study should identify good practice community engagement in decision-making and design of local roads and provide recommendations to formalize this practice in the new operation.

## **3. Activities**

The expected outputs and activities are divided into following categories:

- a) Methodological proposal for carrying out the surveys.
- b) Road User ex-post Satisfaction Surveys along LRIP corridors;
- c) Ex-ante road user patterns survey for the new SRCP;
- d) Presentation of findings and recommendations in survey report

## **4. Scope of Work**

For the selected communities benefiting from the potential road sections to be rehabilitated under the new WB Road Project, the Consultant shall undertake the social monitoring and economic study through a review of available information, data collection, analysis, questionnaire interviews in selected Project beneficiary communities. The methodology for the survey to be developed by the Consultant should provide details on use of survey instruments including questionnaire(s) should be tailored in a manner to allow to determine how actual road conditions and expectations of improvement would impact beneficiaries' (disaggregated by gender) lives, particularly in access to schools, health facilities, markets, etc. and what user feedback could be used to be further included in the designs of the future civil works.

The instruments developed as part of the consultancy should analyze the mobility patterns of project beneficiaries disaggregated by gender, income brackets and other socio-economic (e.g., ethnicity such as Roma who are Moldova's one of the most disadvantaged minority groups), linguistic and demographic (e.g., age) criteria. The methodology should examine the extent to which the population of interest faces constraints in terms of accessibility, reliability, affordability and safety of public transport and road transportation.

The Methodology should also address the approaches to be taken to select the communities to be surveyed. Methodology for Survey should be approved by SRA (WB may also review the draft Methodology for Survey and provide input, as necessary) prior to commencement of further activities specified in this section. Methods should include individual interviews with representatives of key beneficiary groups and focus group discussions with a sample of the group members disaggregating for gender, ethnicity and other criteria.

At the same time, an ex-post community satisfaction survey needs to be conducted in the actual

LRIP communities to assess the impact of the completed and rehabilitated roads on the livelihood of different road users (disaggregated by gender) and collect feedback. This survey should also seek to understand beneficiary levels of engagement and satisfaction in the consultation process in order to draw lessons for improving local community participation in the design and decision-making process in the future.

## 5. Specific Tasks

### **A. Mobilization and preparing survey sample and drafting the survey form**

- In close consultation with SRA, the National Bureau of Statistics (NSB), and the World Bank, the Consultant will draft a household survey instrument covering social, economic, and travel behavior dimensions of households within the current LRIP project's geographical area as well as areas considered for a successor operation. The survey instrument will aim to span approximately 30 minutes and should capture basic information about adult household members (+18 years) of all genders;
- The Consultant will pilot the household survey instrument and make revisions as needed for clarity, time to administer, calibration of questions, etc. This will be done in consultation with SRA, National Bureau of Statistics, and the World Bank;
- In consultation with the National Bureau of Statistics, the Consultant will define enumeration areas from which to draw a sample of households for administering the survey. The Consultant will subsequently draw a 600-household sample from the proposed enumeration zones;
- The Consultant's final survey instrument and methodology will be subject to SRA's final review and approval. Once approved, the Consultant will publicize the survey in conjunction with NSB in advance of full-scale survey work.

The outputs of this task will include: (i) a final survey instrument; and (ii) the final sampling plan.

### **B. Organizing the survey team and quality control procedures**

- The Consultant will hire a suitable number of supervisors and surveyors based on the requirement to complete the surveys successfully within a period of 4 weeks or less.
- The Consultant will develop and execute procedures for: (i) management of survey teams; (ii) transporting teams to / from survey locations; (iii) quality checking of completed interviews on a daily basis; (iv) call-back up to 3 times when households are not home; and (v) substituting a new household sample when a survey form cannot be completed due to refusal or when call-backs exceed 3 times; and (vi) other management tasks as required for successful data collection and quality control.
- The Consultant will train all survey staff thoroughly and will use the pilot surveys to test various approaches to quality control, surveyor training, and survey execution.

The outputs of this task will include: (i) a quality control plan and procedures that the Consultant will follow when administering the household survey.

### **C. Survey implementation and quality checking**

- The Consultant will undertake the HH survey using the approved instrument, sampling plan, and quality control plan procedures. Completed instruments will be scanned and provided electronically to SRA.
- Each day's survey results will be entered into a spreadsheet and basic tabulations showing key statistics will be prepared and compared to results of the most recent living standards survey conducted by the National Bureau of Statistics. This will serve as a quality check on the following in each enumeration area: (i) average household size; (ii) average stated wages and salaries income; and (iii) average number of vehicles owned.
- Running averages should also be compared against each day's data. Additional statistics such as average trips per household by wages and salary income bands will be calculated and sense checked as appropriate.

*The outputs of this task will include:* (i) completed and scanned survey instruments; (ii) preliminary tabulations based on daily data collection (accessible to SRA and the World Bank in real time).

### **Prepare key tabulations**

In addition to basic statistical analysis, the Consultant will compile key tabulations relating to:

- ***Household information record*** with sample unique household ID details, enumeration zone details, address, geo-code, type of house, number of family members, visitors and employees on night shifts, reported annual wages and salary income<sup>1</sup>, number of vehicles by type and basic summaries of travel behaviors.
- ***Household member information*** linked to household ID and enumeration zone. Details include the age and gender of each household member (aged 6 years or older) for up to 7 members and up to 3 employees along with details of occupation, driving license availability and access to a car or motorcycle and general propensity to travel. Where household samples are identified to exceed these member and employee limits, the surveyor will be asked to supplement the survey form with a second form to gather information on additional family members and their trips. Very few families are expected to exceed the stated limits.
- ***Travel activity information for regular travel*** linked to household ID, enumeration zone and household income range. For each household member aged more than 6 years and employee (that did not report in the earlier form that they 'seldom go out'), linking to their age and gender, details of all regular trips made on the previous week along with origin and destination, time of departure and time of arrival, trip purpose, travel mode/ means and intermediate trip destination.
- ***Stated opinions on the local road network and safety in the household's vicinity*** linked to household ID, enumeration zone and household income band. This should include travel

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<sup>1</sup> Obtaining true income is difficult so by asking for the total wages and salary income a means of comparison can be made with the 2012 HLSS results by enumeration area.

safety perception from the point of views of diverse road-user groups, such as pedestrians, cyclists, cars and public transport-users.

Results should also be disaggregated by gender of respondent and their role in a given household. The basic tabulations will include:

- Frequency responses (absolute and %) by key question in each form by ‘sector’ (a grouping of several traffic zones that in turn that consist of an average of three enumeration areas);
- Some basic cross-tabulation e.g. vehicle availability by stated wages and salary income band by sector;
- Household vehicle ownership by income level, annual vehicle mileage by number of vehicles owned per household;
- Trip frequency by household, person, gender and by household income level in aggregate, by traffic zone, and by sector;
- Trip origin and destination by trip purpose, gender, mode and household income level by key origins and destinations and day of travel; and

The Consultant will expand on this list of tabulations with others that they consider would be useful given the objectives of the assignment.

## **6. Implementation Arrangements**

The Consultant shall report directly to the SRA Deputy-manager coordinating LRIP. Close coordination with SRA environmental specialist and the World Bank task team environmental and social specialists will also be needed. The assignment is on a lump-sum contract.

## **7. Reporting Requirements and Schedule of Deliverables Submission**

The Consultant will prepare and submit to the Client the reports as summarized below both in the Romanian and English languages (1 copy in Romanian and 1 copy in English) and will additionally make these reports available electronically.

The Consultant is expected to submit to SRA (for review and approval with technical guidance from the World Bank Task Team environmental and social specialists) the following deliverables presented in chronological order:

- Inception Report and detailed Work Plan including draft outlines for various reports- in 1 week after contract signature;
- Methodology for survey (including research questionnaire(s) and approaches taken for selection of communities to be surveyed). It is expected that the consultant carries out relevant cross-tabulations and desegregation to examine more specifically the responses of women, elderly, low-income groups and other vulnerable road users, such as motorcyclists and pedestrians- in 2 weeks after contract signature.

- Raw Data and Information processing: Databases in SPSS, STATA or Excel- by completion.
- Draft Reports on Social survey communities in 1,5 months upon signing of the contract;
- Final Report and presentation of the results, in 2 months upon signing of the contract. The main report should include a summary of the sampling strategy, a short description of the socio-economic profile of road users, the explanation of how the road user satisfaction index was constructed, a summary of findings, and some policy implications and recommendations drawn from the survey responses.

## **8. Consultant Qualifications and Team Composition**

SRA intends to engage a local company or non-government organization as the Consultant for Social Assessment. The Consultant shall have prior experience in conducting similar studies for development projects. In particular, the Consultant's prior experience shall cover survey design and implementation, including data entry, data verification, analysis and reporting.

The Consultant shall mobilize the professional team consisting of competent experts to implement the current assignment. A multi-disciplinary team of researchers with advanced degrees in social science and experience in qualitative, quantitative and participatory research shall be engaged. The team is expected to have at least some understanding of gender differences in the use of public transportation and road infrastructure and the reasons for it, and some experience in conducting gender analysis in this area.

The Consultant will appoint a Team Leader responsible for coordinating the works, ensuring involvement of relevant experts in the works and timely delivery of high-quality outputs, as well as liaising with the SRA. Fluency in spoken and written English and Romanian in the team is required.

During implementation of this assignment the Consultant shall use its office, vehicles and equipment and onsite questionnaire operators.

## **9. Payment**

1. 30% of the Contract Cost will be paid to the Consultant after receipt and approval by the Client of Inception Report, detailed Work Plan and Methodology for Survey;
2. 50% of the Contract Cost will be paid to the Consultant after receipt and approval by the Client of the Draft Report on Social survey communities;
3. 20% of the Contract Cost will be paid to the Consultant after receipt and approval by the Client of Final Report on Social survey.

Financial Proposal of the Consultant shall include all the taxes envisaged by local legislation.

**Annex1: Estimated no. households in social survey**

The Household Survey (HHS) will be carried out in the project area in order to research *Local Roads Improvement Project monitoring and evaluation study in cooperation*.

As a result, from the study objectives and the expected results, we consider opportune the achievement of the quantitative study on the following samples:

1. For new Project corridors (initial survey): Households – 600 units, which will provide estimations with a margin of error of  $\pm 4\%$  (at 50% confidence);
2. For LRIP corridors (post-project survey): Households – 400 units, which will provide estimations with a margin of error of  $\pm 4\%$  (at 50% confidence);

## Annex 2: Report Findings Outline

Note: this annex serves as indicative guidance. The report structure can be negotiated and finalized after submission of draft report.

