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# Paratransit is critical for people with disabilities. Dallas residents say it failed them

Nearly 2,000 complaints marked DART's transition to a new vendor, but riders say issues persist five months later.



By **Amber Gaudet**

Transportation and mobility reporter

Mar. 25, 2025 | Updated 6:00 a.m. CDT | ⌚ 21 min. read



Brenda Cummings on her experience with DART



Jeanne Young of Richardson counts the cash she will give the driver as she prepares to board the Dallas Area Rapid Transit (DART) Paratransit she ordered after her doctor's appointment in Garland on Thursday, Feb. 6, 2025. Young voiced frustrations about the service delays she often faces. (Juan Figueroa / Staff Photographer)

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In late November 2024, Nadine Willis was being wheeled back for foot surgery at Texas Health Surgery Center in Addison. She was nervous, but not about her operation.

Willis, 48, didn't know where her brother David was.

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Brenda Cummings on her experience with DART

David is 53, but uses a wheelchair and is formula-fed every four hours. Born with autism and obsessive-compulsive disorder, a series of strokes in 2022 left him with limited mobility and communication abilities.

It means Willis relies on Dallas Area Rapid Transit’s paratransit service to get her brother where he needs to go. That includes rides between his Carrollton nursing home and daytime rehabilitation, where he spends 15 hours a week practicing socializing with peers, learning to use his iPad and writing letters.



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Willis scheduled her surgery well after David was set to be dropped off, but by the time she was in her hospital gown, Willis was still on the phone. DART didn’t know where David was because the driver wasn’t answering, dispatch tells her.

After 30 minutes, Willis finally confirmed through rehab facility staff that her brother was there. But the stressful back-and-forth has become part of her daily routine. Her full-time job and the many doctors’ appointments over the past year during her battle with breast cancer have all been arranged around David’s care — especially his transportation.

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Brenda Cummings on her experience with DART



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“DART runs my life,” Willis said.

DART and mobility management provider Transdev provide paratransit services to more than 11,000 North Texans with physical and intellectual disabilities. The door-to-door service – which costs DART \$600 million per year for an eight-year contract – is essential for people who cannot access buses and trains, and often lack other means of transportation to doctors' appointments or visit the grocery store.

Transdev took over DART's mobility contract from former partner MV Transportation on October 1, 2024. The transition period was marked by more than 1,900 customer complaints between September 1 and November 7, according to a *Dallas Morning News* analysis – just under the 2,300 received in all of fiscal year 2023.

Among the most common complaints were dangerous driver behavior, long call wait and transit times, service problems that resulted in missed medical appointments or treatments like dialysis, inaccessible vehicles being sent to wheelchair users, and drivers failing to assist with mobility issues.

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Brenda Cummings on her experience with DART

In complaints to the agency, family members or caregivers said that drivers left intellectually-disabled clients at closed facilities, dropped off riders who are blind or have physical impairments at the wrong location, failed to offer door-to-door service, or otherwise left vulnerable passengers unsupervised.

Some riders said they experienced physical harm from not being properly secured, or from being lifted out of wheelchairs into a non-accessible vehicle — a practice that violates protocols, according to DART and Transdev.

DART has said the uptick in complaints resulted from short-term issues caused by the transition from MV Transportation to Transdev. During the transition, data did not transfer correctly between the two parties, according to DART spokesperson Anna Kurian, which is why clients may have had issues. And some complaints logged during the early days of Transdev’s contract were related to service issues prior to October 1, Kurian said.

“DART and Transdev have been working diligently to correct the information as quickly as possible,” Transdev spokesperson Mitun Seguin said in an email. “Transdev [has] proactively called every single rider who had recurring trips to verify their needs and make corrections during the first couple of weeks of October 2024.”

**Related:** Elderly, disabled riders waiting hours as DART transitions to new \$600 million vendor

A few clients told *The News* that service has improved after initial post-transition hiccups.

