PRACTICE EXAM 10: MTA STATION AGENT SIMULATION (200 QUESTIONS)

This practice exam contains 200 multiple-choice questions modeled on the abilities listed for MTA New York City Transit Station Agent Exam No. 6617. Select the single best answer for each question. The official notice requires a score of at least 70 percent to pass but does not publish an official question count or time limit for the competitive test.

1. During a morning customer-area inspection, which sentence best communicates an equipment condition at Lexington Station?

A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

B. The machine is broken again, like it always seems to be around here.

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

2. While assisting passengers near a posted service notice, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Assume the passenger is refusing to follow fare rules

C. Use simple language, visual cues, and available assistance resources to determine the need

D. Ignore the passenger unless they approach the booth directly

3. During a scheduled check of station equipment, an agent at Lexington Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. The condition must be caused by customers spilling drinks
B. Rainfall may be contributing to water entering near that wall
C. The platform will remain dry during every future storm
D. The wall location is unrelated because the station is underground

4. While monitoring movement after a train-platform change, at Lexington Station, 147 notices are divided equally among 7 locations. How many notices go to each location?

A. 19 items
B. 23 items
C. 140 items
D. 21 items

5. During a temporary assignment at fare control, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

A. Acknowledge the frustration, provide verified information, and explain available travel alternatives
B. Promise that normal service will return at a specific unconfirmed time
C. State that delays are not the Station Agent's responsibility
D. Suggest that the customer should have selected another route earlier

6. While observing an accessible entrance and passage, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

A. The triangle remains above the circle
B. The triangle is below the circle
C. The triangle is left of the circle
D. The triangle is right of the circle

7. During a late-day review of reported conditions, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Lexington Station. What should the agent do?

A. Select whichever direction was heard most recently without checking
B. Carry out both directions even if they cannot be reconciled
C. Ignore both directions for the remainder of the shift
D. Seek clarification before carrying out either conflicting routine direction

8. While finalizing a supervisor-requested station record, at Lexington Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave
B. Confirm, notify, secure, leave
C. Secure, notify, confirm, leave
D. Leave, confirm, notify, secure

9. During a morning customer-area inspection, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Tell the passenger to contact the bank without hearing the details
B. Argue that the machine cannot make the error being described
C. End the conversation and direct the passenger away from the booth
D. Listen calmly, clarify what occurred, and explain the next available assistance step

10. While assisting passengers near a posted service notice, which sentence is the clearest incident-report entry for an event at Broadway Station?

A. There was this bad thing by the stairs sometime after lunch.

B. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

C. Water was seen and people were around and it was handled somehow.

D. The stairs had an issue, which everyone knows can happen in stations.

11. During a scheduled check of station equipment, a crowd at Lexington Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd position may create a fall and movement hazard requiring immediate attention

B. The crowd is harmless as long as trains continue to arrive

C. The stairway should be used for storage until the crowd clears

D. The condition matters only when the crowd reaches the booth

12. While monitoring movement after a train-platform change, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

A. A station map

B. The cash report

C. The incident log

D. An elevator key

13. During a temporary assignment at fare control, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The changed sound may indicate a developing equipment problem requiring prompt reporting

B. The escalator is safe because it has not stopped moving

C. The sound matters only if a customer files a written complaint

D. The condition can wait until the next scheduled station inspection

14. While observing an accessible entrance and passage, which announcement is written most clearly for customers at Union Station?

A. Due to circumstances, service is doing something different from what normally occurs.
B. People going that way should probably consider finding another available option.
C. All train customers must move because various operational matters are happening.
D. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.

15. During a late-day review of reported conditions, at Broadway Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Keep, identify, notify, record
B. Notify, keep, identify, record
C. Identify, protect, notify, record
D. Record, notify, keep, identify

16. While finalizing a supervisor-requested station record, at Broadway Station, 24 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

A. 30 items
B. 32 items
C. 34 items
D. 192 items

17. During a morning customer-area inspection, while monitoring Union Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

A. Customers are probably choosing a more scenic path through the station

B. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

C. The behavior proves that every nearby passage must be closed

D. No problem exists unless a customer directly reports an injury

18. While assisting passengers near a posted service notice, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

A. Point toward the platform and say that signs should be sufficient

B. Give the fastest route without checking whether it is accessible

C. Confirm the destination and describe a clear accessible route, including needed transfers

D. Tell the visitor to ask another passenger after boarding

19. During a scheduled check of station equipment, a supply count at Union Station begins at 27 items, and 4 items are issued. How many remain?

A. 23 items

B. 22 items

C. 24 items

D. 31 items

20. While monitoring movement after a train-platform change, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

B. Every fare machine in the entire subway system has permanently failed

C. The failures prove the station electrical supply is completely disconnected

D. The shared message suggests a common system or communication problem

21. During a temporary assignment at fare control, which note most objectively describes a customer interaction at Parkside Station?

A. The customer was obviously unreasonable and wanted to cause trouble.
B. A terrible customer created a completely unnecessary scene near me.
C. The customer behaved badly because he did not respect station employees.
D. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

22. While observing an accessible entrance and passage, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

A. Offer different estimates so customers can choose the one they prefer
B. Avoid answering until regular service has completely resumed
C. Give each customer the same verified information in a courteous and concise manner
D. Use technical abbreviations without explaining what they mean

23. During a late-day review of reported conditions, at Lexington Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. The booth may be left as soon as accountable items are secured
B. Coverage must be confirmed after items are secured and the designated employee is notified
C. Notification is needed only when booth coverage cannot be found
D. Accountable items should remain accessible for the next customer

24. While finalizing a supervisor-requested station record, remember this instruction for Broadway Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

A. Call the supervisor

B. Inspect Gate 3

C. Record the time

D. Close every station gate

25. During a morning customer-area inspection, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. Keep the north entrance open for every customer using the elevator

B. Direct all customers to the south entrance throughout the entire day

C. After 10:00 p.m., direct a customer needing an elevator to the south entrance

D. Tell customers that elevator access ends at 10:00 p.m.

26. While assisting passengers near a posted service notice, which sentence best communicates an equipment condition at Jackson Station?

