Official Policy Briefing

SUBWAY EMERGENCY RESPONSE ACTION (SERA)

Formal Policy Proposal to the Metropolitan Transportation Authority (MTA) & Elected Officials

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1. OBJECTIVE:
Subway Emergency Response Action (SERA) is an independent student-led campaign urging the MTA and New York leadership to upgrade transit crisis protocols. Our central purpose is clear: *Every rider deserves to get home.*

2. FOUR POLICY PILLARS:

Pillar 1: Emergency Detection
Call for modern camera technology and real-time monitoring in high-traffic and risk-prone platform areas to identify emergencies immediately and dispatch personnel without delay.

Pillar 2: Transit-Worker Safety Training
Request for updated, mandatory training programs covering emergency protocol execution, de-escalation, crowd management, and crisis communication.

Pillar 3: Station Drills & Independent Audits
Implementation of routine emergency drills and independent safety reviews to identify vulnerabilities and test Help Point equipment before emergencies happen.

Pillar 4: Ongoing Public Rider Education
Public awareness campaigns and platform signage explaining passenger emergency steps and how to request assistance effectively.

3. IMPLEMENTATION QUESTIONS FOR TRANSIT LEADERSHIP:

- How are platform alerts currently communicated to first responders, and what is the target response time?
- How frequently are station personnel retrained on emergency response procedures?
- What measures are used to evaluate Help Point functionality across high-volume transfer stations?

4. FORMAL REQUEST:

We request a formal briefing meeting with MTA safety representatives and elected leaders to review these four asks, clarify existing procedures, and establish a timeline for improvement.