

# **Safety Advisory 22-4**

## **Suicide Prevention Signage on Public Transit**

January 25, 2023

---

Office of Transit Safety and Oversight  
Federal Transit Administration



# Speaker Introductions



**Vanaaisha Pamnani**

*Program Analyst*  
Federal Transit  
Administration

Washington, DC



**Ethan Novak**

*Program Analyst*  
Federal Transit  
Administration

Washington, DC

# Speaker Introductions



**Richard McKeon**

*Chief of Suicide  
Prevention Branch  
SAMHSA*

Rockville, MD



**Stacey Palosky**

*988 Chief Digital  
Communications Officer  
SAMHSA*

Rockville, MD



**Alicia Trost**

*Chief Communications  
Officer  
BART*

Oakland, CA

# Webinar Purpose & Agenda

The purpose of this session is to provide transit agencies:

- An overview of Safety Advisory 22-4 (SA 22-4) issued by the Federal Transit Administration (FTA) regarding suicide prevention signage and messaging
- Information and resources available for the 988 Suicide & Crisis Lifeline
- Insight into BART's current suicide prevention initiatives

## Meeting Agenda

- Overview of SA 22-4
- Recommended Action
- Presentation from Substance Abuse & Mental Health Services Administration (SAMHSA)
- Presentation from San Francisco Bay Area Rapid Transit District (BART)
- Q & A

# Audience Question

## Question 1

*From 2011 – 2019, what percentage of rail transit fatalities were due to suicide?*

A: 24%

B: 39%

C: 52%

D: 65%

# Audience Question

## Question 1

*From 2011 – 2019, what percentage of rail transit fatalities were due to suicide?*

***Answer – C: 52%***

Source: FTA Report No. 0227

# Audience Question

## Question 2

*What mode of transportation experiences the highest number of suicide-related fatalities?*

- A: Light Rail
- B: Heavy Rail
- C: Commuter Rail
- D: Streetcar Rail

# Audience Question

## Question 2

*What mode of transportation experiences the most suicide-related fatalities?*

***Answer – B: Heavy Rail***



# Audience Question

## Question 3

*Which time(s) of day do suicide-related fatalities or injuries most frequently occur?  
(Select more than one)*

A: 8:00 AM – 10:00 AM

B: 11:00 AM – 1:00 PM

C: 5:00 PM – 6:00 PM

D: 9:00 PM – 10:00 PM

# Audience Question

## Question 3

*What time(s) of day do suicide-related fatalities or injuries most frequently occur?*

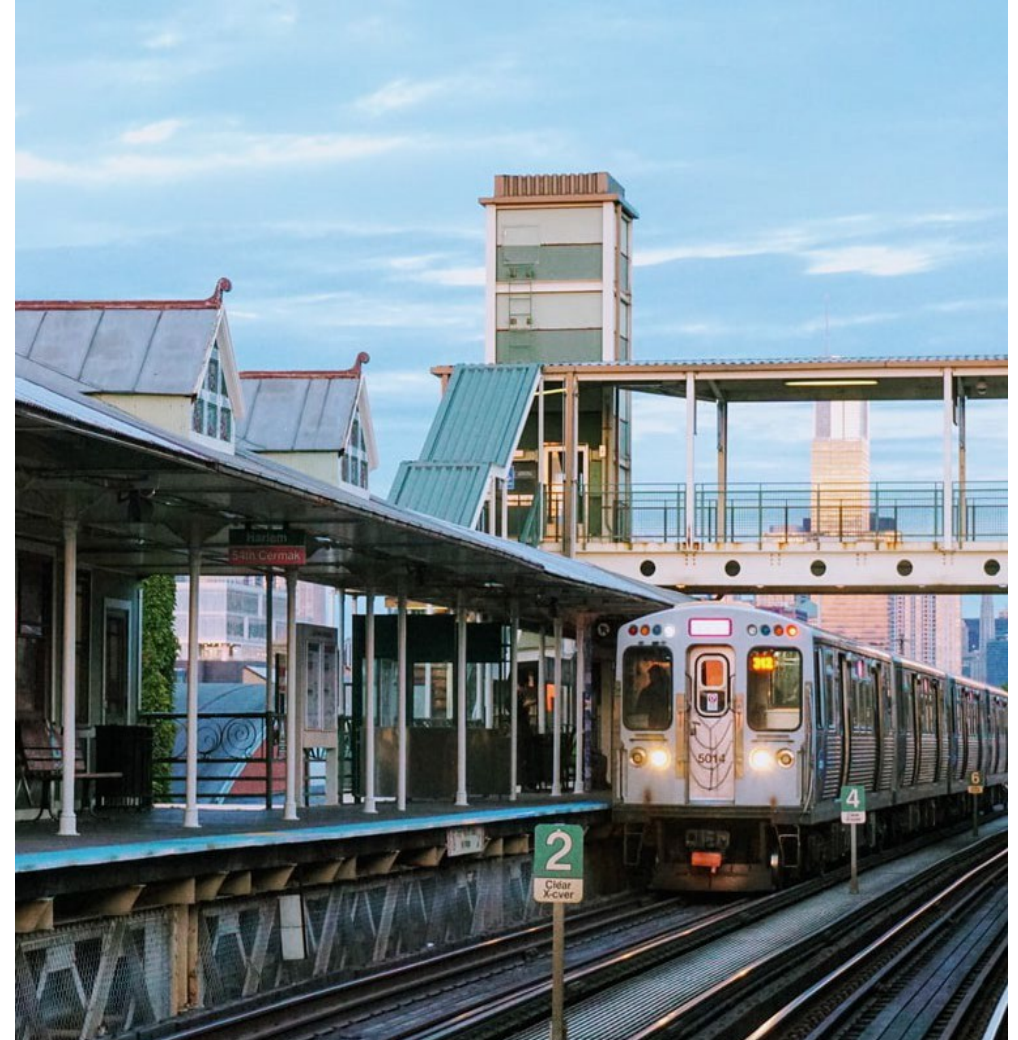
***Answer – B: 11:00 AM – 1:00 PM***  
***C: 5:00 PM – 6:00 PM***

Source: FTA Report No. 0227

# Safety Advisory 22-4 Overview and Purpose

## Safety Advisory Overview

- **Date:** Published in the Federal Register on December 7, 2022
- **Safety Advisory Number:** 22-4
- **Audience:** Transit Agencies
- **Purpose:** FTA encourages transit agencies to implement, update, or expand suicide prevention signage and messaging campaigns that apply best practices for reducing suicide attempts. Additionally, FTA encourages incorporating general mental health awareness on public-facing media, partnering with suicide prevention organizations, and assessing suicide event and crisis center data through Safety Risk Management and Safety Assurance processes.