But others say paratransit issues have persisted. Records show many of the same problems were reported by riders in January and February 2025, months after the transition.

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Brenda Cummings on her experience with DART

“So far I can’t say that it’s any better,” client Brenda Cummings said. “They are understaffed, dispatchers don’t seem to know how to handle effective communication with the customers or the drivers and they don’t call you back when you ask for a supervisor.”

Clients say that has made the service, designed to improve the lives of mobility-challenged clients, impossible to navigate.

Advocates argue the problems documented by DART clients — and the fragmented nature of the agency’s paratransit service, which involves a web of third-party transportation companies and drivers — reflect wider issues within the paratransit industry that often go unresolved.

“These are real problems,” said Tyler Beck, co-chair of the Consortium for Constituents with Disabilities’ Transportation Task Force. “These are not one-offs; these are not anecdotes. This is something that continues across the board.

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“It’s a lot of just unsatisfied people at every single piece of this process, and it’s really, I think, caused a lot of problems.”

## For many clients, ‘fresh and significant’ service issues continue

A few paratransit customers contacted by *The News* said they’ve had better experiences with the new company, increasing their willingness to use paratransit.

“I had tremendous problems a month ago, but they have [Brenda Cummings on her experience with DART](#) Martha Metarelis said in December. “I have been able to before because they didn’t provide very good service on ; amazing.”

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Customer Edward Marceleno said service with Transdev “isn’t as great,” but that he is grateful for paratransit and thinks that overall, DART does a good job.

“There are some drawbacks but overall, I’m happy with the service.”

But others insist that service either hasn’t improved, or has declined steeply, both during the early October transition period and after.



Brenda Cummings on her experience with DART

Derrick Williams, Dallas Area Rapid Transit (DART) Paratransit driver, st minivan after her doctor's appointment in Garland on Thursday, Feb. 6, paratransit service causing her to miss doctor's appointments, cancelir Staff Photographer)

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“I’ve been left stranded a couple of times this year alone,” client Julius Fletcher said.

Ralph Brosius began using DART’s paratransit services about five years ago after he was hit by a car. Brosius said that for the first few weeks after Transdev took over mobility management services, drivers went above and beyond to provide door-to-door service.

But since then, he’s experienced ongoing issues with the app and online booking system, the “Where’s My Ride” phone line and with rides themselves.

“All those things [positives] have rapidly disappeared,” Brosius said during a DART community meeting in January.

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“Virtually none of the drivers provide door-to-door servi [...] I’ve had probably 15 or more drivers since October r show. Where’s My Ride virtually never answers the phor help you,” he adds.

The Americans with Disabilities Act requires that transit paratransit, limit long wait times and generally create se. THE CONDITIONS EQUIVANT TO WHAT ARE

bodied passengers using public transportation receive.

**Related: Long waits, missed trips defined transition to new DART paratransit vendor, clients say**

“Fresh and significant problems,” including poor communication, deficiencies with the online booking system and being double-charged for rides, have persisted, Brosius said in March.

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“Transdev drivers seem to be the worst as far as attitude, lack of professionalism, bad driving and lack of door-to-door service,” Brosius said.

One client, Sondra Franklin, said this month that late pickups and inefficient route planning often make her late for chemotherapy. Call wait times of up to an hour — which run counter to the 3-minute maximum hold time most transit agencies set [per Americans with Disabilities Act guidelines](#) — have made even scheduling an ordeal, Franklin said.

“I’ve got to go straight to chemo because I got to do lab work, I got to wait on the call back, they’ve got to make up my chemo; so when they delay me, I get further and further behind,” Franklin said.

Clients like Franklin often cannot just opt out of paratransit service if it isn’t working for them, CCD’s Beck said, because they have few alternatives.

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“Oftentimes, the reason you’re going through this whole process is because it’s for a medical appointment. It’s for something you seriously need,” Beck said. “So the stress around it is not just scheduling it; it’s making sure that they’re there on time, that everything works.

