

**THE IMPORTANCE OF TRANSPORT SERVICES IN THE FIELD OF  
TOURISM AND PRIORITY DIRECTIONS IN THEIR FURTHER  
DEVELOPMENT**

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**Annotation:** the article provides an analysis of the existing transport services in the tourism sector and at the same time suggests ways of further development of transport services for the tourism sector.

**Key words:** tourism, tourism infrastructure, tourism transport, road transport, air transport, railways.

**Introduction.** Since the role of transport services in the delivery of tourist products to consumers is considered large, well-developed transport services in the market of tourist services make it possible to expand the tourism sector. Therefore, it is important to develop tourist transport services taking into account the needs of tourists. Despite the fact that Uzbekistan has great potential in attracting tourists from foreign countries, it is important to find a quick solution to some problems. The transportation problem in tourism is one of the important problems, because the existing transportation system is often unreliable, inconvenient, and unresponsive. The need to provide transport services at the level of demand is a priority on the agenda. The lack of transport services at the tourist destination hinders the development and expansion of the tourism sector in the country. The purpose of this article is two-fold, on the one hand, to conduct an analysis of the existing transport services for tourists in Uzbekistan, and on the other hand, to put forward proposals for solving problems related to the provision of transport services in the field of tourism.

**Research methodology.** This scientific article analyzes the existing transport services for tourists in the Republic of Uzbekistan, and also puts forward proposals for the rapid development of transport services for the tourism industry. Statistical analysis and comparison methods were widely used during the research.

According to the recommendations on tourism statistics developed by the World Tourism Organization, the following classification of vehicles is given.

1. Air transport:
Scheduled flights;
Other air transport.
2. Water transport:
Ferries;
Cruises;

Other types.
3. Land transport:
Railway transport;
International and city buses;
Other public transport means;
Private cars for up to eight people;
Car rental;
Other land vehicles. [6]

Air transport in international and domestic tourism in the Republic of Uzbekistan road transport is widely used. The next part of the article presents a comparative analysis of existing road, rail and air transport in the Republic.

### **Car transport.**

In short distances, car transport is more convenient than other types of transport. This type of transport gives tourists the opportunity to get to know the local culture and people.

In recent years, Tashkent - Osh, Tashkent - Termiz, Samarkand - Bukhara - Olat, Kungiro - Beineu, Samarkand - Bukhara - Olat and Guzor - Bukhara - Nukus - Beineu have been considered the main transit routes. Investments have been made to carry out repair and renewal works in the lines.

In addition, the tourist transport route "Tourist highway of Uzbekistan", which provides for the development of road infrastructure from the city of Khanabad of the Andijan region to the city of Moynaq of the Republic of Karakalpakstan and the provision of tourist services along the highways is being organized. Only 20% of the more than 4,000 gas stations in the republic are equipped with sanitary stations. This is the reason for many appeals and complaints from citizens, including tourists. "development of passenger transport, including the establishment of continuous traffic, the organization of convenient connections for various vehicles, the construction of new highways of national and regional importance connecting tourism centers and the reconstruction of existing ones, connecting roads" It has identified as a priority the formation of a program approved by interstate agreements aimed at improving the infrastructure (camping and service facilities, catering centers, medical and sanitary facilities). In the field of tourism, the share of road transport is also high in the provision of transportation services to visitors. In 2018, the results of a survey conducted among visitors to the Republic of Uzbekistan in cooperation with the State Committee for Tourism Development of the Republic of Uzbekistan and the State Statistics Committee showed that road transport (62.7%) is from countries neighboring Uzbekistan. (Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan) is shown as the main mode of transport used to enter. In the field of tourism, along with intercity car transit services, the intra-city transport system is also important. The development of the public transport infrastructure of the city helps to prevent traffic jams in the city, increase the level of mobility of passengers throughout the city, and reduce damage to the environment.

Activity of passenger transport in public transport in the Republic of Uzbekistan managed and regulated by local government bodies, in particular by the Ministry of Transport and its regional departments, but passenger transport.

The only enterprise providing bus services in Tashkent city

"Toshshaharyoluchitrans" LLC is a company and it is on the road in foreign countries

The established centralized payment system, i.e., a system that allows payment for all types of public transport (bus, trolleybus, tram, subway) through an electronic transport card. Due to the

large number of private enterprises providing services on transport routes in regions and districts, systems for creating a unified integrated transport system have not yet been developed.

There is a single electronic payment system for public transport passengers

and the implementation of this system in passenger transport

leads to delay to the growth of the "hidden" sector, the actual number of transported passengers

leads to inaccuracy of information about Also, the efficiency and transparency of passenger transport work is affected by the lack of a unified management system using information technologies and GPS systems in the passenger transport system.

#### Railway transport

Transportation of goods and passengers by railways is carried out by the state enterprise "Uzbekistan temir yollari" JSC. In 2018, the total length of the country's railways was 7,000 km, of which 2,700 km were electrified. As for the number of transported passengers, in 2018-2019, a steady growth trend can be observed in the number of passengers transported on the railway network. During 2018, 363,068 and 404,542 foreign passengers used the railway service in 2019, and the growth during this period was 10 percent. JSC "Uzbekistan Railways" in cooperation with the relevant ministries carried out a number of works to improve the quality of the railway service.

In turn, transportation of passengers, baggage and baggage in railway transport

according to the rules, 10 percent discount for tourists of 10 people, and 15 percent discount for a group of 25 people based on the tariff. Currently, the technology of online ordering and purchase of passenger tickets, which is convenient for foreign tourists, is not implemented in railway transport, which causes inconvenience for tourists. At the same time, the absence of widespread integrated payment systems in foreign countries where tourism has developed is another problem.

