

## UDC 656.01

### ANALYSIS OF THE QUALITY OF SERVICE FOR SPECIAL CATEGORIES OF PASSENGERS IN DOMESTIC AIRLINES

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Rules of air transportation of passengers and luggage certain categories of passengers and their features are determined transportation or refusal to provide transportation services. Special categories of passengers (SCPs) - are passengers who require special conditions, assistance and/or special devices during the flight, and whose situation requires appropriate attention and adaptation to their special needs. These passengers are prohibited from assigning and occupying seats that allow direct access to emergency exits or where their presence may interfere with crew members in the performance of their duties, impede access to emergency equipment or prevent the evacuation of aircraft.

#### Research methods

Analytical and comparative method of service quality assessment for special categories of passengers in domestic airlines was used for the scientific method of substantiation of research results.

#### Results

The EU rule on SCPs states the following:

#### **CAT.OP.MPA.155 Carriage of special categories of passengers (SCPs)**

Regulation (EU) No 965/2012

- (a) Persons requiring special conditions, assistance and/or devices when carried on a flight shall be considered as SCPs including at least:
  - (1) persons with reduced mobility (PRMs) who, without prejudice to Regulation (EC) No 1107/2006, are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age;
  - (2) infants and unaccompanied children; and
  - (3) deportees, inadmissible passengers or prisoners in custody.
- (b) SCPs shall be carried under conditions that ensure the safety of the aircraft and its occupants according to procedures established by the operator.
- (c) SCPs shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:
  - (1) impede crew members in their duties;
  - (2) obstruct access to emergency equipment; or
  - (3) impede the emergency evacuation of the aircraft.
- (d) The commander shall be notified in advance when SCPs are to be carried on board.

Ukraine's leading airlines in terms of passenger traffic rating and number of destinations are «Ukraine's International Airlines» (UIA), “Sky UP”, Azur air UA, and “Windrose”. UIA provides services for such categories as: passengers with reduced mobility (PRMs), unaccompanied minors (UMs), medical clearance, expectant mothers, parturient women and newborn babies, refusal of carriage, Stretcher Service, wheelchair passengers, visually and hearing impaired passengers, transporting oxygen on board. In contrast to UIA and Sky UP and in comparison with the leading airlines of the nearest neighboring countries, the Windrose Rules for the Carriage of Passengers with Disabilities or Restricted Mobility state, that it does not accept the carriage of passengers on stretchers, due to the fact that its transportation or boarding will be impossible due to the size of the aircraft or its doors.

#### Conclusion

Thus, we can conclude that the level of passenger service of special categories and the quality of services are sufficiently developed and at a fairly high level, fully in line with the standards set by major world organizations such as ICAO and IATA. The way to avoid shortcomings in the transportation of certain categories of passengers and to create a barrier-free environment for passengers with disabilities should be the reorganization of the civil aviation fleet of Ukraine; creation of a new national carrier with a domestic fleet, which in turn will give a significant impetus to the development of passenger traffic in Ukraine.

#### References:

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