Executive Summary:

- Summarize main findings of the study and key recommendations for enhancing the social impact of road design
- Summarise analysis of community needs and expectations for road rehabilitation disaggregated by locality, group, gender, vulnerable group
- Summarise recommendations for enhancing community participation in road design and decision-making

Methods and limitations:

- Described methods (questionnaire, interview, focus group), sampling limitations, engagement and consultation strategy

Social baseline:

- Household demographics (members, sex, age, education level, languages spoken, birthplace, employment/occupation, land ownership type, income)
- Frequency and purpose of road use (personal visits, education, health care, work, sale of goods, govt services, transit)
- Current condition of the intercommunity road network (safety, repair, high speed, general conditions)
- Level of hindrance of access to education, healthcare, agriculture and commerce)
- Physical obstacles (pavement, drainage, potholes, signage, road markings, crash barriers, pavements, crossings, bus stops, special roads for agricultural machinery)
- Transportation means (own, passenger, trucks, public transport, agricultural machinery)
- Neighboring communities visited (within periods, purpose of visit, education health, work, personal, purchase, trade, transit)
- Types of personal vehicles used by household (car, minibus, truck, bus, bicycle, agricultural machinery, none)
- Reasons for not using public transport, quality of public transport
- Short and long-term aspirations to travel, move abroad
- Migration tendencies and how road rehabilitation will affect
- Farm to market linkages in communities (transport of crops, types, transportation costs)
- Time spent on travel locally, regionally
- Cost of transport

Impacts of road rehabilitation:

- Perceived benefits of road improvements assessing how different stakeholders consider the change to the baseline conditions
- Identify obstacles and opportunities for key stakeholder groups to receive benefits (which groups are least, most likely to benefit and why)
- Analyse the results of community participation in the previous project activities (SIMC, GM)



- Assess the awareness of future beneficiaries of the opportunity to participate in project decision-making (SIMC, GM)

Recommendations:

- For improving the community engagement process in design
- For additional elements to enhance the social value of the design
- For addressing community concerns

## Annex 3: Tentative questionnaires Template

### Initial Survey for New Project

QUESTIONNAIRE No \_\_\_\_\_

To interviewer:

Select Road code. \_\_/\_\_/\_\_

Hello,

My name is \_\_\_\_\_, I am from \_\_\_\_\_ Research Team. We are implementing LRIP social assessment in cooperation with the «SRA».

*This survey is anonymous, your name and address will not be mentioned.*

*The information will be generalized and presented in a summary analysis.*

*Your true and accurate answers are very important for us.*

*Your community is a beneficiary of road improvement project. That is why your household has been included in the survey list via random sampling.*

*Note for the interviewer: some questions will explore the respondent's travel patterns and behaviours which would allow for the gender analysis, and some questions will seek the impact of the roads on the households as a whole (through the same individuals' responses).*

1. Interviewer's code: \_\_\_\_\_
2. Date (dd.mm.yyyy, e.g. 12.07.2016): \_\_\_\_\_
3. Code of community: \_\_\_\_\_
4. Road code: \_\_\_\_\_
5. Start of the interview (hh:mm): \_\_\_\_\_

#### **A. CURRENT CONDITION OF INTERCOMMUNITY ROADS**

*First, we would like to ask a few questions about the condition of intercommunity roads.*

**INTERVIEWER: Look up the community code in Card 1 and explain to the interviewee what road network is the subject of the interview.**

**A1. How often do you and your family members use the specified road section?**

	Every day	Several times a week	Several times in a month	Once in a few months	Several times a year	Never (SKIP TO QUESTION A4)
You	1	2	3	4	5	6
Other family members	1	2	3	4	5	6

**A2. For what purposes do you and your family members usually travel by the specified roads? (Accept all the answers)**

1. Personal (visit to relatives, friends)
2. Educational purposes (school, kindergarten, etc.)
3. Receiving health care services
4. Work, including agricultural works
5. Sale of goods
6. Purchase/barter of goods
7. Receiving services of administrative authorities (village board, regional authorities, etc.)
8. Transportation of goods/people
9. Transit to another destination
10. Other (specify)\_\_\_\_\_

		You	Your family members
1	Personal (visit to relatives, friends)		
2	Educational purposes (school, kindergarten, etc.)		
3	Receiving health care services		
4	Work, including agricultural works		
5	Sale of goods		
6	Purchase/barter of goods		
7	Receiving services of administrative authorities (village board, regional authorities, etc.)		
8	Transportation of goods/people		
9	Transit to another destination		
10	Other (specify)_____		

**A3. Overall, for what purposes do the inhabitants of your village/town use the specified road sections most frequently? (Accept up to 2 prevailing options)**

1. Personal (visit to relatives, friends)
2. Educational purposes (school, kindergarten, etc.)
3. Receiving health care services
4. Work, including agricultural works

5. Sale of goods
6. Purchase/barter of goods
7. Receiving services of administrative authorities (village board, regional authorities, etc.)
8. Transportation of goods/people
9. Transit to another destination
10. Other (specify)\_\_\_\_\_

**A4. Please evaluate the current condition of the intercommunity road network by the criteria set below, by a 1 to 7 scale where 1 is the lowest score and 7 is the highest score:**

Criteria	Score						
	1	2	3	4	5	6	7
Safety (road accidents)	1	2	3	4	5	6	7
Repair	1	2	3	4	5	6	7
Safe speed	1	2	3	4	5	6	7
General conditions of the road	1	2	3	4	5	6	7

**A5. Does the current condition of the road hinder visiting neighboring communities by you and your family members?**

1. Yes, Great deal of hindrance
2. Yes, Moderate hindrance
3. Yes, Minor hindrance
4. No, Doesn't hinder at all

**A6. Please assess (by 1-7 scale, where 1 is the lowest score and 7 is the highest score), how much the current conditions of the road hinder access to the following services for you and your family members**

You								Your family members							
	Assessment														
Educational services	1	2	3	4	5	6	7	Educational services	1	2	3	4	5	6	7
Healthcare services	1	2	3	4	5	6	7	Healthcare services	1	2	3	4	5	6	7
Sell of agricultural products (market access)	1	2	3	4	5	6	7	Sell of agricultural products (market access)	1	2	3	4	5	6	7
Access to other income-generating opportunities	1	2	3	4	5	6	7	Access to other income-generating opportunities	1	2	3	4	5	6	7
Personal/leisure activities	1	2	3	4	5	6	7	Personal/leisure activities	1	2	3	4	5	6	7

**A7. What obstacles have you noticed while travelling by this road section?**

**SHOW CARD 3 (specify up to 3 main obstacles).**

1. Conditions of asphalt pavement
2. Conditions of drainage system
3. Road potholes
4. Absence/shortage of signage

5. Absence/shortage of road markings
6. Absence/shortage of traffic/crash and metallic barriers
7. Absence/shortage of pavements
8. Absence/shortage of pedestrian crossing
9. Absence/shortage of pedestrian sidewalk
10. Absence/shortage of bus stops
11. Absence/shortage of special roads for agricultural vehicles and machinery
12. Absence of safe speed (that vehicles travel at inappropriate speed)
13. Other (specify) \_\_\_\_\_

**A8. Please, assess each of the following by a 1 to 7 scale, where 1 is the lowest score and 7 is the highest score.**

Criteria	Score						
	1	2	3	4	5	6	7
Conditions of asphalt pavement	1	2	3	4	5	6	7
Condition of drainage system	1	2	3	4	5	6	7
Road potholes	1	2	3	4	5	6	7
Road signs availability	1	2	3	4	5	6	7
Availability of road marking	1	2	3	4	5	6	7
Availability of traffic/crash and metallic barriers	1	2	3	4	5	6	7
Pavement conditions	1	2	3	4	5	6	7
Conditions of pedestrian crossing	1	2	3	4	5	6	7
Availability to bus stops	1	2	3	4	5	6	7
Availability of special roads for agricultural vehicles and machinery	1	2	3	4	5	6	7
Overall satisfaction with general conditions of the road	1	2	3	4	5	6	7

## **B. USE OF INTERCOMMUNITY ROADS**

**B1. How many times have you used the specified road network during the last week? (SPECIFY THE NUMBER OF ONE-WAY TRANSFERS) \_\_\_\_\_**

**INTERVIEWER: If the answer is '0', skip to QUESTION B4.**

**B1.1. Which were the transportation means used for that travel /PLEASE INDICATE FOR ALL MEANS/.**

Transportation means	Quantity
1. Own transport	
• Car	
• Bicycle	
• Motorcycle	
• Other	

2. Passenger transport of private persons	
3. Trucks	
4. Agricultural machinery (tractor, etc.)	
5. Public transport	
6. Other /specify/	

**B2. Which of the neighboring communities have you visited during this period? (DON'T READ OUT AVAILABLE OPTIONS. INDICATE ALL THE ANSWERS ACCORDING TO THEIR CODE AS SPECIFIED IN CARD 2)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**B3. What was the purpose of the last visit?**

1. Personal (visit to relatives, friends)
2. Educational purposes (school, kindergarten, etc.)
3. Receiving health care services
4. Visiting pharmacy
5. Work, including agricultural works
6. Sale of goods
7. Purchase/barter of goods
8. Receiving services of administrative authorities (village board, regional authorities, etc.)
9. Transportation of goods/people
10. Transit to another destination
11. Other (specify)\_\_\_\_\_

**B4. Which of the personal vehicles specified below are owned or rented by you and your household?**

Vehicle	Own assets (specify quantity)	Rented assets (specify quantity)
1.USSR or Russia-made car, up to 7 seats, including motor machinery		
2.Foreign brand car, up to 7 seats, including motor machinery		
3.Passenger minibus		
4.Freight minibus		
5.Large truck		
6.Passenger bus		
7.Agricultural machinery (tractor, etc.)		
8.Other (specify)		

**Does your household own a car?**

- No
- Yes – Provide number: (\_\_\_\_\_)
- If yes - Do you have at least one car registered under your name?
  - Yes
  - No
- Do you have a driving license?
  - Yes
  - No

**B5. By which of the transport vehicles specified below do you and your family members mostly travel to the other villages? (Accept up to 2 main answers for each question)**

Vehicle	You	Other family members
1.Own vehicle	1	1
2.Private passenger vehicles	2	2
3.Trucks/other freight vehicles	3	3
4.Agricultural machinery (tractor, etc.)	4	4
5.Public transport (if not used ->B5.1, then B5.2, otherwise->B5.2)	5	5
6.By foot	6	6
7.Other (specify)	7	7

