

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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BART TRAIN PASSENGER FATALITY *

IN SAN FRANCISCO, CALIFORNIA, * Accident No.: RRD21LR015

ON SEPTEMBER 13, 2021 *

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Interview of: AUDREY WINSLOW, Station Agent (Manager)

BART

Oakland, California

Wednesday,
September 15, 2021

APPEARANCES:

RYAN FRIGO, Investigator
National Transportation Safety Board

MICHAEL FORTE
BART

ROY AGUILERA
BART

ROB BURY, Operations Safety Manager
BART

MIKE BORER
California Public Utilities Commission

DANIEL KWOK
California Public Utilities Commission

JESSIE HUNT
Local 1555
Amalgamated Transit Union

BERNARDO BUSTAMANTE
Federal Transit Administration

MICHAEL HOEPF
National Transportation Safety Board

STEPHANIE BARNES, Representative for Ms. Winslow
Local 1555
Amalgamated Transit Union

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of Audrey Winslow:	
By Mr. Frigo	5
By Unidentified Speaker	20

I N T E R V I E W

1
2 MR. FRIGO: Good morning. My name is Ryan Frigo. I'm an
3 investigator with the National Transportation Safety Board. We
4 are here in Oakland, California. Today is September 15, 2021.
5 We're here to speak with Audrey Winslow, and this is in reference
6 to an accident that occurred on September 13th at the Powell
7 Street Station in San Francisco on the BART system.

8 Before we begin our discussion today, we'll go around the
9 room and introduce ourselves. For the benefit of the
10 transcriptionist, please spell your last name, and identify the
11 agency that you are representing. I'll begin, and pass off to my
12 right.

13 My name is Ryan Frigo, F-r-i-g-o, NTSB.

14 MR. FORTE: Michael Forte, F-o-r-t-e. I'm with BART and I'm
15 posting for this interview.

16 MR. AGUILERA: Roy Aguilera. I'm the -- I'm with BART.
17 A-g-u-i-l-e-r-a.

18 MR. BURY: I am Rob Bury. I'm the Operations Safety Manager
19 with BART. B-u-r-y.

20 MR. BORER: Mike Borer, B-o-r-e-r, California Public
21 Utilities Commission.

22 MR. KWOK: Daniel Kwok, K-w-o-k, with the California Public
23 Utilities Commission. I am posting for this interview.

24 MR. HUNT: Jessie Hunt, H-u-n-t. Amalgamated Transit Union,
25 ATU, Local 1555.

1 MR. BUSTAMANTE: Bernardo Bustamante, B-u-s-t-m-a --
2 m-a-n-t-e [sic]. I work for the Federal Transit Administration.

3 MR. HOEPF: Michael Hoepf, H-o-e-p-f, with the NTSB.

4 MS. WINSLOW: Audrey Winslow, station agent -- oh,
5 W-i-n-s-l-o-w.

6 MR. FRIGO: And you're a station agent?

7 MS. WINSLOW: And I'm a station agent for BART.

8 MR. FRIGO: Excellent. And, Audrey, well, is it okay if we
9 go by first name basis?

10 MS. WINSLOW: Yes.

11 MR. FRIGO: Thank you. Audrey, do you wish to have a
12 representative here with you today?

13 MS. WINSLOW: Yes.

14 MR. FRIGO: And can you please identify yourself?

15 MS. BARNES: Sure. My name is Stephanie Barnes,
16 B-a-r-n-e-s, and I am the ATU 1555 station agent Union
17 representative.

18 MR. FRIGO: Thank you.

19 INTERVIEW OF AUDREY WINSLOW

20 BY MR. FRIGO:

21 Q. And, Audrey, is it okay if we record our conversation here
22 today?

23 A. Yes.

24 Q. Okay. Thank you very much. Thank you for coming in, and
25 talking to us. We talked a little bit kind of beforehand. I kind

1 of told you what we do, why we're here, and you have a piece of
2 the story about what happened that we're just trying to learn more
3 about. And before we get into that, maybe if you could tell me a
4 little bit about your employment history here at BART. When did
5 you start? And if you remember kind of roughly.

