

Appendix C: Stakeholder questionnaire

DIT 801: Ethical Clearance Interview Outline

As a group we will be conducting semi structured interviews for data collection for the research topic of Considering contemporary African public spaces under the supervision of Tariq Toffah.

All researchers are students from the Department of Architecture at the University of Pretoria: Lesedi Dlamini, [REDACTED] & Marks Gwangwa, [REDACTED]

Introduction

This questionnaire forms a key part of a broader research initiative aimed at delving into the complex roles that public spaces play within urban settings. Our study seeks to unpack how these spaces influence social equity, boost cultural vibrancy, drive economic growth, and enhance the overall well-being of the community. By soliciting detailed input from a wide array of stakeholders—including residents who live near these spaces, vendors who operate within them, pedestrians who navigate them, and business owners who rely on them—we hope to paint a comprehensive picture of the current state of urban public spaces.

The questions within this questionnaire are crafted to align with our overarching research objectives, touching on various aspects such as the daily management of these spaces, personal and collective perceptions, the economic interplay between public spaces and local commerce, and the degree of personal engagement with these areas. We recognize the diverse experiences of our participants and, as such, do not expect all questions to be relevant to everyone. This approach allows participants to skip questions that do not resonate with their experiences, ensuring that the feedback collected is both relevant and meaningful.

In appreciation of the time and insights shared by participants, we have included a section at the end of the questionnaire for any additional thoughts, experiences, or suggestions related to public spaces that participants wish to share. This open-ended section is intended to capture any important aspects that might not have been directly addressed through the structured questions.

Your participation is not only valuable — it's vital. The insights gathered from this questionnaire will directly inform strategies aimed at making public spaces more inclusive, accessible, and enriching for every member of the urban tapestry. Thank you for contributing your perspectives and helping us work towards creating more engaging and vibrant public spaces.

Shop Owners/tenants

Management:

1. What brought you to set up shop here?
2. How long have you been selling here? Have you always been in the specific spot, or have you moved to different storefronts in this area? (If so, why)
3. What does the day to day running of this shop look like?
4. How sustainable is the economy of your location?
5. What do you do to manage the area directly in front of your shop?
6. How is access to your establishment managed and controlled? How does that work with the surrounding residential buildings?

Perceptions of the Site:

7. Are you involved in the regular maintenance/repair of your business surroundings?
8. How would you evaluate waste management systems at your location?
9. How do the activities of vendors/car guards impact your business and its appeal?
10. Does the presence of vendors, car guards, and taxis influence your customer flow and the overall business environment? Is there any drawback?
11. Have developments done by government and/or independent organisations to improve the public space or vendor space impacted your business? In what ways?
12. Have the structures placed to facilitate the informal vendors had any impact on your business?
13. What is the nature of interactions between your business, vendors, and car guards?
14. What security measures do you have, or observed, in the area of your business?
15. How do you perceive the public space immediately in front of your establishment in terms of its benefits or drawbacks to your business?
16. Is there any assistance or collaboration between your business and the vendors or car guards?
17. Do you believe the presence of these stakeholders contributes to the security and surveillance around your business?
18. Would you prefer any changes to the current setup of the public space surrounding your business?

Perceptions of Development/Commerce:

19. How do you view the role of your business in community development within this area?
20. Were you consulted or involved in any development initiatives affecting the site?
21. What limitations do you face in optimising your business's potential at this location?
22. Where do you see opportunities for enhancement or improvement?
23. How do you manage the presence of vendors near your business? Is it a welcoming or deterrent approach?
24. How has the relocation of formal shops to malls impacted your business operations and customer base?
25. What is your stance on the informal character of the street and vendor structures in relation to your business?

Pedestrians

Background Questions:

1. What brings you to this site?
2. Could you share where you're coming from and how you arrived here?
3. How often do you come here?
4. If often, how connected to this place are you? Any social connections to people who live and work here? Any formal and/or informal connections?
5. What do you do for a living?

Perceptions of the Site:

6. What is your opinion on the feeling of this space? How does being here and doing what you came here to do make you feel? Inviting? uncomfortable?
7. Do you find this space welcoming and suitable for leisure or gatherings?
8. Does the presence of vendors and shopkeepers influence your perception of safety or comfort in this area?
9. How do you feel about the structures used to create the vendor spaces?
10. How do you feel about the seats, shading or any other structures placed for the pedestrian in this public space?
11. What are your thoughts on the waste management practices observed here?
12. How does the busyness of the site affect your experience as a pedestrian?
13. How do you compare vendors who have a fixed structure versus those without?
14. Do you feel the fencing is good or bad in this space? Why?
15. Do you feel the space is more for pedestrians or not? What makes it feel that way?
16. Are taxis a problem here? Are they a good thing here?
17. How do you view the maintenance of this site? Is it kept in good condition?
18. What are your thoughts on noise levels within this area?
19. How do you perceive the cultural and nationality diversity present on this site?

Use of Space:

20. Do you feel that public spaces here are inclusive and accessible to everyone, including pedestrians?
21. Do you feel like you can express your culture in this space without judgement? Does this space feel safe for self-expression?
22. Do you see opportunities to use this space for leisure or gatherings? If not, why?
23. Where do you typically make purchases when you visit this area? Does it vary between weekdays and weekends?
24. As someone who might be passing through, how do you feel about the space from a non-user perspective?



Vendors

Background Questions:

1. From where do you originate, and are you a local resident or commute from outside?
2. How long have you been operating at this site, and what has been your journey to choosing this specific location for your business?
3. Can you discuss the sustainability of this site for your business and whether you've seen growth opportunities here?
4. Do you have a personal vehicle, and if so, how do you manage parking on a daily basis?

Organisation and Site Engagement:

5. How is the vendor community organised within this site? Is there a formal or informal structure that facilitates vendor placement and operations?
6. How does the vendor community address the integration of new vendors or changes among shopfront owners?
7. In what ways do you connect with other vendors or commerce spaces similar to this site? Are there networks or associations you're part of?
8. For those who have been at this site longer, how have you observed changes over time?

Site-Specific Questions & Impact:

9. What motivated your choice to set up shop in this particular space? Was it a strategic decision or more opportunistic?
10. How do you envision expanding or altering your setup to better serve your needs and the needs of your customers?
11. How do you contribute to maintaining the cleanliness and orderliness of the site?
12. What are your future plans for your business at this location? Do you have long-term goals for remaining or expanding?
13. How do you address security concerns on site? Are there measures you personally take or collaborate on with others to ensure safety?
14. When you're not present, how is your space managed? Is there a community approach to overseeing each other's stalls or products?
15. Are there any fees or permissions required for you to operate in this specific spot? Were you involved in discussions or decisions regarding any recent site improvements or restructuring?
16. How has the introduction of infrastructure, like fencing or vendor stalls, affected your business?
17. Are there any other changes/additions to the space by the government that would make this space work better for you?
18. How do you store your merchandise or supplies, and what are your logistical arrangements for receiving stock?

Residents

Background Questions:

1. What prompts your presence at this site? Are you here for work, leisure, or residential purposes?
2. Could you share a bit about your background, including where you're travelling from, your mode of transportation, and how long you've been frequenting this site?
3. Do you rent in the area or own housing in the area? If renting, do you flat share?
4. Are you living in the apartments here, or in a house outside of here?
5. What is your occupation, and how does this site fit into your daily or weekly routine?

Perceptions of the Site:

6. How do you feel about the site's atmosphere and your interactions with businesses, vendors, and other stakeholders here?
7. Do you consider the space welcoming and suitable for leisure, gatherings, and community activities?
8. How does the presence of vendors, shopkeepers, and security personnel affect your sense of safety or inclusion in this area?
9. Can you comment on the site's maintenance, waste management, and the general state of upkeep?
10. What are your thoughts on the site's busyness and how it impacts your use and enjoyment of the space?
11. How do you perceive the diversity of cultures and nationalities represented on the site?
12. Have you noticed any significant changes in the site over the time you've been visiting?

Use of Space:

13. Do you feel that public spaces within this site are inclusive and accessible to you and others in the community?
14. Are there areas or aspects of the site that you feel could be improved for leisure or community use?
15. Where do you typically make purchases or spend time when you're on the site, and does this change between weekdays and weekends?
16. Do you feel a sense of ownership or community connection with this space?
17. How do your interactions with vendors and other stakeholders on the site affect your experience and perception of the space?



Property Organisations

Management:

1. How do you oversee the operations and management of the site?
2. How economically viable is your property within this public space?
3. What is your main economic and racial demographic for renters?
4. How long have you been managing property in this area?
5. How many properties do you manage in this area?
6. Do you own the properties you manage?
7. What strategies are employed to manage the interface between your property and the adjoining public areas?
8. How is access to your building controlled, and what security measures are in place?

Perceptions of the Site:

9. To what extent are you involved in the maintenance and upkeep of the surrounding site?
10. How do you assess the current waste management practices on site?
11. What impact do the presence and activities of vendors and car guards have on the business environment and building tenancy?
12. How does the presence of taxis and informal traders influence the accessibility and attractiveness of your property?
13. Can you describe the nature of interactions between your tenants and the informal vendors or car guards?
14. What security protocols are implemented to ensure the safety of public spaces adjacent to your property?
15. How do you see the workings and feeling of the public space directly in front of your site?