**B5.1. You indicated that not using Public transport, could you please tell me the reasons /Accept up to 3 reasons/.**

1. I use own transport/vehicle	
2. It is expensive	
3. It is time consuming	
4. It is not comfortable	
5. It is not safe (road safety)	
6I have concerns over my personal security	
7. Bus stops are far/inconvenient	
8 Time schedule is not regular	
9. Regular public transport is absent in our community	
10. There is no public transport on directions I/my family needs	
11Other_____	

**B5.2. How would you characterize Public transport as overall for your community /Accept 1 answer per variant /.**

	Yes/No
1. It is expensive	
2. It is time consuming	

3. It is not comfortable	
4. It is not safe (road safety)	
5. I have concerns over my personal security	
6. Bus stops are far/inconvenient	
7. Time schedule is not regular	
8 Regular public transport is absent in our community	
9. There is no public transport on directions I/my family needs	
10. Use of own and other private vehicles is more popular/preferred	
11. Other _____	

**B6. On the average, how much time do you spend currently to travel to the neighboring village by the specified vehicle? (*indicate the duration of one-way travel in minutes-by main transport mean*) \_\_\_\_\_**

**B7. On the average, how much time do you spend currently to reach the highway leading to the center of the county (rayon) while travelling by the specified vehicle? (*indicate the duration of one-way travel in minutes- by main transport mean*) \_\_\_\_\_**

**B8. On the average, currently how much money do you personally and your family spend monthly on travelling from one community to another? Amount (AMD)**

	You	Your family
1. Fuel		
2. Fare (fee paid for the use of transport)		
3. Technical maintenance costs (spare parts, repair, etc.)		
4. Other		

**What are the three most important things that in your view could be improved for public transport in your area?**

Cost/affordability	1
Frequency of service	2
Comfort	3
Coverage of more locations	4
Fixed routes	5
Reliability of service	6
Personal Security	7
Road safety	8



Driver and conductor attitudes/personal behavior	9
Other_(please specify):_..... ..	10
Refused	11
Don't know	12

**C. MOBILITY PATTERNS AND OPPORTUNITIES**

**C1. In your opinion, will the improvement of the roads contribute (or may contribute in the near future) to the improvement of your household socio-economic status (such as employment, agriproducts sales, access to education and health services) /CHOOSE ONE ANSWER/**

1. Contributes or will certainly contribute,
2. Likely may contribute,
3. Cannot change anything

**C2. In your opinion, how road improvement could impact the following groups (Accept 1 answer per variant).**

<b>Groups</b>	<b>Certainly positive</b>	<b>Somehow positive</b>	<b>Not significant impact</b>
<u>For socially vulnerable groups (older, unemployed, disabled, etc)</u>			
For youth			
For women			
For men			
For people working in neighbor communities			
For people coming from other communities			

**C3. Which of the following obstacles are the most significant, in case of intercommunity job creation (when somebody from your community works in neighbor community or vice versa)? /Accept up to 3 ANSWERS/**

1. The overall condition of the road
2. Irregular operation of public transport
3. Absence of public transport for needed direction
4. Time to spend on the road
5. Cost for the transportation on the roads
6. Safety of driving (Infrastructure and drivers' behavior)
7. There is no potential work in neighbor communities currently
8. No obstacles at all
9. Other \_\_\_\_\_

**C4. According to your expectations, where you will be in 3 years, most probably?**

1. In the same settlement-in Moldova
2. In other settlement in Moldova
3. Abroad, perhaps in one of CIS countries
4. Abroad, perhaps in Europe
5. Abroad, another county (USA, etc)
6. Other \_\_\_\_\_

**C5. In your opinion, can the road rehabilitation affect the migration tendencies from your settlement (permanent or temporary migration to other settlement or other country)**

1. Yes, definitely, road rehabilitation will have positive impact on the propensity of the population to stay
2. Yes, probably, some positive impact on the propensity of the population to stay
3. Yes, road rehabilitation may promote migration from village
4. No, road rehabilitation will have no effect on migration of population

**C6. Please rank the frequency of your visits to places such as your work place, grocery store, market, medical facility, school, local authority offices, and the most frequently used transportation for each type of visits**

		DISTANCE	FREQUENCY OF VISITS						HOW LONG DOES IT TAKE? (BOTH WAYS)	THE MOST FREQUENTLY USED TRANSPORTATION				
			ALMOST EVERY DAY	2-3 TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	LESS THAN ONCE A MONTH		CAR	BUS	MINI BUS	ON FOOT	OTHER (please indicate)
1	Work place	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
2	Grocery store	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
3	Market	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
4	Medical facility	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
5	School	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
	Local authority office	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	

**D. AGRICULTURAL/ECONOMIC ACTIVITY AND COSTS**

**D1. Did your household produce fruit, vegetables or crops during the last year?**

4. Yes
5. No (SKIP TO QUESTION D6)

**D2. If yes, are the received crops (accept all the answers):**

1. Produced for the needs of your household only? (SKIP TO QUESTION D6)
2. Produced and sold/delivered to vendors?
3. Produced and exchanged?

**D3. Have you transported the received crops by the specified road network in order to sell them (during last year)?**

1. Yes
2. No

**D4. Have you handed over, sold or exchanged your crops with the neighboring communities during the last 1 year?**

1. Yes
2. No (SKIP TO QUESTION D6)

**D5. If YES, what was the average amount you've spent on one transportation of goods? (Specify in Moldovan lei) \_\_\_\_\_**

**D6. In your opinion, how does the road improvement may influence your agricultural activities?**

1. Definitely positively
2. Probably positively
3. No influence

**D7. How much money does your household usually spend for usual month for the below specified purposes?**

Expenditure	MDL
1. Food	
2. Consumer goods (soap, detergents, etc.)	
3. Utilities (electricity, home phone, rent, water, mobile phone)	
4. Transportation and related costs	
5. Other monthly costs (specify)	

**D8. How much money did your household spend for the below specified purposes during the last year?**

Expenditure	MDL
1. Health care	
2. Education	
3. Other annual costs	

**E. SOCIO-DEMOGRAPHIC CHARACTERISTICS OF THE HOUSEHOLD**

E1. I would like to take down the details of all members of your household. By household, I mean your family members who live together with you in the same house, run common household and have common budget. First, I would like to write down the details of the head of the household, then his/her spouse, children and other members. Please, don't list the guests you're currently hosting.

Note for the interviewer: Circle the number of the interviewee in the 'Number of the Family Member' column.

NUMBER OF THE FAMILY MEMBER (CIRCLE THE NUMBER OF INTERVIEWEE)	Members of the household and their relation to the head (decision-maker) of the household  1. Head of the household 2. Spouse 3. Son/daughter 4. Son-in-law/daughter-in-law 5. Grandchild 6. Mother/father/mother-in-law/father-in-law 7. Sibling 8. Other relative of the head of the household 9. Persons not related to the head of the household	Sex  1. Male 2. Female	Age (specify in figures)	Education level of the household members (16 years old and above) 1. Illiterate 2. Partial primary 3. Primary 4. Partial general 5. Essential general 6. Partial secondary 7. Secondary general 8. Vocational 9. Partial higher education 10. University degree 11. Postgraduate
	1	2	3	4
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



**F2. Do you have day-to-day caring responsibilities for any of the following in your family?  
Please tick all that apply**

- Pre-school aged children
- School aged children
- Sick, disabled or elderly adults
- None of the above

**F3. Agricultural lands owned by your household, \_\_\_\_\_sq. m**

**F3. Which is the average monthly income of your household from all sources available (including possible transfers from abroad)?**

1. Up to 1,000 MDL
2. 1,000-5,000 MDL
3. 5,000-10,000 MDL
4. 10,000-20,000 MDL
5. 20,000-30,000 MDL
6. 30,000-50,000 MDL
7. Over 50,000 MDL

**F4. If employed, what is the average personal monthly labor income:**

1. Up to 1,000 MDL
8. 1,000-5,000 MDL
9. 5,000-10,000 MDL
10. 10,000-20,000 MDL
11. 20,000-30,000 MDL
12. 30,000-50,000 MDL
13. Over 50,000 MDL

## **G. Local marketplaces and needs for business skills and advisory**

**G1. Would you sell your products in a local roadside/near road marketplace if there was one available in your/neighboring community?**

1. I already use a local market to sell my products.
2. Yes. I would like to use one if there was any available.
3. No (e.g., sell my products at regional markets/online)

*If the answer is 1 or 2 to Question G1, please move to G2.*

### **G2. Key features of the local marketplace**

<b>I am going to list several potential issues that you think are critically important for any roadside marketplace to have in order to facilitate your business activities. Select all that applies.</b>	<ul style="list-style-type: none"><li><input type="checkbox"/> Designated market stalls for individual vendors</li><li><input type="checkbox"/> Designated storage facilities to keep products</li><li><input type="checkbox"/> Refrigerators to keep products over night</li><li><input type="checkbox"/> Adequate sanitation facilities (e.g., toilets with lockable doors, water and soap; toilets located in well-lit areas)</li><li><input type="checkbox"/> Resting and eating areas for customers</li><li><input type="checkbox"/> Space for small businesses (e.g., car wash, bakery)</li><li><input type="checkbox"/> Parking space for vendors and customers</li><li><input type="checkbox"/> Lighting and cover from the sun and rain/snow</li><li><input type="checkbox"/> Other (please specify).</li></ul>
---	--

**G3. What are the skills and type of business advice, if any, that you would wish to acquire/improve/receive to help you to start and/or improve your business activities?**

**Select all that apply**

- I do not need any skills
- Essential business skills (e.g., legal and financial literacy)
- Digital skills (e.g., how to use computer, open an email, use MS office)
- Business advisory (e.g., how to set up a website, join an e-commerce platform to sell my products from home; establish a car wash).
- Industry expertise (e.g., how to process milk and produce cheese)
- Mentoring (e.g., how to succeed in business plans).
- All
- Other (please specify):



## H. Community participation in road projects

Are you aware of the Social Impact Management Committee (SIMC) in your community? Y/N

Have you participated in SIMC meetings to obtain information about development projects in your community? Y/N

Have you participated in SIMC meetings to provide suggestions for development projects in your community? Y/N

In your opinion, what could be done better help you participate in the discussion of development projects for your community? (eg. community meetings, online survey, ideas box, other ideas)  
Please describe:

In your opinion, what are the most important considerations for the design of the road rehabilitation project in your community (select the three most important):

- Design involved local leaders and engineers deciding on financial and technical feasibility
- Design was understandable to local people
- Design was understandable to minorities living in your community
- Construction provides local jobs
- Design doesn't impact on water, noise, environment
- Design is safe (includes pedestrian movements and blind spots)
- Design makes community facilities more accessible (for example parking areas, sideroads, footpaths)
- Other (please explain)

What suggestions do you have for improving the road design to be more useful for the community?