# Safety Advisory 22-4 Takeaways

Suicide is the leading cause of fatalities on transit

Suicide has an emotional and psychological impact on everyone the event impacts: family, friends, transit workers, transit leadership, and the community

Research suggests that suicide prevention signage is an intervention that can save lives

Transit agencies should consider installing or updating existing suicide prevention signage along operating routes in highly visible areas

# Suicide on Public Transit

## Facts on Suicide

*Suicide is a leading cause of fatalities on public transit*

**150**

The average number of suicide attempts per year on or by transit over the past five years

**71%**

The percentage of suicide attempts reported inside a rail station

**COVID-19**

The pandemic has exacerbated risk factors associated with suicidal behavior

Source: National Transit Database (July 2019); BMC Psychology, Pathirathna et. al (2022)

# Suicide's Impact on Wellbeing

## Post-Traumatic Stress Disorder

- 13 to 23 percent of transportation accident survivors develop symptoms of psychological distress
- Transit operators face significant amounts of distress in response to suicide events

## Depression

- Major depressive episodes are a common response to trauma and may occur in survivors in response to a suicide event

Source: Transit Cooperative Research Program (TCRP) Research Report 233

# Suicide's Impact on Agency Operations

## Impact to Operations

- Suicide on transit impacts everyone involved, including transit operators
- In addition to impacts on operator well-being, suicide events may impact transit agencies' daily operations
- These impacts may include:
  - Missed work hours to recover from the shock, which is especially relevant in times of employee shortages and understaffing
  - Time to complete required station maintenance after an event
  - Difficulty in recruiting and maintaining workforce

Source: Transit Advisory Committee for Safety (TRACS) Report 18-03; TCRP Research Report 233



# Signage as an Intervention Tool for Transit Agencies

Signage can be effective in the immediate moment to talk down or deter suicide

- SA 22-4 recommends that signage include the 988 Suicide & Crisis Lifeline and suicide prevention messaging
- **San Francisco Bay Area Rapid Transit District (BART):** BART partnered with the National Suicide Prevention Lifeline in 2015 for a signage campaign, resulting in the helpline receiving 20 to 50 calls per year from transit stations since the campaign began
- **Toronto Transit Commission:** Toronto's *Crisis Link* is a suicide prevention program that installed posters on every subway platform. It's estimated the suicide rate dropped by 46% since 2019

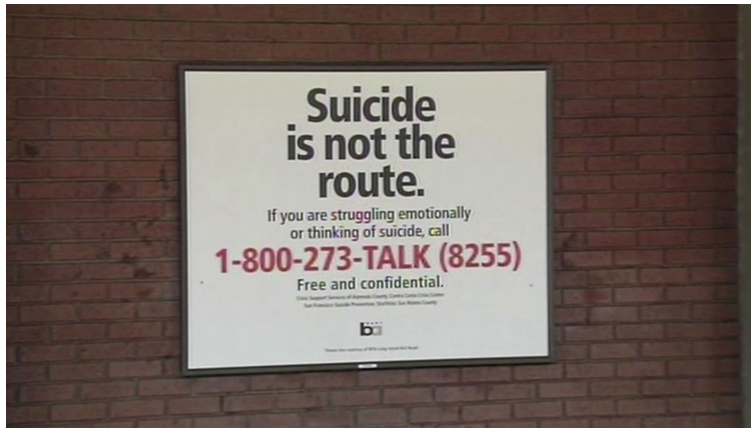


Image 1: BART (2015)



Image 2: Toronto's Crisis Link (2019)

Source: TRACS Report 18-03



# Suicide Prevention Signage on Public Transit

## Signage

- Display the national Suicide & Crisis Lifeline phone number (988) and the local crisis center or local public transit helpline phone number
- Direct patrons to nearby public phones, if available
- Present information in all languages frequently spoken within the jurisdiction
- Consider language, word choice, and other demographic risk factors, like age and gender, within the jurisdiction for signage and messaging campaigns

Source: FTA Report No. 0227



Image 3: An example of generic 988 messaging from the U.S. Army (2022)

# Suicide Prevention Signage on Public Transit

## Mental Health Awareness

- Convey anti-suicide and general mental health awareness information on public-facing media, such as bus advertisement space, station booths, bus shelters, fare cards, and vending machine screen savers
- Partner with suicide prevention organizations, including community mental health organizations, to coordinate mental health and suicide prevention messaging and resources
- Place suicide prevention signage in highly visible areas that pose the greatest risk for suicide
- Assess and monitor the effectiveness of different signage approaches and make use of available data to guide transit agency activities on suicide prevention

Source: FTA Report No. 0227



Image 4: Port Authority of New York and New Jersey's NJ Hopeline (2013)

# Factors to Consider

## Key Considerations

Demographics, design, data and data limitation, community input

### Implementation Questions to Ask at Your Transit Agency

Is existing signage updated with new 988 number? What numbers besides 988 should you include?

Where should your signs be placed in the station?

Does the sign appear in languages that are commonly spoken in the area?

How does your signage communicate to high-risk demographic groups?

Is there cell signal, free Wi-Fi, or public phone access at sign locations?

What are opportunities to use both static and digital signage? Is there a difference in impact?

How could suicide prevention messaging be used outside of a rail station? On a bus? Or at a bus stop?

Source: TCRP Research Report 233

# Discussion & Next Steps

## FTA Safety Advisory 22-4: Suicide Prevention Signage on Public Transit

<https://www.transit.dot.gov/regulations-and-programs/safety/fta-safety-advisory-22-4-suicide-prevention-signage-public-transit>





# Contact Information

**Office of System Safety**  
Federal Transit Administration  
[FTASystemSafety@dot.gov](mailto:FTASystemSafety@dot.gov)  
(202) 366-1783



[TRANSIT.DOT.GOV](https://www.transit.dot.gov)



A woman with dark, curly hair and a nose ring is looking out a window. The window reflects a city skyline with a tall building and some greenery. The scene is bright and sunny.