6 A. I've been with BART about a little over two years. And I
7 have been full-time for a little over one year; a full-time
8 station agent. And during this full year I've been in -- on the
9 M-Line in San Francisco at those stations mostly downtown. So I
10 came in as a station agent, and I am still a station agent.

11 Q. 2019 roughly?

12 A. Yes, um-hmm.

13 Q. Okay. And you've been on the downtown, the M-Line the entire
14 time?

15 A. Yes. I -- my -- I started out in the East Bay, but when I
16 went full-time, I went to the M-Line. So I've been in San
17 Francisco for over a year now.

18 Q. Okay. And you'll move between those stations?

19 A. Yes, sir. Currently, I have four stations that I work:
20 Civic, Powell, Embarcadero, and 24th.

21 Q. Okay. And what are the duties of a station agent?

22 A. I'm a station manager.

23 Q. Station manager. I'm sorry. So what's --

24 A. That's okay. I am a station agent, but I feel like my duties
25 are to manage a station. I open it. For my shift, I am an opener

1 on most days. One day at Powell I'm mid, like a 9:45 to 5:45.
2 But I open it. I kind of maintain the flow of traffic, try to get
3 people to where they're going, give directions, give information,
4 you know, write reports for anything that's needed, make sure that
5 the station is clean. Anything that is lacking or not up-to-date
6 is written up so it can be addressed. My job is to communicate
7 with my management and my customers, and just be the eyes and ears
8 for BART.

9 Q. Do you sit in an enclosed booth?

10 A. I do. I do. I mean, I am for the most part of my shift in
11 my booth. I was at the primary booth on Monday. I do sit there
12 to give information, directions, help with clipper issues, ticket
13 problems, help with passes when there's a mechanical failure or
14 some type of issue. So I am in the booth. I do also walk the
15 station, and respond to reports from patrons or passengers. Hey,
16 there's his over here or there's this over there. So I will go
17 check something out. That way I can write a report, and kind of
18 give some detail to what's happening, and send it to the right
19 department.

20 Q. Okay. And is your -- is the booth located -- is that located
21 on the platform level or is it located somewhere else in the
22 station?

23 A. It's in the concourse level.

24 Q. Okay.

25 A. So Powell Street is an underground station. So at the street

1 level you have to come down into the station, down some stairs.
2 And primary booth is at the mall entrance, the primary mall
3 entrance. And that's -- that was my position for Monday. And I,
4 yeah.

5 Q. Okay. Are there -- do you have CCTV inside the booth that
6 you can monitor different areas of the station?

7 A. I do have CCTV in the booth, and it shows things like the
8 elevator, the platform, and the concourse, parts of the concourse,
9 um-hmm.

10 Q. And then you mentioned that part of your responsibilities are
11 to walk the station.

12 A. Yeah.

13 Q. Is that by a certain interval? Is it -- do you choose when
14 to do it?

15 A. It depends on the shift. If I'm opening, yes. I walk in at
16 the beginning of my shift just to sweep the station, make sure no
17 one is in there or just so I can notate any kind of problems that
18 I see. During the day, I talk a walk just when I can because the
19 flow of traffic. So, yeah, I determine when I walk it, if it's a
20 mid shift.

21 Q. Okay. And is there a -- I know you mentioned like responding
22 to customer issues.

23 A. Um-hmm.

24 Q. Is that usually someone coming to the booth or is there -- is
25 that usually someone coming to the booth or is there, is there,

1 like, customer assistance buttons within the station that would --

2 A. Both.

3 Q. There's both. Okay. So I do have courtesy phones we call
4 them, and they can call me from various points in the station, and
5 I have people walking up, you know, hey, this machine is not
6 working. So I can come out there, and do some fingertip
7 maintenance or, hey, can you come show me how to buy this clipper
8 card or can you tell me how to get up to Union Square or, you
9 know. So it's various questions. And sometimes I'll come out to
10 help them purchase things or to show them a directional -- go out
11 of --

12 Q. Okay.

13 A. So, yes, I come out to do things.

14 Q. Okay. So a lot of interacting with --

15 A. Lot of interacting.

16 Q. -- with the public?

17 A. Yes.

18 Q. What about with train operators? Do you interact with train
19 operators at all as part of your normal function and duty?

20 A. Not as part of my normal function and duty.

21 Q. Okay. Let's say you see something strange, something out of
22 the ordinary on the CCTV, something that could impact train
23 operations. What are you trained to do in that type of scenario?