## J. Feedback mechanism

During the implementation of the project, did you have any comments/wishes/suggestions for improving the Project? Y/N

Please briefly describe what kind of comments/wishes/suggestions did you have?

--

During the implementation of the Project, did you know how to submit a

complaint/comment/suggestion? Y/N

Could you submit your complaint/comment/suggestion anonymously?

Yes	1
No	2
I didn't submit any complaints	3

**THANK YOU**

**6. End of interview (hh:mm)**\_\_\_\_\_

**Satisfaction Survey for LRIP (post-Project Survey)**

QUESTIONNAIRE No \_\_\_\_

To interviewer:

Select Road code. \_\_/\_\_/\_\_

Hello,

My name is \_\_\_\_\_, I am from \_\_\_\_\_ Research Team. We are implementing LRIP social assessment in cooperation with the «SRA».

*This survey is anonymous, your name and address will not be mentioned.  
The information will be generalized and presented in a summary analysis.  
Your true and accurate answers are very important for us.  
Your community is a beneficiary of road improvement project. That is why your household has been included in the survey list via random sampling.*

*Note for the interviewer: some questions will explore the respondent's travel patterns and behaviours which would allow for the gender analysis, and some questions will seek the impact of the roads on the households as a whole (through the same individuals' responses).*

1. Interviewer's code: \_\_\_\_\_
2. Date (dd.mm.yyyy, e.g. 12.07.2016): \_\_\_\_\_
3. Code of community: \_\_\_\_\_
4. Road code: \_\_\_\_\_
5. Start of the interview (hh:mm): \_\_\_\_\_

**A. CURRENT CONDITION OF INTERCOMMUNITY ROADS**

*First, we would like to ask a few questions about the condition of intercommunity roads.*

**INTERVIEWER: Look up the community code in Card 1 and explain to the interviewee what road network is the subject of the interview.**

**A1. How often do you and your family members use the specified road section?**

	Every day	Several times a week	Several times in a month	Once in a few months	Several times a year	Never (SKIP TO QUESTION A4)
You	1	2	3	4	5	6
Other family members	1	2	3	4	5	6

**A2. For what purposes do you and your family members usually travel by the specified roads?  
(Accept all the answers)**

11. Personal (visit to relatives, friends)
12. Educational purposes (school, kindergarten, etc.)
13. Receiving health care services
14. Work, including agricultural works
15. Sale of goods
16. Purchase/barter of goods
17. Receiving services of administrative authorities (village board, regional authorities, etc.)
18. Transportation of goods/people
19. Transit to another destination
20. Other (specify)\_\_\_\_\_

		<b>You</b>	<b>Your family members</b>
1	Personal (visit to relatives, friends)		
2	Educational purposes (school, kindergarten, etc.)		
3	Receiving health care services		
4	Work, including agricultural works		
5	Sale of goods		
6	Purchase/barter of goods		
7	Receiving services of administrative authorities (village board, regional authorities, etc.)		
8	Transportation of goods/people		
9	Transit to another destination		
10	Other (specify)_____		

**A3. Overall, for what purposes do the inhabitants of your village/town use the specified road sections most frequently? (Accept up to 2 prevailing options)**

11. Personal (visit to relatives, friends)
12. Educational purposes (school, kindergarten, etc.)
13. Receiving health care services
14. Work, including agricultural works
15. Sale of goods
16. Purchase/barter of goods
17. Receiving services of administrative authorities (village board, regional authorities, etc.)
18. Transportation of goods/people
19. Transit to another destination
20. Other (specify)\_\_\_\_\_

**A4. Please evaluate the current condition of the intercommunity road network by the criteria set below, by a 1 to 7 scale where 1 is the lowest score and 7 is the highest score:**

Criteria	Score						
Safety (road accidents)	1	2	3	4	5	6	7
Repair	1	2	3	4	5	6	7
Safe speed	1	2	3	4	5	6	7
General conditions of the road	1	2	3	4	5	6	7

**A5. Does the current condition of the road hinder visiting neighboring communities by you and your family members?**

5. Yes, Great deal of hindrance
6. Yes, Moderate hindrance
7. Yes, Minor hindrance
8. No, Doesn't hinder at all

**A6. Please assess (by 1-7 scale, where 1 is the lowest score and 7 is the highest score), how much the current conditions of the road hinder access to the following services for you and your family members**

You								Your family members							
Assessment															
Educational services	1	2	3	4	5	6	7	Educational services	1	2	3	4	5	6	7
Healthcare services	1	2	3	4	5	6	7	Healthcare services	1	2	3	4	5	6	7
Sell of agricultural products (market access)	1	2	3	4	5	6	7	Sell of agricultural products (market access)	1	2	3	4	5	6	7
Access to other income-generating opportunities	1	2	3	4	5	6	7	Access to other income-generating opportunities	1	2	3	4	5	6	7
Personal/leisure activities	1	2	3	4	5	6	7	Personal/leisure activities	1	2	3	4	5	6	7

**A7. What obstacles have you noticed while travelling by this road section?**

**SHOW CARD 3 (specify up to 3 main obstacles).**

14. Conditions of asphalt pavement
15. Conditions of drainage system
16. Road potholes
17. Absence/shortage of signage
18. Absence/shortage of road markings
19. Absence/shortage of traffic/crash and metallic barriers
20. Absence/shortage of pavements
21. Absence/shortage of pedestrian crossing
22. Absence/shortage of pedestrian sidewalk
23. Absence/shortage of bus stops
24. Absence/shortage of special roads for agricultural vehicles and machinery
25. Absence of safe speed (that vehicles travel at inappropriate speed)

26. Other (specify) \_\_\_\_\_

**A8. Please, assess each of the following by a 1 to 7 scale, where 1 is the lowest score and 7 is the highest score.**

Criteria	Score						
	1	2	3	4	5	6	7
Conditions of asphalt pavement	1	2	3	4	5	6	7
Condition of drainage system	1	2	3	4	5	6	7
Road potholes	1	2	3	4	5	6	7
Road signs availability	1	2	3	4	5	6	7
Availability of road marking	1	2	3	4	5	6	7
Availability of traffic/crash and metallic barriers	1	2	3	4	5	6	7
Pavement conditions	1	2	3	4	5	6	7
Conditions of pedestrian crossing	1	2	3	4	5	6	7
Availability to bus stops	1	2	3	4	5	6	7
Availability of special roads for agricultural vehicles and machinery	1	2	3	4	5	6	7
Overall satisfaction with general conditions of the road	1	2	3	4	5	6	7

**A9. Please, tell us what opportunities offer the new conditions of the road to you and your family. (open question)**

1)
2)
3)
4)
5)
6)
7)
8)
9)
10)
11)
12)

**B. USE OF INTERCOMMUNITY ROADS**

**B1. How many times have you used the specified road network during the last week? (SPECIFY THE NUMBER OF ONE-WAY TRANSFERS) \_\_\_\_\_**

**INTERVIEWER: If the answer is '0', skip to QUESTION B4.**

**B1.1. Which were the transportation means used for that travel /PLEASE INDICATE FOR ALL MEANS/.**

Transportation means	Quantity
1. Own transport	
• Car	
• Bicycle	
• Motorcycle	
• Other	
2. Passenger transport of private persons	
3. Trucks	
4. Agricultural machinery (tractor, etc.)	
5. Public transport	
6. Other /specify/	

**B2. Which of the neighboring communities have you visited during this period? (DON'T READ OUT AVAILABLE OPTIONS. INDICATE ALL THE ANSWERS ACCORDING TO THEIR CODE AS SPECIFIED IN CARD 2)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**B3. What was the purpose of the last visit?**

12. Personal (visit to relatives, friends)
13. Educational purposes (school, kindergarten, etc.)
14. Receiving health care services
15. Visiting pharmacy
16. Work, including agricultural works
17. Sale of goods
18. Purchase/barter of goods
19. Receiving services of administrative authorities (village board, regional authorities, etc.)
20. Transportation of goods/people
21. Transit to another destination
22. Other (specify)\_\_\_\_\_

**B4. Which of the personal vehicles specified below are owned or rented by you and your household?**

Vehicle	Own assets (specify quantity)	Rented assets (specify quantity)
9. USSR or Russia-made car, up to 7 seats, including motor machinery		
10. Foreign brand car, up to 7 seats, including motor machinery		
11. Passenger minibus		
12. Freight minibus		

13.	Large truck		
14.	Passenger bus		
15.	Agricultural machinery (tractor, etc.)		
16.	Other (specify)		

**Does your household own a car?**

- No
- Yes – Provide number: (\_\_\_\_\_)
- **If yes - Do you have at least one car registered under your name?**
  - Yes
  - No
- **Do you have a driving license?**
  - Yes
  - No

**B5. By which of the transport vehicles specified below do you and your family members mostly travel to the other villages? (Accept up to 2 main answers for each question)**

Vehicle	You	Other family members
8.Own vehicle	1	1
9.Private passenger vehicles	2	2
10. Trucks/other freight vehicles	3	3
11. Agricultural machinery (tractor, etc.)	4	4
12. Public transport (if not used ->B5.1, then B5.2, otherwise->B5.2)	5	5
13. By foot	6	6
14. Other (specify)	7	7

**B5.1. You indicated that not using Public transport, could you please tell me the reasons /Accept up to 3 reasons/.**

1. I use own transport/vehicle	
2. It is expensive	
3. It is time consuming	
4. It is not comfortable	
5. It is not safe (road safety)	
6I have concerns over my personal security	
7. Bus stops are far/inconvenient	
8 Time schedule is not regular	
9. Regular public transport is absent in our community	
10. There is no public transport on directions I/my family needs	
11Other_____	



**B5.2. How would you characterize Public transport as overall for your community /Accept 1 answer per variant /.**

	Yes/No
1. It is expensive	
2. It is time consuming	
3. It is not comfortable	
4. It is not safe (road safety)	
5. I have concerns over my personal security	
6. Bus stops are far/inconvenient	
7. Time schedule is not regular	
8 Regular public transport is absent in our community	
9. There is no public transport on directions I/my family needs	
10. Use of own and other private vehicles is more popular/preferred	
11. Other_____	

**B6. On the average, how much time do you spend currently to travel to the neighboring village by the specified vehicle? (indicate the duration of one-way travel in minutes-by main transport mean)**

\_\_\_\_\_

**B7. On the average, how much time do you spend currently to reach the highway leading to the center of the county (rayon) while travelling by the specified vehicle? (indicate the duration of one-way travel in minutes- by main transport mean)** \_\_\_\_\_

**B8. On the average, currently how much money do you personally and your family spend monthly on travelling from one community to another? Amount (AMD)**