A. The machine is broken again, like it always seems to be around here.

B. Something is wrong with a machine, and somebody should eventually look at it.

C. The equipment situation is unfortunate and probably caused by careless customers.

D. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

27. During a scheduled check of station equipment, at Parkside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

B. The announcement may not be understandable or audible where the customers are located

C. The booth speaker volume proves all station speakers work correctly

D. The announcement should be repeated only at the end of the shift

28. While monitoring movement after a train-platform change, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. A hazardous defect requires both immediate reporting and customer separation from the area

B. Every defect requires the entire station to be evacuated at once

C. A defect should be reported only after a repair attempt fails

D. Customers may remain nearby if the defect has already been reported

29. During a temporary assignment at fare control, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

C. Downtown trains skip Harbor Station only on Saturday afternoon

D. Uptown riders must also leave the train before Harbor Station

30. While observing an accessible entrance and passage, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd position may create a fall and movement hazard requiring immediate attention

B. The crowd is harmless as long as trains continue to arrive

C. The stairway should be used for storage until the crowd clears

D. The condition matters only when the crowd reaches the booth

31. During a late-day review of reported conditions, rule: If a condition presents an immediate danger, restrict access and request assistance. At Broadway Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Wait for a customer to confirm that the condition is dangerous

C. Restrict access to the area and request assistance immediately

D. Clean the equipment personally before notifying anyone

32. While finalizing a supervisor-requested station record, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The sound matters only if a customer files a written complaint

C. The condition can wait until the next scheduled station inspection

D. The changed sound may indicate a developing equipment problem requiring prompt reporting

33. During a morning customer-area inspection, which sentence is the clearest incident-report entry for an event at Kingsbridge Station?

A. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.
B. There was this bad thing by the stairs sometime after lunch.
C. Water was seen and people were around and it was handled somehow.
D. The stairs had an issue, which everyone knows can happen in stations.

34. While assisting passengers near a posted service notice, which announcement is written most clearly for customers at Fulton Station?

A. Due to circumstances, service is doing something different from what normally occurs.
B. People going that way should probably consider finding another available option.
C. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.
D. All train customers must move because various operational matters are happening.

35. During a scheduled check of station equipment, for four evenings at Union Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station
B. Delays on the connecting service are associated with the recurring crowd increase
C. Crowding occurs only because the station has too many signs
D. The connecting delay guarantees that every train will be canceled

36. While monitoring movement after a train-platform change, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions
B. Assume the passenger is refusing to follow fare rules
C. Ignore the passenger unless they approach the booth directly
D. Use simple language, visual cues, and available assistance resources to determine the need

37. During a temporary assignment at fare control, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth
B. Northeast of the booth
C. Southeast of the booth
D. Southwest of the booth

38. While observing an accessible entrance and passage, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

A. Acknowledge the frustration, provide verified information, and explain available travel alternatives
B. Promise that normal service will return at a specific unconfirmed time
C. State that delays are not the Station Agent's responsibility
D. Suggest that the customer should have selected another route earlier

39. During a late-day review of reported conditions, at Parkside Station, 5 identical racks each hold 30 information cards. How many cards are held in all?

A. 120 items
B. 155 items
C. 150 items
D. 35 items

40. While finalizing a supervisor-requested station record, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Union Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it
B. Deny the closure even though no official information is available
C. Invent an alternate closing time to reduce the customer's concern
D. Explain that the closure is not confirmed and that verification is being obtained

41. During a morning customer-area inspection, at Jackson Station, 72 notices are divided equally among 6 locations. How many notices go to each location?

A. 10 items
B. 14 items
C. 12 items
D. 66 items

42. While assisting passengers near a posted service notice, at Union Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check
B. Confirm, determine, explain, check
C. Explain, determine, confirm, check
D. Check, explain, determine, confirm

43. During a scheduled check of station equipment, at Broadway Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Northwest of the booth
B. Northeast of the booth
C. Southwest of the booth
D. Southeast of the booth

44. While monitoring movement after a train-platform change, at Parkside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. The affected gates may share a local equipment or communication problem

B. All three customers are necessarily using invalid fare media

C. Every gate at every station must be taken out of service

D. The reports prove that the customers entered through the wrong station

45. During a temporary assignment at fare control, while monitoring Fulton Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

A. Customers are probably choosing a more scenic path through the station

B. The behavior proves that every nearby passage must be closed

C. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

D. No problem exists unless a customer directly reports an injury

46. While observing an accessible entrance and passage, at Parkside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Identify, read, apply, communicate

B. Apply, identify, read, communicate

C. Communicate, apply, identify, read

D. Read, identify, apply, communicate

47. During a late-day review of reported conditions, a customer at Union Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. North
B. South
C. East
D. West

48. While finalizing a supervisor-requested station record, at Kingsbridge Station, 15 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

A. 22 items
B. 20 items
C. 24 items
D. 105 items

49. During a morning customer-area inspection, at Jackson Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave
B. Confirm, notify, secure, leave
C. Leave, confirm, notify, secure
D. Secure, notify, confirm, leave

50. While assisting passengers near a posted service notice, at Kingsbridge Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Identify, protect, notify, record
B. Keep, identify, notify, record
C. Notify, keep, identify, record
D. Record, notify, keep, identify

51. During a scheduled check of station equipment, at Fulton Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check
B. Confirm, determine, explain, check
C. Explain, determine, confirm, check
D. Check, explain, determine, confirm

52. While monitoring movement after a train-platform change, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

A. Leave it in place if the delivery is expected to be collected today
B. Move it closer to the exit door so customers can see it
C. Have the obstruction removed from the emergency exit without delay
D. Wait until the station is less busy before mentioning the obstruction

53. During a temporary assignment at fare control, which note most objectively describes a customer interaction at Riverside Station?

A. The customer was obviously unreasonable and wanted to cause trouble.

B. A terrible customer created a completely unnecessary scene near me.

C. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

D. The customer behaved badly because he did not respect station employees.

54. While observing an accessible entrance and passage, at Riverside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

B. The announcement may not be understandable or audible where the customers are located

C. The booth speaker volume proves all station speakers work correctly

D. The announcement should be repeated only at the end of the shift

55. During a late-day review of reported conditions, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Tell the passenger to contact the bank without hearing the details

B. Argue that the machine cannot make the error being described

C. End the conversation and direct the passenger away from the booth

D. Listen calmly, clarify what occurred, and explain the next available assistance step

56. While finalizing a supervisor-requested station record, at Riverside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Read, identify, apply, communicate
B. Identify, read, apply, communicate
C. Apply, identify, read, communicate
D. Communicate, apply, identify, read

57. During a morning customer-area inspection, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

A. Point toward the platform and say that signs should be sufficient
B. Give the fastest route without checking whether it is accessible
C. Tell the visitor to ask another passenger after boarding
D. Confirm the destination and describe a clear accessible route, including needed transfers

58. While assisting passengers near a posted service notice, a rectangular sign at Broadway Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

A. In the lower-right corner
B. In the upper-right corner
C. In the lower-left corner
D. In the original upper-left corner

59. During a scheduled check of station equipment, a crowd at Harbor Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd is harmless as long as trains continue to arrive
B. The crowd position may create a fall and movement hazard requiring immediate attention
C. The stairway should be used for storage until the crowd clears
D. The condition matters only when the crowd reaches the booth

60. While monitoring movement after a train-platform change, at Central Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The sound matters only if a customer files a written complaint

C. The changed sound may indicate a developing equipment problem requiring prompt reporting

D. The condition can wait until the next scheduled station inspection

61. During a temporary assignment at fare control, during a service change at Central Station, several customers ask the same question. What is the most effective response?

