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**Accessibility service specification for urban rail transit
operations**

城市轨道交通无障碍运营服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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Urban rail transit barrier-free operation service specifications

1 Scope

This document stipulates the overall requirements for barrier-free operation services of urban rail transit, services for passengers with visual impairments, services for passengers with hearing and speech impairments, and services, services for passengers in wheelchairs, services for other passengers with accessibility needs, information services, service knowledge and skills requirements, and service supervision and requirements for improvement.

This document is applicable to barrier-free operation services of urban rail transit systems such as subways, light rails, monorails, urban rapid rails, and medium and low-speed maglevs. For tram use.

2 Normative references

GB/T 10001.9

GB/T 15720

GB/T 18574

GB 50157

GB 50763

GB 55019

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 Accessible needs

Passengers' service needs due to vision, hearing, speech, and movement impairments when riding urban rail transit.

3.2 AccessibilityService

Provide autonomous, safe and convenient urban rail transit travel services to meet passengers' accessibility needs.

3.3

Carriages with dedicated wheelchair spaces, handrails, fixtures, or other safety features.

3.4

The waiting area corresponding to the barrier-free carriage location on the urban rail transit platform.