Perceptions of Development/Commerce:

16. What is your perspective on the role of community development within the vicinity of your site?
17. Were you consulted or involved in any developmental initiatives that have taken place on or around the site?
18. What do you perceive as the main limitations of the site in its current state?
19. Where do you see opportunities for enhancement or improvement in and around the site?
20. How do you manage the presence of informal vendors in relation to your property? Is their presence viewed positively or negatively?
21. What has been the impact of the migration of formal shops to malls on the vibrancy and economic activity on the street?
22. How do you feel about the informal character of the street and vendor structures in relation to your property?

Community Development Agency (JICP, Tshwane Leadership Foundation)

All questions should be answered as the opinion and expertise of the interviewee, and not representative of the organisation they work from.

Strategic Planning and Collaboration:

1. How do you approach the planning and development of community projects within [current interview site]?
2. Can you outline any partnerships with local businesses, property organisations, or resident groups to foster community development?

Community Engagement and Initiatives:

3. Do you engage the community in the planning and execution of development projects? If so, in what ways, if not, why not?
4. Can you provide examples of successful community development initiatives that have positively impacted public spaces?

Challenges and Solutions:

5. What are the most significant challenges faced in revitalising and maintaining public spaces, and how does your agency address these challenges?
6. How do you balance the needs and interests of various stakeholders, including property owners, vendors, and residents, in the development of public spaces?
7. How do you deal with such wide cultural diversity in the users of the spaces?
8. What measures can be taken to ensure that the cultural and economic diversity of public spaces is sustained over time, especially in rapidly changing urban environments?

Impact and Evaluation:

9. How do you measure the impact of community development projects on public space utility, accessibility, and overall community well-being?
10. What strategies are in place for the ongoing assessment and improvement of public spaces to ensure they meet community needs?
11. What are the long-term goals for community development in relation to public spaces within the areas you oversee?
12. How does your agency plan to ensure the sustainability and resilience of public spaces in the face of urban development challenges and changing community needs?

Economic Development and Support:

13. How do you go about supporting economic development within public spaces, particularly concerning small businesses and informal vendors?
14. Can you discuss the role of public spaces in fostering economic inclusivity and resilience among local communities, particularly post-pandemic?
15. In what ways can public spaces facilitate and celebrate cultural representation and expression, contributing to a richer, more inclusive community identity?

Social Equity and Inclusivity Advocate (Sach, SaferSpace, wcedp)

All questions should be answered as the opinion and expertise of the interviewee, and not representative of the organisation they work from.

Barrier identification and management:

1. How do you manage conflicts that arise from the interactions between the informal and formal sectors in the public spaces you develop
2. How do you approach the planning and development of community projects within public spaces?
3. How does the inclusion of social equity and inclusion advocates lead to more inclusive and accessible public spaces? What role can partnerships with other stakeholders play in advancing these goals?

Community engagement:

4. How do you ensure that these processes genuinely reflect the needs and desires of all community segments?
5. When do you involve the public when working on public space development?
6. How much of a say do the public have on the work done for development and how has that impacted the end result design?
7. What strategies have proven effective in actively engaging diverse community groups in the decision-making processes for the development and programming of public spaces?
8. In what ways can public spaces facilitate and celebrate cultural representation and expression, contributing to a richer, more inclusive community identity?
9. How can cities balance the commercialization of public spaces with the need to preserve these areas for community use and cultural expression?
10. What impact do inclusive, and culturally vibrant public spaces have on surrounding local businesses, and how can positive synergies be fostered?
11. How do you deal with such wide cultural diversity in the users of the spaces?
12. What measures can be taken to ensure that the cultural and economic diversity of public spaces is sustained over time, especially in rapidly changing urban environments?
13. What mechanisms can be implemented to ensure ongoing dialogue vendors, cultural groups, and the communities?

Economic impact:

14. How can public spaces be structured to empower informal vendors and small-scale entrepreneurs, particularly from marginalised communities, while ensuring equitable access to economic opportunities?
15. Can you discuss the role of public spaces in fostering economic inclusivity and resilience among local communities, particularly post-pandemic?
16. How can community markets or similar initiatives within public spaces serve as platforms for promoting local crafts, foods, and cultures, thereby supporting local economies and community bonding?
17. How can the development of public spaces contribute to inclusive economic development that mitigates the risks of gentrification and displacement? How do you balance that want to improve and that need to not displace those who need the improvements?

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Appendix D: Transcribed interviews

Participant A:

I: Thank you for coming. I am going to ask you some questions about your work and your life. I wanted to ask you, what made you choose the specific spots to set up?

P: Like where I sell or what to sell?

I: Yeah.

P: I didn't choose them. It's not what I'm doing. So I have my own company. After COVID, I closed my office. We first started running this business. Before I started doing this business, I had already applied for them to give me a stand.

I: Oh, they didn't give you one?

P: No, and I have my ID. I have my papers. So I have to take chances because I have to feed my children. I have four kids. They are not giving me grants. They're not giving me anything.

I: What is that?

P: They are slow. They don't give permits.

I: For how many years now?

P: Yeah. People have applied. They have their correct papers, and they have applied for many years now. More than several years. People have applied, but they are not giving them papers even though they are qualified. The person applied with correct papers, but they are not giving them papers.

I: And how does that make you feel?

P: Frustrated. It's frustrating. You know, we are in Africa. Now, when you go to other places, people are working freely and happy. In Africa, we call ourselves one. We are supposed to love each other and be there for our sisters and brothers, but they are not doing that. It's frustrating and tiny.

I: And when it comes to the community here, do you have a sense of community with your neighbours?

P: You know, we are cooperating as brothers and sisters because we have to. So we have to love each other.

I: With any sort of system that you guys have together, does everyone know their spot and no one takes another's spot?

P: Yes, that is true. The challenges we are facing now are from the police and Metro. We understand the challenges we are facing, mostly moral problems. Now, when we see the police, everybody panics.

I: Yeah.

P: Yes, so it's important that they are not giving us permits to sell. We can't just stay at home without income. We have family, we have to pay for food, rent, and children's school fees. That's the challenge we are facing.

I: What do you feel about safety?

P: When it comes to the police, forget it. We are not safe. I'm telling you, we are just living by God's grace. We are not safe.

I: What time do you come to set up?

P: I normally come around quarter to seven.

I: And you live nearby?

P: Yes, I stay nearby, so there's no need for transport.

I: How do you feel about cleaning?

P: It doesn't make a difference. We set up shop here.

I: How did it compare when you set up shop here in the beginning compared to how you feel today?

P: When I started, it was not tough. Selling here was easier. Now it's more about politics as well.

I: How do you envision growing this business in the future?

P: In the future? I can't say. Everything is in God's hands. You can't decide within yourself without God. So before you plan anything, God first.

I: How do you feel about the fact that they blocked you off with the fence?

P: I remember when they fenced the streets here. There was no fence before COVID. I found out the fence was put up after.

I: Do you not like it?

P: It doesn't matter. Because the property owners decide what they want for their property.

I: Do you have any relationship with the shop across?

P: You can get change from them sometimes. But other than that, there's no reason. We support each other. People who want to support you can come and support me. Is that relationship in everybody's mind in business?

I: Thank you so much.

Participant B:

Interviewer (I): So why did you choose this? What made you want to come to this site?

Participant (P): This was the available one when I applied for it.

I: And what was it like, the application process? Was it to take someone on the role of filling in a bit of time to get the things?

P: We used to actually hear about it. Oh, it took a long time. It took me three years to get this. There was the Office of Trade and Industry. If you've been looking for an ADA, and then I mean the first one they gave me, we will buy a gallery with a cup of pens next to 2001. The first day, they gave me that one and then in between.

I: And when you set up here, that's the last spot in terms of traffic. Do you get a lot of customers?

P: In the centre, as you can see, this strip that type is only from the department. He is in this government department, where people go to school. So after hours, one day from the department and after school, there are no customers. So yeah, the centre is getting busier as compared to that.

I: And when you're coming in, is it a long commute? And how long does it take?

P: Because I'm staying close by, it probably takes 10 to 15 minutes maximum.

I: And you bring everything on the trolley?

P: Yes, I used to. It used to be good but not everybody was thinking so. I'm using this moment.

I: And how is it having to carry the bricks to maintain?

P: Always, to me, they've been harder and harder being taken care of, affected by that.

I: And then with the cleanliness on the spot, do you come in during the night drinking? Do you have to actually close?

P: Because I've been briefed before I was given this, I must make sure that it's clean. Whether the city is clean or not, I had to make sure that it is my responsibility. Now that they were pegged and everything, they are no longer being used. So now I make it my effort, even if it's not. I don't know that it's not my bed.

I: Oh yeah.

P: It is my spot, I have to keep it clean now and then.

I: So, mentioning someone else, you have to remember when it comes to safety, do you ever worry about people uploading things and finding anything?

P: No, there's no such thing. It doesn't happen.

I: And is there any relationship that you have with the stores? Do you guys talk to somebody about changes and things like that?

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P: Really? Because sometimes you can go there, and as we've seen, it's no. You didn't know. I know that the name was... they've done me in the past. I cannot say we do it a bit.

I: And when it comes to the leisure structure itself, is it a first-come, first-served basis, especially in this specific business structure? Is there anything that you wish they could have changed and done better?

