

PRACTICE EXAM 3: MTA STATION AGENT SIMULATION

(200 QUESTIONS)

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

1. During a weekend operating period, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

2. While covering the customer-information area, 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. 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.

3. During a scheduled station walkthrough, 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

4. While supporting riders after a platform change, a crowd at Harbor Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

5. At the start of a relief assignment, 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

6. During a midday service disruption, while monitoring Lexington Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

7. While observing fare-control activity, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

- A. The condition must be caused by customers spilling drinks
- B. 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

8. During a follow-up inspection requested by supervision, 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. Northeast of the booth
- D. Southwest of the booth

9. During a weekend operating period, 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. The announcement may not be understandable or audible where the customers are located
- B. Every customer has deliberately decided to ignore the announcement
- C. The booth speaker volume proves all station speakers work correctly
- D. The announcement should be repeated only at the end of the shift

10. While covering the customer-information area, 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. Northeast of the booth
- C. Southeast of the booth
- D. Southwest of the booth

11. During a scheduled station walkthrough, 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. Keep, identify, notify, record
- B. Notify, keep, identify, record
- C. Record, notify, keep, identify
- D. Identify, protect, notify, record

12. While supporting riders after a platform change, 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. 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.

13. At the start of a relief assignment, 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. Confirm, determine, explain, check
- B. Determine, confirm, explain, check
- C. Explain, determine, confirm, check
- D. Check, explain, determine, confirm

14. During a midday service disruption, 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

15. While observing fare-control activity, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Harbor Station. What should the agent do?

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

16. During a follow-up inspection requested by supervision, at Lexington Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

17. During a weekend operating period, which sentence is the clearest incident-report entry for an event at Central Station?

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

18. While covering the customer-information area, 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 crowd position may create a fall and movement hazard requiring immediate attention
- D. The condition matters only when the crowd reaches the booth

19. During a scheduled station walkthrough, 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

20. While supporting riders after a platform change, 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. Call the supervisor
- C. Record the time
- D. Close every station gate

21. At the start of a relief assignment, at Broadway Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

22. During a midday service disruption, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

23. While observing fare-control activity, 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

24. During a follow-up inspection requested by supervision, which announcement is written most clearly for customers at Lexington Station?

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

25. During a weekend operating period, 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

26. While covering the customer-information area, 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. 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

27. During a scheduled station walkthrough, which note most objectively describes a customer interaction at Broadway Station?

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

28. While supporting riders after a platform change, which sentence best communicates an equipment condition at Union Station?

- A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.
- B. The machine is broken again, like it always seems to be around here.
- C. Something is wrong with a machine, and somebody should eventually look at it.
- D. The equipment situation is unfortunate and probably caused by careless customers.

29. At the start of a relief 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 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

30. During a midday service disruption, 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. 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.

31. While observing fare-control activity, at Central Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

32. During a follow-up inspection requested by supervision, which announcement is written most clearly for customers at Jackson Station?

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

33. During a weekend operating period, which note most objectively describes a customer interaction at Kingsbridge Station?

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

34. While covering the customer-information area, 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. Confirm, notify, secure, leave
- C. Leave, confirm, notify, secure
- D. Secure, notify, confirm, leave

35. During a scheduled station walkthrough, for four evenings at Lexington 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

36. While supporting riders after a platform change, 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

37. At the start of a relief assignment, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

- 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

38. During a midday service disruption, 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. 30 items
- C. 32 items
- D. 144 items

39. While observing fare-control activity, at Broadway Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

- A. All three customers are necessarily using invalid fare media
- B. 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

40. During a follow-up inspection requested by supervision, 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 left of the circle
- C. The triangle is right of the circle
- D. The triangle is below the circle

41. During a weekend operating period, 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. Rainfall may be contributing to water entering near that wall
- D. The wall location is unrelated because the station is underground

42. While covering the customer-information area, 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

43. During a scheduled station walkthrough, which sentence best communicates an equipment condition at Fulton Station?

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

44. While supporting riders after a platform change, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

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

45. At the start of a relief 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

46. During a midday service disruption, at Parkside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

47. While observing fare-control activity, 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

48. During a follow-up inspection requested by supervision, 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. Seek clarification before carrying out either conflicting routine direction
- C. Carry out both directions even if they cannot be reconciled
- D. Ignore both directions for the remainder of the shift

49. During a weekend operating period, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

50. While covering the customer-information area, 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 original upper-left corner
- D. In the lower-right corner

51. During a scheduled station walkthrough, 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 shared message suggests a common system or communication problem
- D. The failures prove the station electrical supply is completely disconnected

52. While supporting riders after a platform change, for four evenings at Jackson 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

53. At the start of a relief assignment, 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. 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