# 988

SUICIDE  
& CRISIS  
LIFELINE

988 Public  
Messaging

January 25,  
2023

- The Need for 988
- 988 Vision and How it Works
- 988 Partner Toolkit
- Examples of 988 in Use





**TOO MANY PEOPLE  
ACROSS THE U.S.  
EXPERIENCE  
SUICIDAL, MENTAL  
HEALTH AND/OR  
SUBSTANCE USE  
CRISIS WITHOUT  
THE SUPPORT AND  
CARE THEY NEED**

## **In 2021**

Nearly 900,000 youth aged 12-17 and 1.7 million adults attempted suicide.

There was approximately one death by suicide every 11 minutes

For people aged 10–14 and 25–34 years, suicide was the second-leading cause of death

More than 105,000 people died from drug overdoses



**Someone to talk to. Someone to respond. A safe place for help.**



## **988 Lifeline:**

An important step towards achieving part of that vision – someone to talk to.

## **Crisis Care System:**

A robust system that provides the crisis care needed anywhere in the country

# How The 988 Lifeline Works

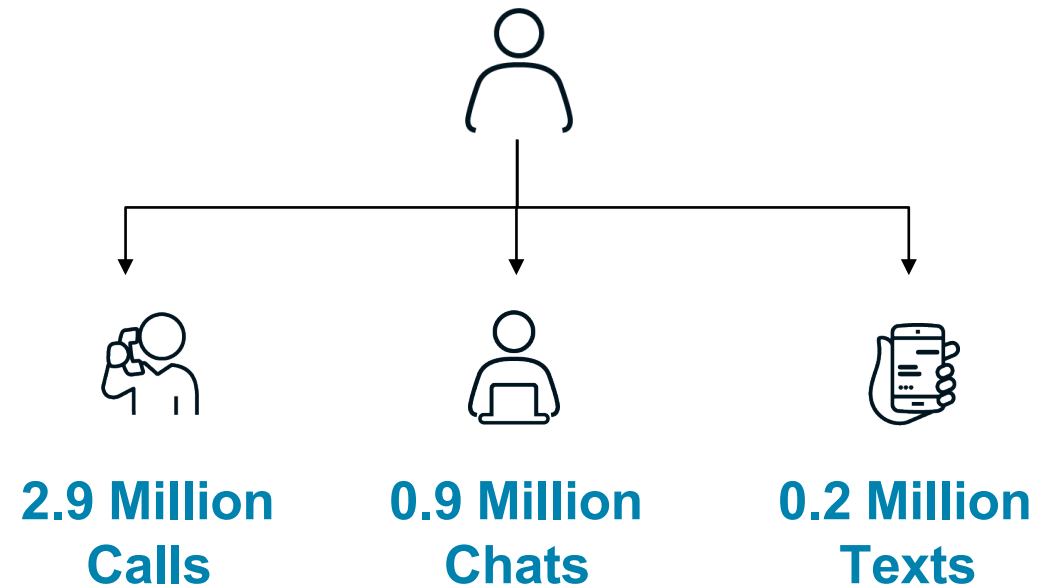
988

In FY22, the Lifeline received roughly  
**4 million contacts**

People who **call the 988 Lifeline** are given three options:

- **Press 1** to connect with the **Veterans Crisis Line**
- **Press 2** to connect with the **Spanish Subnetwork**
- **Press 3** to connect with **LGBTQ+ support for people under age 25**
- **Remain on the line** and be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center

People who **text/chat the Lifeline** are currently connected to crisis centers equipped to respond to texts and chats



## More people are getting connected to care than ever before

The 988 Lifeline data for December 2022, showed an **increase** in overall volume compared to December 2021. December 2022 includes contacts from the LGBTQ+ Pilot.

The 988 Lifeline answered **172,164** more contacts (calls, chats and texts) and significantly improved how quickly contacts were answered.

The average speed to answer across all contacts decreased from **172** seconds to **44** seconds.

In December 2022 vs. December 2021, calls answered increased by **48%**, chats answered increased by **263%**, and texts answered increased by **1445%**.



## Goal: Coordinated and Aligned Communication About 988

### Driving a Common Narrative

We recognize the need to speak with one voice to ensure there is a clear understanding about what 988 is and how it will work.

### Role of Partners Across the Country

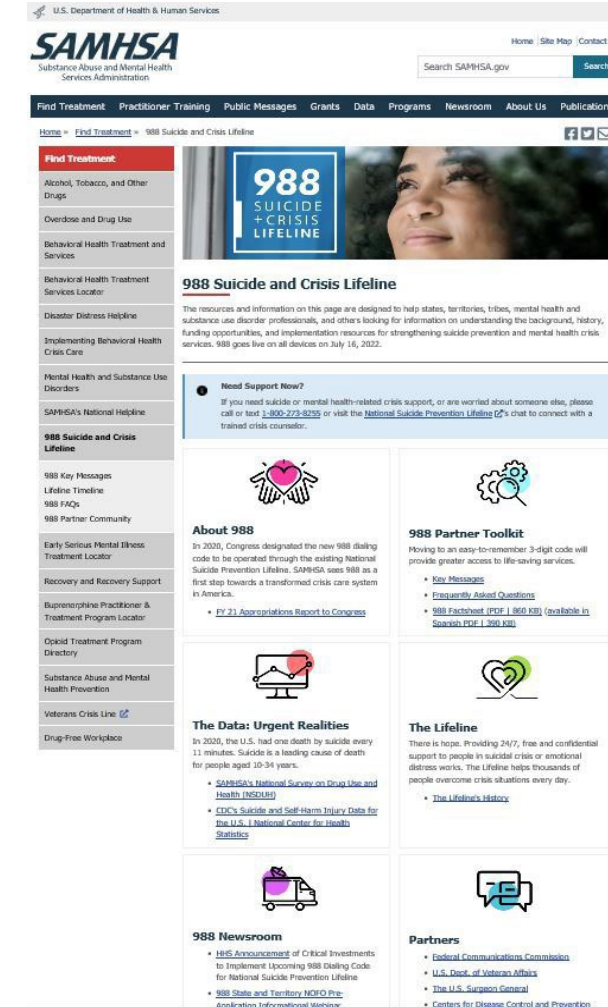
We encourage building upon the SAMHSA messages and FAQs with your state, local, territory, tribal, or community coalitions, to meet the needs of your specific audiences.

