SEOUL METROPOLITAN GOVERNMENT FRAMEWORK ORDINANCE ON TAXI

Enactment No. 5310, Jul. 30, 2012
Partial Amendment No. 5486, May. 16, 2013
Partial Amendment No. 5970, Jul. 30, 2015
Partial Amendment No. 6045, Oct. 08, 2015
Partial Amendment No. 6493, May. 18, 2017
Amendment of Other Laws No. 6851, Mar. 22, 2018
Amendment of Other Laws No. 7044, Mar. 28, 2019
Amendment of Other Laws No. 7046, Mar. 28, 2019
Partial Amendment No. 7062, Mar. 28, 2019
Partial Amendment No. 7171, May. 16, 2019
Amendment of Other Laws No. 7423, Dec. 31, 2019
Partial Amendment No. 7572, May. 19, 2020
Enactment No. 7937, Mar. 25, 2021
Partial Amendment No. 8262, Dec. 30, 2021

Article 1 (Purpose)

The purpose of this Ordinance is to contribute to the promotion of the welfare of citizens and the revitalization of the taxi industry by prescribing basic matters necessary to comprehensively implement taxi policies of the Seoul Metropolitan Government.

Article 2 (Scope of Application)

This Ordinance shall apply to ordinary taxi and privately owned taxi transport business under subparagraph 2 (c) and (d) of Article 3 of the Enforcement Decree of the Passenger Transport Service Act. <Amended on Mar. 28, 2019>

Article 3 (Basic Direction)

(1) A taxi policy shall be formulated to reestablish the status, strengthen the publicness, and enhance the competitiveness, of taxis.
(2) Improvements in taxi service which citizens directly feel and the streamlining of the management of taxi companies shall be continuously promoted above all.
(3) A taxi policy shall be led by expanding the foundation for promotion of taxi use and formulating a model of a Seoul-type taxi through the systematic innovation in the taxi industry.
(4) Opinions of citizens, stakeholders, related experts, etc. shall be gathered through their participation and cooperation in the process of the formulation and implementation of a taxi policy and reflected in the taxi policy.

Article 4 (Responsibilities of Mayor)

The Mayor of the Seoul Metropolitan Government (hereinafter referred to as the "Mayor") and taxi transport business entities shall pursue the following to ensure that citizens feel safe in using taxis and that persons engaging in driving service are better treated: <Amended on May 16, 2013; Mar. 28, 2019>
1. Improvements in, and the establishment of order of, taxi service, such as the implementation of measures to eradicate taxi drivers' refusal to take passengers and unkindness, provision of a safer and more reliable service for the protection of drivers and passengers, and strengthening the evaluation of taxi service;
2. Better treatment of, and improvements in qualities of, persons engaging in driving service, such as support for stable demand for and supply of persons engaging in driving service, support for the development of educational programs for persons engaging in driving service, expansion of welfare facilities and support for the development of programs;
3. Improvements in the image of the taxi and in the culture of taxi use, such as improvements in the cleanliness of taxis and the kindness of taxi drivers, advertising and campaigns of etiquette to use taxis, improvements in taxi design;
4. Invigoration of the taxi industry and expansion of the infrastructure for taxis, such as the management of the long-term supply of and demand for taxis, the establishment of the total management system of transport revenues, and the establishment of an operation information management system;
5. Formulation and implementation of a plan for transport supply under Article 5 of the Passenger Transport Service Act (hereinafter referred to as the "Act") and a plan for compensation for reductions in taxi runs under Article 50 of the Act;
6. Other matters necessary for the efficient implementation of a taxi policy.

Article 5 (Obligations of Transport Business Entities and Persons Engaging in Driving Service)

(1) Transport business entities and persons engaging in driving service shall proactively comply with any orders issued by the Mayor under related statutes or regulations, such as matters to be observed regarding the total management system of transport revenues under Articles 21 and 26 of the Act and orders to improve transport business under Article 23 of the Act. <Amended on Mar. 28, 2019>
(2) Any ordinary taxi transport business entity shall endeavor to streamline management, such as improvements in the treatment of persons engaging in driving service, and enhancement of transparency of management, to provide attentive and safe taxi service.

(3) A privately owned taxi transport business entity and an ordinary taxi driver shall proactively endeavor to provide a more attentive and safer taxi service, such as offering of earnest labor and the eradication of refusals to take passengers. <Amended on Mar. 28, 2019>
(4) Where a privately owned taxi transport business entity or ordinary taxi driver is involved in a traffic accident with an emergency motor vehicle transporting an emergency patient, the business entity or taxi driver shall first take necessary measures and report the accident and cooperate to ensure that the emergency motor vehicle can continue to operate. <Newly Inserted on Oct. 5, 2020>
(5) In any of the following cases, a privately owned taxi transport business entity or ordinary taxi driver considers the passenger's activity would cause harm to the safety of other passengers or damage to them, the business entity or taxi driver may refuse to transport the passenger; and if such passenger has already boarded the taxi, the business entity or taxi driver may make the passenger to get off. <Newly Inserted on Mar. 25, 2021>
1. Where a passenger is engaged in activities that are likely to affect hygiene in a taxi and the prevention of epidemics therein;
2. Where a passenger fails to comply with an official request made by an privately owned taxi transport business entity or ordinary taxi driver or interferes with the performance of official duties by violence or intimidation;
3. Where a passenger fails to comply with the infectious diseases response policy of the Government or the relevant local government;
4. Where a passenger is engaged in any other activities, etc. that cause harm to the general public and other passengers.