54. During a midday service disruption, 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. Explain that the closure is not confirmed and that verification is being obtained
- C. Deny the closure even though no official information is available
- D. Invent an alternate closing time to reduce the customer's concern

55. While observing fare-control activity, 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.

56. During a follow-up inspection requested by supervision, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge 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

57. During a weekend operating period, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

58. While covering the customer-information 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 hazardous defect requires both immediate reporting and customer separation from the area
- C. A defect should be reported only after a repair attempt fails
- D. Customers may remain nearby if the defect has already been reported

59. During a scheduled station walkthrough, 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

60. While supporting riders after a platform change, while monitoring Jackson Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

61. At the start of a relief assignment, 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. 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

62. During a midday service disruption, 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

63. While observing fare-control activity, 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. 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

64. During a follow-up inspection requested by supervision, 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 may not be understandable or audible where the customers are located
- D. The announcement should be repeated only at the end of the shift

65. During a weekend operating period, a square panel at Broadway Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

66. While covering the customer-information area, 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. Listen calmly, clarify what occurred, and explain the next available assistance step
- C. Argue that the machine cannot make the error being described
- D. End the conversation and direct the passenger away from the booth

67. During a scheduled station walkthrough, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

68. While supporting riders after a platform change, a crowd at Fulton Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

69. At the start of a relief 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 is below the circle
- B. The triangle remains above the circle
- C. The triangle is left of the circle
- D. The triangle is right of the circle

70. During a midday service disruption, 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 east of the booth
- C. Above and west of the booth
- D. Below and east of the booth

71. While observing fare-control activity, 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

72. During a follow-up inspection requested by supervision, 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

73. During a weekend operating period, 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. 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

74. While covering the customer-information area, 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. 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

75. During a scheduled station walkthrough, 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

76. While supporting riders after a platform change, 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

77. At the start of a relief assignment, 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. After 10:00 p.m., direct a customer needing an elevator to the south entrance
- D. Tell customers that elevator access ends at 10:00 p.m.

78. During a midday service disruption, 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-right corner
- C. In the lower-left corner
- D. In the original upper-left corner

79. While observing fare-control activity, 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. 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

80. During a follow-up inspection requested by supervision, 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

81. During a weekend operating period, 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. Record the time
- C. Close every station gate
- D. Call the supervisor

82. While covering the customer-information area, 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

83. During a scheduled station walkthrough, 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

84. While supporting riders after a platform 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.

85. At the start of a relief assignment, 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. 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

86. During a midday service disruption, 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

87. While observing fare-control activity, 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. Confirm, determine, explain, check
- D. Check, explain, determine, confirm

88. During a follow-up inspection requested by supervision, 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. Southeast of the booth
- D. Southwest of the booth

89. During a weekend operating period, 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

90. While covering the customer-information 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. Downtown trains skip Harbor Station only on Saturday afternoon
- C. Uptown riders must also leave the train before Harbor Station
- D. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

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

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

92. While supporting riders after a platform change, 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

93. At the start of a relief assignment, 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

94. During a midday service disruption, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

95. While observing fare-control activity, 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

96. During a follow-up inspection requested by supervision, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

97. During a weekend operating period, for four evenings at Harbor 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

98. While covering the customer-information 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. 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

99. During a scheduled station walkthrough, 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. Read, identify, apply, communicate
- C. Apply, identify, read, communicate
- D. Communicate, apply, identify, read

100. While supporting riders after a platform change, 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. 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

101. At the start of a relief assignment, 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 top edge
- B. On the bottom edge
- C. On the right edge
- D. Still on the left edge

102. During a midday service disruption, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Harbor Station, a rider asks about a rumored closure. What should the agent say?

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

103. While observing fare-control activity, an agent at Lexington Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

- A. 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

104. During a follow-up inspection requested by supervision, 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

105. During a weekend operating period, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

106. While covering the customer-information area, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

107. During a scheduled station walkthrough, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

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

108. While supporting riders after a platform 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. Ignore both directions for the remainder of the shift
- D. Seek clarification before carrying out either conflicting routine direction

109. At the start of a relief assignment, 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

110. During a midday service disruption, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

111. While observing fare-control activity, 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

112. During a follow-up inspection requested by supervision, a rectangular sign at Riverside 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

113. During a weekend operating period, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

114. While covering the customer-information 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. 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

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

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

116. While supporting riders after a platform change, 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. Secure, notify, confirm, leave
- D. Leave, confirm, notify, secure

117. At the start of a relief assignment, 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

118. During a midday service disruption, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

119. While observing fare-control activity, at Riverside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

120. During a follow-up inspection requested by supervision, 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

121. During a weekend operating period, 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. Determine, confirm, explain, check
- B. Confirm, determine, explain, check
- C. Explain, determine, confirm, check
- D. Check, explain, determine, confirm

122. While covering the customer-information area, a supply count at Jackson Station begins at 18 items, and 6 items are issued. How many remain?