24 A. I am trained to call Central. Specifically on Monday I
25 called train control directly because I wanted to cut straight to

1 the person that controls the trains.

2 Q. Okay. And let's talk about Monday.

3 A. Okay.

4 Q. All right. So what time did your shift start? Do you
5 remember?

6 A. 9:45 a.m.

7 Q. 9:45. And you were at Powell Street the entire time?

8 A. Yes, sir.

9 Q. Okay. A normal day?

10 A. Yeah, normal day, super busy. Powell Street is a major
11 station for downtown in my opinion. It is a very busy station
12 because there's a huge mall right there. So we have Westfield
13 Mall, if you're not familiar with San Francisco, and it's a big,
14 beautiful mall. And then we have a lot of nice hotels around the
15 station, Parc 5, and all these nicer hotels. So we have a lot of
16 tourists that come in the station. And then there's mall
17 employees, and there's, you know, and there's so many stores
18 around that are not in the mall. So we have a lot of flow just
19 for people that work in the area, regular commuters, the local
20 people that live there, and then your travelers, and your regular
21 people.

22 Q. Okay. So decent amount of flow for Covid --

23 A. Yes.

24 Q. -- for Covid times?

25 A. Oh, yes, um-hmm.

1 Q. Okay. Just a normal day?

2 A. Just a normal day.

3 Q. And when did you find out something was going on?

4 A. My phone rang. My booth phone rang. And when the phone
5 rings, you can see it says something about who is calling sofo
6 (ph.) courtesy phone. It will say something like that. So I
7 received a platform courtesy phone. So I say this is station
8 agent. Can I help you? And a gentleman says, a person got caught
9 in the train and drug. And I said, okay, they got drug onto the
10 platform? Yes. Eastbound, eastbound. I said, okay, platform 2,
11 track 2? He said eastbound train. I said, okay, thank you, thank
12 you very much. And I hung up, and immediately the phone rang
13 again, and it was my secondary agent. And I said, hello. And he
14 said, Audrey, somebody just ran up here, and said somebody got
15 caught in the train door. And I said, Avery, I just got that
16 report. Thank you very much. I'll take care of it. I hung up,
17 and I called train control, and I said, train control, agent at
18 Powell Street station. I have reports of somebody being drug onto
19 the track. Can you shut down East Bay train? He said what train?
20 I said platform 2, track 2. And he said description of the
21 person. I said I don't have a description of the person. I just
22 have a person's been drug into the track. Can you stop the train?
23 Thank you. Got it. Take your radio and go downstairs. I said I
24 am now. Hung up. Grabbed my radio. I called Avery. I said I'm
25 headed down to the platform, if you want to meet me, and I ran

1 downstairs.

2 Q. In your description of all of that, do you remember looking
3 at the CCTV screens, and seeing anything?

4 A. I did look at the -- but I couldn't see anything. It just,
5 well, I saw people. The platform was pretty full, not completely
6 packed like it used to be pre-Covid, but a lot of people. And I
7 didn't see any commotion. I couldn't see any, you know, I
8 couldn't see any, anything that looked out of the normal.

9 Q. Okay.

10 A. It looked like my regular platform.

11 Q. Okay. And so you grab your radio, and you go down --

12 A. Yes.

13 Q. -- to the platform?

14 A. Um-hmm. And I was on the primary, and so I walk, and it's
15 just people, like, could have been this room, like, everybody,
16 everybody looked normal. So I'm just walking quickly towards the
17 secondary end, the other end of the platform towards the --
18 towards Oakland. So I'm walking down, and then I get to the other
19 side, and then I hear a man crying. I see him leaning on the pole.
20 Then there's a gentleman in an orange shirt. He had witnessed it.
21 This is the person that called me. And he says somebody got
22 drugged. This is his partner. And I said, sir, can you stand
23 right here for me right by this gentleman? I'll be right with
24 you. So I walked down to that gate. There's a gate at the end of
25 the platform. I'm looking. I'm walking, and I'm looking in the

1 track, and I'm looking, and I see nothing. And then I get to the
2 gate, and I can see -- and I'm not good with distance. Sorry.
3 But I see into the tunnels there, and it's dark, but I see like a
4 body. It just looks like a body. And I could see the shirt, and
5 the -- it's a body, but it's laying, like, along the track. And I
6 just turned around, and I said I need everybody back. I need
7 everybody off of Platform 2, please. If everybody could just -- I
8 just started doing crowd control basically is what I did.