“There’s a million different things that could go wrong for that ride, and each ride is different. If you did it successfully yesterday, that doesn’t mean you’ll be fine today.”

## When DART is the only option

Cummings hasn’t been able to drive since 2021, when a bout with COVID left her with neurological and cardiac malfunction. With her son more than two hours away, she relies on DART’s paratransit service to get to the University of Texas’ Southwestern Medical Center for doctors’ appointments.

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“I don’t have any way other than DART,” Cummings said.

But for Cummings, navigating paratransit service has been its own source of stress. She said she’s been dropped off at the wrong location, missed or been very late to critical appointments, and once became stranded downtown after-hours when a driver canceled her ride. ×

Brenda Cummings on her experience with DART

Problems with significantly late drop-offs and pickups for her wheelchair and a lack of follow-up from DART staff persisted into March 2025, well after DART’s transition Cummings.

She’s even scheduled rides hours in advance of her actual appointment, but she would make it — but was still late.

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“I’ve reported it several times, but you don’t get any feedback,” Cummings said. “Even when you call and complain, they never follow up, they never call you back.”

Complaints logged by DART customer service are sent to the agency’s mobility management department, then forwarded “to the contractor to be addressed, before returning back to the MMS [mobility management services] department and the response provided to the customer service department,” DART spokesperson Kurian said in an email.

Transdev’s Seguin noted the company can also receive complaints directly through its website.

“As far as follow-up, the customer would have to specify during their complaint that they wanted to receive follow-up outreach, and would need to reference the feedback number that is provided to them if they called back asking for a status update,” Kurian said.

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Cummings says she’s tried that but had little success.

DART has made additional efforts to curb complaints, li  
January so drivers must contact dispatch to process a no  
discipline” is applied for repeat driver cancellations that contact policy, Kurian said.

## ‘All hell broke loose’

David Willis has been using paratransit since the fall of 2022, but consistent issues with the service began last fall, his sister Nadine said. David’s rides to rehab were being canceled, and Nadine couldn’t figure out why.

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That’s because paratransit services aren’t handled by just DART and Transdev. Transdev partners with another transportation company, Uzurv, to help provide supplemental service.

Uzurv is a transportation network company that connects independent drivers with rides similar to Uber or Lyft, but is specific to paratransit and assisted mobility trips. Rides that aren’t assigned to Transdev-employed drivers can be dispatched to independent contractors via Uzurv and their subcontractors, SOL Transportation and Homebase Transportation.

Some rides are dispatched to other subcontractors like Big Star Transit, Irving Holdings — which also employs independent contractors — and Uber. Willis and other paratransit customers say that tangled web makes resolving issues difficult.

“DART insisted that, ‘Oh, when we make the transition to this new company, all that’s going to be fixed,’” Willis said. “And that’s when all hell broke loose.”

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Nadine Willis was photographed with her brother David Willis at Heritage Brenda Cummings on her experience with DART 2024. (Steve Hamm / Special Contributor)

One caregiver said in a complaint to DART that she'd spend time to resolve issues with her client, who needed one-way rides

“That [arrangement] was working out fine until all this came up in an October 22 complaint. “I have left four messages includ

department to call me ... Nobody can remove this without the subscription department who does not return [calls].”

Franklin said in March she is often told to call another department when she tries to report issues, and when she does manage to log a complaint, never hears back from a supervisor.

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Screenshots and call logs reviewed by *The News* show David Willis’ rides were canceled 12 times between Oct. 1 and Oct. 9, and his sister made at least nine calls because of cancelations and other issues like a vehicle without a ramp being sent, technical glitches and drivers apparently being unable to see pickup notes on David’s file.

When she called Where’s My Ride, Nadine Willis said the dispatchers she spoke with often couldn’t tell her where her brother was because drivers didn’t answer, and Willis had no way of contacting them directly. When canceled rides could be rebooked, it caused delays of at least an hour, limiting David’s time at rehab.

