



## **IMPROVING THE QUALITY OF PUBLIC SERVICE BY BUS TRANSPORT ON THE EXAMPLE OF THE CITY OF TASHKENT**

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### **Abstract:**

With the declaration of independence, the urban transport of the Republic faced the issue of improving urban transport, in particular bus transport in the city of Tashkent. The article considers the causes and prospects of this issue.

**Keywords:** Independence, transport. bus, city, quality, improvement, Toshshaarchism.

### **Introduction**

With the transition to market relations, the requirements for urban transport have changed. In particular, Toshshakharkhizmat JSC faced the issue of improving the quality of passenger service in accordance with world requirements. This was due to the emergence of the Republic on the world stage as an independent state, which entailed the influx of foreign citizens to the capital and an increase in the level of urbanization. as well as payment methods and real-time online bus locations, it has greatly helped to bring the city transport of the city of Tashkent closer to these goals.

### **Methods:**

During the first years of independence, the rolling stock was renewed, in particular, buses of such brands as LAZ-695H, Ikarus-260, Ikarus-282, LiAZ-677M were replaced by buses of Mercedes Benz, MAN, Daewoo, Otayul and Isuzu brands (local production).

To date, the rolling stock of urban passenger transport includes such brands of buses as Mercedes Benz O345 Conecto Low floor, MAN A22, SAZ LE-60, Yutong 6852,

Yutong ZK6126BEVG, King Long XMQ6180G, King Long XMQ6180BGWBEV, Yutong ZK6126HG

In many ways, these brands of buses meet modern quality standards. The interiors of the buses provide comfort for passengers, and this rolling stock has little negative impact on the environment, as they meet the Euro-4 environmental safety class. Euro-5.

Payment methods have also been modernized. In particular, valedators

Table 1.

Год	2019	2020	2021	2022	2023
Показатели					
Среднесписочная численность подвижного состава(ед)	1308,5	1028,9	1169,3	1237,4	1797.6

steels have been widely used since 2019. This created additional convenience for passengers, as it became possible to pay by cards and make a digital payment.

In particular, the average number of rolling stock in 2019 is 1308.5, and in 2020 - 1028.9. In 2021, it was 1169.3, in 2022 - 1237.4, in 2023 - 1797.6. It can be seen that in the first four years there was a decrease in indicators. In 2020, this was due to quarantine. In 2023, the indicator reached its peak.

Table 2.

Specifications of Mercedes Benz O345 Conecto Low floor	
Passenger capacity, people	95
Number of seats	24
Gross weight, kg	18 500
Dimensions, mm	11 950x2550x3076
Wheelbase, mm	5875
Fuel tank capacity, l	280

<b>Engine:</b>	
<b>model</b>	ABOUT 926LA
<b>type</b>	diesel, in-line, 6-cylinder
<b>slave. volume, cm3</b>	7200
<b>Power, hp</b>	286
<b>torque, Nm</b>	1120
<b>Gearbox</b>	automatic, 6-speed ZF Eco Life
<b>Suspension</b>	Pneumatic
<b>Brakes</b>	Disc
<b>Tires</b>	275/70R22,5
Price	
<b>Base/Test Vehicle</b>	n.d.
Service	
<b>Factory warranty</b>	according to the terms of the contract

"AZh Toshshaarkhizmat" pays attention to the replenishment of vehicle fleets with modern types of buses with high technical characteristics. The characteristics of one of them can be found in Table-2. Urban transport that meets modern requirements reduces the noise and gas pollution of the city, which in turn creates more comfortable conditions not only for passengers, but also for city residents as a whole. Also, the introduction and widespread use of electronic payment methods improves the quality of passenger service. In particular, validators are installed in the buses.



Validator is an electronic or electronic-mechanical device designed to display and/or verify documents (public transport tickets, passes) recorded on contactless or contact electronic media for operational control over the legality of the passenger's passage to the cabin of a bus, trolleybus, tram and other similar types of ground transport, to the boarding platform in the metro, on the railway and other types of transport, where payment control is travel is carried out outside the vehicle, or the employee to the office. The use of validators makes it possible to pay electronically using bank cards, an electronic transport card or directly through the phone. Which, in turn, improves the quality of service and creates convenience. Validators have been widely used in cities such as Moscow since 2015, since 2016 in the city of St. Petersburg,

### **Conclusion**

To date, the introduction of modern payment systems, as well as the renewal of rolling stock, has significantly raised the level of service for passengers of urban transport in Tashkent in accordance with international standards.

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