9 Q. Okay.

10 A. I just wanted to move people back. People are, you know,
11 asking questions, and pulling out phones, and I'm like I just need
12 everybody back, please, to the side. Let's -- all trains are
13 going to be on Platform 1. I was just, you know. There was a
14 train one car in on Platform 2. So I just knew that we had
15 stopped everything on this track. So I just kind of said, you
16 know, I need everybody back past these poles away from, you know,
17 I just basically asked everybody to back up.

18 Q. Do you remember --

19 A. And started doing that.

20 Q. I'm sorry to cut you off.

21 A. That's okay.

22 Q. Do you remember seeing a backpack at all when you looked into
23 that tunnel?

24 A. I did not see a backpack.

25 Q. Okay.

1 A. I don't -- once I, to be honest, once I saw the body, I
2 turned around, and just started sweeping --

3 Q. Okay.

4 A. -- getting people back from that end. I didn't even continue
5 looking. I didn't go past that gate. I didn't have work orders.
6 I didn't -- nothing I could do, but like try to clear my --

7 Q. Did you then, did you notify anybody on the radio about what
8 you had seen?

9 A. No, I didn't. I turned around, and started pushing the crowd
10 back, and, like, not long after that I had people respond to my
11 station. And I don't know how long because I didn't stop to talk
12 to anybody. But I saw my supervisors come in quickly, Paula,
13 Eric, Jill. I had police officers respond, and I had a fire, fire
14 team come in. And so --

15 Q. So pretty quick you would say?

16 A. Quickly. Yes. Once I --

17 Q. Quick response.

18 A. -- notified track control what was happening, they really did
19 more, you know, took -- thankfully, they communicated.

20 Q. And the gentleman, who was on the platform crying, did you
21 interact with him at all?

22 A. I just asked him to please stay put or have a seat if he
23 wanted. Because he was leaning on the pole. I just said, hey, if
24 you want can you -- if you want to sit down, you can sit down,
25 please. And he wasn't really responding to me. He was very

1 distraught. So I just left him leaning on the pole. I asked
2 Avery to kind of stay right there, and I continued to push the
3 crowd back, and get them off the platform too and back.

4 Q. Do you remember did he have anything with him? Any --

5 A. He had a backpack on.

6 Q. Okay.

7 A. A big tan brown big pack.

8 Q. Okay.

9 A. I think he had a -- that's it. That's all I remember is that
10 he had a big pack on, and he was hunched over leaning against the
11 pole.

12 Q. Okay. Anything else about him that you could kind of recall?

13 A. Yeah, scruffy or rough -- like Caucasian gentleman, probably
14 middle age. Kind of a little just little, you know, rough
15 appearance --

16 Q. Okay.

17 A. -- maybe, you know.

18 Q. Did he have a bicycle? Do you remember?

19 A. No, not when I saw him.

20 Q. Okay. Do you remember seeing that individual at any other
21 point during your shift prior to the accident?

22 A. No. I didn't see them enter.

23 Q. Okay. And being a station agent, and interacting with the
24 public, sometimes you see the same people over and over again.

25 Did the gentleman, I mean, is he someone that you might have

1 recognized from prior work shifts or?

2 A. Yes. I do believe I've seen him come or go before in the
3 downtown station.

4 Q. Okay. Recently or just --

5 A. Sometime in the past year.

6 Q. Okay.

7 A. I feel like they traveled through my station, yes.

8 Q. Okay. Thank you. Thank you for helping me understand some
9 of this. Let me ask just a different question not really related
10 to the accident, but more in your experience as a station agent.
11 If you have a customer with an animal, and whether this animal is
12 a service animal or it's just an animal, is there anything that
13 you do differently as a station agent if you see that type of
14 patron coming into the system?

15 A. Not on a regular basis. I mean, I have seen people with
16 animals, and I start making announcements, you know, please keep
17 your animal with you. I have asked people please do not take your
18 animals on the escalators. Please use the stairs. So sometimes
19 it will prompt you to make more announcements or special
20 announcements. I have done that, yes.