#### Air transport

Currently, eleven airports in the territory of the Republic provide flight services in accordance with international standards. Among them, Tashkent, Bukhara, Samarkand and Urganch airports have the status of international airports. Despite the "open skies" policy of the government of the Republic of Uzbekistan, domestic flights in the territory of the Republic remain limited. In 2018, about 2.6 million passengers were transported by air across the country, and in 2019, this figure was 3.2 million. In recent years, the national airline "Uzbekistan Havo Yollari" has been modernized by purchasing four Boeing 787 aircraft. In the future, the airline plans to purchase more new aircraft, which will reduce the average age of the airline's fleet and improve environmental performance. Currently, the airline uses 23 passenger planes.

While the service of transporting tourists occupies one of the leading positions in the composition of tourist products, the presence of transport services for taking travelers to rest or on an excursion and returning home remains a natural phenomenon in all tourist destinations (except for pedestrians). Transport provision in the field of tourism has the following specific features: □ tours are added to the main tourist services, tourists can be taken from one place to another and brought back again; □ provision of services for the programmed activities of the tour: excursion service, going to the events in the program, visiting the surroundings, moving according to the direction; □ a car for rent during the trip included in the tour. The transport system is determined by the level of technical development, when it excludes the transfer of tourists from one place to another on foot. Means of transportation of tourists can be systematically classified as follows: types of transportation on the ground; air transport vehicles; sea and river transport vehicles. Tourism as a type of activity is inextricably linked with the departure of tourists from their permanent place of residence, and it cannot be imagined without transport. Nowadays, traveling by bus, air and rail is common. On March 1, 1973, the "Convention on the Contract for the Carriage of Passengers and

Goods by Motor Vehicles" was adopted as part of the Geneva Convention. One of the most popular and convenient means of transport in the field of international tourism is air transport. Travel by air is carried out by both charter and scheduled aircraft. Currently, more than five hundred airlines are operating in the provision of air transport services. In countries with developed tourism, helicopters and other means of air transport are used for tourist purposes: airships, balloons, paragliders, hang gliders, and the like. In the field of tourism, the use of water transport is widespread, including underwater and surface transport. In tourism, the issues related to the supply of water transport means, mainly in the case of permanent and non-permanent passenger transportation on the sea and river for tourist purposes, are discussed. One of the most common types of water transport tourism is cruises. Currently, the number of companies offering cruises to tourists is increasing. It is one of the companies named "APSARA". This French company organizes trips to glaciers in Antarctica and the Arctic. The first cruise to Antarctica was organized in 1989. Tourists not only live in these exotic places, but also have the opportunity to observe the life of local residents, seals, walruses and penguins. The increasing demand for cruises among tourists is the reason for the expansion of the number and size of ships. This causes more and more pollution of the environment. On average, 5-6 thousand liters of fuel are burned per day on cruises. For example, today the container ship "Emma Maersk" with the largest engine in the world consumes 6291 liters of fuel per day. According to experts, one cruise emits more sulfur into the air than several million cars and pollutes the environment more. Among the means of transportation on land, tourists prefer to use automobile and railway transport. Tourists use railway transport more and more in order to reach medium distances quickly and comfortably. Railway transport is very convenient and cheap in organizing domestic and international travel. Also, starting from October 8, 2011, the Talgo high-speed electric train "Afrosiyob" imported from Spain, which has special facilities for passengers and tourists, and can carry a total of 215 passengers, will run continuously on the Tashkent-Samarkand-Tashkent route. the launch of the service, and since September 1, 2016, the regular service on the Tashkent-Bukhara-Tashkent route has created convenient opportunities for both local citizens and foreign tourists. According to the above-mentioned decision of the President of Uzbekistan on January 10, 2017, introducing modern information and communication technologies to the passenger transportation system, improving the provision of quality and safe transport services to the population, remote control via online GPS and service to the population via hotlines organization of exhibition, opening of new passenger routes in 2017-2021, purchase of new buses and minibuses, construction, reconstruction and renovation of bus stations, bus stations and stations, from July 1, 2018 in city centers Tasks such as the step-by-step implementation of cashless payment for passenger transport were defined. It is known that one of the main infrastructures that make up the tourism industry is transport services and road infrastructures. For this purpose, on the basis of this decision, the following tasks were defined: establishing new routes connecting villages and districts in the regions; construction, reconstruction and renovation of new bus stations, bus stations and stations in the regions; improving the quality and safety of passenger transportation; establishing international cooperation and opening international bus routes; it was allowed to purchase the necessary equipment and equipment for the remote monitoring of buses and minibuses and the organization of cashless travel tickets by entering into a direct contract with the manufacturers [4]. It can be seen from the above information that the state pays special attention to the development of domestic and international tourism in our country. In short, vehicles play the main and important role in transporting tourists. Because the better the transport system is established, the more comfortable it is for tourists to relax and travel. Nowadays, modern vehicles are widely used in

the field of tourism in our country. Convenient and comprehensively equipped car and mini-car services are available in tourist enterprises. Charter flights have been opened for travelers to travel from one country to another. Improving the level of service in tourist enterprises in the regions and creating ample opportunities for tourists to visit these cities is a necessity of the time.

The role and importance of transport services in the tourist market. Transport is considered one of the important parts of the material base of the economy of any country. Transport ensures the smooth functioning of the economy. Transport is considered a leading factor in the development of tourism. The important role of the development of business, cultural and tourist interaction of the population, cultural exchange within the country and abroad is considered.

**Conclusion:** The rights and obligations of the carrier are governed by the contract of transport, tourist service and voucher contract. Travel by using the private transport of tourists. Organization package tour includes all types of services, except for car trips.

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