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

GB/T 22485-2021

Replacing GB/T 22485-2013

Specification for taxi operation service

出租汽车运营服务规范

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1 Scope

GB/T 22485-2021 is the Chinese national standard on specification for taxi operation service, 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 20 August 2021 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 1 March 2022. 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 Standard specifies the general requirements for taxi operation service, as well as requirements for transport vehicles, service personnel, service procedures, transport safety, service assessment and complaint handling. This Standard applies to taxi passenger transportation services, including common services such as cruising and app-based ride hailing.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

GB 7258, Technical specifications for safety of power-driven vehicles operating on roads

GB 8410, Flammability of automotive interior materials

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

GB 18352.6, Limits and measurement methods for emissions from light-duty vehicles (CHINA 6)

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

3 Terms and definitions

Terms and definitions determined by GB/T 32852.4 and the following ones are applicable to this document.

3.1 Taxi operation service A transportation business activity that provides travel services by passenger cars with seven seats or less and driving services for passengers, travels according to the wishes of passengers, and charges according to mileage, travel time or agreed.

3.2 Cruising taxi operation service A business activity where a taxi, with seven seats or less, can cruise on the road to solicit passengers, wait for passengers at the site, paint and install taxi signs, provide passengers with travel services, drive according to the wishes of passengers, and charge according to the mileage and time.

Note: Including car-hailing, on-call service, site service and other service methods.

3.3 App-based ride hailing operation service Enterprises build a service platform based on Internet technology, accept booking requests from car-hailing people through the network service platform, use qualified vehicles and drivers, and provide taxi service business activities such as not cruising on the road to solicit customers, waiting for customers on the

site, etc.

3.4 Service personnel A person who directly or indirectly provides taxi services to passengers or ride-hailers.

Note: Including drivers and personnel of enterprise management, dispatch service, site service, complaint handling, etc.

3.5 Service quality Characterization of the degree of quality of taxi service.

3.6 Enterprise service quality and credit assessment A comprehensive assessment of the management system, safe operation, operation service and social responsibility of taxi operators in a certain assessment period.

3.7 Taxi driver service quality and credit assessment A comprehensive assessment of taxi drivers' compliance with laws and regulations, safe production, business behavior and operation services in taxi services in a certain assessment period.

5.2 Requirements for vehicle appearance

5.2.1 The appearance of the vehicle body shall meet the following requirements:

- a) The appearance of the vehicle body shall be clean and in good condition. The front and rear lights inside and outside the vehicle shall be complete and functional.
- b) The tire covers shall be complete and in good condition. The doors shall function normally.
- c) The window glass shall be well sealed, clean and bright, without obstructions, and the lifting function shall be effective. The glass wipers shall function normally.

5.2.2 The compartment shall be clean and hygienic, free of sundries and odors; the interior of the compartment shall meet the following requirements:

- a) The instrument display shall be in good condition;
- b) No items unrelated to operation shall be placed on the instrument panel and rear windshield window sill;
- c) Sun visors and vanity mirrors shall be in good condition.

5.2.3 Vehicle accessories shall meet the following requirements:

- a) The seat shall be firm without collapse;
- b) The front seats shall be moved back and forth, and the backrest inclination shall be adjustable;
- c) Safety belts and buckles shall be complete and effective;
- d) The seat cover, headrest cover and foot pad shall be complete and neat.

5.2.4 The luggage compartment shall be clean, with effective lighting and good opening device. Cleaning items shall be placed in an orderly manner and not exposed to passengers. The space in the luggage compartment for passengers to place luggage items shall not be less than two-thirds of the luggage compartment.

6.1 Professional quality

6.1.1 Shall be familiar with the laws, regulations and operating service specifications related to taxi operation services.

6.1.2 Disabled drivers who meet certain conditions and procedures and hold corresponding driving licenses can provide short-distance taxi business services between urban and rural communities and subway stations and bus stops.

6.1.3 Drivers shall be familiar with the traffic geography and local characteristics of the operating area.

6.1.4 Master business knowledge suitable for the position.

6.1.5 Respect passengers' religious beliefs and customs.

6.2 Appearance and behavior

6.2.1 Dress according to regulations and wear service signs correctly.

6.2.2 The driver shall not eat food with peculiar smell before and during the operation.

6.2.3 Be able to speak Mandarin. Local dialects or foreign languages can be used to communicate according to the needs of passengers.

6.2.4 Service terms shall be standardized, accurate, civilized and polite. When serving, the tone shall be calm, the expression shall be clear, the volume shall be moderate, and the speed shall be moderate. See Appendix A for driver service terms.

6.2.5 The driver shall answer passengers' questions enthusiastically and patiently. The driver shall not interrupt casually when passengers are talking.

6.2.6 The driver shall not have uncivilized behavior and language. The driver shall not smoke in the vehicle, and shall not throw or spit outside the vehicle.

7.1 Operation preparation

7.1.1 Check the vehicle appearance and the vehicle license. Prepare invoices and spare change.

7.1.2 Check the technical condition of the vehicle, and prepare the on-board facilities and tools. See Appendix B for routine vehicle inspection items.

7.1.3 Check vehicle fuel, gas or electricity.