# SAMHSA 988 Webpage

# 988

## ONE-STOP-SHOP FOR 988 RESOURCES

- URL: [www.samhsa.gov/988](https://www.samhsa.gov/988)
- ABOUT 988
- PARTNER TOOLKIT
- [PERFORMANCE METRICS](#)
- [LIFELINE HISTORY](#)
- JOBS: [www.samhsa.gov/988jobs](https://www.samhsa.gov/988jobs)
- FUNDING NOTICES



# SAMHSA 988 Partner Toolkit

# 988

## PARTNER TOOLKIT ASSETS AS OF JAN 2023

- [KEY MESSAGES](#)
- [FAQS](#) (Adding/updating as needed over time)
- [LOGOS & BRAND GUIDANCE](#)
- [SOCIAL MEDIA SHAREABLES](#)
- [PRINT MATERIALS](#)
- [END CARDS FOR MEDIA](#)
- SAMPLE RADIO PSA SCRIPTS
- [BRANDED PHOTOS](#)
- PLAYBOOKS

The screenshot shows the SAMHSA website with the 988 Suicide & Crisis Lifeline branding. The header includes the SAMHSA logo and navigation links. A search bar is present. The main content area features a large banner with the 988 logo and a woman's face. Below the banner, there are sections for '988 Key Messages', 'Need Support Now?', 'About 988', and '988 Partner Toolkit'. A sidebar on the left lists various resources under the 'Find Treatment' and '988 Suicide and Crisis Lifeline' categories.

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

Home | Site Map | Contact Us

Search SAMHSA.gov

Find Treatment | Practitioner Training | Public Messages | Grants | Data | Programs | Newsroom | About Us | Publications

Home » Find Treatment » 988 Suicide and Crisis Lifeline » 988 Key Messages

**Find Treatment**

- Alcohol, Tobacco, and Other Drugs
- Opioid Overdose
- Harm Reduction
- Behavioral Health Treatment and Services
- Behavioral Health Treatment Services Locator
- Disaster Distress Helpline
- Implementing Behavioral Health Crisis Care
- Mental Health and Substance Use Disorders
- SAMHSA's National Helpline

**988 Suicide and Crisis Lifeline**

- 988 Partner Toolkit
- 988 Key Messages
- Lifeline Timeline
- 988 Jobs
- 988 FAQs
- 988 Partner Community

**Early Serious Mental Illness Treatment Locator**

**Recovery and Recovery Support**

**Buprenorphine Practitioner & Treatment Program Locator**

**Opioid Treatment Program Directory**

**Substance Abuse and Mental Health Prevention**

**Veterans Crisis Line**

**988 Key Messages**

These key messages are designed to cover the basics of 988 and provide a strong foundation from which partners can build for their audience-specific needs. The key messages work in coordination with the messaging guidance outlined in the [988 Messaging Framework](#) developed by the National Action Alliance for Suicide Prevention and its messaging task force.

**Need Support Now?**

If you need suicide or mental health-related crisis support, or are worried about someone else, please call or text [1-800-273-8255](#) or visit the [National Suicide Prevention Lifeline](#) chat to connect with a trained crisis counselor.

**About 988**

In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline's (1-800-273-8255) network of over 200 locally operated and funded crisis centers across the country.

On July 16, 2022, the U.S. will transition to using the 988-dialing code, and it is a once-in-a-lifetime opportunity to strengthen and expand the existing Lifeline.

988 is more than just an easy-to-remember number—it's a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

The 988 dialing code is just a first step toward strengthening and transforming crisis care in this country. It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help.

Over time, the vision for 988 is to have additional crisis services available in communities across the nation, much the way emergency medical services work.

**988 Partner Toolkit**

The [988 Partner Toolkit](#) is intended to facilitate partner efforts for collaborative and aligned 988 communication planning.

- [Key Messages](#)
- [Frequently Asked Questions](#)
- [Logo and Branding](#)
- [More Resources](#)

**Need for 988**

Too many people are experiencing suicidal crisis or mental health-related distress without the support and care they need, and sadly, the pandemic has only made a bad situation worse when it comes to mental health and wellness in America.



## Current Print Materials:

- Wallet Cards (English/Spanish)
- Magnets (English/Spanish)
- Posters (English/Spanish)
- Stickers (English/Spanish)
- Safety Plans (English only)

## Coming Soon

- Suicide Warning Signs Notecards
  - Youth and Adults Separate
- Yard Signs
- Reasons to Call 988 (social media)

### Printable Materials

These 988 printable materials have been created for use by governments, states, territories, tribes, crisis centers, and partners to educate and outreach about 988. SAMHSA provides organizations an ability to order limited supplies from the SAMHSA store. If you need larger orders than we are able to send to you, you can use the printer-ready files to make your own. For those of you who need just a few copies of an item, you can print those using the simple PDF download.

SAMHSA expects print materials to be available for ordering in late July. We will regularly update the SAMHSA Store links when products arrive.

### Wallet Cards

The following business-sized wallet cards help publicize the 988 Suicide & Crisis Lifeline.



Wallet Card with Image (2 sided, 3.5 in x 2 in)    Wallet Card with Image (2 sided, 3.5 in x 2 in)

- [Downloadable in English \(PDF | 254 KB\)](#)
- [Downloadable in Spanish \(PDF | 297 KB\)](#)
- [Printer-ready file in English \(PDF | 723 KB\)](#)
- [Printer-ready file in Spanish \(PDF | 1.1 MB\)](#)
- [Order from the SAMHSA Store](#)
- [Order from the SAMHSA Store](#)

URL:

<https://www.samhsa.gov/find-help/988/partner-toolkit>

1. Go to accordion labeled Printable Material
2. Click on “Order from the SAMHSA Store”
3. Store is no longer allowing you to ask for orders above the minimums as in the past.



When news articles, entertainment programming, or other media material includes content addressing suicide, mental health, or emotional distress, please use one of the end card options available from the 988 Partner Toolkit to share 988 crisis supports with readers and viewers, especially those who may need help or be in crisis.