A. Give each customer the same verified information in a courteous and concise manner

B. Offer different estimates so customers can choose the one they prefer

C. Avoid answering until regular service has completely resumed

D. Use technical abbreviations without explaining what they mean

62. While observing an accessible entrance and passage, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Jackson Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Carry out both directions even if they cannot be reconciled

C. Ignore both directions for the remainder of the shift

D. Seek clarification before carrying out either conflicting routine direction

63. During a late-day review of reported conditions, a supply count at Fulton Station begins at 18 items, and 8 items are issued. How many remain?

A. 9 items

B. 10 items

C. 11 items

D. 26 items

64. While finalizing a supervisor-requested station record, which sentence best communicates an equipment condition at Harbor Station?

A. The machine is broken again, like it always seems to be around here.

B. Something is wrong with a machine, and somebody should eventually look at it.

C. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

D. The equipment situation is unfortunate and probably caused by careless customers.

65. During a morning customer-area inspection, an agent at Jackson Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. Rainfall may be contributing to water entering near that wall

B. The condition must be caused by customers spilling drinks

C. The platform will remain dry during every future storm

D. The wall location is unrelated because the station is underground

66. While assisting passengers near a posted service notice, at Jackson Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. The booth may be left as soon as accountable items are secured
B. Notification is needed only when booth coverage cannot be found
C. Coverage must be confirmed after items are secured and the designated employee is notified
D. Accountable items should remain accessible for the next customer

67. During a scheduled check of station equipment, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

A. West
B. East
C. South
D. North

68. While monitoring movement after a train-platform change, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

A. The elevator
B. The downtown train doors
C. The station booth window
D. The north stairs

69. During a temporary assignment at fare control, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions
B. Assume the passenger is refusing to follow fare rules
C. Ignore the passenger unless they approach the booth directly
D. Use simple language, visual cues, and available assistance resources to determine the need

70. While observing an accessible entrance and passage, at Kingsbridge Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. Keep the north entrance open for every customer using the elevator

B. After 10:00 p.m., direct a customer needing an elevator to the south entrance

C. Direct all customers to the south entrance throughout the entire day

D. Tell customers that elevator access ends at 10:00 p.m.

71. During a late-day review of reported conditions, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

A. Promise that normal service will return at a specific unconfirmed time

B. State that delays are not the Station Agent's responsibility

C. Acknowledge the frustration, provide verified information, and explain available travel alternatives

D. Suggest that the customer should have selected another route earlier

72. While finalizing a supervisor-requested station record, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Listen calmly, clarify what occurred, and explain the next available assistance step

B. Tell the passenger to contact the bank without hearing the details

C. Argue that the machine cannot make the error being described

D. End the conversation and direct the passenger away from the booth

73. During a morning customer-area inspection, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

A. Confirm the destination and describe a clear accessible route, including needed transfers
B. Point toward the platform and say that signs should be sufficient
C. Give the fastest route without checking whether it is accessible
D. Tell the visitor to ask another passenger after boarding

74. While assisting passengers near a posted service notice, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

A. Offer different estimates so customers can choose the one they prefer
B. Avoid answering until regular service has completely resumed
C. Give each customer the same verified information in a courteous and concise manner
D. Use technical abbreviations without explaining what they mean

75. During a scheduled check of station equipment, at Parkside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

A. Below and west of the booth
B. Above and west of the booth
C. Below and east of the booth
D. Above and east of the booth

76. While monitoring movement after a train-platform change, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. Every defect requires the entire station to be evacuated at once
B. A hazardous defect requires both immediate reporting and customer separation from the area
C. A defect should be reported only after a repair attempt fails
D. Customers may remain nearby if the defect has already been reported

77. During a temporary assignment at fare control, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

A. Inspect the condition
B. Report the condition
C. Restrict access
D. Resume normal access

78. While observing an accessible entrance and passage, while monitoring Lexington Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

A. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement
B. Customers are probably choosing a more scenic path through the station
C. The behavior proves that every nearby passage must be closed
D. No problem exists unless a customer directly reports an injury

79. During a late-day review of reported conditions, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge
B. Wait for a customer to confirm that the condition is dangerous
C. Clean the equipment personally before notifying anyone
D. Restrict access to the area and request assistance immediately

80. While finalizing a supervisor-requested station record, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

B. The booth speaker volume proves all station speakers work correctly

C. The announcement may not be understandable or audible where the customers are located

D. The announcement should be repeated only at the end of the shift

81. During a morning customer-area inspection, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

A. A station map

B. The cash report

C. The incident log

D. An elevator key

82. While assisting passengers near a posted service notice, at Riverside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. Downtown trains skip Harbor Station only on Saturday afternoon

C. Uptown riders must also leave the train before Harbor Station

D. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

83. During a scheduled check of station equipment, at Harbor Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. The booth may be left as soon as accountable items are secured

B. Coverage must be confirmed after items are secured and the designated employee is notified

C. Notification is needed only when booth coverage cannot be found

D. Accountable items should remain accessible for the next customer

84. While monitoring movement after a train-platform change, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Secure, notify, confirm, leave

B. Notify, secure, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

85. During a temporary assignment at fare control, a crowd at Union Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd is harmless as long as trains continue to arrive

B. The stairway should be used for storage until the crowd clears

C. The condition matters only when the crowd reaches the booth

D. The crowd position may create a fall and movement hazard requiring immediate attention

86. While observing an accessible entrance and passage, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Use simple language, visual cues, and available assistance resources to determine the need

C. Assume the passenger is refusing to follow fare rules

D. Ignore the passenger unless they approach the booth directly

87. During a late-day review of reported conditions, a square panel at Parkside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the top edge

B. On the bottom edge

C. On the right edge

D. Still on the left edge

88. While finalizing a supervisor-requested station record, at Central Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. After 10:00 p.m., direct a customer needing an elevator to the south entrance

B. Keep the north entrance open for every customer using the elevator

C. Direct all customers to the south entrance throughout the entire day

D. Tell customers that elevator access ends at 10:00 p.m.

89. During a morning customer-area inspection, remember this instruction for Kingsbridge Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

A. Inspect Gate 3

B. Record the time

C. Call the supervisor

D. Close every station gate

90. While assisting passengers near a posted service notice, which sentence is the clearest incident-report entry for an event at Central Station?