21 Q. Okay. I mean, do you see animals a lot --

22 A. Yes.

23 Q. -- in the system?

24 A. Yes, I do.

25 Q. What about do you see a lot of customers with mobility

1 devices, like, electric wheelchairs --

2 A. Yes.

3 Q. -- or -- using the system?

4 A. Um-hmm.

5 Q. Is there anything that that prompts any kind of special
6 response that that prompts from you --

7 A. Yes.

8 Q. -- as a station agent?

9 A. Yes. Well, if they're coming to the booth, and I see
10 something, I may ask sometimes depending on the station, do you
11 want me to tag out your Clipper Card for you? Because some of our
12 stations the elevator is on the outside, and they'd have to come
13 into the little side door to tag out. So I may say do you want me
14 to tag your card out for you? If I see them heading to an
15 elevator, I will hit the elevator call button, and call it so that
16 when they arrive they don't have to, you know, they don't have to
17 wait for the elevator or worry about calling it. Yeah, that's it
18 really.

19 Q. Okay.

20 A. Offer a little assistance.

21 Q. All right. And what about if you're in your station, in your
22 booth, and you're looking at your monitors, and maybe you see some
23 people hanging out by the yellow tactile strip?

24 A. Yes. I make announcements often.

25 Q. Okay.

1 A. Whenever I see anyone walking along the yellow strip to get
2 down. Or standing on the yellow strip, I do patrons for your
3 safety, please stay off the yellow strip. Please stay back behind
4 the yellow strip.

5 Q. Okay.

6 A. I do. Yes. Often.

7 Q. Often?

8 A. Yes.

9 Q. Okay.

10 A. It's a nice reminder.

11 Q. Is there any policy that says you have to do that or is that
12 just -- is that Audrey being an extra helpful station agent? Do
13 you know?

14 A. Well, in training we did learn that it's -- the safety strip
15 is there for your safety, and that if I see it, I can make
16 announcements. There are regular announcements that come through
17 the PA from central. And if they see something, I think they play
18 an announcement for us. But it's -- I think it, some -- a lot --
19 I think it's very helpful at our specific station at that time if
20 you see somebody, and maybe they're not realizing, you know, it's
21 a good reminder. And if they hear a fresh voice, like, a live
22 voice, and you're calling -- a lot of times they'll back up. I
23 can see the yellow line just part. They just, you know. So it's
24 just good practice.

25 Q. Okay. And I recently learned that some of the lighting that

1 -- like, the platform level lighting has been upgraded.

2 A. Yes.

3 Q. In Powell Street?

4 A. Um-hmm.

5 Q. From your perspective, what do you think? Is it -- is the
6 lighting better?

7 A. Lighting is a lot better than it was. I do like the new
8 halogen or whatever type of bulbs these are. I do appreciate the
9 lighting being improved. It's very helpful for us, especially
10 with the monitors. The brighter it is, the easier we can see is
11 that a human, is that a (indiscernible), is that a bag? It's
12 easier. It helps us to see what's on the monitor.

13 Q. Okay. And I think there are some stations that have not been
14 upgraded yet.

15 A. Yes.

16 Q. So would you say that you -- would it be your personal
17 opinion that the -- that the newer upgraded stations just give you
18 more visibility from -- for what you're looking at?

19 A. My personal opinion I prefer the upgraded lighting.

20 Q. Okay. That's fair.

21 A. Yeah. I do like.

22 MR. FRIGO: That's fair. Audrey, thank you. I don't have
23 any further questions.

24 MS. WINSLOW: Thank you.

25 None. Thank you.

1 Oh, I'm good. Yeah.

2 BY UNIDENTIFIED SPEAKER:

3 Q. Audrey, thanks. Just a couple quick questions. Just
4 wondering, did you interview any witnesses by chance?

5 A. I did not.

6 Q. Okay.

7 A. I did not. I --

8 Q. Do you know -- sorry.

9 A. I recognized the witness, and I just asked him to please stay
10 put so that I could move people back from the incident area.