**Option A: With Horizontal Logo & Text**



If you or someone you know needs support now, **call or text 988 or chat 988lifeline.org**

**Option B: With Square Logo & Text**



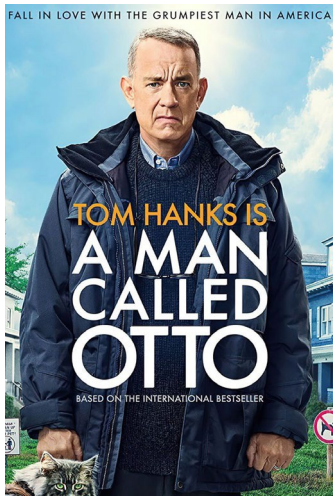
If you or someone you know needs support now,  
**call or text 988 or chat 988lifeline.org**

**Option C: Text only (no logo)**

If you or someone you know is struggling or in crisis, help is available. Call or text 988 or chat 988lifeline.org

# Examples of 988 in Use

988



If you or someone you know is struggling or in crisis, help is available.  
In the U.S.: Call 988 for 24/7 confidential, free crisis and emotional support.  
Outside the U.S.: Visit [www.findahelpine.com](http://www.findahelpine.com) to find resources by country.

Take action for yourself and be there for others.

Stunt Coordinator CHAD KNORR  
Stunts CHARLES PAGE · BRIAN SMYJ · JAMES PEYTON · RANDY BECKMAN · SCOTT BURIK  
STEPHEN DUNLEVY · REGIS HARRINGTON · TODD JONES · NATHAN KANNEY

Ads · Shop 988 you matter stickers

| YOU MATTER 988 Suicide Prevention Awareness Sticker Square Sticker | Exclusive 988 Mental Health Matters T-Shirt Sticker by | You Matter 988 Suicide Prevention Awareness Sticker Classic Round | Suicide Prevention 988 You Matter Pocket Design T-Shirt Classic Round | Suicide Prevention 988 You Matter Pocket Design T-Shirt Square Sticker |
|--|--|---|---|--|
| \$4.00 T-shirt   | \$5.00 Apparel   | \$4.35 T-shirt  | \$4.95 T-shirt  | \$4.30 T-shirt   |

Amazon.com · 988 Suicide Prevention Awareness Sticker

Amazon.com · 988 Suicide Prevention Awareness Sticker

Amazon.com · 988 Suicide Prevention Awareness Sticker

Amazon.com · 988 Suicide Prevention Awareness Sticker

Amazon.com · 988 Suicide Prevention Awareness Sticker



9:18

Search Suicide

Top Users Videos Sounds LIVE Hashtags

**You're not alone**

If you or someone you know is having a hard time, help is always available.

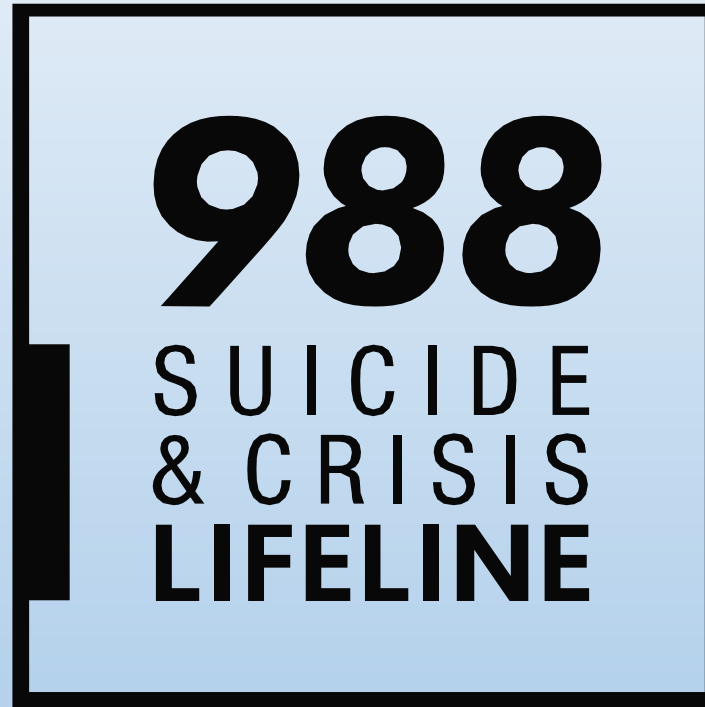
[View resources](#)

**988 Suicide and Crisis Lifeline**  
24/7; Text also available: 988 [Call](#)

**Crisis Text Line**  
24/7 Text "TikTok" to 741-741 [Send SMS](#)



# Thank you!



And you can email questions to us at

[988Team@samhsa.hhs.gov](mailto:988Team@samhsa.hhs.gov)