A. There was this bad thing by the stairs sometime after lunch.

B. Water was seen and people were around and it was handled somehow.

C. The stairs had an issue, which everyone knows can happen in stations.

D. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

91. During a scheduled check of station equipment, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Fulton Station, a rider asks about a rumored closure. What should the agent say?

A. Explain that the closure is not confirmed and that verification is being obtained

B. Repeat the rumor as definite because several customers mentioned it

C. Deny the closure even though no official information is available

D. Invent an alternate closing time to reduce the customer's concern

92. While monitoring movement after a train-platform change, at Lexington Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. Every defect requires the entire station to be evacuated at once

B. A hazardous defect requires both immediate reporting and customer separation from the area

C. A defect should be reported only after a repair attempt fails

D. Customers may remain nearby if the defect has already been reported

93. During a temporary assignment at fare control, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

A. Leave it in place if the delivery is expected to be collected today

B. Move it closer to the exit door so customers can see it

C. Wait until the station is less busy before mentioning the obstruction

D. Have the obstruction removed from the emergency exit without delay

94. While observing an accessible entrance and passage, at Broadway Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. Downtown trains skip Harbor Station only on Saturday afternoon

C. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

D. Uptown riders must also leave the train before Harbor Station

95. During a late-day review of reported conditions, at Parkside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The changed sound may indicate a developing equipment problem requiring prompt reporting

B. The escalator is safe because it has not stopped moving

C. The sound matters only if a customer files a written complaint

D. The condition can wait until the next scheduled station inspection

96. While finalizing a supervisor-requested station record, at Union Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. The booth may be left as soon as accountable items are secured

B. Coverage must be confirmed after items are secured and the designated employee is notified

C. Notification is needed only when booth coverage cannot be found

D. Accountable items should remain accessible for the next customer

97. During a morning customer-area inspection, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. The shared message suggests a common system or communication problem

B. Each machine was damaged independently by a different customer

C. Every fare machine in the entire subway system has permanently failed

D. The failures prove the station electrical supply is completely disconnected

98. While assisting passengers near a posted service notice, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

B. Crowding occurs only because the station has too many signs

C. The connecting delay guarantees that every train will be canceled

D. Delays on the connecting service are associated with the recurring crowd increase

99. During a scheduled check of station equipment, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Harbor Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Carry out both directions even if they cannot be reconciled

C. Seek clarification before carrying out either conflicting routine direction

D. Ignore both directions for the remainder of the shift

100. While monitoring movement after a train-platform change, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open? The report identifies inspection area 3, reference 100.

A. The elevator

B. The north stairs

C. The downtown train doors

D. The station booth window

101. During a temporary assignment at fare control, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Restrict access to the area and request assistance immediately

C. Wait for a customer to confirm that the condition is dangerous

D. Clean the equipment personally before notifying anyone

102. While observing an accessible entrance and passage, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The report identifies inspection area 15, reference 102.

A. Promise that normal service will return at a specific unconfirmed time

B. State that delays are not the Station Agent's responsibility

C. Suggest that the customer should have selected another route earlier

D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

103. During a late-day review of reported conditions, at Parkside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. Keep the north entrance open for every customer using the elevator

B. Direct all customers to the south entrance throughout the entire day

C. After 10:00 p.m., direct a customer needing an elevator to the south entrance

D. Tell customers that elevator access ends at 10:00 p.m.

104. While finalizing a supervisor-requested station record, at Riverside Station, 4 identical racks each hold 21 information cards. How many cards are held in all?

A. 84 items

B. 63 items

C. 88 items

D. 25 items

105. During a morning customer-area inspection, at Central Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Identify, protect, notify, record
B. Keep, identify, notify, record
C. Notify, keep, identify, record
D. Record, notify, keep, identify

106. While assisting passengers near a posted service notice, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Tell the passenger to contact the bank without hearing the details
B. Listen calmly, clarify what occurred, and explain the next available assistance step
C. Argue that the machine cannot make the error being described
D. End the conversation and direct the passenger away from the booth

107. During a scheduled check of station equipment, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

A. Point toward the platform and say that signs should be sufficient
B. Give the fastest route without checking whether it is accessible
C. Confirm the destination and describe a clear accessible route, including needed transfers
D. Tell the visitor to ask another passenger after boarding

108. While monitoring movement after a train-platform change, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Lexington Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it

B. Deny the closure even though no official information is available

C. Invent an alternate closing time to reduce the customer's concern

D. Explain that the closure is not confirmed and that verification is being obtained

109. During a temporary assignment at fare control, at Jackson Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. Every defect requires the entire station to be evacuated at once

B. A defect should be reported only after a repair attempt fails

C. Customers may remain nearby if the defect has already been reported

D. A hazardous defect requires both immediate reporting and customer separation from the area

110. While observing an accessible entrance and passage, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

A. Leave it in place if the delivery is expected to be collected today

B. Have the obstruction removed from the emergency exit without delay

C. Move it closer to the exit door so customers can see it

D. Wait until the station is less busy before mentioning the obstruction

111. During a late-day review of reported conditions, which announcement is written most clearly for customers at Lexington Station?

A. Due to circumstances, service is doing something different from what normally occurs.
B. People going that way should probably consider finding another available option.
C. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.
D. All train customers must move because various operational matters are happening.

112. While finalizing a supervisor-requested station record, a map of Jackson Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northeast of the booth
B. Northwest of the booth
C. Southeast of the booth
D. Southwest of the booth

113. During a morning customer-area inspection, at Riverside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. The affected gates may share a local equipment or communication problem
B. All three customers are necessarily using invalid fare media
C. Every gate at every station must be taken out of service
D. The reports prove that the customers entered through the wrong station

114. While assisting passengers near a posted service notice, while monitoring Jackson Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

A. Customers are probably choosing a more scenic path through the station

B. The behavior proves that every nearby passage must be closed

C. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

D. No problem exists unless a customer directly reports an injury

115. During a scheduled check of station equipment, at Kingsbridge Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

B. The announcement may not be understandable or audible where the customers are located

C. The booth speaker volume proves all station speakers work correctly

D. The announcement should be repeated only at the end of the shift

116. While monitoring movement after a train-platform change, at Lexington Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Check, explain, determine, confirm

D. Confirm, determine, explain, check

117. During a temporary assignment at fare control, a crowd at Fulton Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd is harmless as long as trains continue to arrive
B. The stairway should be used for storage until the crowd clears
C. The condition matters only when the crowd reaches the booth
D. The crowd position may create a fall and movement hazard requiring immediate attention

118. While observing an accessible entrance and passage, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. The condition must be caused by customers spilling drinks
B. The platform will remain dry during every future storm
C. Rainfall may be contributing to water entering near that wall
D. The wall location is unrelated because the station is underground

119. During a late-day review of reported conditions, during a service change at Central Station, several customers ask the same question. What is the most effective response?