P: Designs, I wish they were like storage or something. It is working, but I think if they can implement something that I can just go to, that would be better. I don't know if they can do that kind of thing. The mega jump is just going to stop, and then I know myself, myself, myself.

I: Are there any organisations or groupings or some sort of system for you to manage safety and services, or is it like everyone for themselves? Are there organisations where people come together to do safety and stuff like that, or is it like you're on your own?

P: There are people that renew the contract with economic development. Sometimes they follow through with the Metropolitan. Oh, yeah, but it's only once in a while that they come. Like, no, I haven't renewed my licence now. It's me, but then I'm using the old one.

I: And then, when it comes to growing your business, how do you feel? How would you want to grow the business?

P: Yes, actually, now I have the challenge because I want to grow my business, like in terms of maybe selling food. Now, someone with a contract is paying, binding us because they will be saying no fires on this kind of thing. This is what everybody is saying because my licence is for fruit and vegetables. Now I cannot sell fruit and vegetables, but as everybody is saying, it's no longer regular news. I'm no longer making money like I used to. So now that is the challenge. As much as we are the ones who are paying for it, it's a bit unfair. And I cannot grow my business in terms of how I want to implement my ideas.

I: So you are limited?

P: Yes, we are limited, and some people are even using chalkboards on the strip. These laws are no longer working for us trying to follow that as part of the challenge.

I: And is it hard to get a change? Like you said, you'd have to change it to be like?

P: No, I've tried, but I will tell you that the city doesn't allow fires. So what I'm saying to you is it's difficult for me to do the business that I want to do. I'm being regulated to comply, so it's difficult for me. So I was thinking if I can have something, then I have something to offer me that can work as well. Oh yeah, that doesn't come with the order, the cooking bit, because I just have to think of a proposal and come up with another idea.

I: And when it comes to so, I removed it. I'm sure it doesn't affect you for like day by day, you know, by sunny days. How do you feel about fences and stuff like that? Are there spaces?

P: Space for what? Can you see? Because you're given this thing, they give you two metres. Yeah. Where the last moment has been my space. I have just been given. So they gave you... I can't remember the figures. But just to sum it up for me to hear.

Participant C and D:

Interviewer (I): Okay. Maybe this is... let's add, I mean, I'm asking two people at the same time an interview question.

Participant 1 (P1): Hi there

I: So as I said, this is just a study of public space and to see how those spaces are made for the people, if they're useful to the people, and if they're designed to be useful for the people. So my first question is: what brings you to the site? What brings you here?

P1: Political activities, political campaigns.

I: And could you share where you are from and how you arrived?

P1: I live in Java. And I'm surrounded... I'm not sure if I'm touching the right space because these two packs are packed with the space. You know, where I'm parked? Yeah, it's an open road. Really nice department. Yeah, so they could just do my case.

I: And how often do you come here to space?

P1: Maybe once a week, or once or twice a week. It depends.

Participant 2 (P2): yeah, once or twice

I: How connected do you feel? How do you feel about writing to you? What does it feel like?

P1: Well, I think for the purposes that I'm here for, it's a space to teach us the most comfortable short game stuff. So that's why I'm here. It's vibrant. It's cool. Obviously, there are things that I would improve upon. I think it's one of those things... like this open space to make the place a bit greener. Put maybe a fountain here, I'll make the base opinion. I see there's trees, of course. I see what they're doing. Now out, expand it and make it more. But yeah, I love it. It's my space.

I: And you are here for political activities over here. So with all these different programs and how you have the mall here and then you have the street there, how does it feel like that separation between the two? Do you feel connected to that space as much as you do to the space?

P2: To your question, we have the mall here then what we have... the two streets of aerobics with the, you know, with like... yeah, how do you feel the difference between these two very different spaces are here with the cleaning stuff, but it's also blocked off?

I: Yeah, so...

P1: Look, we appreciate centres like this because it gives access to people who can come and shop. We're gonna show up for, you know, your show. I mean, I haven't been inside, so I'm not sure what shops are there. But I'm sure that they care enough for the people that live around here. Then speaking about the informal market that you're talking about on the side? Yeah. So obviously, that's another aspect that we need. We speak so much about job creation and stuff like that. So even with that market, we appreciate it because it serves a particular group of people, those that don't want to come to the mall or don't, you know, are not catered for by the mall. But the vendors, great, that space is great. But I'd love to see the space and make sure that, you know, is it up to standard? Is it working for the people who



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need it and working for the vendors? Are they safe? Are they doing a safe business practice? You know, whatever they're selling? Is it safe? Is it complying with the bylaws of the city and all that type of thing? So yeah, no, I'm not opposed to both spaces existing at the same time, I mean, concurrently, as long as they serve a purpose, and also as long as the standard is maintained so they can actually serve the lives around there or that use the space.

I: When it comes to these structures, do you think they are just for looks or do you think they actually serve a deeper purpose?

P1: No, I mean, I mean, this is quite smart, actually. They put a little garden tab for things. Then they put a bench right next to it. I mean, this is quite smart, actually. I like it. So yeah. I think it serves a purpose in the spaces used mostly because people can see it, I'm sure, you know. But obviously, as I've said before, I'd like to see that you can expand this usually empty space that's not used for anything. So they could do something about that. But for now it's working.

I: How do you feel about places like McDonald's and KFC with them raising themselves in Central? Do you feel like these spaces make it more exclusionary, like they don't want you to be in that space? Like they're trying to block off their own space and separate themselves from the street culture and the street people?

P1: Look, I wouldn't say so. I mean, I think you have to speak to town designers and all those people to get an understanding of why things are the way they are. I'm not an expert in that. But look, where we are standing now, if I decided I wanted to walk into the mall and get something new, if the shop is there, I'll go there. And I'm sure I'll find what I'm looking for. Yeah, I just cross the road, and I go to McDonald's, and KFC is just right across as well. So I don't think it's exclusionary to anyone, as long as people can walk in, which is the case, if you can walk into McDonald's.

I: There is a fence, a defensive system...

P2: Protection, these people's cars were parked there. So it's protection for safety issues. I mean, every establishment must be fenced in one way or another, whether the business is operating separate from the street, which is a separate issue that comes from town planning.

I: And then, how do you feel about the open space being so unused? I just mean, you know, with that open space, right, there's a lot of waste. Waste, what do you think? How do you feel about this? Basically, this space is kind of clean, it's not?

P1: Look, obviously, I think the city could do better. I actually had a piece of paper in my hand, and I wanted to dispose of it right away. But you know, what's happening with that bin? It doesn't have a base. So you throw the thing in it, literally, it just goes through. Okay, so now what do I do? Do I keep this thing in my hand? Or do I throw it because it's just been a rocket? So you know, they must fix those things and make sure that these bins can collect the waste. Obviously, the belief that the facility is taking care of the cleanliness of the area, maintenance, I don't think it's a lot to say to the student that's supposed to be cleaning the space to do what they need to do to make sure that we don't see papers lying around. But also, I think, also, as citizens, we must be responsible to say, we must be responsive to say, I'm not just going to dispose of or throw the paper off, you know, so...

I: Can we come to public transport spaces? Like there's no space for taxis to come and hug for access to the taxis? How do you feel about that? What do you think, is it fine that it's down the street over there and should it be a bit more accommodating to public transport in the streets?

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P1: Like I told you, I drove here. So I'm not familiar with public transportation as to where it takes away when people aren't getting taxis. But obviously, if it's an Uber to you, it couldn't open and pick you up right across from the robot or whatever. But as you're saying yourself, the taxi is a walking distance. I mean, it obviously poses a challenge if you're carrying lots of groceries, having to walk to the taxi rank. But I think obviously, they could do better, ensuring that the transport system is closer to the business or to a place where people buy their stuff. They can do better, but also that has a lot to do with the town planning. Because you don't just decide we want a taxi here, therefore we're going to put a taxi rank. Yeah. So I think it's got to do with the design of the space, design of the area, which would have been a different conversation with someone else. I can't answer that. But I don't know what the people here feel, maybe they are concerned about the distance. I don't know. I'm yet to find out because I'm here to speak to them. So I will switch over now to find out, yes.

I: Thank you so much for answering that question. What's that question? Yeah. Those are all the questions. I was going to ask a question. Have you ever been here on the weekends?

Participant E:

Interviewer (I): Can you please say your name for the record?

Participant (P): Sure, my name is [Participant's Name].

I: Great. Today, we're discussing this public space. What brings you to this place today?

P: I'm here for job security and job seeking.

I: How often do you come to this spot?

P: Maybe once in a while. It's not a regular thing for me.

I: How do you feel about this space? Do you feel connected to it? Does it feel inviting to you?

P: It's turned into a place of friendship. It feels welcoming, especially compared to just walking the streets.

I: So, compared to what you see from the streets, how do you feel about this space today?

P: Today, it feels good. There's engagement with people, getting to know different cultures, and learning a lot from others.

I: When you look at the seating arrangements here, how do you feel about them? Do they serve their purpose well? Do you think they could be improved?

P: The seating is okay, but there's room for improvement. The cleanliness could be better, and some of the seating around the trees is starting to deteriorate.

I: Apart from the seating, how do you feel about the maintenance of this place? The bricks in the walkway are coming loose, and the street vendors seem to have a hard time with the space. How do you feel about these issues?

P: It's a problem that the government isn't fixing these things. The loose bricks and other maintenance issues need attention. It affects how people move through space.

