

Public Utility Commission

Taxi Complaint Form

If you have a complaint against a taxi company in Pennsylvania, except for in Philadelphia, you can use this form to file a complaint with the **PA Public Utility Commission**. You must provide the information on 1, 4, 6, 7, 8 and 10. We will contact you by telephone or by e-mail if there may be additional information required.

Do **not** fill out this Form if you have a complaint against a Philadelphia taxi. As of April 10, 2005, Philadelphia taxis fall under the jurisdiction of the **Philadelphia Parking Authority**. For taxi complaints in Philadelphia, you may contact the Philadelphia Parking Authority at (215) 683-9600.

Personal Information

1. Name _____

2. Address _____

3. City _____ State _____ Zip _____

4. Daytime Phone _____

5. E-mail Address _____

Incident Information

6. Date ____/____/____ Day of the Week _____

7. Time _____ AM/PM

8. Location of Incident _____

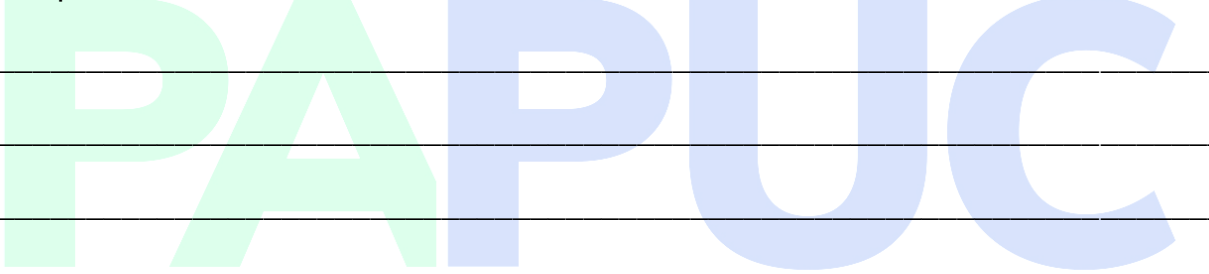
9. PUC Number on Taxi _____ Taxi / Cab Number _____

10. Name of Taxi Company _____

11. What happened? Please check any of the appropriate boxes.

- No air conditioning
- Driver refused to transport passenger
- Operated vehicle in a dangerous manner
- Failed to take most direct route
- Overcharged
- Taximeter not working, not used, not visible
- Doors and/or windows did not operate easily or close securely
- Other (please describe) _____
- Interior of vehicle not clean
- Driver Discourteous
- Trunk compartment not clean
- Fare receipt not provided
- Tariff rates not posted

12. Please explain the Nature of Incident _____



 PENNSYLVANIA PUBLIC UTILITY COMMISSION

Complainant's Signature _____ Date: ____/____/____

To file your complaint, print this form and mail it to the Regional Office nearest to where the incident occurred:

PA Public Utility Commission
 Bureau of Investigation & Enforcement
 Motor Carrier Enforcement Division
 400 North Street
 Harrisburg, PA 17120
 (717) 787-7598

PA Public Utility Commission
 Motor Carrier Enforcement Division
 Room 320, Scranton State Offices
 100 Lackawanna Avenue
 Scranton, PA 18503
 (570) 963-4590

PA Public Utility Commission
 Motor Carrier Enforcement Division
 245 William Pitt Road
 Pittsburgh, PA 15238
 (412) 423-9310

PA Public Utility Commission
 Motor Carrier Enforcement Division
 801 Market Street
 Philadelphia, PA 19107
 (215) 965-3721