11 Q. Do you know if anybody did conduct any interview of witnesses
12 or --

13 A. Yes. A police officer was interviewing him when I was doing
14 crowd control.

15 Q. Okay. Was it a BART police officer or was it a --

16 A. I believe so. To be honest, I can't say positively.

17 Q. That's okay. It's no problem.

18 A. Was SFPD or BART PD. Sorry.

19 Q. No, no. It's okay. I was going to say --

20 A. I just know a man in uniform, in a police uniform was
21 talking. I said this is our witness that called me, and he
22 instantly started speaking to him, and I was trying to get the
23 patrons away from listening to that. I was trying to back
24 everyone up.

25 Q. Yeah. I got you. I got you. Sounds good. The gentleman

1 that you had indicated that was distraught, you had seen him
2 before. What was your take on -- do you have a take on him? Was
3 he a local resident? Do you think he was --

4 A. In my opinion I cannot say he's a local resident because I
5 see many of the same people East Bay, west -- like, I can work the
6 East Bay like Oakland or San Leandro or Pleasant Hill, and see
7 people that I always see in San Francisco. So I never know if
8 they've living there or traveling about the system. So to be
9 honest, I don't really ever assume where they're living. It's
10 hard for me to know what they're doing.

11 Q. Oh, sure, sure. Let me just ask you this. I mean, have you
12 ever had any trouble with that individual?

13 A. No. I've never had trouble with him before, but I do believe
14 I've seen him before. That's -- I just feel like, when I saw his
15 pack, I'm like I think, I feel like I've seen him and his pack
16 coming through before because he has a big travel packet. It's a
17 brown travel pack.

18 Q. Okay. Okay.

19 A. Not many of our passengers use that exact pack. Lot of times
20 it's a backpack, like a, you know.

21 Q. Yeah.

22 A. So --

23 Q. Okay. So from your experience though he seemed to be a
24 paying customer, who was --

25 A. I can't recall. Yeah. He did -- when I noticed him, I

1 recalled seeing him, but I've never had a negative interaction
2 because those stand out a lot, and then you're, like, oh, I know
3 you. Yeah. So I've never had a problem with him per se.

4 Q. Okay. Great. Thanks. Let me just ask you this. Have you
5 ever had a similar incident to this in the past, had an issue with
6 a passenger boarding the train? Ever see any issues with anything
7 like that?

8 A. No. No. I mean, thank God I've never had an incident like
9 this before. This was my first situation like this.

10 Q. Okay. You ever had any close calls or anything like that?

11 A. No.

12 Q. Okay.

13 A. Not me personally at my stations, no.

14 Q. Okay. And then let me just ask did you guys have a -- do you
15 have a policy for dogs? I mean, is there like a written policy?

16 A. Yes. Animals are supposed to be in a container unless it's a
17 service animal.

18 Q. Okay.

19 A. So sometimes we make announcements if you're traveling with a
20 pet it should be in a container. Sometimes I'll say that or
21 advise people that are -- usually, I just make a general
22 announcement. So it's not pointing anyone out or, you know, it's
23 just general information. So we do have a -- it should be in a
24 pet carrier if it's not a service animal.

25 Q. Okay. And then so you will make an announcement, but have

1 you ever enforced that policy?

2 A. No. Well, I mean, I don't know if you -- I have asked
3 people, please don't take your animal on the escalator. I've
4 directly asked a person please hold your animal, please, if you
5 can't control your animal leave the station with it. Find a, you
6 know, find an animal carrier. But I don't kick people out or I
7 might, I might have called BART police before, and asked for
8 assistance, but I don't demand proof that this is a service animal
9 or --

10 Q. Okay.

11 A. -- anything like that.

12 Q. Have you ever received any training on what you're supposed
13 to do? I mean, is there an expectation that you're supposed to
14 ask if it's a service animal? Or I mean, what are you supposed
15 -- I guess I'm just saying what is, what is your --

16 A. Yes.

17 Q. -- understanding of the expectation for you of what you're
18 supposed to do in that situation?

19 A. In training, we did learn that -- we were instructed that
20 people are only supposed to have service animals on BART.
21 Everything else should be in a container, a carrier.

22 Q. Okay.

23 A. And that we don't want to discriminate against anyone, and
24 that we are information and customer service, and that if we have
25 a problem call BART police. So there is some training around it.