I: If you could make a change in these spaces, what would you do? How would you address these problems?

P: I would invest money into maintaining and improving the space. It's important for the community's safety and functionality.

I: Speaking of safety, do you feel safe in this space? What makes you feel unsafe?

P: Sometimes I don't feel entirely safe. The lack of maintenance and proper lighting can be concerning, especially in the evening.

I: Lastly, when it comes to the mall itself, do you find it inviting? Does it feel open and accessible, or does it seem closed off?

P: The mall feels inviting to me. It's open and accessible, which makes it a good place to visit and spend time.

I: Thank you so much for your time and insights.

Participant F:

Interviewer (I): So, the main question is about how you usually come into your typical spot. How do you come into work?

Participant (P): I come in looking for clothes. Sometimes I take transport to come in.

I: What made you pick this specific area to work in? Is it a nice spot with people coming through?

P: Yes, it's a nice spot with people always coming through. It's good for my business.

I: For the record, can you tell me what your service is and what you're doing here?

P: I sell clothes and provide them to the people passing by.

I: How long have you been dealing with this area?

P: It's been five years now.

I: Have you noticed any big changes in the focus or the environment, especially in this field?

P: There have been some changes, but the environment is still pretty much the same.

I: How do you feel about security in this space when you come to set up your stuff? Are you worried people might take your things?

P: Yes, I do worry sometimes. But we have ways to identify our stuff and keep it safe.

I: Do you feel like the government has been more of a problem or a help in making a difference and helping you grow your business on the street?

P: The government hasn't done much to help. They've been more of a problem than a help.

I: How did you feel about growing your business when you were starting out? Did the site help in getting regular customers who know you and come back to you?

P: Yes, being in this spot helped a lot in getting regular customers who know me and come back.

I: And when you're not here, is your spot safe? How do you feel about the security of your space?

P: The space is usually safe. There's a sense of community here, and people look out for each other's spots.

I: Do you feel like there's a sense of community in this space? Do you feel like you fit in and that this space is for you?

P: Yes, there's a strong sense of community. Sometimes it feels like we all belong here and look out for each other.

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I: You've been here for five years. Were you here before the fence was put up? How did you feel about them putting up this fence and blocking access?

P: Yes, I was here before the fence. I didn't like it when they put it up because it blocked access for people and made things more complicated.

I: How did it affect your business or daily routine when they put up the fence?

P: It made things more difficult for us and affected how we operate daily.

I: Those are all the main questions. Thank you so much for your time. In six months, we'll be publishing some findings, so you can check it out.

P: Thank you.

Participant G:

Interviewer (I): Nice to meet you. I'd like to ask you about your work as a street vendor. How long have you been doing this?

Participant (P): I've been selling here for about five years now.

I: What made you decide to become a street vendor?

P: It was mainly out of necessity. I lost my job during the economic downturn, and I needed a way to support my family. Selling fruits and vegetables seemed like a good option because there's always demand for fresh produce.

I: How did you choose this particular spot to set up your stall?

P: This spot has a lot of foot traffic, which is crucial for business. Plus, it's close to where I live, making it convenient for me to transport goods.

I: What are some of the biggest challenges you face in your work?

P: One of the main challenges is dealing with the authorities. The police and city officials often come and disrupt our operations. Also, the process of getting a proper permit is very slow and difficult.

I: How do you handle those disruptions from the authorities?

P: It's tough. We have to be very careful and always stay alert. Sometimes we have to pack up quickly and move to avoid losing our goods. It's very stressful.

I: How do you feel about the community of vendors here?

P: We have a strong sense of community. We support each other and try to look out for one another. It's important because we're all in the same boat, trying to make a living.

I: What time do you usually start your day, and what does a typical day look like for you?

P: I start around six in the morning. First, I set up my stall and arranged my produce. Then, it's a long day of selling until the evening. I pack up around seven or eight at night.

I: Do you find that your customers are mostly regulars or new people every day?

P: I have a mix of both. There are regulars who come almost every day, and then there are new customers who pass by and decide to buy something.

I: What changes have you noticed in the business since you started?

P: When I first started, there were fewer vendors and less competition. Now, there are more people selling the same things, and it's become harder to make a profit.

I: Do you have any plans for the future of your business?

P: I hope to eventually get a proper permit and maybe even expand my stall. I'd like to offer more products and perhaps hire someone to help me.

I: How do you manage waste and cleanliness around your stall?

P: We clean up regularly. It's important to keep the area tidy, not just for business but also for health reasons. We make sure there's no litter around our stalls.

I: How do you feel about the safety of your area?

P: Safety is always a concern, especially with the risk of theft or harassment from the authorities. We try to stick together and help each other out to stay safe.

I: Do you have any relationships with nearby shop owners?

P: Yes, we interact sometimes, mostly for small favours like getting change or watching each other's stalls for a few minutes. There's a mutual understanding and respect among us.

I: How do you manage waste and cleanliness around your stall?

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Participant H:

Interviewer (I): When you come to set up, what time do you usually arrive?

Participant (P): I live nearby, so I usually arrive between 11:00 to 11:30 AM.

I: And how long have you been working at this site?

P: It's going to be three years now.

I: Why did you choose to work at this specific spot? Was it a nice spot to work at?

P: Most of the time, I was working somewhere else, but because of the Corona pandemic, I decided to start working here.

I: Do you walk or take transport to get to the site?

P: I walk because I stay around the corner, not far from here.

I: How is your relationship with other vendors? Do you know each other, or are you friends?

P: Yes, we know each other. We can go and ask for change or help from each other. Most of the vendors here are from my country.

I: That's so cool! It must feel like a deeper connection. How do you decide what you sell and where you sell? Is there an arrangement about spots?

P: Yes, it's understood. Even if I don't come for two weeks, my spot remains mine. There's another guy who sells tomatoes, and we make sure that each other's spots are secure.

I: How do you feel about the condition of the space itself?

P: The space is not great, but we manage. I clean my spot every day. When I know I'm leaving at 5 PM, I clean it up.

I: Who is responsible for cleaning after the night? Is it you, or does someone from the government come?

P: I clean my spot myself, but guys from the city also come and clean. Sometimes I have to clean up before they arrive.

I: How do you feel about the government's maintenance of the space, like broken things or general upkeep?

P: They don't really take care of things. It doesn't affect us much, but some improvements would be nice.

I: How about the fencing that has been put up? Does it affect you?

P: The fencing on the other side doesn't affect us here.

I: Do you think the structures provided are helpful to other vendors?

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P: Yes, they are helpful to some vendors, but the situation is tough. We are all trying to hold on to whatever we can.

I: If someone wanted to join the food vending here, do they need permission from other vendors, or do they just find a spot?

P: No one gives permission as vendors. You just look for an open space. If you want to set up a shade, you need to apply for a permit.

I: So if someone wants to start working next to your spot, what happens?

P: If there's an empty spot for two or three months, anyone can take it. We make sure to keep our own spots.

I: Do you have any relationship with the stores inside? Do you engage with them or stay separate?

P: We have good relationships with the stores inside. If I need change, I can go down there and ask for it.

I: Thank you so much for answering my questions. I know it's helpful. On this sheet, you've signed it, and it has our information. If you want to follow up or have concerns about how your information is used, you can contact us here. Thank you again.

P: Thank you.

I: What time do you usually leave the spot?

P: I usually leave around 7:00 PM.

I: Can we buy it and then come back to pick it up? We're working on something.

P: Yes, that's fine. We're here.

I: Thank you so much. We're going to be studying for one more year, six months from now. Hopefully, these research projects can make a change, you know, slowly.

P: Thank you.

I: Thank you again. We're architecture students conducting research to understand how systems in public spaces like this work. We appreciate your time and insights.

Participant I:

Interviewer (I): Is it okay if I record the voice?

Participant (P): But what did they say of recording the voice?

I: It's just because otherwise, I have to write down every question, and it's going to take a long time. I'm not going to use the recording itself. It's just for me to remember everything that you said so that when I write my stuff. Is that okay? I can also not record if you're not comfortable with it. It's entirely up to you. I don't want to do anything you're not comfortable with. Your actual voice won't be put anywhere or anything like that. It only stays on this phone.

P: Thank you so much. Thank you. Thank you.

I: My first question is about this space. Why did you choose to set up here? How do you feel about people being able to walk through their customers?

P: I can't have one morning. Oh, yeah, because I'm turning my toe. That's why I'm staying in the streets. You have to bring a lot of things in. Or do you live nearby?

I: So, how far do you have to travel? Do you live nearby?

P: No, I used to come from home because we are living at Morton neck. I used to take transportation every day to come here. I don't carry a lot of things. It's only like fixing things.

I: Do you think it's good or bad the way that things are set up here?

P: Yeah, it's fine. Only that some people sell veggies, you know, sometimes they litter everywhere. At times, we have to sweep it up, or those who are sweeping, they can sweep it.

I: And after the night, with people who are clubbing and drinking, how does that affect the cleanliness here?

P: People drinking and stuff like that, you have to clean up when you can. Nobody drinks here except in the bars. But within this area, people don't drink, yeah, except in the bars where they are staying.

I: How do you feel about the community and the environment here? People have been talking about this being your spot. Do you feel secure in your spot?

