

PRACTICE EXAM 11: 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. At the start of an evening station assignment, 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. 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.

2. While responding to a passenger at the customer-service window, 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

3. During a follow-up inspection after a condition report, 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. 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

4. While directing riders around a temporary access change, 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

5. During a handoff between station personnel, 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

6. While checking a route through the unpaid area, 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

7. During a supervisor's review of station operations, 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. Secure, notify, confirm, leave
- C. Confirm, notify, secure, leave
- D. Leave, confirm, notify, secure

8. While documenting the final observation of the shift, 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. Seek clarification before carrying out either conflicting routine direction
- D. Ignore both directions for the remainder of the shift

9. At the start of an evening station assignment, a customer at Fulton 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

10. While responding to a passenger at the customer-service window, 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

11. During a follow-up inspection after a condition report, which sentence is the clearest incident-report entry for an event at Kingsbridge 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.

12. While directing riders around a temporary access change, at Kingsbridge 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

13. During a handoff between station personnel, 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.

14. While checking a route through the unpaid area, 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

15. During a supervisor's review of station operations, 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.

16. While documenting the final observation of the shift, 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. 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

17. At the start of an evening station assignment, 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 changed sound may indicate a developing equipment problem requiring prompt reporting
- D. The condition can wait until the next scheduled station inspection

18. While responding to a passenger at the customer-service window, at Jackson Station, 180 notices are divided equally among 6 locations. How many notices go to each location?

- A. 30 items
- B. 28 items
- C. 32 items
- D. 174 items

19. During a follow-up inspection after a condition report, 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

20. While directing riders around a temporary access change, 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. 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

21. During a handoff between station personnel, 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 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

22. While checking a route through the unpaid area, while monitoring Fulton 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

23. During a supervisor's review of station operations, 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 booth speaker volume proves all station speakers work correctly
- C. The announcement should be repeated only at the end of the shift
- D. The announcement may not be understandable or audible where the customers are located

24. While documenting the final observation of the shift, a crowd at Harbor 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

25. At the start of an evening station assignment, 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

26. While responding to a passenger at the customer-service window, at Kingsbridge Station, 12 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

- A. 17 items
- B. 19 items
- C. 21 items
- D. 84 items

27. During a follow-up inspection after a condition report, 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

28. While directing riders around a temporary access change, 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. 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

29. During a handoff between station personnel, 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. Seek clarification before carrying out either conflicting routine direction
- B. Select whichever direction was heard most recently without checking
- C. Carry out both directions even if they cannot be reconciled
- D. Ignore both directions for the remainder of the shift

30. While checking a route through the unpaid area, 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

31. During a supervisor's review of station operations, a supply count at Fulton Station begins at 15 items, and 8 items are issued. How many remain?

- A. 6 items
- B. 8 items
- C. 23 items
- D. 7 items

32. While documenting the final observation of the shift, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

33. At the start of an evening station assignment, 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

34. While responding to a passenger at the customer-service window, 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. Northwest of the booth
- B. Southeast of the booth
- C. Southwest of the booth
- D. Northeast of the booth

35. During a follow-up inspection after a condition report, 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. 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

36. While directing riders around a temporary access change, 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. Confirm the destination and describe a clear accessible route, including needed transfers
- C. Give the fastest route without checking whether it is accessible
- D. Tell the visitor to ask another passenger after boarding

37. During a handoff between station personnel, 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. 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

38. While checking a route through the unpaid area, 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. 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

39. During a supervisor's review of station operations, 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. Notify, secure, confirm, leave
- B. Confirm, notify, secure, leave
- C. Secure, notify, confirm, leave
- D. Leave, confirm, notify, secure

40. While documenting the final observation of the shift, which note most objectively describes a customer interaction at Riverside Station?

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

41. At the start of an evening station assignment, 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. 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

42. While responding to a passenger at the customer-service window, 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 condition can wait until the next scheduled station inspection
- D. The changed sound may indicate a developing equipment problem requiring prompt reporting

43. During a follow-up inspection after a condition report, 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

44. While directing riders around a temporary access change, 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

45. During a handoff between station personnel, 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. 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

46. While checking a route through the unpaid area, 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

47. During a supervisor's review of station operations, 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. 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

48. While documenting the final observation of the shift, while monitoring Lexington 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

49. At the start of an evening station assignment, 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. 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.

