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Specification for taxi integrated service area

出租汽车综合服务区规范

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Specification for taxi integrated service area

1 Scope

This Standard specifies the overall requirements, service function requirements, level classification, facilities and equipment configuration, service content and requirements, operation management requirements, etc. for taxi integrated service area.

This Standard applies to the planning, construction, and operation of newly-built, expanded and reconstructed taxi integrated service areas. The planning and construction of taxi stops can be implemented with reference to this Standard.

2 Normative references

The following documents are indispensable for the application of this document. For the dated references, only the editions with the dates indicated are applicable to this document. For the undated references, the latest edition (including all the amendments) are applicable to this document.

GB 15630 Requirements for the placement of fire safety signs

GB/T 17217 Hygienic specification for public toilet

GB/T 18344 Specification for the inspection and maintenance of motor vehicle

GB/T 18487.1 Electric vehicle conductive charging system - Part 1: General requirements

GB/T 32852.4 Urban passenger transportation terminology - Part 4: Taxi

GB 37487 Hygienic management specification for public places

GB 50067 Code for fire protection design of garage, motor-repair-shop and parking-area

GB 50156 Code for design and construction of filling station

CJJ 14 Standard for design of urban public toilets

JGJ 64 Standard for design of dietetic buildings

JGJ 100 Code for design of parking garage building

JT/T 816 Motor vehicle maintenance service specification

3 Terms and definitions

The terms and definitions defined in GB/T 32852.4 are applicable to this document.

4 Overall requirements

4.1 The setting of taxi integrated service areas shall be combined with the urban comprehensive transportation system planning AND the development planning of the taxi industry, to determine the overall layout and functional positioning.

4.2 The planning of taxi integrated service areas shall be coordinated with land use; reasonably solve the contradiction between land demand and supply; meet the land requirements of taxi integrated service areas.

4.3 Taxi integrated service areas shall choose the location with strong traffic gathering and distribution conditions. It shall also consider the accessibility and convenience of the location. It is advisable to fully utilize existing resources.

4.4 The design of taxi integrated service areas shall reflect the concepts of economy and practicality, reasonable layout, complete facilities, safety, and reliability.

4.5 The construction of taxi integrated service areas shall meet the requirements of relevant national laws and regulations on fire protection, sanitation, energy conservation, and environmental protection.

5 Service function requirements

5.1 Basic services

The taxi integrated service area shall provide basic service functions such as parking, toileting, and rest.

5.2 Extended services

Qualified taxi integrated service areas can choose to provide extended services such as catering, related government services, information services, health care, vehicle maintenance, vehicle cleaning, taxi special service facilities and equipment maintenance, and energy supply.

6 Level classification

6.1 According to different service functions and service scales, taxi integrated service areas are divided into level 1 service area, level 2 service area, and level 3 service area.

provisions of GB 37487.

8.4.3 It shall formulate and implement food and beverage service standards and kitchen operation standards.

8.4.4 It shall provide 24 h hot water supply service.

8.5 Related government services

Government services related to taxi operation, such as document processing and traffic administrative penalties, can be provided.

8.6 Information service

8.6.1 Related information - such as real-time road conditions, weather and emergencies - can be released.

8.6.2 Relevant passenger flow information - such as airports, train stations and passenger stations - can be released.

8.7 Health care service

Basic health care services - such as temperature measurement, blood pressure measurement and first aid - can be provided.

8.8 Vehicle maintenance service

8.8.1 Vehicle maintenance services shall comply with the relevant provisions of GB/T 18344 and JT/T 816.

8.8.2 In a prominent position, it shall announce relevant certificates, maintenance items, service procedures, and fee prices, etc.

8.9 Vehicle cleaning service

8.9.1 Services - such as vehicle cleaning, interior disinfection, seat cover replacement and cleaning - can be provided.

8.9.2 In a prominent position, it shall announce service prices for vehicle cleaning, interior disinfection, and seat cover replacement and cleaning.

8.10 Taxi special service facilities and equipment maintenance

8.10.1 Maintenance services for taxi dome lights, metering-pricing equipment, and onboard intelligent terminal equipment can be provided.

8.10.2 In a prominent position, it shall announce prices for taxi special service facilities and equipment maintenance.

8.11 Energy supply service

8.11.1 The operation of filling (gas, electricity) stations shall obtain corresponding business qualifications.

8.11.2 It shall provide 24 h energy supply service.

8.11.3 In a prominent position, it shall announce the usage specifications, precautions, and charging standards of vehicle charging and battery swapping facilities.

9 Operation management requirements

9.1 Operation requirements

9.1.1 It shall establish a specialized operation management organization; comply with laws, regulations, and various rules and regulations; operate in good faith according to the law; to provide convenient, economical, standardized, and enthusiastic services for taxi drivers.

9.1.2 The operation management organization shall, according to the service function requirements, set up corresponding posts and management systems. It shall allocate management and service personnel, to do a good job in daily operation management and service.

9.1.3 It shall carry out various service work in a standardized and orderly manner; maintain good environmental hygiene and service order within the service area; do a good job in safety work such as fire protection, public security, and driving within the area.

9.2 Service supervision

9.2.1 It shall establish a supervision and inspection system for service personnel, to promptly correct violations and uncivilized behaviors.

9.2.2 It shall establish a service quality complaint acceptance system. In a prominent position, it shall announce the service supervision hotline.

9.2.3 It shall consciously accept the supervision and inspection of industry management departments; conduct service satisfaction surveys on schedule.

9.2.4 It shall set up complaint boxes; hang and post complaint phone numbers; consciously accept supervision from taxi drivers and various sectors of society; promptly handle complaint opinions.

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