A. Give each customer the same verified information in a courteous and concise manner
B. Offer different estimates so customers can choose the one they prefer
C. Avoid answering until regular service has completely resumed
D. Use technical abbreviations without explaining what they mean

120. While finalizing a supervisor-requested station record, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Identify, read, apply, communicate
B. Read, identify, apply, communicate
C. Apply, identify, read, communicate
D. Communicate, apply, identify, read

121. During a morning customer-area inspection, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

A. The triangle is below the circle

B. The triangle remains above the circle

C. The triangle is left of the circle

D. The triangle is right of the circle

122. While assisting passengers near a posted service notice, at Harbor Station, 120 notices are divided equally among 5 locations. How many notices go to each location?

A. 22 items

B. 26 items

C. 24 items

D. 115 items

123. During a scheduled check of station equipment, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Carry out both directions even if they cannot be reconciled

C. Ignore both directions for the remainder of the shift

D. Seek clarification before carrying out either conflicting routine direction

124. While monitoring movement after a train-platform change, at Union Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave
B. Secure, notify, confirm, leave
C. Confirm, notify, secure, leave
D. Leave, confirm, notify, secure

125. During a temporary assignment at fare control, at Central Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer
B. The shared message suggests a common system or communication problem
C. Every fare machine in the entire subway system has permanently failed
D. The failures prove the station electrical supply is completely disconnected

126. While observing an accessible entrance and passage, at Kingsbridge Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions
B. Downtown trains skip Harbor Station only on Saturday afternoon
C. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours
D. Uptown riders must also leave the train before Harbor Station

127. During a late-day review of reported conditions, a rectangular sign at Kingsbridge Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

A. In the upper-right corner

B. In the lower-left corner

C. In the original upper-left corner

D. In the lower-right corner

128. While finalizing a supervisor-requested station record, at Riverside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The changed sound may indicate a developing equipment problem requiring prompt reporting

B. The escalator is safe because it has not stopped moving

C. The sound matters only if a customer files a written complaint

D. The condition can wait until the next scheduled station inspection

129. During a morning customer-area inspection, at Fulton Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. Coverage must be confirmed after items are secured and the designated employee is notified

B. The booth may be left as soon as accountable items are secured

C. Notification is needed only when booth coverage cannot be found

D. Accountable items should remain accessible for the next customer

130. While assisting passengers near a posted service notice, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

A. Inspect the condition
B. Restrict access
C. Report the condition
D. Resume normal access

131. During a scheduled check of station equipment, at Parkside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Keep, identify, notify, record
B. Identify, protect, notify, record
C. Notify, keep, identify, record
D. Record, notify, keep, identify

132. While monitoring movement after a train-platform change, at Riverside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. Keep the north entrance open for every customer using the elevator
B. Direct all customers to the south entrance throughout the entire day
C. Tell customers that elevator access ends at 10:00 p.m.
D. After 10:00 p.m., direct a customer needing an elevator to the south entrance

133. During a temporary assignment at fare control, which note most objectively describes a customer interaction at Broadway Station?

A. The customer was obviously unreasonable and wanted to cause trouble.

B. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

C. A terrible customer created a completely unnecessary scene near me.

D. The customer behaved badly because he did not respect station employees.

134. While observing an accessible entrance and passage, at Jackson Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Check, explain, determine, confirm

D. Confirm, determine, explain, check

135. During a late-day review of reported conditions, which sentence best communicates an equipment condition at Union Station?

A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

B. The machine is broken again, like it always seems to be around here.

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

136. While finalizing a supervisor-requested station record, at Harbor Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. Every defect requires the entire station to be evacuated at once

B. A defect should be reported only after a repair attempt fails

C. A hazardous defect requires both immediate reporting and customer separation from the area

D. Customers may remain nearby if the defect has already been reported

137. During a morning customer-area inspection, for four evenings at Lexington Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

B. Delays on the connecting service are associated with the recurring crowd increase

C. Crowding occurs only because the station has too many signs

D. The connecting delay guarantees that every train will be canceled

138. While assisting passengers near a posted service notice, at Kingsbridge Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Northwest of the booth

B. Northeast of the booth

C. Southeast of the booth

D. Southwest of the booth

139. During a scheduled check of station equipment, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Assume the passenger is refusing to follow fare rules

C. Ignore the passenger unless they approach the booth directly

D. Use simple language, visual cues, and available assistance resources to determine the need

140. While monitoring movement after a train-platform change, while monitoring Harbor Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

A. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

B. Customers are probably choosing a more scenic path through the station

C. The behavior proves that every nearby passage must be closed

D. No problem exists unless a customer directly reports an injury

141. During a temporary assignment at fare control, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The report identifies inspection area 2, reference 141.

A. Promise that normal service will return at a specific unconfirmed time

B. State that delays are not the Station Agent's responsibility

C. Suggest that the customer should have selected another route earlier

D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

142. While observing an accessible entrance and passage, rule: If a condition presents an immediate danger, restrict access and request assistance. At Parkside Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Wait for a customer to confirm that the condition is dangerous

C. Restrict access to the area and request assistance immediately

D. Clean the equipment personally before notifying anyone

143. During a late-day review of reported conditions, at Central Station, 27 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

A. 31 items

B. 33 items

C. 35 items

D. 162 items

144. While finalizing a supervisor-requested station record, a supply count at Lexington Station begins at 30 items, and 7 items are issued. How many remain?

A. 23 items

B. 22 items

C. 24 items

D. 37 items

145. During a morning customer-area inspection, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

A. West

B. South

C. North

D. East

146. While assisting passengers near a posted service notice, at Broadway Station, 8 identical racks each hold 12 information cards. How many cards are held in all?

A. 96 items
B. 84 items
C. 104 items
D. 20 items

147. During a scheduled check of station equipment, a square panel at Riverside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the top edge
B. On the right edge
C. On the bottom edge
D. Still on the left edge

148. While monitoring movement after a train-platform change, at Central Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions
B. Downtown trains skip Harbor Station only on Saturday afternoon
C. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours
D. Uptown riders must also leave the train before Harbor Station

149. During a temporary assignment at fare control, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. The announcement may not be understandable or audible where the customers are located

B. Every customer has deliberately decided to ignore the announcement

C. The booth speaker volume proves all station speakers work correctly

D. The announcement should be repeated only at the end of the shift

150. While observing an accessible entrance and passage, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship? The report identifies inspection area 17, reference 150.