Article 6 (Rights and Obligations of Citizens)

(1) Citizens shall have the right to use comfortable and kind taxis in a safe and convenient manner.
(2) Citizens shall provide proactive cooperation in policies for improving the culture of taxi use.
(3) Citizens shall actively cooperate with policy measures for preventing infectious diseases and for stopping the spread and transmission of them. <Newly Inserted on Mar. 25, 2021>

Article 7 (Formulation and Implementation of Comprehensive Plan)

(1) The Mayor shall formulate and implement the Seoul Metropolitan Government's comprehensive plan for the taxi industry (hereinafter referred to as "comprehensive plan") every five years for the sound development of the taxi industry and the improvement of tax service, and such plan shall include the following matters: <Amended on May 19, 2020>
1. Vision, basic objectives and directions of promoting taxi policies;
2. Actual conditions and problems of the taxi industry;
3. Evaluation of the results of the implementation of taxi policies and measures to improve such policies;
4. Yearly main tasks to be implemented and methods of implementing such tasks;
5. Size of necessary funds and a plan to raise funds;
6. Other matters deemed necessary to improve taxi service and revitalize the taxi industry.
(2) The Mayor shall formulate and implement an annual action plan in accordance with a comprehensive plan. <Newly Inserted on May 19, 2020>
(3) The Mayor shall hear opinions of experts related to the taxi industry, taxi transport business entities, taxi drivers, civic groups, etc. before formulating a comprehensive plan and an annual action plan, and shall reflect the details of their opinions in such plans. <Newly Inserted on May 19, 2020>
(4) The Mayor shall endeavor to reflect in the budget financial resources necessary for efficiently pursuing a comprehensive plan and an annual action plan. <Newly Inserted on May 19, 2020>
[Title Amended on May 19, 2020]

Article 8 (Survey and Research)

(1) The Mayor shall continuously conduct surveys and research to develop measures for the efficient implementation of a taxi policy and effective response to environmental changes, and to formulate a comprehensive plan.
(2) The Mayor shall conduct biennial surveys to analyze the actual conditions of taxi driving using a taxi operation and management system, etc., and to evaluate a taxi policy and gather opinions of the relevant persons.

Article 9 (Establishment of Cooperation System and Support)

(1) The Mayor shall establish a cooperation system among labor, management and government including citizens, businesses, public institutions, corporations, and organizations to gather various opinions for the improvement of taxi service and the revitalization of the taxi industry and to reach a broad social consensus.
(2) The Mayor may provide administrative and financial support necessary for the efficient operation of the cooperation system referred to in paragraph (1).

Article 10 (Financial Support)

(1) The Mayor may fully or partially subsidize any of the following projects to improve taxi service and revitalize the taxi industry within the budget: <Amended on May 19, 2020>
1. Education and training for taxi drivers;

2. Installation of devices to protect taxi drivers from any risk, such as violence;
3. Protection of taxi drivers and citizens from any hazard, such as an infectious disease or fine dust, and prevention of such hazard;
4. Other projects that the Mayor deems necessary for the improvement of taxi service and the development of the taxi industry.
(2) Where taxi transport business entities face serious difficulties in their management due to the occurrence of a disaster under subparagraph 1 of Article 3 of the Framework Act on the Management of Disasters and Safety, sudden changes in economic circumstances, or any other reason, the Mayor may grant special funding under Article 17 of the Seoul Metropolitan Government Ordinance on the Establishment and Operation of Small and Medium Enterprise Support Fund with eased loan conditions. <Newly Inserted on May 19, 2020>
[This Article Wholly Amended on May 16, 2019]
[Title Amended on May 19, 2020]

Article 10-2 (Prohibition from Using Subsidies for Purposes Other than Intended Purpose)

(1) Taxi transport business entities and taxi drivers provided with financial subsidies under Article 10 shall not use such financial subsidies for purposes other than the intended purpose.
(2) The Mayor shall provide supervision to ensure that taxi transport business entities and taxi drivers properly use financial subsidies.
(3) Where taxi transport business entities and taxi drivers receive financial subsidies under Article 10 by fraud or other improper means or use it for purposes other than the intended purpose, the Mayor shall redeem such financial subsidies and exclude the relevant project from projects eligible for financial subsidies.
[This Article Newly Inserted on Mar. 28, 2019]

Article 10-3 (Restriction on Persons Eligible for Financial Subsidies)