	You	Your family
5. Fuel		
6. Fare (fee paid for the use of transport)		
7. Technical maintenance costs (spare parts, repair, etc.)		
8. Other		

**What are the three most important things that in your view could be improved for public transport in your area?**

Cost/affordability	1
Frequency of service	2
Comfort	3
Coverage of more locations	4
Fixed routes	5

Reliability of service	6
Personal Security	7
Road safety	8
Driver and conductor attitudes/personal behavior	9
Other_(please specify):_.....	10
Refused	11
Don't know	12

**C. MOBILITY PATTERNS AND OPPORTUNITIES**

**C1. In your opinion, will the improved roads contribute (or may contribute in the near future) to the improvement of your household socio-economic status (such as employment, agriproducts sales, access to education and health services) /CHOOSE ONE ANSWER/**

- 6. Contributes or will certainly contribute,
- 7. Likely may contribute,
- 8. Cannot change anything

**C2. In your opinion, how road improved is or could impact the following groups (Accept 1 answer per variant).**

<b>Groups</b>	<b>Certainly positive</b>	<b>Somehow positive</b>	<b>Not significant impact</b>
<u>For socially vulnerable groups (older, unemployed, disabled, etc)</u>			
For youth			
For women			
For men			
For people working in neighbor communities			
For people coming from other communities			

**C3. Which of the following obstacles are the most significant, in case of intercommunity job creation (when somebody from your community works in neighbor community or vice versa)? /Accept up to 3 ANSWERS/**

- 10. The overall condition of the road
- 11. Irregular operation of public transport
- 12. Absence of public transport for needed direction
- 13. Time to spend on the road
- 14. Cost for the transportation on the roads

15. Safety of driving (Infrastructure and drivers behavior)
16. There is no potential work in neighbor communities currently
17. No obstacles at all
18. Other \_\_\_\_\_

**C4. According to your expectations, where you will be in 3 years, most probably?**

7. In the same settlement-in Moldova
8. In other settlement in Moldova
9. Abroad, perhaps in one of CIS countries
10. Abroad, perhaps in Europe
11. Abroad, another county (USA, etc)
12. Other \_\_\_\_\_

**C5. In your opinion, can the road rehabilitation affect the migration tendencies from your settlement (permanent or temporary migration to other settlement or other country)**

5. Yes, definitely, road rehabilitation will have positive impact on the propensity of the population to stay
6. Yes, probably, some positive impact on the propensity of the population to stay
7. Yes, road rehabilitation may promote migration from village
8. No, road rehabilitation will have no effect on migration of population

**C6. Please rank the frequency of your visits to places such as your work place, grocery store, market, medical facility, school, local authority offices, and the most frequently used transportation for each type of visits**

		DISTANCE	FREQUENCY OF VISITS						HOW LONG DOES IT TAKE? (BOTH WAY S)	THE MOST FREQUENTLY USED TRANSPORTATION				
			ALMOST EVERY DAY	2-3 TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	LESS THAN ONCE A MONTH		CAR	BUS	MINI BUS	ON FOOT	OTHER (please indicate)
1	Work place	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
2	Grocery store	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
3	Market	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
4	Medical facility	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	
5	School	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4	

		DISTANCE	FREQUENCY OF VISITS						HOW LONG DOES IT TAKE? (BOTH WAYS)	THE MOST FREQUENTLY USED TRANSPORTATION				
			ALMOST EVERY DAY	2-3 TIMES A WEEK	ONCE A WEEK	2-3 TIMES A MONTH	ONCE A MONTH	LESS THAN ONCE A MONTH		CAR	BUS	MINI BUS	ON FOOT	OTHER (please indicate)
Local authority office	Km-----	1	2	3	4	5	6	Min--- ---	1	2	3	4		

## **D. AGRICULTURAL/ECONOMIC ACTIVITY AND COSTS**

**D1. Did your household produce fruit, vegetables or crops during the last year?**

9. Yes
10. No (SKIP TO QUESTION D6)

**D2. If yes, are the received crops (accept all the answers):**

4. Produced for the needs of your household only? (SKIP TO QUESTION D6)
5. Produced and sold/delivered to vendors?
6. Produced and exchanged?

**D3. Have you transported the received crops by the specified road network in order to sell them (during last year)?**

3. Yes
4. No

**D4. Have you handed over, sold or exchanged your crops with the neighboring communities during the last 1 year?**

3. Yes
4. No (SKIP TO QUESTION D6)

**D5. If YES, what was the average amount you've spent on one transportation of goods? (specify in Moldovan lei) \_\_\_\_\_**

**D6. In your opinion, how does the road improvement may influence your agricultural activities?**

4. Definitely positively
5. Probably positively
6. No influence

**D7. How much money does your household usually spend for usual month for the below specified purposes?**

<b>Expenditure</b>	<b>MDL</b>
1. Food	
2. Consumer goods (soap, detergents, etc.)	
3. Utilities (electricity, home phone, rent, water, mobile phone)	
4. Transportation and related costs	
5. Other monthly costs (specify)	

**D8. How much money did your household spend for the below specified purposes during the last year?**

<b>Expenditure</b>	<b>MDL</b>
1. Health care	
2. Education	
3. Other annual costs	

**E. SOCIO-DEMOGRAPHIC CHARACTERISTICS OF THE HOUSEHOLD**

E1. I would like to take down the details of all members of your household. By household, I mean your family members who live together with you in the same house, run common household and have common budget. First, I would like to write down the details of the head of the household, then his/her spouse, children and other members. Please, don't list the guests you're currently hosting.

Note for the interviewer: Circle the number of the interviewee in the 'Number of the Family Member' column.

NUMBER OF THE FAMILY MEMBER (CIRCLE THE NUMBER OF INTERVIEWEE)	Members of the household and their relation to the head (decision-maker) of the household  10. Head of the household 11. Spouse 12. Son/daughter 13. Son-in-law/daughter-in-law 14. Grandchild 15. Mother/father/mother-in-law/father-in-law 16. Sibling 17. Other relative of the head of the household 18. Persons not related to the head of the household	Sex  1. Male 2. Female	Age (specify in figures)	Education level of the household members (16 years old and above) 12. Illiterate 13. Partial primary 14. Primary 15. Partial general 16. Essential general 17. Partial secondary 18. Secondary general 19. Vocational 20. Partial higher education 21. University degree 22. Postgraduate
	1	2	3	4
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**F. EMPLOYMENT, OCCUPATION, ETC.**

F1. Have any of the household members been employed on a paid basis (or self-employed) during in the previous year? Please, specify. I would like to ask you a few questions on their employment and work.

**INTERVIEWER: this question refers only to the household members above 16 years.**

Number of the household member who had a job in the previous year (Use the code specified in D1 'Number of the Family Member' column)	E1.1. Overall, what kind of job did you do? 1. Agricultural works for other people in your village 2. Agricultural works for other people outside your village 3. Non-agricultural works in your village 4. Non-agricultural works outside your village 5. Other (specify)	E.1.2 This job was: 1. daily with monthly payment 2. one-time short-term occupation 3. recurrent short-term occupation 4. other (specify)	E.1.3 In which of the following sectors were your household members employed? 1. Construction 2. Transport 3. Food and services 4. Trade 5. Craft 6. Education 7. Health care 8. Other services of the Village Board/Water Use Companies/Community 9. Security and defense organizations 10. NGO 11. Other (specify)
1	2	3	4

**F2. Do you have day-to-day caring responsibilities for any of the following in your family?  
Please tick all that apply**

- Pre-school aged children
- School aged children
- Sick, disabled or elderly adults
- None of the above

**F3. Agricultural lands owned by your household, \_\_\_\_\_sq. m**

**F3. Which is the average monthly income of your household from all sources available  
(including possible transfers from abroad)?**

1. Up to 1,000 MDL
14. 1,000-5,000 MDL
15. 5,000-10,000 MDL
16. 10,000-20,000 MDL
17. 20,000-30,000 MDL
18. 30,000-50,000 MDL
19. Over 50,000 MDL

**F4. If employed, what is the average personal monthly labor income:**

1. Up to 1,000 MDL
20. 1,000-5,000 MDL
21. 5,000-10,000 MDL
22. 10,000-20,000 MDL
23. 20,000-30,000 MDL
24. 30,000-50,000 MDL
25. Over 50,000 MDL



## G. Local marketplaces and needs for business skills and advisory

**G1. Would you sell your products in a local roadside/near road marketplace if there was one available in your/neighboring community?**

4. I already use a local market to sell my products.
5. Yes. I would like to use one if there was any available.
6. No (e.g., sell my products at regional markets/online)

*If the answer is 1 or 2 to Question G1, please move to G2.*

### G2. Key features of the local marketplace

<p><b>I am going to list several potential issues that you think are critically important for any roadside marketplace to have in order to facilitate your business activities. Select all that applies.</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Designated market stalls for individual vendors</li> <li><input type="checkbox"/> Designated storage facilities to keep products</li> <li><input type="checkbox"/> Refrigerators to keep products over night</li> <li><input type="checkbox"/> Adequate sanitation facilities (e.g., toilets with lockable doors, water and soap; toilets located in well-lit areas)</li> <li><input type="checkbox"/> Resting and eating areas for customers</li> <li><input type="checkbox"/> Space for small businesses (e.g., car wash, bakery)</li> <li><input type="checkbox"/> Parking space for vendors and customers</li> <li><input type="checkbox"/> Lighting and cover from the sun and rain/snow</li> <li><input type="checkbox"/> Other (please specify).</li> </ul>
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**G3. What are the skills and type of business advice, if any, that you would wish to acquire/improve/receive to help you to start and/or improve your business activities? Select all that apply**

- I do not need any skills
- Essential business skills (e.g., legal and financial literacy)
- Digital skills (e.g., how to use computer, open an email, use MS office)
- Business advisory (e.g., how to set up a website, join an e-commerce platform to sell my products from home; establish a car wash).
- Industry expertise (e.g., how to process milk and produce cheese)
- Mentoring (e.g., how to succeed in business plans).
- All
- Other (please specify):

## H. Community participation in road projects

Are you aware of the Social Impact Management Committee (SIMC) in your community? Y/N

Have you participated in SIMC meetings to obtain information about development projects in your community? Y/N

Have you participated in SIMC meetings to provide suggestions for development projects in your community? Y/N

In your opinion, what could be done better help you participate in the discussion of development projects for your community? (eg. community meetings, online survey, ideas box, other ideas)  
Please describe:

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In your opinion, what are the most important considerations for the design of the road rehabilitation project in your community (select the three most important):

- Design involved local leaders and engineers deciding on financial and technical feasibility
- Design was understandable to local people
- Design was understandable to minorities living in your community
- Construction provides local jobs
- Design doesn't impact on water, noise, environment
- Design is safe (includes pedestrian movements and blind spots)
- Design makes community facilities more accessible (for example parking areas, sideroads, footpaths)
- Other (please explain)

What suggestions do you have for improving the road design to be more useful for the community?