50. While responding to a passenger at the customer-service window, 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-right corner
- C. In the lower-left corner
- D. In the original upper-left corner

51. During a follow-up inspection after a condition report, 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. 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

52. While directing riders around a temporary access change, 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

53. During a handoff between station personnel, 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

54. While checking a route through the unpaid area, 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 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 supervisor's review of station operations, 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. 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

56. While documenting the final observation of the shift, 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. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.
- D. The stairs had an issue, which everyone knows can happen in stations.

57. At the start of an evening station assignment, 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. Listen calmly, clarify what occurred, and explain the next available assistance step
- D. End the conversation and direct the passenger away from the booth

58. While responding to a passenger at the customer-service window, at Riverside Station, 4 identical racks each hold 18 information cards. How many cards are held in all?

- A. 54 items
- B. 76 items
- C. 22 items
- D. 72 items

59. During a follow-up inspection after a condition report, 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. Confirm the destination and describe a clear accessible route, including needed transfers
- C. Give the fastest route without checking whether it is accessible
- D. Tell the visitor to ask another passenger after boarding

60. While directing riders around a temporary access change, remember this instruction for Kingsbridge 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

61. During a handoff between station personnel, 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 north stairs
- C. The downtown train doors
- D. The station booth window

62. While checking a route through the unpaid area, during a service change at Jackson 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

63. During a supervisor's review of station operations, at Harbor Station, 105 notices are divided equally among 5 locations. How many notices go to each location?

- A. 19 items
- B. 23 items
- C. 100 items
- D. 21 items

64. While documenting the final observation of the shift, 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. Seek clarification before carrying out either conflicting routine direction
- D. Ignore both directions for the remainder of the shift

65. At the start of an evening station assignment, 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

66. While responding to a passenger at the customer-service window, 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

67. During a follow-up inspection after a condition report, 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. Confirm, determine, explain, check
- D. Check, explain, determine, confirm

68. While directing riders around a temporary access 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. 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

69. During a handoff between station personnel, a customer at Fulton 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. Acknowledge the frustration, provide verified information, and explain available travel alternatives
- C. State that delays are not the Station Agent's responsibility
- D. Suggest that the customer should have selected another route earlier

70. While checking a route through the unpaid area, 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. 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.

71. During a supervisor's review of station operations, 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. Read, identify, apply, communicate
- B. Identify, read, apply, communicate
- C. Apply, identify, read, communicate
- D. Communicate, apply, identify, read

72. While documenting the final observation of the shift, 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

73. At the start of an evening station assignment, 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

74. While responding to a passenger at the customer-service window, 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. Every fare machine in the entire subway system has permanently failed
- C. The shared message suggests a common system or communication problem
- D. The failures prove the station electrical supply is completely disconnected

75. During a follow-up inspection after a condition report, 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

76. While directing riders around a temporary access change, 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

77. During a handoff between station personnel, which note most objectively describes a customer interaction at Broadway 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.

78. While checking a route through the unpaid area, 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. Confirm the destination and describe a clear accessible route, including needed transfers
- C. Give the fastest route without checking whether it is accessible
- D. Tell the visitor to ask another passenger after boarding

79. During a supervisor's review of station operations, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

80. While documenting the final observation of the shift, 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. Northwest of the booth
- B. Southeast of the booth
- C. Southwest of the booth
- D. Northeast of the booth

81. At the start of an evening station assignment, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The record lists checkpoint 8, log entry 81.

- A. A station map
- B. The cash report
- C. An elevator key
- D. The incident log

82. While responding to a passenger at the customer-service window, 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

83. During a follow-up inspection after a condition report, 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

84. While directing riders around a temporary access change, 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. East
- B. West
- C. South
- D. North

85. During a handoff between station personnel, 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

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

87. During a supervisor's review of station operations, at Central Station, 24 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

- A. 28 items
- B. 32 items
- C. 30 items
- D. 144 items

88. While documenting the final observation of the shift, which sentence best communicates an equipment condition at Union 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.