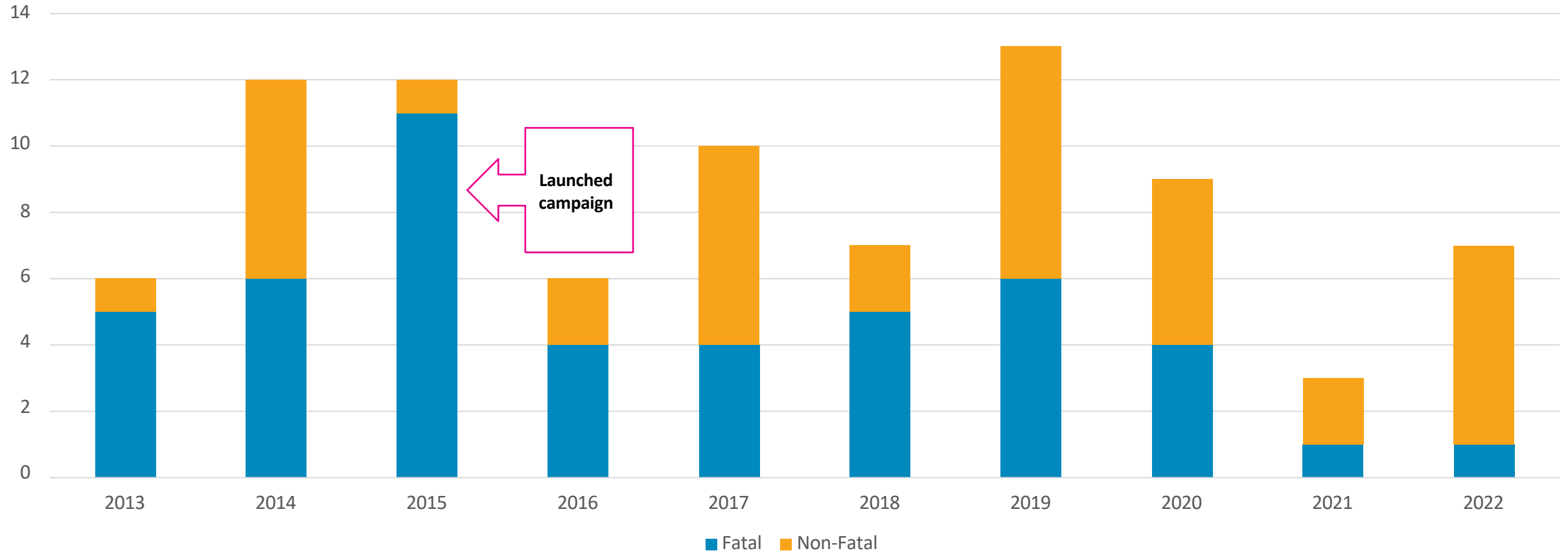


# Suicide Prevention Strategies

Alicia Trost, BART Chief Communications Officer

FTA Webinar, January 2023

# Suicide Data: Fatal and Non-Fatal (injured or no-contact)



# Develop Partnerships with Experts

- BART asked the **Bay Area Suicide & Crisis Intervention Alliance** to guide us in developing a plan.
- They advised us:
  - Install platform screen doors
  - Post large signs with the crisis number
  - Put the crisis number on the back of paper tickets
  - Change the language we use with the public to prevent contagion (copycat suicides)
  - Provide special training for frontline staff on how to recognize and help a person in crisis; supply station agent booths with crisis wallet cards



If you are  
struggling emotionally  
or thinking of suicide, call

**1-800-273-TALK  
(1-800-273-8255)**

Free and confidential.

2015



If you are  
struggling emotionally  
or thinking of suicide  
call or text

**988**

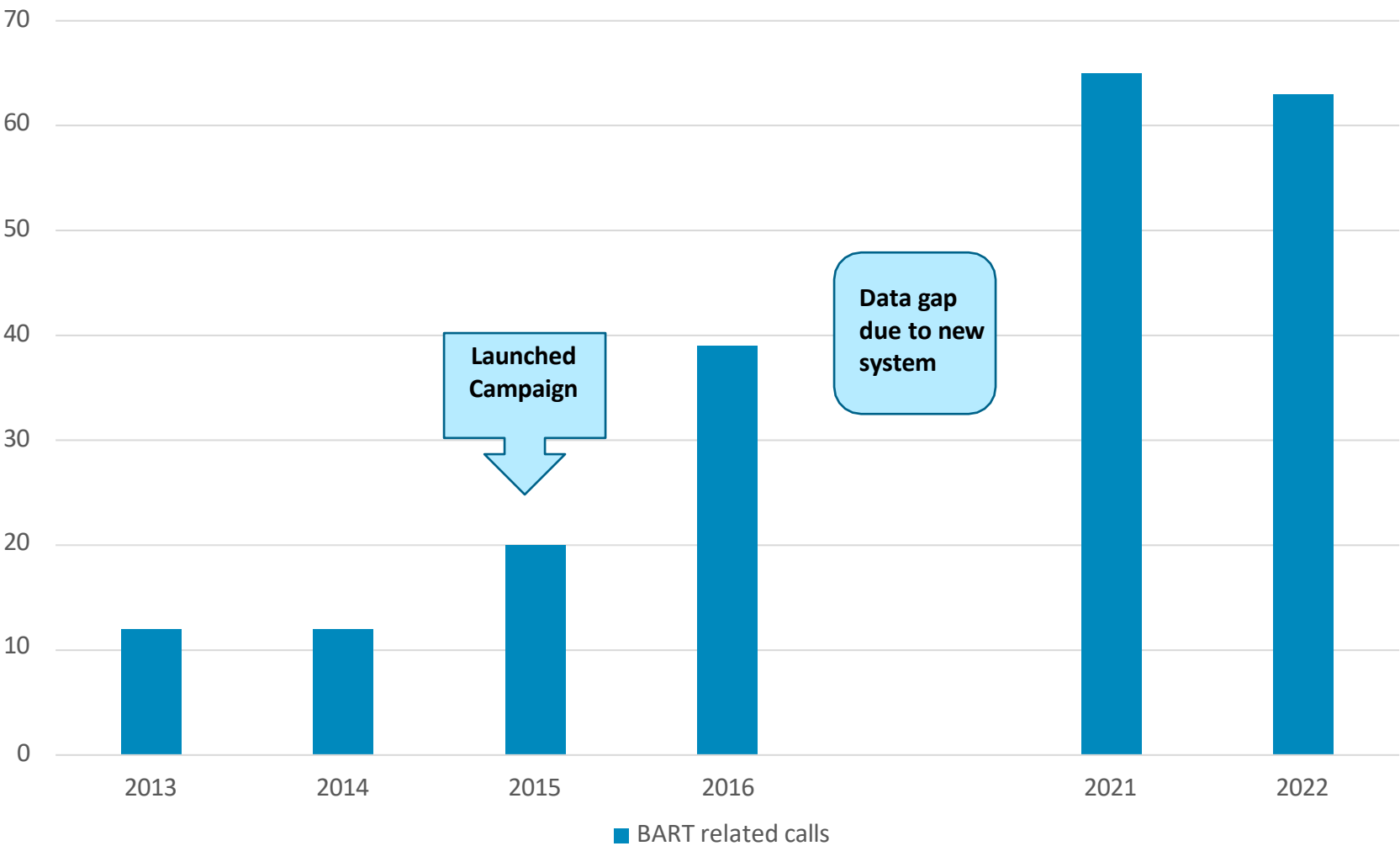
Free and confidential.