--

## J. Feedback mechanism

During the implementation of the project, did you have any comments/wishes/suggestions for improving the Project? Y/N

Please briefly describe what kind of comments/wishes/suggestions did you have?

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During the implementation of the Project, did you know how to submit a complaint/comment/suggestion? Y/N

Could you submit your complaint/comment/suggestion anonymously?

Yes	1
No	2
I didn't submit any complaints	3

**If you submitted complaint/ comment/ suggestion during the implementation of the project, what type/nature of complaint was it?**

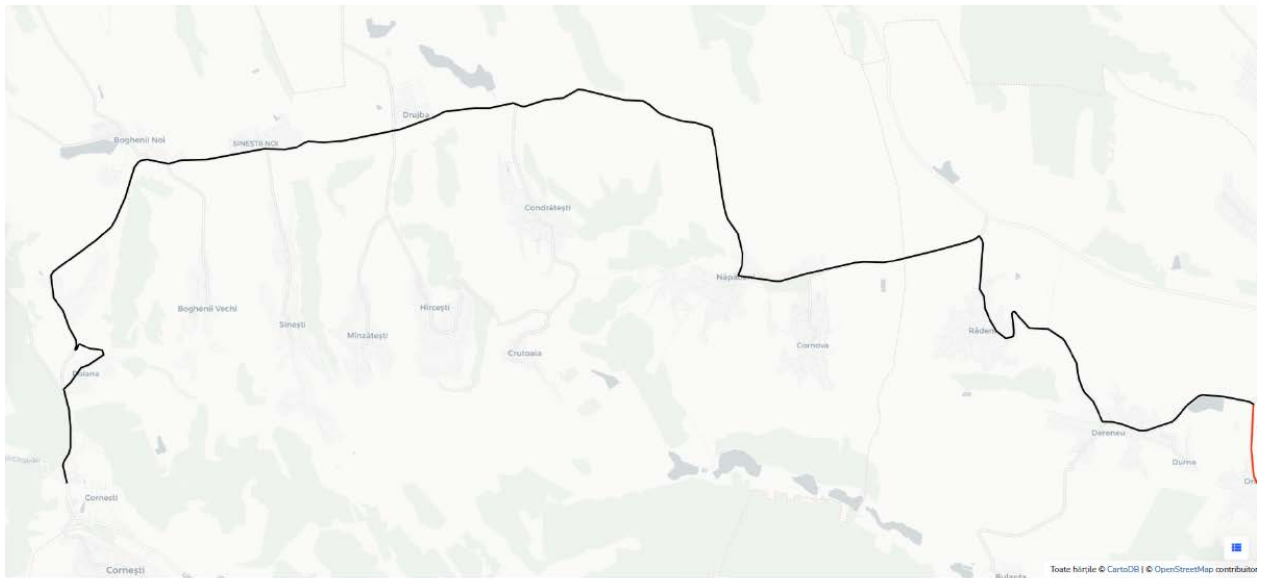
- Contractor's inadequate/poor traffic management
- Air-pollution during road-works (dust, machinery smoke, etc.)
- Noise-pollution
- Work at night
- Accessibility issues
- Drainage issues
- Issues relating to workers' behavior
- Poor workmanship

**THANK YOU**

**6. End of interview (hh:mm)**\_\_\_\_\_

## Annex 4: Maps of corridors for initial survey

### C8.1 and C 8.2 R1 – Cornești – Sinești – Cornova – Radeni – Dereneu



**C1. M14 – Alexăndreni – Bădrăgii Vechi – Lopatnic – M14 Total length (km): 53.8**

Nr. Celulei				
<b>1</b>	<b>Coridor 1 – RD Nord</b>	<b>M14 – Alexăndreni – Bădrăgii Vechi – Lopatnic – M14</b>	<b>Lungimea totală (km):</b>	<b>53,8</b>

<b>Coridorul include:</b>	Drumuri naționale (km):	Străzi (km):	Drumuri regionale și locale (km):	53,8
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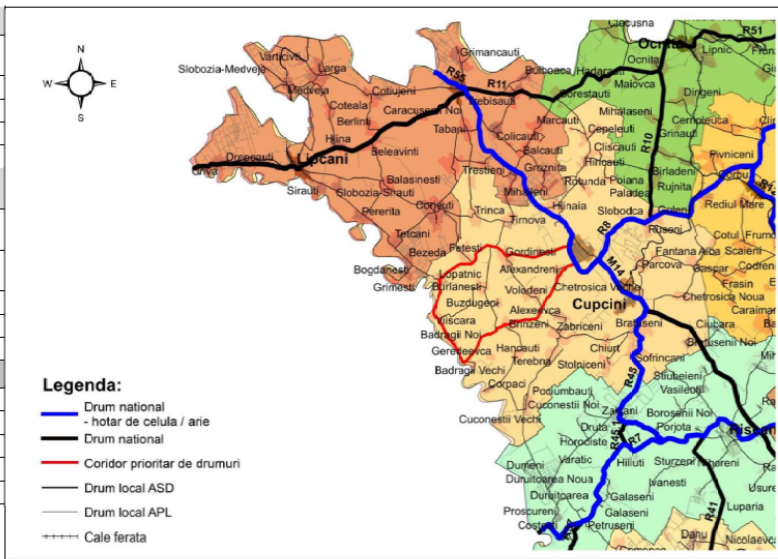
<b>Populație conectată, mii pers., recensământul din 2004:</b>	16,074	<b>Persoane deservite pe km:</b>	299
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<b>Raioane conectate:</b>	Edineț
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<b>Orașe conectate:</b>	Edineț (centru raional)
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<b>Localități conectate:</b>	(12) Edineț - Alexăndreni - Volodeni - Bleșteni - Brînzeni - Bădrăgii Vechi - Bădrăgii Noi - Vișoara - Lopatnic - Fetești - Gordinești - Gordineștii Noi
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<b>INFRASTRUCTURĂ SOCIALĂ</b>	
<b>Instituții de învățământ:</b> Școli, colegii, grădinițe, etc.	28
<b>Instituții medicale (total):</b>	7
Spitale:	2
Policlinici, puncte de urgență, aziluri, etc.	5
<b>Primării:</b>	9
<b>INFRASTRUCTURĂ ECONOMICĂ</b> Cu peste 5 angajați	
<b>Întreprinderi:</b> Uzine, ferme, vinării, etc.	85
<b>Cariere:</b> Extragere de nisip, piatră spartă, piatră, etc.	4
<b>Zone Economice Libere:</b>	
<b>Parcuri Industriale:</b>	1
<b>Incubatoare de Afaceri:</b>	
<b>ALTĂ INFRASTRUCTURĂ</b>	
<b>Stații de cale ferată:</b>	
<b>Obiective turistice:</b>	4
<b>Puncte de trecere a frontierei:</b>	
<b>Servicii Situații Excepționale:</b>	1
<b>Notă:</b> Doar infrastructura pe raza de 1 km de la Coridor este luată în considerare, inclusiv din orașele sau localitățile de la început sau sfârșit de Coridor.	



**C5. R13 – Ivanovca – Izvoare – Vanțina – Ocolina – M2 Total length (km): 35.5**

Nr. Celulei	5	Coridor 5 – RD Nord	R13 – Ivanovca – Izvoare – Vanțina – Ocolina – M2	Lungimea totală (km):	35,5
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Coridorul include:	Drumuri naționale (km):	Străzi (km):	Drumuri regionale și locale (km):	35,5
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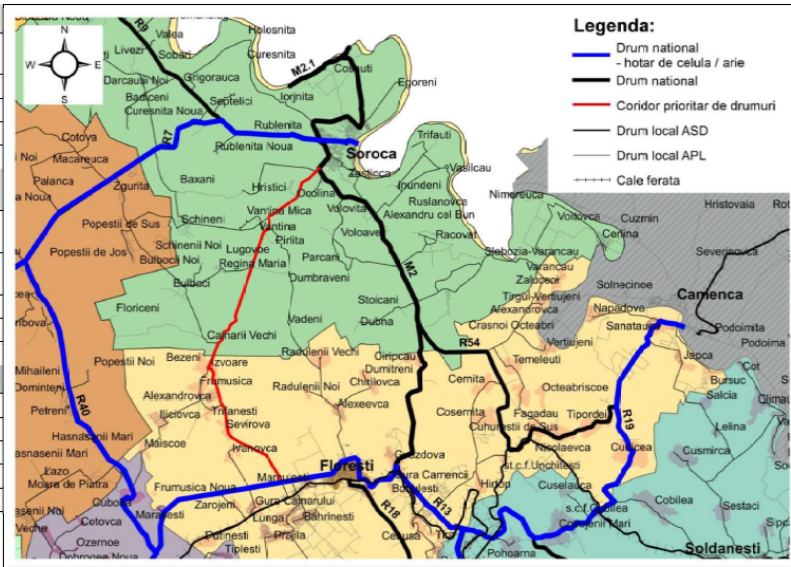
Populație conectată, mii pers., recensământul din 2004:	13.804	Persoane deservite pe km:	389
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Raioane conectate:	Florești, Soroca
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Orașe conectate:	Soroca (centru raional)
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Localități conectate:	(15) Ivanovca - Sevrova - Trifănești - Alexandrovca - Frumușica - Scăieni - Izvoare - Bezeni - Căinari Vechi - Lugovoe - Vanțina - Tepliova - Ocolina - Zastâncă - Soroca
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INFRASTRUCTURĂ SOCIALĂ	
Instituții de învățământ:	36
Școli, colegii, grădinițe, etc.	
Instituții medicale (total):	8
Spitale:	1
Policlینici, puncte de urgență, aziluri, etc.	7
Primării:	8
INFRASTRUCTURĂ ECONOMICĂ	
Cu peste 5 angajați	
Întreprinderi:	73
Uzine, ferme, vinării, etc.	
Cariere:	
Extragere de nisip, piatră spartă, piatră, etc.	
Zone Economice Libere:	
Parcuri Industriale:	
Incubatoare de Afaceri:	1
ALTĂ INFRASTRUCTURĂ	
Stații de cale ferată:	
Obiective turistice:	1
Puncte de trecere a frontierei:	2
Servicii Situații Excepționale:	1
<b>Notă:</b> Doar infrastructura pe raza de 1 km de la Coridor este luată în considerare, inclusiv din orașele sau localitățile de la început sau sfârșit de Coridor.	