P: Yeah, it's nice. But if I come and someone takes my spot or my position, then I will ask that person to give me a chance. If that person doesn't give me a chance, I just keep calm. Yeah, because before we were on the buses, they just asked us to move from there and come down here.

I: How do you feel about the structure provided by the government?

P: It's for the government. It's nice, but the issue is with issuing licences. It takes months. I started in 2015 applying for it, and they haven't given it to me. Even my permits from 2015—they gave me two years and since then, nothing. We have applied, but they are not giving.

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I: How do you feel about your safety here?

P: By the grace of God, we are safe. Only the metro police and immigration disturb us. When they come, we can't stay here. We just talk about things around. We are only saved by the grace of God.

I: How do you envision the future? Do you hope to get a shop one day?

P: By the grace of God, I am praying for that. I hope one day we get a shop because staying here is not easy, with the rain, sun, and cold. I pray that in the future, God will give me a better place to stay and work.

I: How do you feel about your current setup?

P: I have no choice. I am comfortable with it because it's not my apartment; it's their own apartment. So, I'm comfortable staying here, but I would be very happy if I could get a shop.

I: Thank you so much. Those are all the questions. For the record, could you say your name?

P: My name is [Participant's Name].

I: Nice to meet you. Thank you so much.

P: Thank you. Nice to meet you too.

Participant J:

Interviewer (I): What brings you here today?

Participant (P): I am here because I wanted to buy something. I had to do some research online, so I just have a seat here.

I: And how has your day been today? How has it been in this space, this place?

P: It's been crowded but fine. This place is fine, very fine.

I: How often do you come here to Sunny Park?

P: Not that often, occasionally.

I: Do you feel like this place is inviting for you to come and chill and sit? I see a lot of people here.

P: Before, it was a nice place to be. Now, it's different. There's no control. Everything needs to be fixed or given attention. It's not the best like before.

I: How far back was it when it was nice?

P: It was nice, beautiful, and full of security. But now, it's not. Imagine, today is Tuesday, and you can see it for yourself.

I: How do you feel about security in this space? You mentioned it just now.

P: Before, it was okay, but now it's poor. You can't feel safe here anymore.

I: Have you been down to the West Side, just along the street? How do you compare that area to this space?

P: Yes, I have. It feels different. You have to be cautious and stretch just a little bit.

I: How do you feel about the vendors? Do you think they should have more support from the government? How do you feel about their setup?

P: They have to put their stuff on those plates, and I don't see much being done to help them. Even though the police are up and down here, they seem to be after their own business, not government business. It's all about personal interests and families.

I: You mentioned police involvement being more about personal business. Can you elaborate on that?

P: Yes, it feels like everything is about family connections. It's tough to expect the government to manage when there's so much nepotism. It's all about personal relationships, and this affects how places are managed.

I: If you had full control over this space and could make changes, what would you want to change?

P: To change the place, you have to work psychologically with the people. After understanding them, you can maintain the space. If people see it as a place to work and not

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just their own territory, change can happen. But if there's a mentality of "this is not your place," it will be tough to maintain.

I: One last question, when you're sitting here, do you feel like this place is yours? Do you feel like you're visiting or like you own a part of it?

P: From my understanding, I feel like a passenger, just passing by. I don't feel connected to this place. I'm here only because I need to be for a short while, not because I feel it's a part of me.

I: Thank you so much. A lot of students here are working on their assignments, and your insights will be very helpful.

P: You're welcome.

Participant K:

Interviewer (I): Okay, so the other question is, what time do you start working? What time do you close?

Participant (P): We start working at nine and then...

I: Okay, so I'm guessing businesses go to this site because it's busy?

P: Before it was.

I: Was it because of competition?

P: Yes, there was competition as a competition.

I: And then when one is not, how do you manage the space in front of the shop?

P: Like this space? How do you manage the space in front of the shop?

I: Are you responsible for cleaning, or is there another company that handles it?

P: There's Akina that also helps.

I: And then, about the parking lot, is it your parking lot or can anyone park there? Is it for clients only?

P: It's for anyone.

I: Alright. So, how is your relationship with street vendors?

P: I know here there are no people selling, but what is the relationship with people?

P: Yeah.

I: So, if someone causes problems on the street, do the other people help you?

P: Yes, when someone's eating outside, my boys will come and say, "Why are you just watching?" They help out.

I: Okay. So, how do the people who help with parking cars, those guys, how's your relationship with them?

P: Oh, you're close?

I: Alright. That's good. They can even watch out for us.

P: Yes.

I: So, what is the relationship you have with others? Is it a community?

P: Yes, it's alright. We are like a community here.

I: In terms of public space, do you think there is enough public space outside for your business? Is there enough parking?

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P: Because of this, some customers are left without parking.

I: Oh, okay. So, if you have a lot of customers, do you find it's crowded on that day? Do you also use outside space?

P: Yes, we can get a lot of customers, and sometimes we have to use the space outside.

I: The reason for sitting outside, like now, is it to call customers or to advertise the business?

P: Yes, it's to call customers in.

I: So, is there assistance like security around this area?

P: Yes, inside, from the building management.

I: What would you prefer to change around this area?

P: Only one thing: someone should make it nice. Some people just do business and then leave their stuff.

I: So, if someone wants to start their own business, can they start right here, in front of your shop?

P: Here? Yes, it's fine.

I: And if it wasn't city property, how would you feel if someone started a business in front of your shop? Would you be fine with it?

P: Yes, it depends on what the person is doing. Sometimes what they do can help.

I: Or sometimes maybe they're competing with you?

P: Yes, exactly.

I: Alright, I understand. I think that's it. There weren't a lot of hectic questions.

P: Yes, that's it.

I: Thank you very much for this opportunity. This will help me a lot because we have to do this research to understand the space better. The best way to understand is to ask people who work around here.

P: You're welcome. Thank you for the opportunity.

Participant L:

Interviewer (I): So, okay, the thing that I want to understand is, how is the street? Is it busy?

Participant (P): Semi? Let me say one thing. Since I have been here, almost 11 years now, it's the busiest street in this area. Actually, this street, yeah. Even if you wake up at night, one o'clock in the morning, or later at night, it's always busy like this. This is continuous. In front of you, people are moving. If you come after five hours now, almost like five and a half, if you come at 10 to 11 o'clock, you can still see the activity. Because the main thing about this place is there's always too much going on.

I: Okay, okay. So people are moving all night, going to eat, going out with friends or something, but it's always busy like this since you've been here?

P: Oh, okay. So, that means it's a good place for business?

I: Is it a good place for business?

P: Before, yes. No, we can see after COVID, business is not that much. People don't have that power to buy. Most people lost their jobs and other things. Plus, about Sunnyside, there is too much crime. Like before, it was peaceful and nice. So, I think COVID is affecting people, their buying power, or something. But still, we are trying our best. We have to admit this. We say thanks to Allah. We are doing better than a million or trillion people. Anytime I can see in front of my eyes, people moving food in the dustbin, anything warm anytime. And when we come to work, people are sleeping on the road. We have to say Alhamdulillah. Thanks, God.

P: And the second thing, we must help our people, those who are down. So we have to be there for them also. So, God gives us more and more.

I: Okay, no, thank you very much.

P: You're welcome.

I: So, I just want to ask, what is the relationship between the formal shops and the vendors outside?

P: Good relationships. But most of them, I can see, these people outside, it's almost like we are not them. Yeah. Still, it's not like the local people. Some of them are my sons, sort of. Friendly guys selling through. So, we have a very good relationship with them. Anytime we need help.

Participant M:

Interviewer (I): Then yeah, from the lobby, but we are always together helping each other, okay? Because we know we can help each other, yeah.

Participant (P): So it's also business, man, even if it's outside or inside. The mind is the same. We are here for two people to do good work, power, and family time. Yeah.

I: Is it good? Is it not like that, but it's a good relationship?

P: And the second thing is, it's not the same business. Selling fruits, other things. We are selling food or essentials, differently.

I: So let's say like other new people wanted to come and start a business. How does it work outside? How does it—do they come in good condition?

P: I have been working here for almost 10 years, as I told you, yeah, with my boss. Yeah. So first of all, when we come, we are looking for a job, and we get the job. After that, we must need a work permit, to go back, see family, and other things. We are doing it the proper way to get paper, starting back year to year, because you can't afford to go every six months. At least a year or two years, after a year or two, to go back and see our family.

I: So the people outside who are selling, do they need permission from you? Like if, let's say, other people want to come?

P: No, we don't interfere in business. Can't interfere in business, even if we have some issues, because we are paying for a share sharply. And 35,040,000 and blocking this way when customers enter. But we still try. "Your cables, you can put your things here. Let's make this space for customers to come in and not block the road." And even the space is small. So we can understand each other, okay. Sometimes, you know, even our fingers are not the same, yeah. So sometimes a small fight or something with different people about the space you want to cover. Obviously, okay, put it like this. Otherwise, we are fine. We don't have any problems. The relationship is good.

I: And then, does it help? Let's say, other people outside, does it help with safety? When they're here, is it safer?

P: This is 50/50. It happened one or two times, people came with a gun, it took a while. So, yeah. But what can he do if he's outside if you don't have anything to stop those people or something? But everybody tries. But sometimes, when other people come with guns, what can you do? As soon as you can see the police or something, then it's helping. These people are like us, just sitting with no team.

I: Okay. And then, can you expand your business? Let's say you want to do stuff outside. Can you do that?