89. At the start of an evening station assignment, 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

90. While responding to a passenger at the customer-service window, while monitoring Jackson 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

91. During a follow-up inspection after a condition report, 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. 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

92. While directing riders around a temporary access change, 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. 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

93. During a handoff between station personnel, 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 right edge
- B. On the top edge
- C. On the bottom edge
- D. Still on the left edge

94. While checking a route through the unpaid area, 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. Explain that the closure is not confirmed and that verification is being obtained
- D. Invent an alternate closing time to reduce the customer's concern

95. During a supervisor's review of station operations, 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 booth speaker volume proves all station speakers work correctly
- C. The announcement should be repeated only at the end of the shift
- D. The announcement may not be understandable or audible where the customers are located

96. While documenting the final observation of the shift, 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. Northwest of the booth
- B. Southeast of the booth
- C. Northeast of the booth
- D. Southwest of the booth

97. At the start of an evening station assignment, 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

98. While responding to a passenger at the customer-service window, 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

99. During a follow-up inspection after a condition report, 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. 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.

100. While directing riders around a temporary access change, 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

101. During a handoff between station personnel, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

102. While checking a route through the unpaid area, 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

103. During a supervisor's review of station operations, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do? The record lists checkpoint 21, log entry 103.

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

104. While documenting the final observation of the shift, 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. Acknowledge the frustration, provide verified information, and explain available travel alternatives
- C. State that delays are not the Station Agent's responsibility
- D. Suggest that the customer should have selected another route earlier

105. At the start of an evening station assignment, a supply count at Lexington Station begins at 27 items, and 7 items are issued. How many remain?

- A. 20 items
- B. 19 items
- C. 21 items
- D. 34 items

106. While responding to a passenger at the customer-service window, 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. 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

107. During a follow-up inspection after a condition report, 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

108. While directing riders around a temporary access change, 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. 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.

109. During a handoff between station personnel, 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 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.

110. While checking a route through the unpaid area, 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

111. During a supervisor's review of station operations, which sentence best communicates an equipment condition at Fulton 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.

112. While documenting the final observation of the shift, 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 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

113. At the start of an evening station assignment, 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. Identify, read, apply, communicate
- B. Apply, identify, read, communicate
- C. Communicate, apply, identify, read
- D. Read, identify, apply, communicate

114. While responding to a passenger at the customer-service window, 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. Northeast of the booth
- B. Northwest of the booth
- C. Southeast of the booth
- D. Southwest of the booth

115. During a follow-up inspection after a condition report, 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-left corner
- C. In the lower-right corner
- D. In the original upper-left corner

116. While directing riders around a temporary access change, 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. 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

117. During a handoff between station personnel, 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

118. While checking a route through the unpaid area, 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. Restrict access to the area and request assistance immediately
- B. Allow access until the water reaches the platform edge
- C. Wait for a customer to confirm that the condition is dangerous
- D. Clean the equipment personally before notifying anyone

119. During a supervisor's review of station operations, 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 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

120. While documenting the final observation of the shift, 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

121. At the start of an evening station assignment, 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. 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

122. While responding to a passenger at the customer-service window, 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

123. During a follow-up inspection after a condition report, 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. Northwest of the booth
- B. Northeast of the booth
- C. Southwest of the booth
- D. Southeast of the booth

124. While directing riders around a temporary access change, a customer at Jackson Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

125. During a handoff between station personnel, 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. East
- B. West
- C. South
- D. North

126. While checking a route through the unpaid area, at Broadway Station, 8 identical racks each hold 30 information cards. How many cards are held in all?

- A. 210 items
- B. 240 items
- C. 248 items
- D. 38 items

127. During a supervisor's review of station operations, which sentence is the clearest incident-report entry for an event at Riverside 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. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.
- D. The stairs had an issue, which everyone knows can happen in stations.

128. While documenting the final observation of the shift, 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

129. At the start of an evening station assignment, 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? The record lists checkpoint 10, log entry 129.

- 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

130. While responding to a passenger at the customer-service window, 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. Confirm, notify, secure, leave
- C. Leave, confirm, notify, secure
- D. Secure, notify, confirm, leave

131. During a follow-up inspection after a condition report, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The record lists checkpoint 27, log entry 131.

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

132. While directing riders around a temporary access change, 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

133. During a handoff between station personnel, while monitoring Harbor Station, the agent sees customers repeatedly step around a fare machine error. 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

134. While checking a route through the unpaid area, 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. 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

135. During a supervisor's review of station operations, 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

136. While documenting the final observation of the shift, 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. Accountable items should remain accessible for the next customer
- D. Coverage must be confirmed after items are secured and the designated employee is notified

137. At the start of an evening station assignment, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The record lists checkpoint 20, log entry 137.