2022

- Placed ***on the end*** of each platform AND on the trackway wall
- Size: 48" X 48"
- Didn't use tool kit designs as not to look like another advertisement

# BART Related Lifeline Calls

BART Related Lifeline Calls



- 2021- 4 high-risk calls
- 2022- 3 high-risk calls



# Update Language

- BART Service Advisories:
  - “person under a train” to “major medical emergency”
- Spokespeople are to follow a script
- Social media posts offers transparency without triggering words and include the crisis line
- Posted recommended news media guidelines on our website

# Spokesperson Script

- Crews are responding to a Major Medical Emergency at xxx station.
- A person was on the tracks for an unknown reason when a train approached, and a collision may have occurred.
- List service impacts.

(Once confirmed with police)

- Based on witness accounts, there is no foul play suspected.
- The person was in crisis and intentionally entered the trackway.

# Spokesperson Script

## **Never say:**

- Person under a train
- Passenger or Trespasser strike
- An unauthorized person (this causes confusion with the public and media)
- “Jumped in front of a train” instead say a fatality involving a person on the tracks
- “Was hit by a train” instead say a person entered the trackway and a collision occurred, it is ok to say the person was in crisis

## **Policy:**

- Do not go on camera or do radio interviews about these incidents

# Social Media Posts

Quote tweet the service advisory with:

This incident is a fatality.

Police say there was no foul play, and the person intentionally entered the track.

Our thoughts are with this person, our train operator + responding crews.

If you are struggling emotionally or in crisis, there is help. Call or text 988.

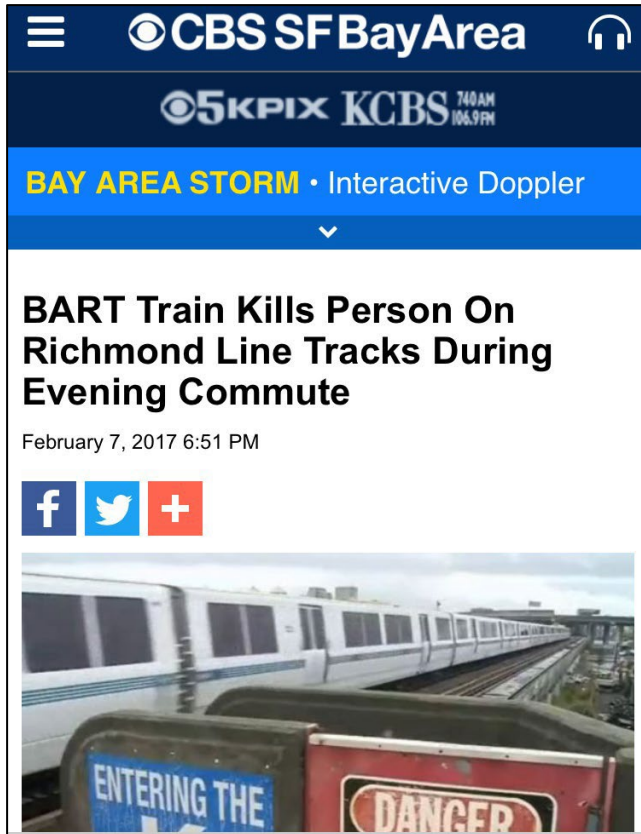
We are in service recovery.

We want to express our apologies for this service disruption. Our thoughts are with those affected.

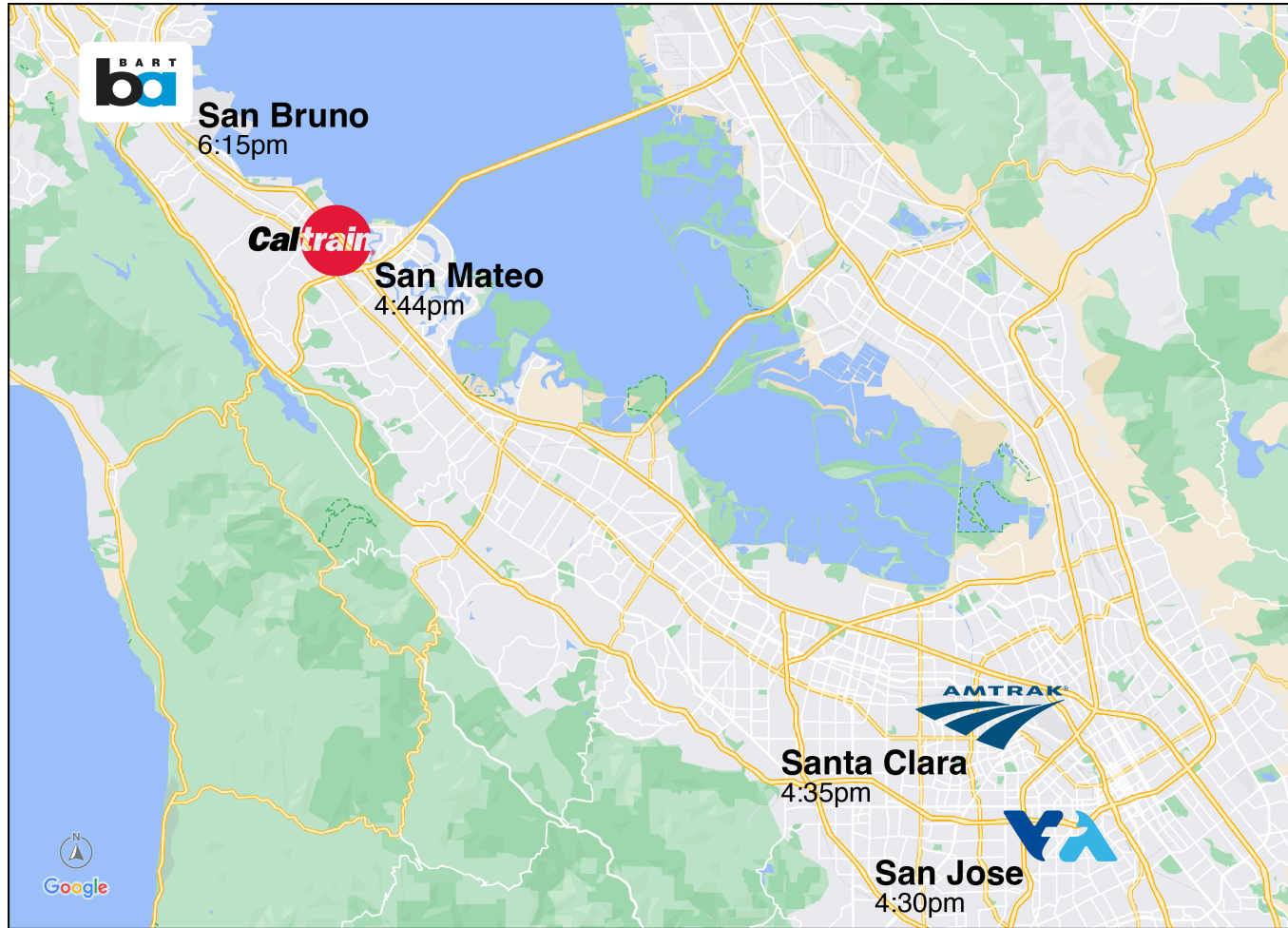
We ask that all related media reports include this information: If you are struggling emotionally or in crisis, there is help. Call or text 988.