P: No, you can't. There's a limit to which places belong to this site, yeah. And behind us we can do what we want to do in the shop. But outside we can't say, "Alright, this is my boundary," sort of. Yeah, as my partner, fixing the laptops. Yeah, if you have any questions, you can do it. Oh, it makes fun of weakness.

I: Okay, so the people who are helping with targets, like, we're helping people. I wonder, what is the relationship, the thoughts, and then?

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P: As I see it, this guy, just last I can see, for the last five or six years, yeah. The relationship, when you need something to eat, you bring a box over. So, yeah, give something. So he's our friend, like our friends.

I: So, what would you like to change around this?

P: First of all, peace is the main important thing about the business. As soon as crime is down, other things can go on. Things that have to be able to make jobs for people. They can't be safe because this is a capital piece. And then business is growing, people are safe. And the second thing, people, most people, like something—what can you say? Yeah, because most of the people in overseas countries, even in Asia, Bangladesh, Pakistan, the issue with the papers, when this thing is an issue, people try to shortcut. It's like, next week, so often, people see things a bit better, inshallah. God bless you.

I: No, thank you very much.

P: Nice to meet you, sir. Nice to meet you. Have a good day.

I: Good. We can go, DSNP. So, the last thing is this part. Yeah, you can, okay.

P: Okay, so it's just the first line here and then the date.

I: Here you need my name, yeah.

P: Thank you very much.

Participant N:

Interviewer (I): Hi, I'm conducting interviews to get insights from people in the area. Do you have a few minutes to answer some questions?

Participant (P): Sure, I have some time.

I: Great! What brings you to this part of the city today?

P: I'm just out doing some shopping and running errands. I often come to this area because it's convenient and has everything I need.

I: How often do you come to this area?

P: I come here at least three or four times a week.

I: What do you think about the street vendors here?

P: I think they are a vital part of the community. They offer fresh produce and other items at reasonable prices. Plus, they add a lot of character to the area.

I: Have you ever bought anything from the street vendors?

P: Yes, I frequently buy fruits and vegetables from them. They often have fresher produce than the supermarkets.

I: How do you feel about the cleanliness and safety of this area?

P: Generally, I find it quite clean. The vendors are good about keeping their areas tidy. As for safety, I feel relatively safe here during the day, but I try to avoid the area late at night.

I: Do you interact with the vendors often?

P: Yes, I do. Over time, you get to know them, and it's nice to have that friendly interaction. They are always polite and helpful.

I: How do you feel about the presence of law enforcement in this area?

P: I think law enforcement is necessary, but sometimes it feels like they are too harsh on the vendors. There should be a balance where everyone can coexist peacefully.

I: What changes, if any, would you like to see in this area?

P: I would like to see more support for the street vendors, like better facilities or designated areas where they can sell without being harassed. Also, maybe more trash bins to help keep the place clean.

I: Do you think the vendors contribute positively to the local economy?

P: Absolutely. They provide jobs and affordable goods, and they draw people to the area. They are an essential part of the local economy.

I: How do you feel about the variety of goods offered by the vendors?

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P: I think the variety is great. You can find almost anything you need, from fresh produce to clothes and household items. It makes shopping here very convenient.

I: Do you think there's enough support for small businesses and vendors in this community?

P: There could definitely be more support. The vendors work very hard and deserve better treatment and more opportunities to thrive.

I: What do you enjoy most about this area?

P: I enjoy the vibrant atmosphere and the sense of community. There's always something happening, and it's a lively place to be.

I: Thank you so much for your time. It was great hearing your thoughts.

Participant O:

Interviewer (I): So, okay, the first question is, what brought you to the shop that it's busy? I mean, what brought the shop here because it's busy?

Participant (P): Is it because it's busy and there are a lot of tenants, okay?

I: And then how long have you been here?

P: The shop has been here for more than 10 years now. Yeah, it's 10 years, plus maybe it's 12 to 15 years now.

I: So, what does day-to-day running look like?

P: Yeah, day to day, yeah, day to day is busy, but then it depends on the dates. Yeah, when it's month comes, it's too busy. But during the month it's quiet, not that quiet, but it's running slow.

I: Alright, so what do you do to manage the space in front of your shop, this street?

P: You see, it's too busy. Yeah, there's nothing that I can do because all of these people here are running businesses. So I can't just say, "Don't stay here, don't pass here," because it's highly impossible for that to happen actually. But on quiet days, there's not too much movement.

I: So, how's the access to the shop? Is it only through the busiest road, or are there other accesses?

P: Not really through the busiest road, but there are some other companies that brought things here and make us get this busy, some kind of tender, but not really tender. But then they bring things, a lot of stuff, but maybe from the colleges or the universities. Yeah.

I: Alright. And then the other one is, are you involved in the regular maintenance or repair of the street?

P: No, really, the street? Oh, not really the street, only the shop.

I: And then how do you evaluate waste management on the outside?

P: Oh, there are people, there are people cleaning, yeah, everything. Alright, so there's just that, there's a waking hour, and you know, the street is the street. You can't manage the rubbish on the street, because whenever, after I pass, you pick up that someone's going to come and say something.

I: And then does the presence of the vendors outside or car guards and taxis influence the customer flow?

P: Not really. Everyone came for his or her business. Everyone is concentrating on what he or she's doing, alright.

I: And then have developments done by the government or independent organisations improved the site?

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P: I guess. But here, actually, they do. Metro always comes. Metro always comes, trying to take them out here not to sell outside, because most of them, they are foreigners, and they're not paying for selling out there. So yeah, time and again they come, and a week doesn't pass without them coming twice.

I: What is the nature of the interactions between this company and the vendors? Do you communicate?

P: Some of them bring us customers. We also bring them customers. Yeah, we are helping each other, hand in hand.

I: Is there any assistive or collaborative effort?

P: Yeah, I think this one you've answered.

I: And then, okay, so security-wise, how's this been? Like, do you affect that? Maybe there are vendors outside? Like, does it make the space safer?

P: Yeah, it's safe, even though, you know, crime is everywhere. The street boys, they are the ones who are not safe, actually, because they can come and steal. Those ones that are not safe, but at least we have cameras. Yeah? And then the police also. They are the ones that say they stop crime. Yeah, yeah. They are moving around the street, everything, alright.

I: Does the fact that maybe there's a police station help?

P: Yeah, that's how maybe you will report incidents.

I: And then, so, what are the changes you prefer?

P: At least, we must reduce, we must try to reduce this now, progress in history. And also these street vendors, they must make a plan. Try to look for a better place where they can do their business, so that they also can have something at the end of the day, a suitable space for them. Actually, yeah, they can't just lie on the street like this. It's not safe for them, actually.

I: So, if someone was to maybe start a vending shop again, market in front of your shop, like right next to the glass?

P: It's not possible to do that because this building is managed by another company. Yeah, so they have to report first. If they do that, they're just gonna chase them. It's not allowed. They'll call the police officer. And the manager of the building will just chase them. That's their responsibility. After all, they have to manage the thing. They don't have to allow someone who's not going to pay rent to stay there.

I: So basically, the owner has some responsibility?

P: I don't know what they call the management, but they are managing. Yeah, call them. Managing something.

I: And then, how do you view the role of this business in the community?

P: That one, it actually helps a lot of students that they look for accommodation around. Yeah, they help them. So, very, very much. And you know, people from the flats, some of whom don't have washing facilities, prefer to bring their clothes here.

I: Yeah, no, I think, yeah, that's it. Thank you.

P: Thank you.

I: Otherwise, I'd be like, you've already covered, yeah.

P: Okay. Thank you. So and then, yeah, we all quit.

Participant P:

Participant (P): Now, as you are locking your car, you see them also opening the car, that car, as you are locking your car.

Interviewer (I): Oh, yeah, whatever you have in that car before you come back.

P: Oh, okay, you understand? Yeah, we are always together. Yeah, if he doesn't take care of the doors well before he leaves, they will open one of the doors silently as he's sitting down here before he goes in his eyes, yeah, if there is a laptop, I go there. When this man comes to the civilian, these boys, they park me, but now my teams are coming. Yeah. I went there, but that time, oh, okay, you understand, yeah.

I: So the next question is, have developments done by the government, or maybe, was this private companies, or maybe the fence, for example, does it, does it sort of like help, or does it affect your business?

P: Does it help? Yeah. Yeah, controls movement, but at night, when you leave, yeah, make. It makes your business safe.

I: So the other question is, what is the nature of interactions between your business and your neighbours?

P: Do you have a very, very, it's good, okay, so there's like, it's like a community. It's like we are together. We are like neighbours. We take care of each other, yeah?

I: And then the other thing is, what is the security measure around the area? So let's say someone steals from your neighbour. What is there, like a way for you to make this space safer?

P: Cameras, yeah. So the security men are the ones who go around. Yeah, okay, and then, alright, this one you've answered, like, what are the changes you prefer on the street?

I: If they can clear the street boys, they can just stop them from coming, because anyone who is driving, there is no need for them to do so. So if they can change, they can change them away.

P: Car guards. I just seconded. The television industry.

I: So another question is the use of public space outside. So how do you use the space in front of your shops?

P: How are you?

I: I'm all right. No, this place, like, immediately when you go outside, like, just this place, yeah, yeah. Or everyone uses it. So if maybe your neighbour wanted to use this space, it won't be a problem. Maybe she set up to work here, come and work?

