

IMPROVING THE QUALITY OF TRANSPORT SERVICES

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Today transport is of paramount importance in the socio-economic development of Ukraine. The transport system provides conditions for economic growth, increasing the competitiveness of the national economy, as well as the level and quality of life of the population. The effectiveness of the development of production, business and social sphere is determined by access to high-quality and safe transport services.

Improving the quality of transport services is one of the initiative in the National Transport Strategy of Ukraine up to 2030 [1]. The key to increase the efficiency of transportation is the quality and efficiency of transport services. It is the main mechanism for attracting new customers and increasing the company's turnover.

In order to ensure the availability and quality of transport services for the population in accordance with social standards, the following main tasks should be solved:

1. Development of high-speed rail passenger transportation;
2. Development and implementation of social transport standards;
3. Development of regional air transportation;
4. Development of urban, suburban passenger and local transport (rural) systems;
5. Development of multimodal passenger transportation in regional, interregional and international traffic.

To realize these tasks, the following measures must be implemented:

- *rail transport*: a massive renewal of the passenger rolling stock with the replacement of outdated wagons with modern ones;
- *sea transport*: the construction of passenger sea vessels, including cruise liners, sea passenger terminals;
- *river transport*: the construction of passenger river vessels, including for regional transport and cruise;
- *air transport*: the purchase of passenger aircraft, stimulation of the acquisition of Ukrainian-made aircraft.

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