**C9. R13 – Mărculești – Rădoaia – R14 - Cozești – Cișla – M14** **Total length (km): 64.3**

Nr. Celulei				
<b>9</b>	<b>Coridor 9 – RD Nord</b>	<b>R13 – Mărculești – Rădoaia – R14 – Cozești – Cișla – M14</b>	<b>Lungimea totală (km):</b>	<b>64,3</b>

<b>Coridorul include:</b>	Drumuri naționale (km):	13,3 (R18); 3,3 (R14)	Străzi (km):		Drumuri regionale și locale (km):	47,7
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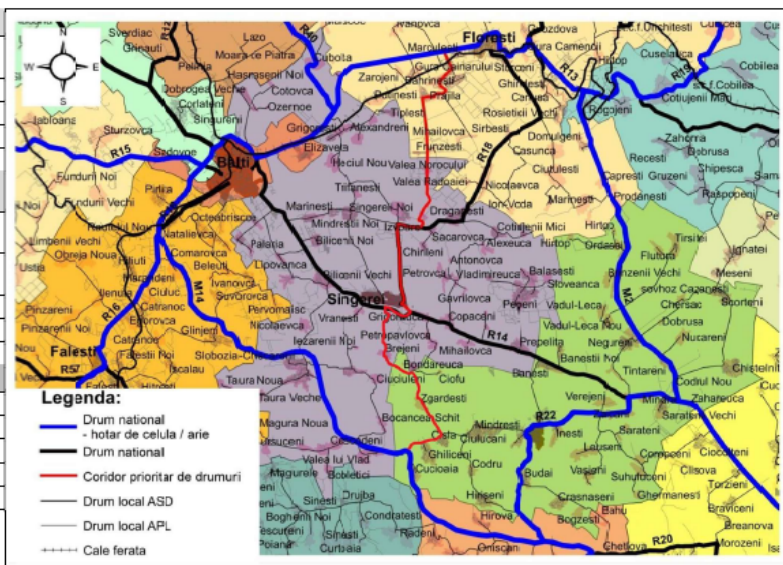
<b>Populație conectată, mii pers., recensământul din 2004:</b>	19,119	<b>Persoane deservite pe km:</b>	297
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**Raioane conectate:** Florești, Singerei, Telenești

**Orașe conectate:** Singerei (centru raional)

**Localități conectate:** (16) Mărculești - Lunga - Băhrinești - Prăjila - Antonovca - Frunzești - Valea Norocului - Izvoare - Rădoaia - Singerei - Brejeni - Bondareuca - Cozești - Zgârdești - Cișla - Ghiliceni

INFRASTRUCTURĂ SOCIALĂ	
<b>Instituții de învățământ:</b> Școli, colegii, grădinițe, etc.	31
<b>Instituții medicale (total):</b>	14
Spitale:	1
Policlinici, puncte de urgență, aziluri, etc.	13
<b>Primării:</b>	10
INFRASTRUCTURĂ ECONOMICĂ Cu peste 5 angajați	
<b>Întreprinderi:</b>	59
<b>Carriere:</b> Extragere de nisip, piatră spartă, piatră, etc.	
<b>Zone Economice Libere:</b>	
<b>Parcuri Industriale:</b>	
<b>Incubatoare de Afaceri:</b>	1
ALTĂ INFRASTRUCTURĂ	
<b>Stații de cale ferată:</b>	1
<b>Obiective turistice:</b>	1
<b>Puncte de trecere a frontierei:</b>	1
<b>Servicii Situații Excepționale:</b>	1
<b>Notă:</b> Doar infrastructura pe raza de 1 km de la Coridor este luată în considerare, inclusiv din orașele sau localitățile de la început sau sfârșit de Coridor.	





**C20. R34 – Sîrma – Tomai – Sărăteni – Hîrtop – R3**

**Total length (km): 57.2**

Nr. Celulei	Coridor 20 – RD Sud		R34 – Sîrma – Tomai – Sărăteni – Hîrtop – R3		Lungimea totală (km):	57,2
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Coridorul include:	Drumuri naționale (km):	5,7 (R34)	Străzi (km):	2,7 (Leova)	Drumuri regionale și locale (km):	48,9
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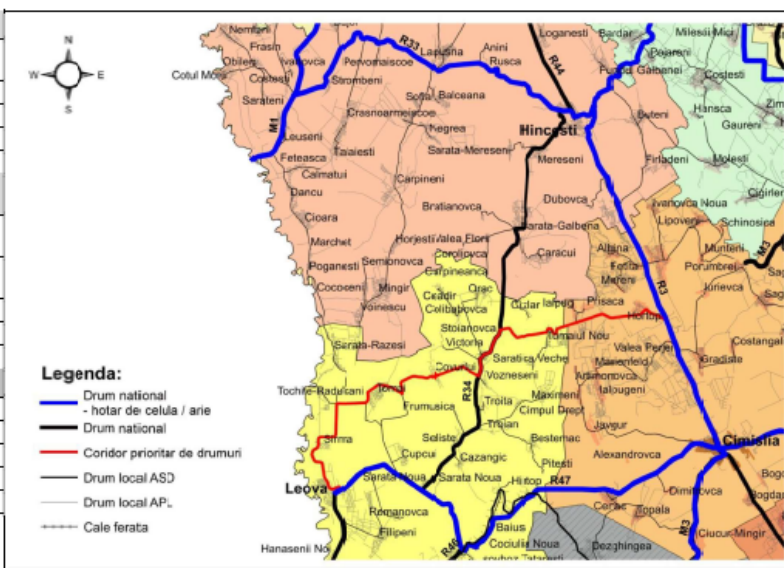
Populație conectată, mii pers., recensământul din 2004:	12.802	Persoane deservite pe km:	224
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Raioane conectate:	Leova, Cimișlia
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Orașe conectate:	Leova (centru raional)
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Localități conectate:	(12) Leova - Sîrma - Tochiș-Răducani - Tomai - Covurliu - Vozneseni - Sărăteni - Cneazevca - Tomaiul Nou - Ialpuș - Prisaca - Hîrtop
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INFRASTRUCTURĂ SOCIALĂ	
Instituții de învățământ: Școli, colegii, grădinițe, etc.	27
Instituții medicale (total):	12
Spitale:	2
Policlinici, puncte de urgență, aziluri, etc.	10
Primării:	10
INFRASTRUCTURĂ ECONOMICĂ	
Cu peste 5 angajați	
Întreprinderi:	47
Uzine, ferme, vinării, etc.	
Cariere:	
Extragere de nisip, piatră spartă, piatră, etc.	
Zone Economice Libere:	
Parcuri Industriale:	
Incubatoare de Afaceri:	1
ALTĂ INFRASTRUCTURĂ	
Stații de cale ferată:	
Obiective turistice:	1
Puncte de trecere a frontierei:	
Servicii Situații Excepționale:	1
<b>Notă:</b> Doar infrastructura pe raza de 1 km de la Coridor este luată în considerare, inclusiv din orașele sau localitățile de la început sau sfârșit de Coridor.	





**C24. R34 – Ciobalaccia – Tartaul – R56 - Baimaclia – Enichioi – R37 Total length (km): 43.3**

Nr. Celulei	<b>19</b>	Coridor 24 – RD Sud	R34 – Ciobalaccia – Tartaul – R56 – Baimaclia – Enichioi – R37	Lungimea totală (km):	<b>43,3</b>
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Coridorul include:	Drumuri naționale (km):	6,2 (R56)	Străzi (km):		Drumuri regionale și locale (km):	37,1
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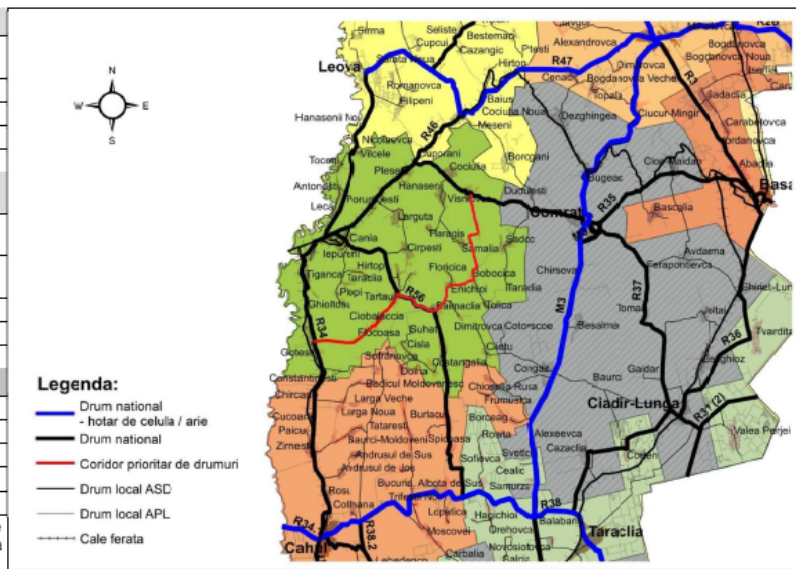
Populație conectată, mii pers., recensământul din 2004:	15.591	Persoane deservite pe km:	360
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Raioane conectate:	Cantemir
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Orașe conectate:	
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Localități conectate:	(10) Gotești - Flocoasa - Ciobalaccia - Victorovca - Tartaul – Baimaclia – Enichioi – Bobocica – Șamalia - Vișniovca
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INFRASTRUCTURĂ SOCIALĂ	
Instituții de învățământ: Școli, colegii, grădinițe, etc.	21
Instituții medicale (total):	11
Spitale:	
Policlینici, puncte de urgență, aziluri, etc.	11
Primării:	7
INFRASTRUCTURĂ ECONOMICĂ	
Cu peste 5 angajați	
Întreprinderi:	36
Uzine, ferme, vinării, etc.	
Cariere:	
Extragere de nisip, piatră spartă, piatră, etc.	
Zone Economice Libere:	
Parcuri Industriale:	
Incubatoare de Afaceri:	
ALTĂ INFRASTRUCTURĂ	
Stații de cale ferată:	2
Obiective turistice:	4
Puncte de trecere a frontierei:	
Servicii Situații Excepționale:	
<b>Notă:</b> Doar infrastructura pe raza de 1 km de la Coridor este luată în considerare, inclusiv din orașele sau localitățile de la început sau sfârșit de Coridor.	