P: No, the space that you see is being managed before we can sit in front and do anything inside. Yeah, you must get the position. Yeah. To sit outside.

I: Oh, okay, alright, no, that's it. Thank you very much for allowing me to ask you these questions.

P: But for this, yeah, it's hard to speak it.

I: Yes, it's only the name and signature, date the first line.

P: Yeah, I'm just gonna tear this part and then you keep this part. I just want that. Our contact details and everything is here in case no one will finish your master's.

I: No, I must come back.

P: Yeah, yeah, they come on, come on.

I: Oh, yeah, no, it's out. Thank you. Thank you very much, sir.

P: Say, okay, thank you. Thank you.

Participant Q:

Interviewer (I): Yes, they said, if they see you, the 29 with ESG T-shirts, sure.

Participant (P): No, that's hectic.

I: Yeah, which one do they want? EFF even, because Malema, yeah, do you mind if we start? Can you feed me?

P: Oh yeah, okay.

I: Okay, so the first question is, do you live in Sunnyside?

P: Yeah, so you know Sunnyside a lot.

I: Okay, so how long have you been working?

P: Yeah, for now, I would say something like six years.

I: Six years?

P: Yeah, industry, yeah, this is my point. Oh, this is in my office, yeah, but I have to travel to the hospital, some challenges. Yeah, there's a time that immigration can come. They can come to take money, equality, and protection fees. Yeah, I'm hustling, yeah, I don't do drugs, yeah? But if the police come and take a protection fee, yeah, whether you like it or not, don't give it to them when they do those operations, yeah, they will finish. Yeah.

I: So, is this site good for business?

P: Yeah, it's good for business because there's a lot of people in Sunnyside, because there's a lot of people in Sunnyside, yeah. So even the intermobile, as you want to do, yeah? You make it, oh yeah, you make it Sunnyside, the place that's our Chicago, yeah.

I: So also, I just want to know how, how does the vendor community organise itself? Like, is this, is this your spot? Like, do you communicate with your neighbour?

P: But yeah, some years with these people, yeah, you understand, yeah.

I: So if someone else wants to come here and use your spot, will they protect you?

P: Yeah, they can protect you in prison. So no one, no one can use your spot.

I: And then so, so what are the changes that you have? Have you observed, like on the side, concerning the vendor community?

P: But now we communicate with them. We talk to them, no, as we are not doing crimes with two boys, yeah, going to school? Yeah, I feed my boy with that. This is mine. You understand? Yeah. So now there's a lot of things that now they no longer come, like every day, to come and arrest us, chase us away. All of us in the street, we got some licences. Yeah? Some of us don't have a licence. Yeah, yeah.

I: So, but this one you've touched, yeah, this one you've touched because it says, how do you plan on expanding the business? You are saying you do house calls.

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P: This I mean, start from this, yeah, oh, a formal space. Okay, I'll be marketing my thing, yeah, but I'm gonna be inside now, that's the time now I upgrade, I expand, I start. It was smooth, yeah? Giving yourself to the people. People must know you, yeah, you get what I'm saying, yeah, yeah, so now, yeah, every day, 24/7 24/7.

I: So when you're not here or you're not working, how is this space managed? Is it controlled by your neighbours?

P: Or exactly, you can just jump when you start using the tomato? Oh, he'll cook. Oh, okay. And the thing, no, no, yeah. For. So it's a community type over there.

P: Exactly, Africans in it, yeah? People, they come and support us, not only South Africans. Only love when different types of people come and support our business. Yeah?

I: So in terms of, like, these infrastructures, these structures, do you feel like they help?

P: Start to run away, but this one, yeah, and then how do you store your equipment, your chairs? You take you home with them.

I: Oh, okay, so you come with them.

P: I go to my store.

I: So you don't have a trolley? You use someone's trolley?

P: And then I'm just checking you touched a lot of things, but some of these questions you've already answered. So I just want to go through and check which one?

P: Open a school of art, yeah, teach people how to craft, like you go to school to learn how to drive.

I: Challenge. So, another question, but you touched on it a bit. Just one question, and then I'm done. I like the way you are doing there.

I: How much with that same number?

P: Of course, you saw, I came. How much I do.

I: So I just have two questions. So the one is, how do you address security concerns? So if someone steals on the side, what happens? Do you help?

P: Oh, yeah, yeah.

I: Oh, okay, so you. So you understand? So this, it means this street, it's safer because everyone is here.

P: Exactly.

I: Oh, okay. So, and then, are there fees like to operate in the space? Do you pay for something? But you said, I'll tell you to the police, but it's like it's a tax fee.

P: Oh, okay, all right.

I: Okay, no, thank you very much, man. You.

Participant R:

Interviewer (I): Yeah, so individual, yeah, individual, but I'm just gonna say what brings you to the space and start with you and then some questions or your opinion, your opinion.

Participant (P): Yeah.

I: Yeah, so first question, gents. More so, because what? Yeah, English, proficient English? No, but okay, so what brings you to this place?

P: School? Also means school, school.

I: Okay, so where are you coming from? Like, do you live in this space? Or maybe you're coming from somewhere and coming to school here?

P: I come from, I'm from, from? Yeah, I'm from. I'm from California Heights and I travel daily.

I: Okay, so how often do you come here?

P: Every day, every day, from Monday to Friday, Monday to Friday.

I: Let's go. Good, good people for this research. So, what do you do for a living? That one is covered?

P: Yeah.

I: Okay, I think so. And then what is your opinion on the feeling of this space? How is being here or doing what you're doing in this space? Like, for you? Is that inviting? Is it uncomfortable? Is it comfortable?

P: It is very comfortable. I feel like doing business here is suitable. It's a suitable place for a business to start.

P: Or feel like a very hectic place to be at, quite unsafe, I'd say. So packed with fluorine is so I don't feel safe at this moment.

I: Okay, so you feel like you can come and sit here like with a game of people or like use the space for leisure? Like, come and play here with your friends or something?

P: Yeah, for a chilla. See, I can.

P: You can? Yeah.

I: Okay.

P: No.

I: Do you have a reason for that?

P: But you said it ends up set, safe.

I: Alright. So what do you, what, how do you feel about the vendors, the street traders? With markets more? Market? What do you feel about that? They're selling on the streets? Along

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the whole street? Like from Detroit down there? What do you feel about them? How do I feel about them?

P: Yeah.

I: I feel like, well, I feel like they're negative. Are they taking up space? Do you feel like it's convenient? Do you feel like their business works? Their business model work?

P: They don't pay taxes. They don't pay taxes. And most of them are foreigners. Not that I'm being racial?

I: No, no, it's fine. You can be as honest as you want.

P: They're not paying taxes or not. Even for those who are taxpayers. So you find them packed like this. Some of them don't even have passports and whatnot. So, Andre, that's not the one they hide. They hide something. You find them, some of them selling weed?

I: Yeah.

P: Actually, they're taking my mind. They're taking our mind when the Metro Police says they put signs for no vendors. They decide to sell when they come, they take the asphalt, and then when they think they can stop the robots.

I: Okay, okay. So, what are your thoughts on waste management that we get on the floor?

P: I feel like they should put bins. Yeah, like it's very... It's very... I'm going to type this information.

I: Yeah, you see in this environment. Yeah. So, so concerning the vendors name, because if we some, maybe one might assume more. Most of them also contribute to the debt on the street. Do you feel like there should be some form of control to tell them more? Okay, after doing this, you need to clean and stuff like this?

P: Most definitely.

I: Okay. So how does business on the site affect the experience of a pedestrian? So if you're walking, walking along the street, what do you feel like? Especially because of the people doing business on the side? It's very easy.

P: Like, it's congested. Yeah, so it's quite congested.

I: But how do you feel about that? Do you feel like it's something that should be done better or changed or removed?

P: Maybe they should change? They should be done.

I: Yeah. Okay, this one I'm gonna do maintenance on site, we covered it. Okay. Maintenance in general is mean, let's say government. How do you feel about them maintaining the space, because you can see, like, as you walk down, this space is privately owned, obviously, because it's a mall. But as you go down there, you can see that this place is well maintained. So how do you feel about the maintenance?

P: I feel like they should maintain it, like actually, I don't have an opinion on this.

P: I feel like it should be maintained. And there are no street lights at night. So things like that. It should make sure that they provide the lights, clean the area, and make sure that the police actually...

P: is not saying.

I: But so, do you think the street vendors are helping in terms of safety? Let's say, would people rob you? Like if they rob you, they'll rob you right in front of them?

P: What will they say after all? Yeah.

I: So it doesn't help?

P: It doesn't help, and I feel like they're helping. They're helping.

P: Because it's a lifeline.

I: Yeah. Okay. All right. So yeah. Thanks, gents.

P: Yeah.

I: So yeah, no, it's rough. It's rough. It's so as someone who might be passing through, how do you feel about the space from a non-user perspective?

P: Recovery?

I: Recovery? So okay, do you see opportunities to use the space for leisure and gathering?

P: Yeah, we spoke about that, and said you can.

I: Okay. But are you referring to the mall? Or are you saying the whole street? Let's say look, let's now look...

P: I'll say I can chilla right here. Next to all my...

I: Okay, no, thank you very much. We're done with the interview. That's all I wanted to know.