Since Transdev took over mobility services and transitioned web booking to a new platform, Willis said she can only see certain rides in her online tracking portal.

“I used to rely on the map they have in the portal, but if they farm these jobs out, I can’t see where these cars are,” Willis said. “You can’t get a hold of anybody, and so it’s just sort of up in the air and it’s really stressful.”

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“Where’s My Ride” told Willis it would take 14 days to hear back from a supervisor, so she tried calling DART’s customer service line. Those complaints, she was told, are forwarded to the mobility management department, but she didn’t get responses to most of those, either.

She even volunteered to come to DART’s headquarters in person in the hopes of finding someone who could help.

“I was getting desperate because my brother, he’s supposed to be fed every four hours and even though he carries formula on him, he can’t communicate well enough to tell a driver like, ‘Hey, I’m not feeling well or hey, I need my formula,’” Willis said. “It normally wouldn’t be a problem if the transportation is going the way that it’s supposed to.”

## Paratransit’s money problem

Critics contend that many of the persistent problems associated with paratransit service can be traced to how the service is structured – and a focus on cost over quality.

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Paratransit service costs have risen rapidly over the past decade compared to increases in ridership, according to research from the Cooperative Mobility for Competitive Megaregions which has [examined costs in the Texas Triangle](#). ✕  
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Demand has increased, too, with DART paratransit ridership rising from 80,000 in 2020 to more than 940,000 in fiscal year 2024.

## DART paratransit ridership

SOURCE: Dallas Area Rapid Transit  
GRAPHIC: Mel Fronczek

*The Dallas Morning News*

“Most systems are spending many times more for the average ADA paratransit rider than for any of their other riders,” a research brief by the consortium reads.

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Paratransit represented about 1.7% of DART’s ridership largest subsidy-per-passenger compared to other transit the cost of a service compared to the revenues it generat

“[Paratransit] really brings in no money for them,” CCD Transportation Task Force co-chair Beck said.

Rising costs have led transit operators to tighten eligibility requirements and reduce paratransit service areas to the minimum required by law. The ADA requires transit operators to provide paratransit services within  $\frac{3}{4}$  of a mile of an existing bus route.

“Some operators in the US have, in fact, refused to extend regular bus services to avoid the extremely costly ADA mandates that accompany those services. Some systems have been accused of actually cutting regular bus services in suburban areas to do so,” the CMCM’s research brief states.

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DART says its bus routes have been reduced over the last few years thanks to a 2022 redesign that combined some routes into longer ones, and replaced others with expanded GoLink service.

Outsourcing paratransit service — a common practice among large transit agencies — can help curb costs, too.

Transdev and subcontractor Uzurv have touted the success of their partnership [in markets like Baltimore and Phoenix](#) for their ability to relieve the demand burden on primary paratransit providers — and to save transit agencies money.

Uzurv uses “a combination of automation and human verification” to onboard ADA-compliant independent contractors who operate their own vehicles [Brenda Cummings on her experience with DART](#) ×  
transit agencies only pay per trip completed.

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“As a result, the average cost for a trip on Uzurv is consistently lower than the average cost for the same trip on traditional paratransit,” Uzurv says in a case study on its website.



Jeanne Young of Richardson prepares to board the Dallas Area Rapid Transit (DART) Paratransit she ordered after her doctor’s appointment in Garland on Thursday, Feb. 6, 2025. Young voiced frustrations about the service delays she often faces. (Juan Figueroa / Staff Photographer)

At least 45% of mobility management services provided by Transdev — which include paratransit, microtransit and rider assistance programs — must be operated by directly employed drivers, according to its contract. Transdev operates 132 paratransit vehicles and Irving Holdings operates 50. DART says about 70% of its paratransit drivers are directly employed employees versus independent contractors. ✕

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Prioritization of costs over service, though, is one that it is hard to argue with. MV Transportation, alleges defined DART’s decision to

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## ‘Motivated solely by financial constraints’

DART’s goal with its new Transdev contract was to “have the contractor be more directly accountable for a portion of the service,” since all rides through MV were dispatched out to subcontractors, according to Kurian.