A. The triangle remains above the circle

B. The triangle is left of the circle

C. The triangle is below the circle

D. The triangle is right of the circle

151. During a late-day review of reported conditions, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Jackson Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it

B. Deny the closure even though no official information is available

C. Invent an alternate closing time to reduce the customer's concern

D. Explain that the closure is not confirmed and that verification is being obtained

152. While finalizing a supervisor-requested station record, at Broadway Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media
B. The affected gates may share a local equipment or communication problem
C. Every gate at every station must be taken out of service
D. The reports prove that the customers entered through the wrong station

153. During a morning customer-area inspection, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge Station. Which action follows?

A. Have the obstruction removed from the emergency exit without delay
B. Leave it in place if the delivery is expected to be collected today
C. Move it closer to the exit door so customers can see it
D. Wait until the station is less busy before mentioning the obstruction

154. While assisting passengers near a posted service notice, an agent at Union Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. The condition must be caused by customers spilling drinks
B. The platform will remain dry during every future storm
C. The wall location is unrelated because the station is underground
D. Rainfall may be contributing to water entering near that wall

155. During a scheduled check of station equipment, at Lexington Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

A. The booth may be left as soon as accountable items are secured
B. Notification is needed only when booth coverage cannot be found
C. Coverage must be confirmed after items are secured and the designated employee is notified
D. Accountable items should remain accessible for the next customer

156. While monitoring movement after a train-platform change, which sentence is the clearest incident-report entry for an event at Parkside Station?

A. There was this bad thing by the stairs sometime after lunch.

B. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

C. Water was seen and people were around and it was handled somehow.

D. The stairs had an issue, which everyone knows can happen in stations.

157. During a temporary assignment at fare control, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Fulton Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Carry out both directions even if they cannot be reconciled

C. Seek clarification before carrying out either conflicting routine direction

D. Ignore both directions for the remainder of the shift

158. While observing an accessible entrance and passage, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Tell the passenger to contact the bank without hearing the details

B. Argue that the machine cannot make the error being described

C. End the conversation and direct the passenger away from the booth

D. Listen calmly, clarify what occurred, and explain the next available assistance step

159. During a late-day review of reported conditions, a crowd at Lexington Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd position may create a fall and movement hazard requiring immediate attention
B. The crowd is harmless as long as trains continue to arrive
C. The stairway should be used for storage until the crowd clears
D. The condition matters only when the crowd reaches the booth

160. While finalizing a supervisor-requested station record, which announcement is written most clearly for customers at Jackson Station?

A. Due to circumstances, service is doing something different from what normally occurs.
B. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.
C. People going that way should probably consider finding another available option.
D. All train customers must move because various operational matters are happening.

161. During a morning customer-area inspection, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The report identifies inspection area 18, reference 161.

A. Point toward the platform and say that signs should be sufficient
B. Give the fastest route without checking whether it is accessible
C. Confirm the destination and describe a clear accessible route, including needed transfers
D. Tell the visitor to ask another passenger after boarding

162. While assisting passengers near a posted service notice, a rectangular sign at Central Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

A. In the upper-right corner
B. In the lower-right corner
C. In the lower-left corner
D. In the original upper-left corner

163. During a scheduled check of station equipment, at Kingsbridge Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Read, identify, apply, communicate
B. Identify, read, apply, communicate
C. Apply, identify, read, communicate
D. Communicate, apply, identify, read

164. While monitoring movement after a train-platform change, at Parkside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer
B. Every fare machine in the entire subway system has permanently failed
C. The failures prove the station electrical supply is completely disconnected
D. The shared message suggests a common system or communication problem

165. During a temporary assignment at fare control, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

A. West
B. South
C. North
D. East

166. While observing an accessible entrance and passage, a customer at Fulton Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. South
B. North
C. East
D. West

167. During a late-day review of reported conditions, rule: If a condition presents an immediate danger, restrict access and request assistance. At Riverside Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge
B. Restrict access to the area and request assistance immediately
C. Wait for a customer to confirm that the condition is dangerous
D. Clean the equipment personally before notifying anyone

168. While finalizing a supervisor-requested station record, which note most objectively describes a customer interaction at Kingsbridge Station?

A. The customer was obviously unreasonable and wanted to cause trouble.
B. A terrible customer created a completely unnecessary scene near me.
C. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.
D. The customer behaved badly because he did not respect station employees.

169. During a morning customer-area inspection, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

A. Offer different estimates so customers can choose the one they prefer
B. Avoid answering until regular service has completely resumed
C. Use technical abbreviations without explaining what they mean
D. Give each customer the same verified information in a courteous and concise manner

170. While assisting passengers near a posted service notice, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. After 10:00 p.m., direct a customer needing an elevator to the south entrance

B. Keep the north entrance open for every customer using the elevator

C. Direct all customers to the south entrance throughout the entire day

D. Tell customers that elevator access ends at 10:00 p.m.

171. During a scheduled check of station equipment, at Fulton Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave

B. Secure, notify, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

172. While monitoring movement after a train-platform change, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Harbor Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it

B. Deny the closure even though no official information is available

C. Invent an alternate closing time to reduce the customer's concern

D. Explain that the closure is not confirmed and that verification is being obtained

173. During a temporary assignment at fare control, at Riverside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

A. Below and west of the booth
B. Above and west of the booth
C. Above and east of the booth
D. Below and east of the booth

174. While observing an accessible entrance and passage, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northeast of the booth
B. Northwest of the booth
C. Southeast of the booth
D. Southwest of the booth

175. During a late-day review of reported conditions, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. Every defect requires the entire station to be evacuated at once
B. A defect should be reported only after a repair attempt fails
C. A hazardous defect requires both immediate reporting and customer separation from the area
D. Customers may remain nearby if the defect has already been reported

176. While finalizing a supervisor-requested station record, for four evenings at Jackson Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

B. Delays on the connecting service are associated with the recurring crowd increase

C. Crowding occurs only because the station has too many signs

D. The connecting delay guarantees that every train will be canceled

177. During a morning customer-area inspection, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Assume the passenger is refusing to follow fare rules

C. Use simple language, visual cues, and available assistance resources to determine the need

D. Ignore the passenger unless they approach the booth directly

178. While assisting passengers near a posted service notice, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The changed sound may indicate a developing equipment problem requiring prompt reporting