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

123. During a scheduled station walkthrough, 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.

124. While supporting riders after a platform change, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

125. At the start of a relief assignment, at Kingsbridge Station, 7 identical racks each hold 21 information cards. How many cards are held in all?

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

126. During a midday service disruption, which sentence best communicates an equipment condition at Lexington Station?

- A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.
- B. The machine is broken again, like it always seems to be around here.
- C. Something is wrong with a machine, and somebody should eventually look at it.
- D. The equipment situation is unfortunate and probably caused by careless customers.

127. While observing fare-control activity, while monitoring Harbor 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 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

128. During a follow-up inspection requested by supervision, 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. Below and west of the booth
- B. Above and east of the booth
- C. Above and west of the booth
- D. Below and east of the booth

129. During a weekend operating period, 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

130. While covering the customer-information area, 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. Listen calmly, clarify what occurred, and explain the next available assistance step
- D. End the conversation and direct the passenger away from the booth

131. During a scheduled station walkthrough, 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 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

132. While supporting riders after a platform change, at Fulton Station, 192 notices are divided equally among 8 locations. How many notices go to each location?

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

133. At the start of a relief assignment, 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. Northwest of the booth
- B. Southeast of the booth
- C. Northeast of the booth
- D. Southwest of the booth

134. During a midday service disruption, 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. Read, identify, apply, communicate
- B. Identify, read, apply, communicate
- C. Apply, identify, read, communicate
- D. Communicate, apply, identify, read

135. While observing fare-control activity, 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 condition matters only when the crowd reaches the booth
- D. The crowd position may create a fall and movement hazard requiring immediate attention

136. During a follow-up inspection requested by supervision, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

- A. The escalator is safe because it has not stopped moving
- B. The changed sound may indicate a developing equipment problem requiring prompt reporting
- C. The sound matters only if a customer files a written complaint
- D. The condition can wait until the next scheduled station inspection

137. During a weekend operating period, 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. 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.

138. While covering the customer-information area, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

139. During a scheduled station walkthrough, 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

140. While supporting riders after a platform change, 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. 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

141. At the start of a relief assignment, while monitoring Union 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

142. During a midday service disruption, 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

143. While observing fare-control activity, at Lexington Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

144. During a follow-up inspection requested by supervision, 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. Southeast of the booth
- C. Northeast of the booth
- D. Southwest of the booth

145. During a weekend operating period, a square panel at Central Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

146. While covering the customer-information area, at Jackson Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

147. During a scheduled station walkthrough, 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

148. While supporting riders after a platform change, 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

149. At the start of a relief assignment, 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. Direct all customers to the south entrance throughout the entire day
- C. After 10:00 p.m., direct a customer needing an elevator to the south entrance
- D. Tell customers that elevator access ends at 10:00 p.m.

150. During a midday service disruption, 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 should be repeated only at the end of the shift
- D. The announcement may not be understandable or audible where the customers are located

151. While observing fare-control activity, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

152. During a follow-up inspection requested by supervision, 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. 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

153. During a weekend operating period, 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

154. While covering the customer-information area, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

155. During a scheduled station walkthrough, 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

156. While supporting riders after a platform change, for four evenings at Union Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

157. At the start of a relief assignment, 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

158. During a midday service disruption, a supply count at Harbor Station begins at 30 items, and 5 items are issued. How many remain?

- A. 24 items
- B. 25 items
- C. 26 items
- D. 35 items

159. While observing fare-control activity, 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

160. During a follow-up inspection requested by supervision, 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

161. During a weekend operating period, 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 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

162. While covering the customer-information 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. Give each customer the same verified information in a courteous and concise manner
- D. Use technical abbreviations without explaining what they mean

163. During a scheduled station walkthrough, a customer at Harbor Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

164. While supporting riders after a platform change, 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

165. At the start of a relief assignment, at Central 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

166. During a midday service disruption, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

167. While observing fare-control activity, 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

168. During a follow-up inspection requested by supervision, 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. Accountable items should remain accessible for the next customer
- D. Coverage must be confirmed after items are secured and the designated employee is notified

169. During a weekend operating period, at Union Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

170. While covering the customer-information area, at Central Station, 6 identical racks each hold 12 information cards. How many cards are held in all?

- A. 60 items
- B. 78 items
- C. 18 items
- D. 72 items

171. During a scheduled station walkthrough, which announcement is written most clearly for customers at Union Station?

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

172. While supporting riders after a platform change, 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? The observation is logged for station zone 9.