But MV alleges the transit agency’s decision to switch to Transdev “seemed to be motivated solely by financial constraints.” An attorney for MV submitted a formal protest to DART in June about the way the request for proposals process was conducted.

DART staff met with MV and Transdev in May 2024, a follow-up letter to the initial protest says, and informed them that offers far exceeded DART’s financial plan capacity of \$555 million over eight years. As a result, DART “made significant changes to the RFP [request for proposal’s] scope of work, such that the services to be provided under the recommended award do not resemble the services required pursuant to the RFP.”

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“The instructions...were to find a way to hit the target ex scope [of the RFP],” the letter reads.

DART, according to MV, “allowed for material deviations from the RFP including, but not limited to, changing the number of microtransit, ADA paratransit and on-demand service hours on which to bid, removal of core service offerings, removal of the living wage requirements, altering the number of required vehicles and the vehicle replacement requirements and extending the base term from five years to eight years.”

In DART’s evaluation criteria, the cost category was weighted more heavily than any of the other evaluation categories, its contract with Transdev shows.


DART denied the accusations put forward by MV, according to its July follow-up letter.

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“DART asked all bidders to provide innovative transportation solutions consistent with the request for production, financial considerations and most importantly mobility services that were in the best interest of the customer,” DART’s Kurian said.

MV Transportation Board of Directors Executive Chairman Harry Wilson declined to comment when reached by phone, as did the company’s attorney. The DART board of directors [approved a \\$425,000 settlement with MV](#) during its December 2024 meeting.

Following intense financial scrutiny and [a desire by half of DART’s member cities to cut funding to the agency](#), DART has been focused on “good faith” efforts to scale back spending. Disagreements over whether or by how much to preemptively reduce its budget growth [dominated its 2025 budget approval process](#).

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But pinching pennies on paratransit, particularly by outsourcing service, can lead to poor outcomes for clients, according to Christopher McGreal, an attorney with Disability Rights Texas.

“If you’ve got too many cooks in the kitchen...that’s going to create a mess as far as scheduling rides, making sure there’s on-time performance and just a host of issues,” McGreal said.

“There are problems even when it’s all done in-house with one organization. If you go to two then things are going to get lost and if you add a third entity to that equation, that’s going to be rife with problems.”

That makes errors, including those that can lead to client injury, more likely, according to McGreal.

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In complaints to DART, clients have said the actions of drivers, including subcontractors, have led to their injury. In a September 18 complaint — when MV Transportation still managed mobility services for DART — one client’s caregiver said an Uber [Brenda Cummings on her experience with DART](#) walker resulted in a fall and hospital stay, while another in a September 3 incident.

On October 21 after the transition to Transdev, a client s when wheeling her wheelchair down a vehicle’s ramp, ca her head. The following day, another caregiver told DAR

after a driver took her out of her wheelchair to put her in a non-accessible vehicle and dropped her.

DART and Transdev work to prevent inaccessible vehicles from being sent to clients, according to Transdev's Seguin, but if it does happen, drivers should inform dispatch so the ride can be rescheduled.

Client Julius Fletcher said a driver's failure to secure his wheelchair led to an emergency room trip in October when his head hit the ceiling of the van.

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"I've got screws and a plate in my neck so I have to be careful," Fletcher said.

It wasn't the only time, according to Fletcher. In late January, Fletcher said he was tipped out of his wheelchair onto the floor of a paratransit vehicle when he again wasn't properly secured — and missed his flight thanks to a late pickup.

Injury claims are taken "very seriously," according to Seguin.

