

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 within 15 business days.

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 _____

7. Time _____ AM/PM

8. Location of Incident _____

9. Taxi (PUC) Number _____

10. Name of Taxi Company _____

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

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

12. Please explain the Nature of Incident _____

Complainant's Signature _____

To file your complaint or opinion, print the form and mail it to the District Office nearest to where the incident occurred:

PA Public Utility Commission
Bureau of Transportation & Safety
PO Box 3265
Harrisburg, PA 17105-3265
(717) 787-7598

PA Public Utility Commission
Room 320 State Office Bldg.
100 Lackawanna Avenue
Scranton, PA 18503
(570) 963-4590

PA Public Utility Commission
Transportation & Safety
245 William Pitt Road
Pittsburgh, PA 15238
(412) 423-9310

PA Public Utility Commission
801 Market Street
Philadelphia, PA 19107
Bureau of Transportation & Safety
(215) 965-3721