The findings of the monitoring should not be generalized to all persons crossing checkpoints in the East of Ukraine.

▪ PUI* reported about the increase in the number of people seeking medical assistance at Marinka EECP. The number of people fainting at Stanytsia Luhanska is still alarmingly high. On July 1-3 this number was in peak, surpassing 80 persons per day.

▪ A free bus route for older people and people with disabilities at Stanytsia Luhanska was launched in the GCA by Luhansk Oblast administration on July 15. The share of complaints about long distance to walk at this EECP decreased by 43% (from 73% in June to 30% in July), following the launch.

▪ On July 21 at around 12:00 an unexploded mine was found by the SES at Maiorske EECP, causing a suspension of operation on July 21 (partially) and 22.

▪ Minor changes in demographics were observed in comparison to June. The share of younger respondents increased by 8% due to the vacation season (vacation was one of the three most common reasons for crossings among respondents aged 18-34 in July).

▪ The share of respondents who were concerned about long waiting times in July was 10% higher than in June. The sharpest increase was at Stanytsia Luhanska EECP (9% to 56%).

Over 80 people per day were losing consciousness at Stanytsia Luhanska EECP in early July.

43% less respondents at Stanytsia Luhanska EECP complained about long distance following the launch of the free bus in GCA.

29% of respondents aged 18-34 (97% of them were NGCA residents) were traveling through the contact line for recreation purposes.

Issues related to pensions/social payments
Withdraw cash
Visiting relatives
Shopping
Solving issues with documents
Vacation
Checking on property


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PUI – Première Urgence Internationale
NGCA – (non-)government-controlled areas
EECP – entry-exit crossing point
SES – State Emergency Service
SSU – Security Service of Ukraine
GCA – Government of Ukraine
NGCA – Non-government-controlled areas
PUI* – Première Urgence Internationale

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General statistics on crossings are available at the UNHCR dashboard visualizing data from the State Border Guard Service.

### CONCERNS AND DURATION OF CROSSING

#### HNUTOVE

- **Main Concerns While Crossing in July**
  - Long lines
  - Lack of sheds
  - Road surface
  - Lack of seats
  - GCA
  - NGCA

- **Duration of Previous Crossing**
  - May: 2-3 hours
  - June: 3-4 hours
  - July: >4 hours

#### MAIORSKE

- **Main Concerns While Crossing in July**
  - Long lines
  - Shelling/shooting
  - Lack of sheds
  - GCA
  - "0" CP
  - NGCA

- **Duration of Previous Crossing**
  - May: 1-2 hours
  - June: 2-3 hours
  - July: >4 hours

#### MARINKA

- **Main Concerns While Crossing in July**
  - Long lines
  - Transport
  - Lack of sheds
  - GCA
  - "0" CP
  - NGCA

- **Duration of Previous Crossing**
  - May: 1-2 hours
  - June: 2-3 hours
  - July: >5 hours

#### NOVOTROITSKE

- **Main Concerns While Crossing in July**
  - Long lines
  - Road surface
  - Lack of sheds
  - GCA
  - "0" CP
  - NGCA

- **Duration of Previous Crossing**
  - May: 1-2 hours
  - June: 2-3 hours
  - July: >3 hours

#### STANYTSIA LUHANSKA

- **Main Concerns While Crossing in July**
  - Road surface/bridge
  - Long distance to walk
  - Long lines
  - Lack of sheds
  - GCA
  - "0" CP
  - NGCA

- **Duration of Previous Crossing**
  - May: 1-2 hours
  - June: 2-3 hours
  - July: >3 hours

### INFORMATION AWARENESS

- 73% of all respondents stated that the information provided at the EECP was sufficient, mostly at Hnutove (98%) and Stanytsia Luhanska (91%) EECPs.
- The **lowest awareness level** was at Novotroitske (45%) EECP, which is 16% less than in June. In comparison, the share of respondents who were lacking a bus schedule and contacts for raising complaints increased by 6% and 12% respectively.
- 68% of all respondents were not aware of any mechanism for raising complaints regarding the functioning of governmental entities and/or NGOs.

### ABUSE OF POWER

- Two concerns about abuse of power were articulated by respondents. One of them **reported about verbal assaults** from an SBGS serviceman at Marinka EECP. Another respondent at Maiorske EECP was concerned that he might be included to the SSU “blacklist”.
- On July 3 monitors at Maiorske EECP identified a man traveling to the GCA who **stated that he was tortured** by persons in uniform in the NGCA. SSU representatives surveyed the man and found that he was wanted for theft since 2013, therefore he was detained by the police.

### NUMBER OF CROSSINGS

The number of crossings increased by **107,000** in comparison to the previous month. Compared to the previous year (July 2018), the number of crossing increased by **3,000**.

![Total Number of Crossings](https://goo.gl/TZbU8c)