C. The sound matters only if a customer files a written complaint

D. The condition can wait until the next scheduled station inspection

179. During a scheduled check of station equipment, at Riverside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Identify, protect, notify, record

B. Keep, identify, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

180. While monitoring movement after a train-platform change, at Kingsbridge Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media

B. Every gate at every station must be taken out of service

C. The reports prove that the customers entered through the wrong station

D. The affected gates may share a local equipment or communication problem

181. During a temporary assignment at fare control, a square panel at Broadway Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the top edge

B. On the bottom edge

C. Still on the left edge

D. On the right edge

182. While observing an accessible entrance and passage, at Central Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Southeast of the booth

B. Northwest of the booth

C. Northeast of the booth

D. Southwest of the booth

183. During a late-day review of reported conditions, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. North

B. South

C. East

D. West

184. While finalizing a supervisor-requested station record, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

A. A station map

B. The cash report

C. The incident log

D. An elevator key

185. During a morning customer-area inspection, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

A. Leave it in place if the delivery is expected to be collected today

B. Have the obstruction removed from the emergency exit without delay

C. Move it closer to the exit door so customers can see it

D. Wait until the station is less busy before mentioning the obstruction

186. While assisting passengers near a posted service notice, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

A. Acknowledge the frustration, provide verified information, and explain available travel alternatives
B. Promise that normal service will return at a specific unconfirmed time
C. State that delays are not the Station Agent's responsibility
D. Suggest that the customer should have selected another route earlier

187. During a scheduled check of station equipment, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions
B. Downtown trains skip Harbor Station only on Saturday afternoon
C. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours
D. Uptown riders must also leave the train before Harbor Station

188. While monitoring movement after a train-platform change, at Union Station, 60 notices are divided equally among 4 locations. How many notices go to each location?

A. 13 items
B. 17 items
C. 56 items
D. 15 items

189. During a temporary assignment at fare control, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. Tell the passenger to contact the bank without hearing the details

B. Argue that the machine cannot make the error being described

C. End the conversation and direct the passenger away from the booth

D. Listen calmly, clarify what occurred, and explain the next available assistance step

190. While observing an accessible entrance and passage, at Broadway Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

A. Above and east of the booth

B. Below and west of the booth

C. Above and west of the booth

D. Below and east of the booth

191. During a late-day review of reported conditions, which sentence best communicates an equipment condition at Fulton Station?

A. The machine is broken again, like it always seems to be around here.

B. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

192. While finalizing a supervisor-requested station record, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

A. Point toward the platform and say that signs should be sufficient

B. Give the fastest route without checking whether it is accessible

C. Confirm the destination and describe a clear accessible route, including needed transfers

D. Tell the visitor to ask another passenger after boarding

193. During a morning customer-area inspection, during a service change at Central Station, several customers ask the same question. What is the most effective response?

A. Offer different estimates so customers can choose the one they prefer
B. Give each customer the same verified information in a courteous and concise manner
C. Avoid answering until regular service has completely resumed
D. Use technical abbreviations without explaining what they mean

194. While assisting passengers near a posted service notice, at Parkside Station, 18 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

A. 21 items
B. 25 items
C. 23 items
D. 90 items

195. During a scheduled check of station equipment, a map of Union Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth
B. Southeast of the booth
C. Southwest of the booth
D. Northeast of the booth

196. While monitoring movement after a train-platform change, at Parkside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Southeast of the booth

B. Northwest of the booth

C. Northeast of the booth

D. Southwest of the booth

197. During a temporary assignment at fare control, which sentence is the clearest incident-report entry for an event at Riverside Station?

A. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

B. There was this bad thing by the stairs sometime after lunch.

C. Water was seen and people were around and it was handled somehow.

D. The stairs had an issue, which everyone knows can happen in stations.

198. While observing an accessible entrance and passage, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Lexington Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Seek clarification before carrying out either conflicting routine direction

C. Carry out both directions even if they cannot be reconciled

D. Ignore both directions for the remainder of the shift

199. During a late-day review of reported conditions, rule: If a condition presents an immediate danger, restrict access and request assistance. At Broadway Station, water is dripping near exposed electrical equipment. What follows from the rule? The report identifies inspection area 12, reference 199.

A. Allow access until the water reaches the platform edge
B. Wait for a customer to confirm that the condition is dangerous
C. Clean the equipment personally before notifying anyone
D. Restrict access to the area and request assistance immediately

200. While finalizing a supervisor-requested station record, remember this instruction for Central Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

A. Inspect Gate 3
B. Record the time
C. Call the supervisor
D. Close every station gate

Practice Exam 10: Answer Key and Explanations

1. A — The sentence identifies the equipment, observable symptoms, operational effect, and reporting time in neutral language. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

2. C — Simple language, visual cues, and assistance resources improve understanding without disrespecting or making assumptions about the passenger. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

3. B — The recurring relationship between heavy rain and water near the same wall supports a possible rainfall-related entry point. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

4. D — Dividing the total evenly gives 147 / 7 = 21 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

5. A — Acknowledging the concern while providing verified alternatives is helpful even when the underlying delay cannot be corrected locally. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

6. B — Turning the entire diagram upside down reverses the vertical relationship, placing the triangle below the circle. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

7. D — The situation is routine rather than an immediate safety emergency, so the stated rule requires clarification before action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

8. C — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

9. D — Listening and clarifying before offering a solution addresses the passenger's concern professionally and prevents assumptions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

10. B — The selected sentence records a specific time, observable condition, precise location, and action without speculation or vague wording. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

11. A — A crowd backing toward a stairway can obstruct movement and increase fall risk, making it a developing safety concern. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

12. C — The message names the incident log as the item to bring; the other objects are not included in the instruction. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

13. A — A new grinding sound is an abnormal condition that may precede failure, so recognizing and reporting the developing problem is essential. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

14. D — The clear announcement identifies who is affected, what service is changing, and what action customers should take. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

15. C — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

16. B — Adding the two groups gives 24 + 8 = 32, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

17. B — Repeated avoidance is an observable sign that a condition may be interfering with normal movement, even before an injury occurs. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

18. C — Confirming the destination and explaining the accessible route provides accurate, usable information tailored to the customer. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

19. A — Subtracting the issued items from the starting count gives 27 - 4 = 23. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

20. D — The repeated timing and identical message across separate machines support a common cause more strongly than unrelated individual failures. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

21. D — The objective note describes observable actions and timing without assigning motives, making judgments, or using emotional labels. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

22. C — Consistent, verified, courteous information reduces confusion and helps passengers make appropriate travel decisions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