"We investigate the claim by researching the details through the scheduling software, reviewing all available video, and interviewing the driver," Seguin said in an email. "Claims and all supporting information are submitted to the third-party risk management company to follow up with the claimant."

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DART's risk management department had 264 open claims between September 1 and November 26, with 156 of those for bodily injury. Some of those incidents date back to 2023.

DART staff have told customers they have "little control" over the actions of third-party drivers.

"This trip was performed by provider (Uzurv) and we will address this with them, but we will educate that Uzurv is still a TNC [transportation network company] provider, just like Uber and Lyft, and we (Transdev/DART collectively) have little control over TNC drivers, except to ban them from our platform," DART staffer Stephanie Revolus wrote in response to a February 2025 complaint.

And TNC rides don't have cameras on board that DART can access when incidents do occur, Revolus admitted in a January complaint from a caregiver about a client being dropped off and left alone despite notes on her file.

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Derrick Williams, Dallas Area Rapid Transit (DART) Paratransit driver, pushes Brenda Cummings into the DART minivan after her doctor's appointment in Garland on Thursday, Feb. 6, 2025. Cummings has had significant issues with the paratransit service causing her to miss doctor's appointments, canceling rides and leaving her stranded. (Juan Figueroa / Staff Photographer)

Riders can call another department — DART certifications — and opt out of rides with third-party drivers. Yet riders have said they are repeatedly sent vehicles they should not be regardless of their requests.

In a January 7 complaint, the caretaker of a client with special needs who requires assistance boarding transit said the client was sent an Uber despite notes on her file that she should only be receiving rides from an ADA-trained driver. On January 14, a client's uncle said a non-accessible vehicle was sent to his nephew who uses a wheelchair.

On February 6, a client who is blind said an Uber driver refused to take them to the correct building and told them they would have to get out and "find it." In a February 14 call, an elderly client with limited mobility said she was again sent an U ×

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Repeated oversights can be harder to prevent the more fragmented service becomes, according to McGreal.

“All you need is one person, that one link in the chain, to drop the ball and you could end up with a missed trip or the wrong vehicle being sent,” McGreal said. “The more you decentralize it, the higher a chance you have of something going wrong.”

### Federal paratransit oversight ‘not great,’ advocate says

The Federal Transit Administration oversees ADA Title II compliance at urban transit agencies via its Triennial Review program.

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DART’s last review was in 2022 via a “virtual site visit.” Deficiencies were found in three of 23 areas — financial management and capacity, technical capacity and program management and subrecipient oversight. The latter two encompassed repeat deficiencies from DART’s 2018 review.

The FTA did not find any deficiencies in general ADA compliance or in complementary paratransit. ✕  
Brenda Cummings on her experience with DART

But reviews can miss issues that users regularly experier accountability of paratransit that’s needed, according to

“Triennial reports are not great — there’s usually a lot th Beck, who also manages federal relations and policy for too, if you compare the triennial reports, a lot of the problems that are noted in one are usually the

problems that were listed in the triennial report before that. So it's a lot of just like, 'Hey, we checked the box, we did the report.'"

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Agency GPS data that the FTA looks at could show, for example, that a paratransit vehicle is traversing its usual route to pick up customers. But it wouldn't reflect if the vehicle has a broken ramp that makes it inaccessible to wheelchair users, Beck explained.

Repeat findings, outside reports of noncompliance or a large volume of complaints can trigger a specialized ADA compliance review to observe service in more depth. But those are limited in number, with only 84 paratransit reviews reported on the [ADA compliance webpage since 2000](#).

The FTA also ensures compliance "by requiring recipients to sign annual certifications of compliance, reviewing grants, providing guidance and technical assistance, and investigating rider complaints," the agency said in a statement.

Many transit users don't know where or how to direct complaints outside the transit agency — or even that it's an option if their issues aren't being addressed, Beck said.

