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ORGANIZATION OF QUALITY TRANSPORT SERVICE

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ABSTRACT

This article provides information on problems and solutions in the passenger transport system and recommendations for improving the passenger transport system. Transport economy affects the development of all processes, it is in the efficient placement of industry, agriculture, production, development of new territories, natural resources, boosting foreign and domestic trade, adapting to raising living standards, its culture and interests, take an active part in strengthening the country's defense capabilities.

KEYWORDS: *Transport, Quality Concept, Quality Transport Service, Reliability, Efficiency, Convenience, Information, Regularity of Transportation.*

INTRODUCTION

Transport economy affects the development of all processes, it is in the efficient placement of industry, agriculture, production, development of new territories, natural resources, boosting foreign and domestic trade, adapting to raising living standards, its culture and interests, take an active part in strengthening the country's defense capabilities.

Quality is one of the most challenging categories. The problem of quality has many aspects. In the organization of quality transport services to the urban population, it is necessary to take into account the large volume of passenger traffic in cities and the growth of urban population. At present, it is characterized by the expansion of large urban areas and the growing demand for public transport, which leads to an increase in passenger traffic due to an increase in the average distance traveled by passengers.

It is also necessary to pay attention to the indicators of the operational analysis of urban passenger transport, which include the high speed of traffic; vehicle comfort; price convenience; level of traffic safety; shortness of passenger transport intervals. 4 factors play a key role in providing quality transport services to the population. These are: ease of use, reliability, operational efficiency, and ozone usability. (Figure 1)

