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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 16890.1-1997

Replacing GB/T 16890-2008

**Service requirements of passenger transport by water
(English Translation)**

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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.

This document replaces GB/T 16890-2008 "Quality Requirements for Water Passenger Transport Services".

In addition to the integration and editorial changes, the main technical changes are as follows.

- a) The applicable limits of the scope have been changed (see Chapter 1, Chapter 1 of the 2008 edition);
- b) Modified the requirements for service quality, service personnel and facilities and equipment of water passenger transport service enterprises (see 4.1, 4.2 and 4.4, Chapter 4, 5.2, and 5.3 of the 2008 edition) added service requirements for route schedules (see 4.3);
- c) The basic requirements for passenger service quality have been deleted (see 5.1 of the 2008 edition);
- d) The service quality requirements for water passenger transport stations have been

modified (see Chapter 5, Chapter 7 of the 2008 edition);

e) The service quality requirements for carriers have been changed (see Chapter 6, Chapter 8 of the 2008 edition);

f) Changed the service quality requirements for ticketing (see Chapter 7, 6.1 of the 2008 edition);

g) The requirement for checked baggage has been deleted (see 6.2 of the 2008 edition);

h) Changed the requirements for information services (see Chapter 8, Appendix A of the 2008 edition);

i) Added safety emergency requirements (see Chapter 9);

j) Added requirements for complaint handling and service evaluation (see Chapter 10).

1 Scope

This document specifies the general requirements for water passenger transport services, as well as the requirements for water passenger transport stations, carriers, ticketing, information services, safety procedures, etc.

Emergency, complaint handling and service evaluation requirements.

This document applies to the services and management of domestic water passenger transport.

This document does not apply to passenger services and management of ocean-going cruise ships or township ferry crossings.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document.

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to this document.

GB 2894 Safety signs and their use guidelines GB 5768.1 Road traffic signs and markings Part 1: General GB 5768.2 Road traffic signs and markings Part 2: Road traffic signs GB 5768.3 Road traffic signs and markings Part 3: Road traffic markings GB/T 10001.1 Graphic symbols for public information Part 1: General symbols GB/T 10001.3 Graphic symbols for public information Part 3: Passenger and freight transport symbols GB 13495.1 Fire safety signs Part 1: Signs GB/T 15566.1 Principles and requirements for setting up public information guidance systems Part 1: General GB 16557 Safety signs for marine life-saving appliances GB/T 18225 Terminology for Water Passenger Transport GB/T 18883

Indoor Air Quality Standard GB/T 31015 Principles and requirements for the design and installation of public information guidance systems based on accessibility needs GB/T 33660 Guidelines for barrier-free design of urban public transport facilities GB/T 34417 Service Information Disclosure Specification GB 37487 Standard for the management of hygiene in public places GB 37488 Hygiene indicators and limit requirements for public places GB 41023 Safety technology and management requirements for ro-ro passenger ferry terminals JT/T 405 Water Passenger Transport Computer Ticketing Ticket Samples and Management and Use Requirements JT/T 1293 Basic requirements for safety management of passenger terminals JT/T 1294 Cruise Port Service Specifications JT/T 1433.1 Technical Specifications for Electronic Ticketing Systems for Water Passenger Transport Part 1: Electronic Tickets

3 Terms and Definitions

The terms and definitions defined in GB/T 18225 apply to this document.