



Zero-Tolerance Policy & Filing Complaints

SMITH TRANSPORTATION strives to protect public safety and has instituted a strict zero tolerance substance program. Drivers are strictly banned from using intoxicating substances when providing transportation services. If you believe your driver may be under the influence of drugs or alcohol, please have the driver END THE TRIP IMMEDIATELY. After the driver has ended the trip, please report any feedback directly by emailing

If you want to file a complaint against a driver. How do I file a complaint?



Report Violation to Smith Transportation

- * Operations Manager – 214/951-0600
- * Dispatch - 214/ 350 3075
- * Email : Info@smithlimo.com



City Of Dallas

Report Violation to City of Dallas

AVI – Transportation Regulation Division
3448 West Mockingbird Lane
Dallas, TX 75235
Phone: (214) 670-3161
Fax: (214) 670-6968
Email: transportationregulation@dallascityhall.com



ACCESSIBILITY & NON-DISCRIMINATION POLICY

Smith Transportation prohibits discrimination of riders or drivers based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable federal or state law. Furthermore, SMITH drivers must transport service animals when accompanying a passenger with disability for no additional charge unless the driver has a documented medical allergy on file with Nomad. Service animals shall be permitted to ride in the passenger compartment of a vehicle. SMITH provides accessibility for all riders. At the time a rider requests a prearranged ride through a SMITH's digital network, SMITH shall provide the rider an opportunity to indicate whether the rider requires a vehicle that is wheelchair accessible. If the company is unable to make available a vehicle that is wheelchair accessible will inform the rider of an alternative local service that is wheelchair accessible. SMITH will not impose an additional fee for wheelchair accessible rides.