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“If this is not something you live, breathe and work in, you’re not really thinking okay, now I need to go and find my Department of Transportation’s website where I can submit ADA complaints, or I need to go and find the FTA and submit this form,” Beck said. “And even then, even if you go through all that work, you’re a little bit shouting into the void and just hoping that you get a response back.”

And figuring out how to get resolutions to repeat issues through the transit agency and their contractors can be daunting thanks to the many departments and companies involved.

“That can be really exhausting and I would say it’s partly by design, too — they want you to give up,” Beck said.

Brosius said he’s considered filing an ADA complaint against DART, but he doesn’t want to get into a legal battle with his paratransit provider.

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“I’m not looking for money or anything. Just improvement,” Brosius said.

## ‘Things are in a better place’

Nadine Willis finally heard back from a supervisor in late November regarding the cancelations and safety concerns about her brother’s transportation.

She was told David had been placed on the “monitoring list.” The list operates as a failsafe when × repeat issues pop up with clients. But it has limited capacity. [Brenda Cummings on her experience with DART](#) as of February 7.

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“A customer may be on the list for just a few days to a week, or sometimes for longer periods of time depending on the circumstance,” Kurian said.

The list is often a temporary solution for what clients and advocates say are systemic issues.

“A lot of transit providers will all of a sudden start acting above and beyond [after complaints], and that, in its own form, is an indirect way of showing preferential treatment, and could be at the expense of another rider out there,” McGreal said. “It’s further evidence that they’re not providing the same, meaningful, equal, effective access to all paratransit riders.”

That approach can also create inequities that run counter to the spirit of the paratransit model, McGreal said.

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“Her brother should be receiving that [level of service], and paratransit passenger B should be receiving that, and C and D and E,” McGreal said. “There should be no unequal treatment. Everybody should be receiving what is due per what the ADA requires.”

“You shouldn’t have to be calling, looping through and a statute and regulation.”

Brenda Cummings on her experience with DART

Paratransit customers say they just want a system that is them more stress.

“This could be you tomorrow,” client Karl Garrett, who is blind, said. “We’re not looking for pity or sorrow. We just need help.”

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DART staff are proud of the strides the paratransit program has made in recent months, they discussed at January’s ADA meeting, and feel that any remaining issues will be quickly resolved.

There were 875 complaints about paratransit in the first two months of 2025 — 420 in January and 455 in February — according to DART. That’s less than half of those logged during the transition to Transdev.

“DART definitely believes that things are in a better place than our previous experience,” DART spokesperson Jasmyn Carter said.

“Many improvements have been made since the initial transition period. DART and Transdev continue to focus on the efforts to improve the customer experience.”

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Brosius, Cummings, Fletcher, Franklin and Willis say th  
ongoing, though David being on the monitoring list has

Communication has been more proactive when issues do occur, which is usually at least once a week, Nadine Willis said.

Willis again couldn't locate her brother for a period of time on Jan. 3 when information on his account was input incorrectly by dispatch, she was told, and the portal's live monitoring feature glitched.

What the coming months hold, especially if David is removed from the monitoring list, she isn't sure.

"So what happens when that lapses? Is it going to go back to the same old ridiculousness I've been dealing with...and then if I want to get him on the monitoring list again, is it going to be like pulling teeth to get that help?" Willis said. "I don't know."

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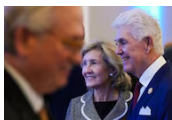
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Dallas riders say they waited hours on the phone and frequently had rides canceled.



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Readers agree with columnist on the importance of NATO; admired the column on sportswriter John Feinstein; criticize running the photo of a ...  
Brenda Cummings on her experience with DART

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By **Amber Gaudet**

Amber is a staff writer for The Dallas Morning News. She's produced award-winning business and investigative work, including a housing series that led to a federal inquiry and Texas state law change in 2023. Amber holds a master's degree from the University of North Texas' Mayborn School of Journalism.

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 Brenda Cummings on her experience with DART