Where the Mayor provides financial subsidies under subparagraphs 1 through 4 of Article 10 with transport business entities, the Mayor may reduce or suspend financial subsidies after evaluating the following matters. In such cases, matters under subparagraphs 2 and 3 shall be limited to administrative dispositions and the determination of sentences:
1. Where they fall in the bottom 30% based on the result of the evaluation of management and service under Article 20 of the Act;
2. Where they are issued with an administrative disposition for violating the matters to be observed by transport business entities and persons engaging in driving service under the Act and the Act on the Development of Taxi Transportation Business;
3. Where a transport business entity or a person engaging in driving service has committed any crime under Article 24 of the Act and a sentence for such crime becomes final and conclusive;
4. Other matters determined by the Mayor.
[This Article Newly Inserted on Mar. 28, 2019]

Article 11 (Clothing of Persons Engaging in Driving Service)

The Mayor may prescribe standardized clothing intended for persons engaging in driving service to maintain their dignity and enhance the quality of service for passengers, and may recommend them to wear such standardized clothing during the hours of taxi driving.
[This Article Newly Inserted on Jul. 30, 2015]
[Previous Article 11 moved to Article 12 <Jul. 30, 2015>]

Article 12 (Education and Advertising)

The Mayor shall endeavor to improve the citizens' awareness of the actual conditions of taxis and taxi policies and to enhance the culture of taxi use by continuously providing related information, such as conducting education and advertising by utilizing various media.
[Moved from Article 11; Previous Article 12 moved to Article 13 <Jul. 30, 2015>]

Article 13 (Taxi Policy Committee)

(1) The Mayor shall establish a Taxi Policy Committee of the Seoul Metropolitan Government (hereinafter referred to as the "Committee") to receive advice on the following matters: <Amended on Dec. 31, 2019>
1. Matters concerning the formulation and implementation of a comprehensive plan;
2. Matters concerning the adjustment of taxi fares and the improvement of the fare system;
3. Matters concerning the streamlining of the management of taxis and policies for the promotion of the welfare of persons engaging in driving service;
4. Matters concerning the introduction and implementation of new taxi policies and improvements in service;
5. Other matters concerning main policies in the field of the taxi industry.
(2) Where necessary to efficiently perform affairs of the Committee, subcommittees may be established and the Mayor may specially prescribe other detailed matters for the efficient operation of the Committee.
[Moved from Article 12; Previous Article 13 moved to Article 14 <Jul. 30, 2015>]

Article 14 (Composition of Committee)

(1) The Committee shall be composed of not more than 25 members including the chairperson from among the following persons:
1. Persons who have extensive knowledge of, and expertise and experience, in taxi policies, such as the academic circles related to taxi, experts, civic organizations, representatives of related institutions;
2. Not more than two members of the Seoul Metropolitan Council recommended by the Chairperson of the Seoul Metropolitan Council from among the members belonging to the Transport Committee of the Seoul Metropolitan Council;
3. A competent Chief Officer and Director-General who are responsible for transport affairs.
(2) The chairperson shall be elected by and among outsider members of the Committee, an executive secretary who will conduct affairs of the Committee shall be appointed, and the head of the competent division shall become the executive secretary.
(3) The term of office of members of the Committee shall be two years and they may serve consecutively for further terms, and the term of office of a member who is a public official shall be the period during which he or she holds office.
[Moved from Article 13; Previous Article 14 moved to Article 15 <Jul. 30, 2015>]

Article 15 (Allowance and Travel Expenses Paid to Members)

The Seoul Metropolitan Government Ordinance on the Payment of Committee Allowances and Travel Expenses shall apply to the provisions concerning allowances and travel expenses paid to members who attend meetings.
[Moved from Article 14; Previous Article 15 moved to Article 16 <Jul. 30, 2015>]

Article 16 (Cooperation in Business)

(1) The competent division may require the Taxi Association and taxi transport business entities to provide data necessary to formulate and implement taxi policies for the systematic support and development of taxi business.
(2) The Committee may require the Taxi Association and taxi transport business entities to provide data necessary to provide advice on taxi policies.
(3) Any person who is requested to provide cooperation pursuant to paragraphs (1) and (2) shall comply with such request unless there is a special reason for doing otherwise.
[Moved from Article 15; Previous Article 16 moved to Article 17 <Jul. 30, 2015>]

Article 17 (Official Commendations)

The Mayor may give official commendations to persons engaging in driving service, citizens and organizations that have rendered distinguished services to the improvement of taxi service and the revitalization of the taxi industry, and the Seoul Metropolitan Government Ordinance on Official Commendation shall apply to other provisions necessary to give official commendations. <Amended on Mar. 28, 2019>
[Moved from Article 16; Previous Article 17 moved to Article 18 <Jul. 30, 2015>]

Article 18 (Operating Rules)

In addition to matters prescribed by this Ordinance, the Mayor shall specially prescribe necessary matters concerning the formulation of taxi policies and the system of implementing such policies.
[Moved from Article 17 <Jul. 30, 2015>]