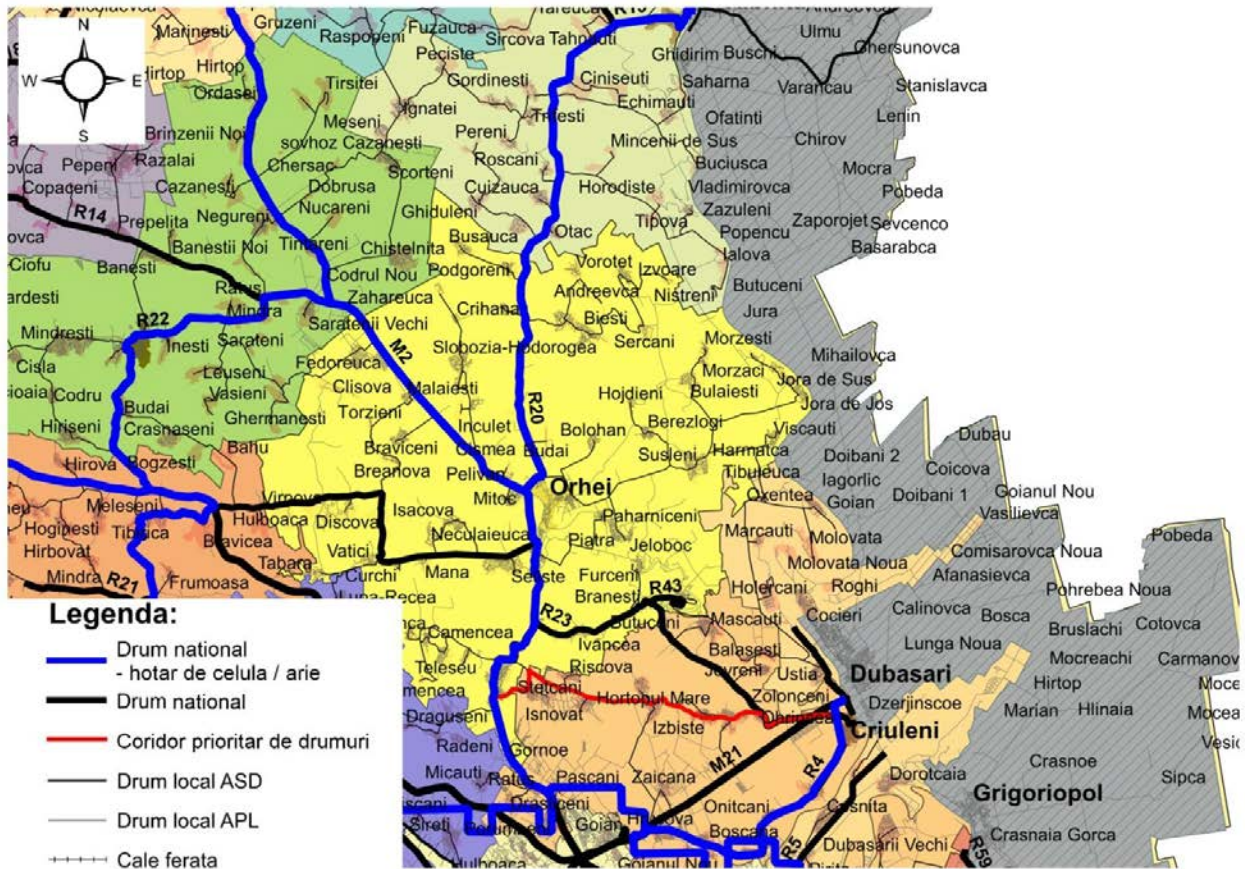
**Annex4: Maps of corridors for final survey (end-of-Project)**

**C10. M2 – Țințăreni – Chiștelnița – Ignăței – Trifești – R20 Total length (km): 36.5**

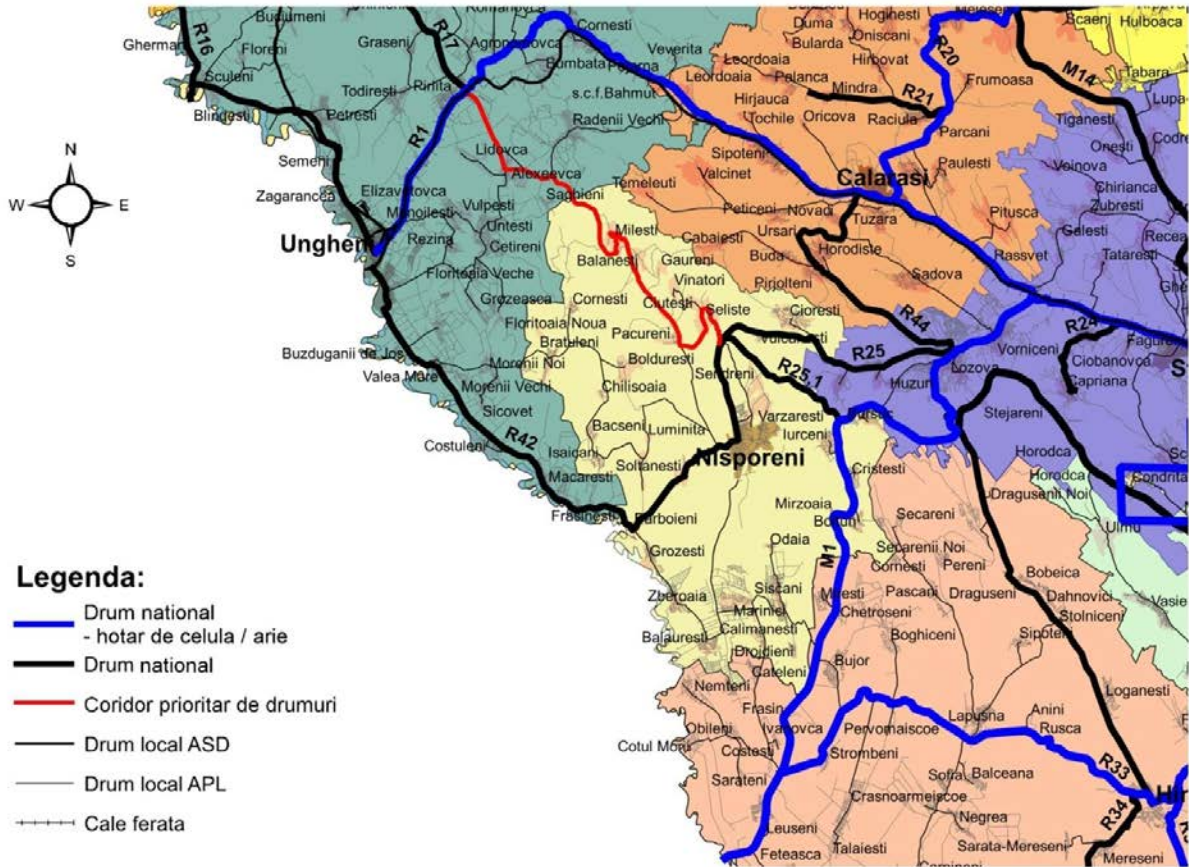




**C11. M2 – Peresecina – Hîrtopul Mare – Izbîște – Ohrincea – R23-Total length (km): 33.2**

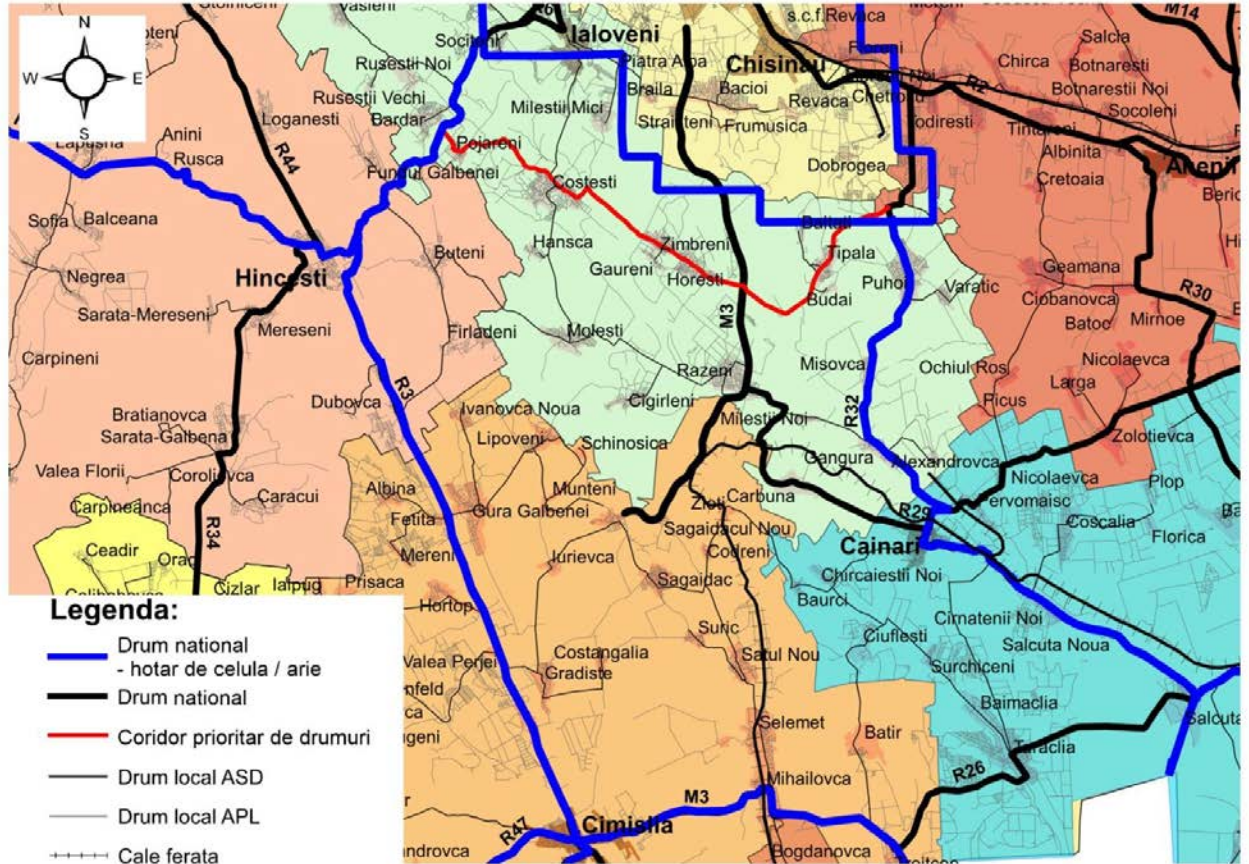


**C13. R1 – Pîrlița – Bălănești – Seliște – R25** Total length (km): 40.9





C16. R3 – Pojăreni – Costești – Horești – Țipala – R32 Total length (km): 34.6



**C8.3 Onișcani –Sverida – Harbovat – R21. Total length (km): 10 km**

