

ICS 03.220.20

CCS R11



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

GB/T 22484-2025

Replacing GB/T 22484-2016

**Passenger transport services specifications for urban bus and
trolleybus**

城市公共汽车客运服务规范

Issued on: August 1, 2025

Implemented on: November 1, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of China**

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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 22484-2016 "Urban Public Bus and Tram Passenger Transport Service Specifications". Compared with GB/T 22484-2016, In addition to structural adjustments and editorial changes, the main technical changes are as follows:

a) The terms "number of public buses and trams per 10,000 people", "installation rate of on-board service terminals", "intact rate of on-board service facilities", and "vehicle mid-route accidents" have been deleted. Obstacle rate, peak time schedule completion rate, road traffic violation rate, vehicle cleanliness pass rate, and carriage service pass rate (See 3.10 of the 2016 edition);

b) Changed "General Requirements" to "General Principles" (see Chapter 4, Chapter 4 of the 2016 Edition), and changed the site coverage requirements (see 4.1.1 (2016 Edition, 4.1.1) changes the content on transfers and connections (see 4.1.4 (2016 Edition, 4.1.4);

c) The content of vehicle service capability has been changed (see 4.2, 4.2 of the 2016 edition);

- d) Changed "operating hours" to "service hours" and modified the content of bus route service hours (see 4.3.1, 2016 edition). 4.3.1);
- e) Added the content of "Service Connection" (see 4.3.2);
- f) The requirements for departure intervals have been changed (see 4.3.3, 4.3.2 of the 2016 edition);
- g) Added the requirement of "public transport priority" (see 4.6);
- h) Change "complaint rate" to "passenger effective complaint rate" (see 4.8.2, 4.7.2 of the 2016 edition);

1 Scope

GB/T 22484-2025 is the Chinese national standard on passenger transport services specifications for urban bus and trolleybus, in the field of services and company organization. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 1 August 2025 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 1 November 2025. Classification: ICS 03.220.20, CCS R11. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This document stipulates the general rules of urban public bus and tram passenger transport services, station facilities, operating vehicles, operating service personnel, operation dispatch, driving Requirements for services, carriage services, intelligent information services, operational safety, and service supervision. This document applies to urban public bus and tram passenger services.

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/T 4094.2 Marking of electric vehicle controls, indicators and signal devices

GB 5768.2 Road traffic signs and markings Part

3 Road traffic markings

GB/T 5845.2 Urban public transport signs Part

4 Graphic symbols for vehicles, stations (terminals) and routes

GB 7258 Technical conditions for motor vehicle operation safety

GB 17691 Heavy-duty diesel vehicle pollutant emission limits and measurement methods (China Phase VI)

GB 18285 Gasoline vehicle pollutant emission limits and measurement methods (dual idle method and simplified operating condition method)

GB/T 18344 Technical Specification for Automobile Maintenance, Inspection and Diagnosis

GB 19260 Structural requirements for low-floor and low-entry city buses

GB/T 26766 Urban public bus and tram onboard intelligent terminal

GB/T 28787 Data communication protocol between onboard intelligent terminals and dispatching centers of urban public buses and trams

GB/T 32852.1 Urban passenger transport terminology Part