# Recommended News Media Guidelines

- Do not provide detailed information on where a suicide occurred and do not show detailed pictures of the locations where the suicides occurred.
- Do not provide vivid depictions and details of the event. This can create imagery that a vulnerable individual may relate to and consider acting upon. This includes details about behaviors immediately before train-person collisions.
- Do not include an image of a train. Although including an image of a train may seem reasonable, doing so depicts the manner of suicide, which is strongly discouraged.
- Be careful with the wordings of headlines.
- Be careful with all of the words that are used in the story.
- Always include information for those seeking help, specifically mention 988 Suicide and Crisis Lifeline.



# Clusters and Contagion



## October 13, 2015 Timeline

4:30pm A pedestrian was fatally struck by a VTA light rail train in San Jose.

4:35pm An Amtrak train struck a pickup truck at grade crossing in Santa Clara.

4:44pm A man on the railroad tracks was struck by a train at the San Mateo Caltrain station.

## NEWS COVERAGE

6:15pm A person on the tracks was struck by a train at the San Bruno BART station.



# Possible Suicide Contagion

- September 19, 2022 (first day of rail safety events in the SF Bay Area)

## **Person hit by train at North Berkeley BART station**

Officials said the person was in a "crisis" when they entered the trackway

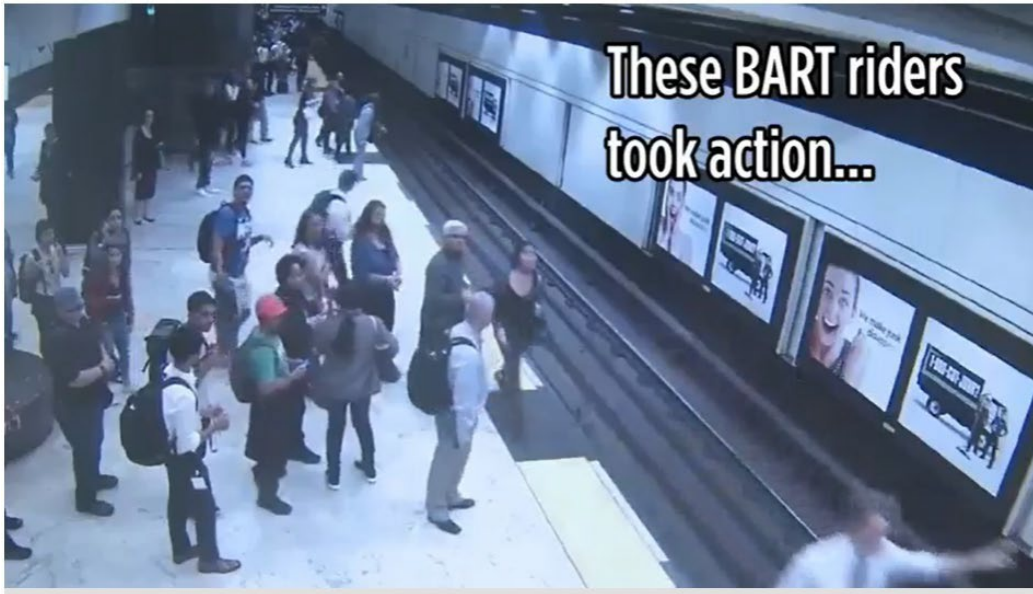
- September 16, 2022

## **Motorcyclist dead after being ejected onto BART tracks, hit by train in Oakland; service restored**

## VIDEO: BART passengers inspire, save man who jumped onto tracks



Wednesday, August 23, 2017



12 hours later

## Person struck by BART train, killed in East Bay



Michael Bodley, San Francisco Chronicle

Aug. 24, 2017 | Updated: Aug. 24, 2017 4:38 p.m.

# Frontline worker training

## Warning Signs (verbal and physical cues)

- How are they acting?
  - Are they agitated, nervous, pacing, are they near the edge of the platform?
  - Are they watching multiple trains go by and not getting on one?
- What are they saying?
  - Are they talking about jumping, are they crying? Do they feel trapped?
- What is their mood?
  - Are they sad, angry, distraught, or staring blankly into the trackway?

# Frontline worker training

- Make connection; Ask a Question; Save a Life

## What do you say?

- Are you okay?
- Do you want to talk?
- Are you thinking about suicide?
- Can you come upstairs with me?
- I'm going to call someone to help you
- I'm going to stay with you until help gets here.

## How do you say it?

- With compassion
- With empathy
- With no judgment
- In a calm voice
- Emphasize there is help

## What do you do?

- Contact police (yourself or someone else)
- Do not be afraid of speaking in front of the person, they already have the idea, and it won't push them toward making a decision
- Do NOT leave the person alone
- Have power to 3<sup>rd</sup> rail turned off

Take care of yourself; utilize resources and peer support;  
near misses are just as traumatic

# Frontline Worker Training

“Is everything OK?” Zedd recalled.

“And he said, ‘No, I’m just tired. I’m tired of everything’

And I asked him to tell me about what was going on with him.

“I just sat with him, and kept listening to his story,” Zedd said. “I told him, ‘This is not the way to go. We can get somebody out here to take you to a place to stay, to get you some help. I told him that he mattered, and also that his actions would affect a lot of people, people who would be hurt, who would be traumatized, by what he was trying to do.’”



Zedd listened to the man tell his story and then walked down to the de-energized trackway to help the man out of the trackway.

The man, now calmed, came out of the trackway. BART Police arrived soon and took the man to receive a mental health assessment.



# Q&A