Participant S:

Interviewer (I): Can you tell me a bit about your shop and what you sell?

Participant (P): I own a small convenience store. We sell a variety of items, from groceries and snacks to household essentials.

I: How long have you been running your shop here?

P: I've been running this shop for about ten years now.

I: I noticed there's a street vendor set up right in front of your store. How do you feel about that?

P: It's a neutral situation for me. They don't interfere with my business too much, and I understand they're just trying to make a living like everyone else.

I: Do you think the presence of street vendors affects your business in any way?

P: Not significantly. Our customer bases are a bit different. People who come to my store are usually looking for a wider variety of items or specific products that the street vendors don't carry.

I: Do you interact with the vendor much?

P: We have a polite relationship. We say hello and sometimes exchange small favours, like giving change. There's no animosity, but we don't interact much beyond that.

I: How do you feel about the cleanliness around your store with the street vendors being so close?

P: It can be a bit challenging at times, but most of the vendors are good about keeping their areas clean. We both try to maintain the cleanliness to attract customers.

I: What's your opinion on the way authorities handle street vendors?

P: I think the authorities need to find a better balance. There needs to be regulation to maintain order, but it shouldn't be so harsh that it disrupts people's livelihoods.

I: Do you think there should be designated areas for street vendors?

P: That might help. Designated areas could provide a more organised and controlled environment, which would be beneficial for both the vendors and shop owners.

I: How do your customers feel about the street vendors?

P: From what I've heard, most customers appreciate the vendors. They like the convenience and the fresh produce the vendors offer. It adds to the local shopping experience.

I: Have you noticed any changes in the business environment here over the years?

P: Yes, there's definitely more competition now, both from other shops and an increasing number of street vendors. The area has become busier and more vibrant, which is both a challenge and an opportunity.

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I: What changes would you like to see in this area to improve the business environment?

P: I'd like to see better support for both shop owners and street vendors. More trash bins and regular cleaning would help. Also, a more streamlined process for permits and a designated area for vendors could make things more orderly.

I: Do you see any opportunities for collaboration between shop owners and street vendors?

P: Possibly. If we worked together, we could create a more cohesive shopping environment. For example, we could coordinate promotions or events to draw more customers to the area.

I: Thank you so much for your time and insights

Participant T:

Interviewer (I): I'm from the University of Pretoria studying architecture. So, yeah, we have a questionnaire here, and we're just going to ask a few questions. And we have our participants.

I: Okay, thank you very much. So the first question is, what brings you to space? It can be as short as possible, live, work, or shop?

Participant (P): Shopping. Work. Communication or communication with people.

I: Okay. So the second question is, could you share where you're coming from? Like, do you live in this space? Or maybe you're coming from outside to space?

P: Like Sunnyside, outside space? Yeah, coming outside from space.

I: Outside? And then the third is, how often do you come here?

P: Not often enough, because we are actually supposed to be here. So we don't come here often.

I: So in terms of days, is it three days, two days? Maybe it can take a week or two?

P: Three days. Three days.

I: Okay. Same same. Okay. What do you do for a living? Is it? Are you basically related to space? Like, do you work in this area?

P: Yeah, no, I'm not related to this area. But what brings me here? It's because there are a lot of people, there's a lot of businesses, business opportunities, and there's a lot that you can learn from people that are living in this area. Because like you, you see that there are franchises, there are other exclusive shops, and like there are people who can communicate with some, they help others with info on how to grow little businesses, and like everything. So it's, it's a very, it's a very nice place to come to, because you end up communicating with people with different kinds of things. So it's a very good thing.

I: Thank you. Thank you for that response. Okay. What do you do for a living? Communicate for a living?

P: So are we saying, Are we using the same mindset? Alright, so jumping to perspective, perspective on the site? What is your opinion and feeling about space? Like, do you feel safe? Do you feel like it's a nice place?

I: Yeah, it's a nice place, though. We cannot we cannot say we are 100% safe. But it's a working space. So in a working space, you come across different kinds of people. So we cannot like, say that we trust everyone, but we believe and have faith in whatever is happening here. So because there are businesses and everything, we just hope that it's a good thing to be here. And there are no crimes and like limited crimes and everything. So like, basically trying to so you can do your work without feeling like something is threatening you.

P: Oh, no, no, no, no, I'm already working. So it's nothing and nothing so far, is threatening me. So that's why I'm saying it's a good working space because you see different types of

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people. And then like you can communicate, so that's why I'm saying it's fun to communicate for a living and work for a living and then like it's a good thing.

I: Are we using the same answer so it's safe? Okay. The next question is, do you find this space welcoming and suitable for leisure or gathering?

P: But I think we've already answered that. Because we find it suitable.

I: Suitable suitable spaces are here to get you anything that you feel like doing. It's a very good species. You also feel like maybe you can do business here. Let's say you feel safe. Do you feel like you can? Let's say you want to start a business. Do you feel like you can come with your stuff and sell it here?

P: Most of the time, we experience private entities owning certain spaces. So yeah, we cannot, I cannot just come with my things and then just put my things by the corner and say that I'm going to start now. Add business here. But the most important thing is to never give up, have that vision and mission of your business. But if you want to continue with your kind of business, then you have to communicate with the relevant Bofu protocol. And then your business is going to start pulling.

I: Thank you for watching. So how do you feel about the structures used by and used by these vendor spaces? So all of these markets that people use to use by vendors, what do you think about that? For an example, Can I can I put an example?

P: Yeah, there's a KFC where if I have a corner, from all corners, you can see that there's a KFC by the corner. So it's welcoming. It's welcoming. So the space is nice, the structure of the place and everything, like in a good place, such as your shop or your KFC or so whatsoever, it can do a lot of marketing. So it's a good thing. Because if you're by the corner, and then like, everything is good.

I: Thank you. So we're going with the same answer. With the same answer. Okay. So, what are your thoughts on waste management? So dead on the street?

P: From where I'm standing. I don't have an aligner. It's very clean. Yeah, there are people that come across, as after maybe 10 or 15 minutes, they pick up what? Papers, plastics, cans, and everything that's on the floor? So it's a very clean space. Yes. It's a very clean space. Yeah. Yeah, it's fairly clean. It's not like, there are no, there are no people dumping and doing it whatsoever. But yeah, it's fairly clean.

I: So. So how do you compare the space because it's closer to the mall? And this is more like your private sector? And the rest of the streets?

P: Yes, the rest of the streets because we could call it it's here by the by the, by the complex and everything. But when you go to different sites, Sunny Park and everything like, yeah, you could see me struggling with waste management. Yeah, we're struggling a lot. We're struggling a lot. I think that this property, it's a private property, is claimed by the private people. So I think that's why it's fairly clean. So yeah, otherwise, we suffer a lot with waste management.

I: Okay, thank you. And then the next one is, how does the business on this, on the side affect your experience as a pedestrian? So this is more like, you see people selling on the street? So how does that affect you? Does it? Do you feel like it's good? Do you feel like it makes your life easy? Let's say maybe you stay around your maybe you're a person you want something you can just quickly buy? Or maybe you feel like it's taking too much space? Like stuff like that? How do you feel?

P: Honestly, speaking, we cannot say those street vendors are wrong. Yeah, yeah, trying a living. So it's convenient. And it's inconvenient at the very same time. Because if I'm selling something from my shop, and like I want, I want, I want, maybe, let's say, I'm selling necklaces, diamond necklaces, and whatsoever, if someone is standing outside my shop, then potential customers who have money to come and buy in my shop, they are going to be threatened by that street vendor. So that's why I'm saying it's a good thing. It's a good thing. And it's not a good thing at the same time. So we cannot just say they have to pack and go away because they are making a fair living. They're not robbing anyone of anything. But we understand that everyone has to work. So it's a negative and a positive thing in its own way.

I: Yeah, yeah. Thank you for that. So these questions like they're not biased, we just want to get the overall feeling. Yeah. So you have to be like, as honest as possible. Yeah. I'm saying it's. So how do you compare vendors who have fixed structures versus those who don't? So if you look on the street, there are those with built structures, the structures were built by the municipality. And then there are those who don't like that they just have a table. So how do you feel about that?

P: I feel weird. People, most not most people that use street structures. Maybe they're the ones that you have come with less than the fortunate ones. And then again, those ones who don't have structures and everything, we have to just squeeze them in, we have to squeeze them in because like we South Africans, right, we have to make space for one another because, like we only to buy food, at the end of the day, we have to put table, we have to put food on the table at the end of the day. So it's very important for us to share that little bit of space that we have. Because it's not, it's not, it's not every day that you come to a place and then like put your stove away and then people don't call the police on you. So we have to share the space that we have. So you call.

I: I think that's a pastor.

P: Okay, I thought maybe that was. Would you maybe encourage the municipality to build more structures, or you think the space is okay for now?

I: I feel like they should give more space to people because people are struggling. There's a lot of unemployment, especially in this country. So if they could give more space to the vendors, those who are struggling and everything. And then like, it's a good thing, because at the end of the day, you're cutting the level of crime that we are suffering from. Because it's very important. It's very important for people to feel safe at the end of the day. So they should give more space for the vendors to work. So that they should stop harassing people. Because most of the people, it's not that they like to make money, but then there is no space to do business.

P: You understand? Yeah. Okay. Thank you so much for your time. You're welcome. Thank you. Okay. I think I think we're done.