



Dora
Department of Regulatory Agencies

Public Utilities Commission

Ronald J. Binz, Chairman
James K. Tarpey, Commissioner
Matt Baker, Commissioner
Doug Dean, Director

Bill Ritter, Jr.
Governor

D. Rico Munn
Executive
Director

PUC TAXI AND SHUTTLE COMPLAINT FORM

The rules and regulations of the Colorado Public Utilities Commission require taxi cabs and shuttles to provide certain services and charge only those rates authorized by the Commission.

Taxi cabs may not refuse service to a customer unless the passenger is acting in an unlawful or disorderly manner, unable to care for himself or herself, or the taxi is previously committed.

Shuttles must adhere to Commission-approved schedules, predetermined pick up/drop off locations and rates. Please note that not all shuttle services are regulated by the PUC.

If you feel you have been refused service, or feel you have been overcharged, you or your hotel contact may submit the following information to the PUC for prompt investigation:

| | | |
|---|-------|-------|
| Name and vehicle # of taxi or shuttle: | | |
| Date and time of trip: | | |
| Point of origin/destination: | | |
| Briefly describe your complaint: | | |
| | | |
| | | |
| | | |
| Phone: daytime: | work: | home: |
| Passenger Name (please print legibly): | | |
| Contact Hotel Name/Address (if applicable): | | |
| | | |
| If Applicable, I authorize the PUC to respond to (hotel representative name): | | |
| | | |
| Passenger Signature: | | |

Fax this form to (303) 894-2532

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1560 Broadway, Suite 250, Denver, Colorado 80202 303-894-2000

www.dora.state.co.us/puc

TTY Users 711 (Relay Colorado)

Fax 303-894-2065

Permit and Insurance (Outside Denver) 1-800-888-0170

Transportation Fax 303-894-2071

Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858