1 Q. Okay. So it sounds like you, you'll do some things, and then
2 it sounds like calling the police then is sort of like a -- how
3 you would escalate it --

4 A. Yes.

5 Q. -- if for some reason somebody gives you some pushback or
6 something like that, then you would resort to calling the police?

7 A. Yes.

8 Q. Okay. But it doesn't sound like that happens very often?

9 A. No.

10 Q. Okay. Do you think that the dogs present any kind of safety
11 hazards in the station, the non-service animals?

12 A. In my opinion, I prefer animals that are being controlled
13 well. I don't -- I kind of, you know, I don't prefer, I don't get
14 excited, I would say when I see animals entering the station
15 unless they're well behaved. But I am -- most of the time
16 everything is fine, and I love animals. So I'm all for bring your
17 pet to work day or whatever. A lot of people here have animals,
18 and I believe there's a lot of service animals. And I've seen a
19 lot of great animals come through BART in carriers, rabbits, cats,
20 bunnies, like, even a chicken. I see a lot of things. Like I had
21 a chicken, and asked me for water for it. I was like, oh, I
22 don't, I don't have any extra water. I'm sorry. I only have my
23 reusable cup. And he needs to be in a little box or something,
24 please. And so I -- to be honest, I think it's the owner of the
25 animal. I wouldn't blame it necessarily on the animals. It's

1 usually the handler.

2 Q. Yeah. Okay. I mean, and I'll just -- I'm just going with
3 that is -- I'm just wondering is there -- we're just trying to
4 prevent an accident like this from happening --

5 A. Yeah, oh, yeah.

6 Q. -- again, and we're just wondering is there -- would there --
7 is there any safety benefit in, you know --

8 A. Yeah.

9 Q. -- taking a look at some of the -- any -- I mean, I don't
10 know if you have any safety suggestions, you know, but looking at
11 this, and, like, is that, is that an area that maybe we take a
12 look at or any other suggestions?

13 A. I, honestly, I think it's human misjudgment a lot of times. I
14 think it's -- I think our -- most of, most of what I know to be a
15 safety concern is usually like bad judgment on a human part
16 mostly. But animals do confuse. Sometimes they can add to the
17 situation maybe, but it's, you know, it's -- I -- it's the human
18 either they're out of sorts or they're trying to hurry up and run
19 on a train. You know what I mean? And the animal is trying to
20 hurry, and it's running in circles. It's, from what I see on a
21 regular basis, it's usually there's just people that are --
22 there's a lot of people running. They want to make it on time.
23 There's a lot of, you know, this is fast-paced society. It's
24 usually the human leading the situation, trying to stop a door,
25 and run, and I'm like okay don't run on escalators. Don't run in

1 the station. Don't, you know, it's common -- it's safety things
2 that people think are no big deal, and then it's all of a sudden a
3 deal. So I don't, you know.

4 Q. Yeah. Well, I just -- I appreciate your perspective on it's
5 really kind of the human driving the, driving the situation there.

6 A. Yeah.

7 Q. So I appreciate you taking the time kind of walking us
8 through that.

9 A. Okay.

10 Q. Great. Is there anything else we should talk about or did we
11 forget anything that is on your mind --

12 A. No.

13 Q. -- relevant information?

14 A. No, sir.

15 UNIDENTIFIED SPEAKER: Okay. Thanks, Audrey.

16 Ryan, do you want to close?

17 MR. FRIGO: I'm looking around the room here making -- does
18 anybody have any additional questions?

19 Roger. We're good. Roger.

20 Thank you. With that we'll go off the record.

21 (Whereupon, the interview was concluded.)
22
23
24
25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

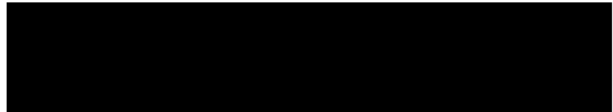
IN THE MATTER OF: BART TRAIN PASSENGER FATALITY
 IN SAN FRANCISCO, CALIFORNIA
 ON SEPTEMBER 13, 2021
 Interview of Audrey Winslow

ACCIDENT NO.: RRD21LR015

PLACE: Oakland, California

DATE: September 15, 2021

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A solid black rectangular box redacting the signature of Katherine Motley.

Katherine Motley
Transcriber