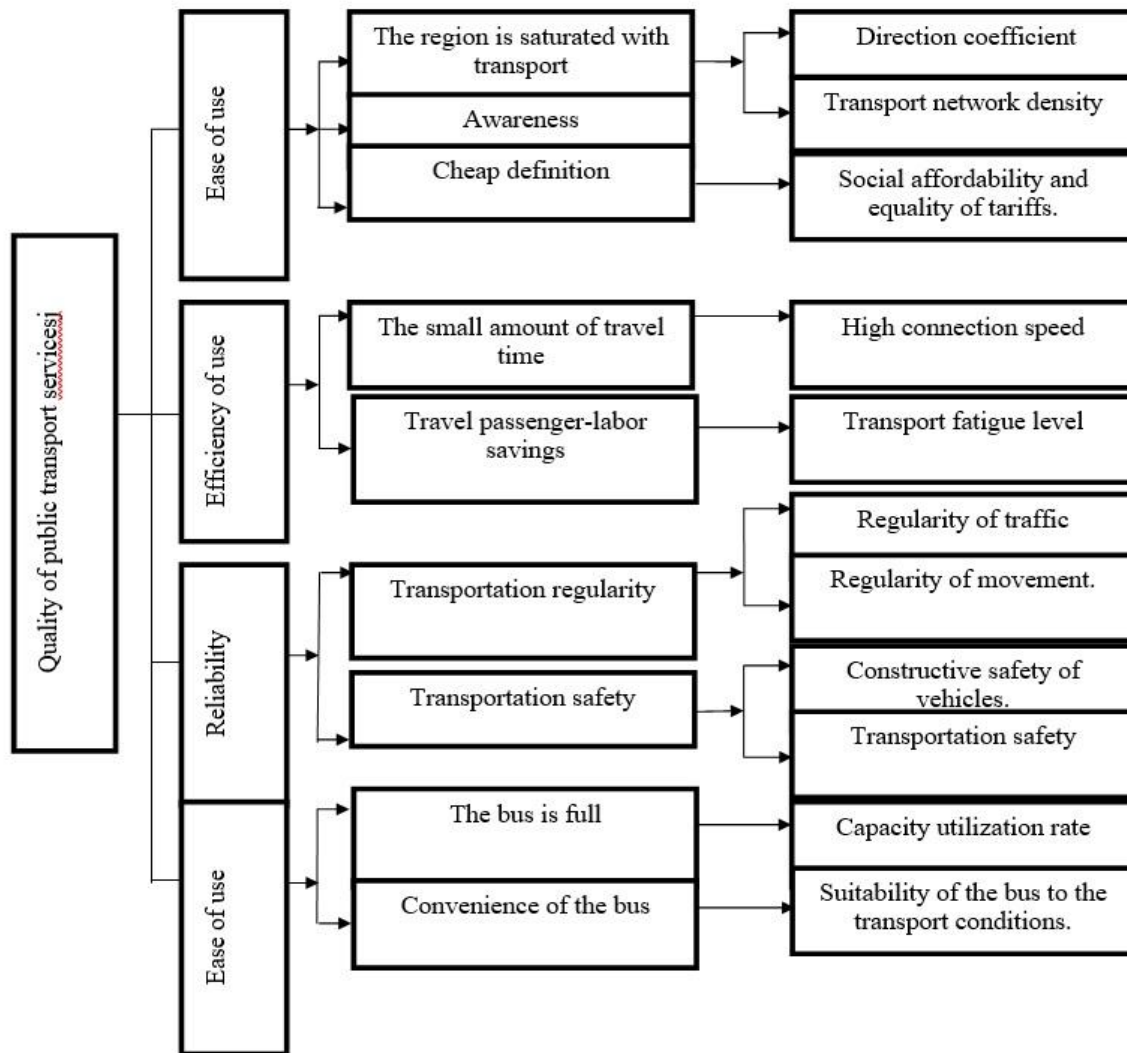


Figure 1. Quality of public transport services

Transport reliability is one of the most important factors in the use of passenger transport. Because any situation that endangers the lives of passengers should not be ignored. In turn, transport reliability is based on two operational factors. [2]

- Frequency of transportation is high
- Level of security. The most important factor is the number and timing of flights.

Transport safety refers to the provision of quality and safe service to passengers, including the structural safety of vehicles and the safety of transportation. Getting passengers to their destination quickly, without compromising their quality of health, leads to higher levels of transport utilization.

Today, regular routes of passenger transport are being established in all parts of the country. According to the data, at present their number is more than 4.3 thousand. For example, in the last

3 years alone, about 3,000 buses and 12,000 cars, mainly domestically produced in the country, have been commissioned.

Also, new bus stations and bus stations are being built, and the old ones are being reconstructed. However, the times require further intensification of work to improve the system of road transport services, especially in rural areas. At the same time, the existing opportunities and resources for the rapid development of road transport services are not fully used. Modernization of transport facilities is not up to date, advanced information and communication technologies and intelligent transport systems are not sufficiently introduced in the industry.

Particular, in recent years to provide road transport services to the economy and population of the republic in pursuance of the Decree of the President of the Republic of Uzbekistan dated March 6, 2018 No PP-3589 "On measures to further improve the management system of road transport" Extensive work is underway to improve. The network of passenger routes has increased 1.4 times compared to 2006, there are 117 passenger bus stations and bus stations in the country, and measures are being taken to ensure traffic safety [1].

Practical work is also being carried out in Andijan region to ensure the implementation of the assigned tasks. As of May 25, 2019, Andijan region has a total of 530 road transport enterprises, operating a total of 17,418 vehicles, including 239 buses, 100 minibuses, 13,968 passenger cars and 3,111 trucks. These vehicles operate on a total of 312 passenger routes. Of these, 70 are bus and 242 are taxi. The licenses issued in the region in January-May 2019 are as follows: [4]

| Indicators | Licenses issued | Issued license sheets |
|--------------------------|-----------------|-----------------------|
| Given to individuals | 368 | 424 |
| Issued to legal entities | 145 | 18485 |
| amount | 513 | 18909 |

Fees and state duties collected for 5 months of 2020 are as follows:

| | From individuals (som) | From legal entities (som) | amount (som) |
|------------|------------------------|---------------------------|----------------------|
| Savings | 82308380 | 533990820 | 616299200 |
| State duty | 200140100,69 | 4757155571.70 | 4957295672.39 |

Taking into account the above decision and the work being done in our country, I can say that in order to provide quality transport services to the population, it is necessary to increase the number of minibuses and buses on old and new routes and introduce modern technologies to manage this system.

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