23. B — The procedure lists all three requirements, so securing items alone or notification alone does not authorize leaving the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

24. A — The instruction gives three actions in sequence, and calling the supervisor is explicitly the second action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

25. C — The notice changes only the entrance used after 10:00 p.m.; it does not end elevator access or affect the entire day. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

26. D — The sentence identifies the equipment, observable symptoms, operational effect, and reporting time in neutral language. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

27. B — A lack of customer response despite booth audibility suggests the message may not be reaching or being understood on the platform. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

28. A — The instruction establishes two actions for an immediate hazard: report it and keep customers away while assistance is requested. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

29. B — The bulletin applies to downtown trains during a specific weekend period and expressly says uptown service remains unchanged. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

30. A — A crowd backing toward a stairway can obstruct movement and increase fall risk, making it a developing safety concern. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

31. C — Water near exposed electrical equipment meets the stated immediate-danger condition, so both required actions follow directly from the rule. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

32. D — A new grinding sound is an abnormal condition that may precede failure, so recognizing and reporting the developing problem is essential. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

33. A — The selected sentence records a specific time, observable condition, precise location, and action without speculation or vague wording. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

34. C — The clear announcement identifies who is affected, what service is changing, and what action customers should take. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

35. B — The repeated sequence links the connecting-service delay with the crowd increase, while the alternatives add unsupported causes or certainty. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

36. D — Simple language, visual cues, and assistance resources improve understanding without disrespecting or making assumptions about the passenger. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

37. B — Exit B is east of a point already north of the booth, which places it northeast of the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

38. A — Acknowledging the concern while providing verified alternatives is helpful even when the underlying delay cannot be corrected locally. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

39. C — Multiplying the equal groups gives 5 x 30 = 150, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

40. D — Because the closure is unconfirmed, the rule requires transparency about that uncertainty while verification is obtained. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

41. C — Dividing the total evenly gives 72 / 6 = 12 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

42. B — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

43. D — Moving east from the booth to the elevator and then south places the stairs southeast of the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

44. A — Multiple similar reports limited to the same location point toward a shared local problem rather than unrelated customer errors. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

45. C — Repeated avoidance is an observable sign that a condition may be interfering with normal movement, even before an injury occurs. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

46. D — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

47. B — When facing west, a left turn points south; the other directions represent no turn, a right turn, or a reversal. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

48. A — Adding the two groups gives 15 + 7 = 22, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

49. D — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

50. A — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

51. B — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

52. C — The rule applies whenever an emergency exit is obstructed, regardless of who placed the delivery or how long it may remain. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

53. C — The objective note describes observable actions and timing without assigning motives, making judgments, or using emotional labels. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

54. B — A lack of customer response despite booth audibility suggests the message may not be reaching or being understood on the platform. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

55. D — Listening and clarifying before offering a solution addresses the passenger's concern professionally and prevents assumptions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

56. A — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

57. D — Confirming the destination and explaining the accessible route provides accurate, usable information tailored to the customer. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

58. A — A 180-degree rotation moves the upper-left corner to the opposite lower-right corner while preserving the sign's relative layout. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

59. B — A crowd backing toward a stairway can obstruct movement and increase fall risk, making it a developing safety concern. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

60. C — A new grinding sound is an abnormal condition that may precede failure, so recognizing and reporting the developing problem is essential. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

61. A — Consistent, verified, courteous information reduces confusion and helps passengers make appropriate travel decisions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

62. D — The situation is routine rather than an immediate safety emergency, so the stated rule requires clarification before action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

63. B — Subtracting the issued items from the starting count gives 18 - 8 = 10. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

64. C — The sentence identifies the equipment, observable symptoms, operational effect, and reporting time in neutral language. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

65. A — The recurring relationship between heavy rain and water near the same wall supports a possible rainfall-related entry point. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

66. C — The procedure lists all three requirements, so securing items alone or notification alone does not authorize leaving the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

67. B — A quarter-turn clockwise moves a north-pointing arrow to the viewer's right, which corresponds to east. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

68. D — The brief message specifically identifies the north stairs as remaining open, while the elevator is unavailable and trains are delayed. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

69. D — Simple language, visual cues, and assistance resources improve understanding without disrespecting or making assumptions about the passenger. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

70. B — The notice changes only the entrance used after 10:00 p.m.; it does not end elevator access or affect the entire day. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

71. C — Acknowledging the concern while providing verified alternatives is helpful even when the underlying delay cannot be corrected locally. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

72. A — Listening and clarifying before offering a solution addresses the passenger's concern professionally and prevents assumptions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

73. A — Confirming the destination and explaining the accessible route provides accurate, usable information tailored to the customer. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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89. C — The instruction gives three actions in sequence, and calling the supervisor is explicitly the second action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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100. B — The brief message specifically identifies the north stairs as remaining open, while the elevator is unavailable and trains are delayed. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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104. A — Multiplying the equal groups gives 4 x 21 = 84, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

105. A — The correct sequence preserves the exact order stated in the procedure; each alternative moves an action ahead of a required earlier step. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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121. A — Turning the entire diagram upside down reverses the vertical relationship, placing the triangle below the circle. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

122. C — Dividing the total evenly gives 120 / 5 = 24 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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143. B — Adding the two groups gives 27 + 6 = 33, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

144. A — Subtracting the issued items from the starting count gives 30 - 7 = 23. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

145. D — A quarter-turn clockwise moves a north-pointing arrow to the viewer's right, which corresponds to east. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

146. A — Multiplying the equal groups gives 8 x 12 = 96, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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190. A — The mezzanine lies east of the booth, and Platform 1 is above that mezzanine, so both relationships apply. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

191. B — The sentence identifies the equipment, observable symptoms, operational effect, and reporting time in neutral language. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

192. C — Confirming the destination and explaining the accessible route provides accurate, usable information tailored to the customer. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

193. B — Consistent, verified, courteous information reduces confusion and helps passengers make appropriate travel decisions. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

194. C — Adding the two groups gives 18 + 5 = 23, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

195. D — Exit B is east of a point already north of the booth, which places it northeast of the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

196. A — Moving east from the booth to the elevator and then south places the stairs southeast of the booth. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

197. A — The selected sentence records a specific time, observable condition, precise location, and action without speculation or vague wording. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

198. B — The situation is routine rather than an immediate safety emergency, so the stated rule requires clarification before action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

199. D — Water near exposed electrical equipment meets the stated immediate-danger condition, so both required actions follow directly from the rule. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

200. C — The instruction gives three actions in sequence, and calling the supervisor is explicitly the second action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.