- 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

138. While responding to a passenger at the customer-service window, 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. Keep, identify, notify, record
- B. Notify, keep, identify, record
- C. Identify, protect, notify, record
- D. Record, notify, keep, identify

139. During a follow-up inspection after a condition report, at Harbor 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. Confirm, determine, explain, check
- B. Determine, confirm, explain, check
- C. Explain, determine, confirm, check
- D. Check, explain, determine, confirm

140. While directing riders around a temporary access change, which announcement is written most clearly for customers at Harbor 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.

141. During a handoff between station personnel, 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. 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

142. While checking a route through the unpaid area, 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. 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

143. During a supervisor's review of station operations, 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

144. While documenting the final observation of the shift, at Union Station, 48 notices are divided equally among 4 locations. How many notices go to each location?

- A. 10 items
- B. 14 items
- C. 12 items
- D. 44 items

145. At the start of an evening station assignment, at Central 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

146. While responding to a passenger at the customer-service window, at Kingsbridge 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

147. During a follow-up inspection after a condition report, at Parkside Station, 15 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

- A. 18 items
- B. 22 items
- C. 75 items
- D. 20 items

148. While directing riders around a temporary access change, 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. 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

149. During a handoff between station personnel, a crowd at Lexington 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 crowd position may create a fall and movement hazard requiring immediate attention
- D. The condition matters only when the crowd reaches the booth

150. While checking a route through the unpaid area, 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. 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

151. During a supervisor's review of station operations, 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. 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

152. While documenting the final observation of the shift, 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 right edge
- C. On the bottom edge
- D. Still on the left edge

153. At the start of an evening station assignment, which note most objectively describes a customer interaction at Central 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.

154. While responding to a passenger at the customer-service window, 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

155. During a follow-up inspection after a condition report, 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. 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.

156. While directing riders around a temporary access change, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

157. During a handoff between station personnel, 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

158. While checking a route through the unpaid area, a rectangular sign at Parkside 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 lower-right corner
- D. In the original upper-left corner

159. During a supervisor's review of station operations, a supply count at Jackson Station begins at 18 items, and 6 items are issued. How many remain?

- A. 11 items
- B. 13 items
- C. 24 items
- D. 12 items

160. While documenting the final observation of the shift, 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. East
- B. West
- C. South
- D. North

161. At the start of an evening station assignment, at Kingsbridge Station, 7 identical racks each hold 21 information cards. How many cards are held in all?

- A. 126 items
- B. 147 items
- C. 154 items
- D. 28 items

162. While responding to a passenger at the customer-service window, 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

163. During a follow-up inspection after a condition report, at Fulton Station, 192 notices are divided equally among 8 locations. How many notices go to each location?

- A. 22 items
- B. 26 items
- C. 184 items
- D. 24 items

164. While directing riders around a temporary access change, 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. Seek clarification before carrying out either conflicting routine direction
- D. Ignore both directions for the remainder of the shift

165. During a handoff between station personnel, while monitoring Union 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

166. While checking a route through the unpaid area, which sentence best communicates an equipment condition at Lexington 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.

167. During a supervisor's review of station operations, 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. 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 documenting the final observation of the shift, 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. Explain that the closure is not confirmed and that verification is being obtained
- D. Invent an alternate closing time to reduce the customer's concern

169. At the start of an evening station assignment, 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. 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

170. While responding to a passenger at the customer-service window, 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 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

171. During a follow-up inspection after a condition report, 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. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours
- B. All Harbor Station service is suspended in both directions
- C. Downtown trains skip Harbor Station only on Saturday afternoon
- D. Uptown riders must also leave the train before Harbor Station

172. While directing riders around a temporary access change, 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

173. During a handoff between station personnel, 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

174. While checking a route through the unpaid area, at Riverside Station, 27 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

- A. 31 items
- B. 29 items
- C. 33 items
- D. 108 items

175. During a supervisor's review of station operations, 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

176. While documenting the final observation of the shift, 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

177. At the start of an evening station assignment, 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. Suggest that the customer should have selected another route earlier
- D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

178. While responding to a passenger at the customer-service window, 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. Secure, notify, confirm, leave
- B. Notify, secure, confirm, leave
- C. Confirm, notify, secure, leave
- D. Leave, confirm, notify, secure

179. During a follow-up inspection after a condition report, an agent at Fulton 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

180. While directing riders around a temporary access change, a map of Fulton 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

181. During a handoff between station personnel, 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. Listen calmly, clarify what occurred, and explain the next available assistance step
- D. End the conversation and direct the passenger away from the booth

182. While checking a route through the unpaid area, 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. An elevator key
- D. The incident log

183. During a supervisor's review of station operations, at Riverside 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 shared message suggests a common system or communication problem
- D. The failures prove the station electrical supply is completely disconnected

184. While documenting the final observation of the shift, 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. 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

185. At the start of an evening station assignment, 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

186. While responding to a passenger at the customer-service window, for four evenings at Harbor Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

187. During a follow-up inspection after a condition report, 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

188. While directing riders around a temporary access change, 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.

189. During a handoff between station personnel, a square panel at Kingsbridge Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

190. While checking a route through the unpaid area, 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. Tell the visitor to ask another passenger after boarding
- D. Confirm the destination and describe a clear accessible route, including needed transfers

191. During a supervisor's review of station operations, at Central 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 affected gates may share a local equipment or communication problem
- D. The reports prove that the customers entered through the wrong station

192. While documenting the final observation of the shift, remember this instruction for Parkside Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

193. At the start of an evening station assignment, 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. Restrict access to the area and request assistance immediately
- B. Allow access until the water reaches the platform edge
- C. Wait for a customer to confirm that the condition is dangerous
- D. Clean the equipment personally before notifying anyone

194. While responding to a passenger at the customer-service window, at Riverside 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

195. During a follow-up inspection after a condition report, 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. Identify, protect, notify, record
- C. Notify, keep, identify, record
- D. Record, notify, keep, identify

196. While directing riders around a temporary access change, a crowd at Jackson 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 crowd position may create a fall and movement hazard requiring immediate attention
- D. The condition matters only when the crowd reaches the booth

197. During a handoff between station personnel, 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? The record lists checkpoint 8, log entry 197.

- 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

198. While checking a route through the unpaid area, 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. 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

199. During a supervisor's review of station operations, 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 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

200. While documenting the final observation of the shift, 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.

Practice Exam 11: Answer Key and Explanations

1. 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.

- 2. D** — 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.
- 3. 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.
- 4. 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.
- 5. 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.
- 6. 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.
- 7. 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.
- 8. C** — 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.
- 9. 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.
- 10. 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.

11. D — 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.

12. B — 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. A — Dividing the total evenly gives $180 / 6 = 30$ 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.

19. 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.

20. 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.

21. C — 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.

22. 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.

23. D — 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.

24. 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.

25. 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.

26. B — Adding the two groups gives $12 + 7 = 19$, 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.

27. D — 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.

28. C — 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.

29. A — 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.

30. 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.

31. D — Subtracting the issued items from the starting count gives $15 - 8 = 7$. 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. A — 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.

33. 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.

34. 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.

35. 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.

36. B — 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.

37. B — 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.

38. D — 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.

39. 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.

40. A — 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.

41. 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.

42. 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.

43. C — 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. B — 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.

45. D — 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.

46. A — 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.

47. B — 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.

48. 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.

49. 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.

50. B — 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.

51. A — 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.

52. 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.

53. 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.

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 — 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.

56. C — 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.

57. C — 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.

58. D — Multiplying the equal groups gives $4 \times 18 = 72$, 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.

59. B — 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.

60. 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.

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81. D — 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.

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87. C — Adding the two groups gives $24 + 6 = 30$, 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.

88. 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.

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126. B — Multiplying the equal groups gives $8 \times 30 = 240$, 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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176. 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.

177. D — 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.

178. 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.

179. 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.

180. A — 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.

181. C — 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.

182. D — 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.

183. C — 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.

184. 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.

185. 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.

186. A — 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.

187. 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.

188. 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.

189. A — A horizontal flip reverses left and right while leaving the top and bottom relationships 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.

190. 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.

191. C — 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.

192. B — 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.

193. A — 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.

194. 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.

195. 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.

196. C — 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.

197. D — 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.

198. C — 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.

199. 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.

200. 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.