- 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.

173. At the start of a relief assignment, at Lexington Station, 105 notices are divided equally among 7 locations. How many notices go to each location?

- A. 13 items
- B. 15 items
- C. 17 items
- D. 98 items

174. During a midday service disruption, while monitoring Fulton 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

175. While observing fare-control activity, 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

176. During a follow-up inspection requested by supervision, 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 may not be understandable or audible where the customers are located
- D. The announcement should be repeated only at the end of the shift

177. During a weekend operating period, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The observation is logged for station zone 10.

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

178. While covering the customer-information area, at Broadway Station, 18 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

- A. 24 items
- B. 26 items
- C. 28 items
- D. 144 items

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

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

180. While supporting riders after a platform change, 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

181. At the start of a relief 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. End the conversation and direct the passenger away from the booth
- D. Listen calmly, clarify what occurred, and explain the next available assistance step

182. During a midday service disruption, at Parkside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

183. While observing fare-control activity, 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. Secure, notify, confirm, leave
- B. Notify, secure, confirm, leave
- C. Confirm, notify, secure, leave
- D. Leave, confirm, notify, secure

184. During a follow-up inspection requested by supervision, which note most objectively describes a customer interaction at Parkside Station?

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

185. During a weekend operating period, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

186. While covering the customer-information area, 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. 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

187. During a scheduled station walkthrough, at Lexington Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

188. While supporting riders after a platform change, at Broadway Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

189. At the start of a relief assignment, at Broadway Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

190. During a midday service disruption, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

- 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

191. While observing fare-control activity, 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? The observation is logged for station zone 8.

- 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

192. During a follow-up inspection requested by supervision, 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

193. During a weekend operating period, which sentence best communicates an equipment condition at Jackson 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.

194. While covering the customer-information area, 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? The observation is logged for station zone 11.

- 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

195. During a scheduled station walkthrough, 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. Keep, identify, notify, record
- B. Notify, keep, identify, record
- C. Identify, protect, notify, record
- D. Record, notify, keep, identify

196. While supporting riders after a platform change, at Parkside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

- A. 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

197. At the start of a relief assignment, 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. 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

198. During a midday service disruption, 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. 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.

199. While observing fare-control activity, remember this instruction for Riverside 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

200. During a follow-up inspection requested by supervision, 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 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

Practice Exam 3: Answer Key and Explanations

1. 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.

2. 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.

3. 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.

4. D — 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.

5. 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.

6. A — 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.

7. 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.

8. C — 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.

9. A — 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.

10. 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.

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

12. 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.

13. 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.

14. D — Dividing the total evenly gives $105 / 5 = 21$ notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

15. 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.

16. B — 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.

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

18. 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.

19. 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.

20. 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.

21. D — 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.

22. 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.

23. 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.

24. A — 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.

25. 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.

26. 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.

27. B — 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.

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

29. 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.

30. 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.

31. 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.

32. A — 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.

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

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

35. 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.

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

37. A — 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.

38. B — 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.

39. 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.

40. D — 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.

41. C — 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. 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.

43. 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.

44. B — 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.

45. A — Subtracting the issued items from the starting count gives $27 - 7 = 20$. 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. C — The notice changes only the entrance used after 10:00 p.m.; it does not end elevator access or affect the entire day. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

47. 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.

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

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

50. D — 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. 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.

52. 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.

53. 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.

54. B — 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.

55. 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.

56. 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.

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

58. B — 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.

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

60. D — 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.

61. A — 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.

62. B — The stated code directly pairs amber with reporting; inspection belongs to blue and access restriction belongs to red. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

63. D — 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.

64. C — 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.

65. C — 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.

66. B — 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.

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

68. D — 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.

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

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

71. 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.

72. 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.

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

74. D — 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.

75. 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.

76. 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.

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

78. 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.

79. 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.

80. 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.

81. D — 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.

82. 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.

83. 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.

84. B — 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.

85. 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.

86. 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.

87. 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.

88. 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.

89. B — 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.

90. D — 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.

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

92. 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.

93. C — Dividing the total evenly gives $48 / 4 = 12$ notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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

96. 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.

97. D — 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.

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

99. 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.

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

101. C — 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.

102. B — 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.

103. 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.

104. D — 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.

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

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

107. B — 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.

108. 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.

109. D — Adding the two groups gives $15 + 5 = 20$, 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.

110. 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.

111. 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.

112. C — 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.

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

114. 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.

115. D — 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.

116. 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.

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

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

119. 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.

120. 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.

121. 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.

122. A — Subtracting the issued items from the starting count gives $18 - 6 = 12$. 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.

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

124. 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.

125. D — Multiplying the equal groups gives $7 \times 21 = 147$, 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.

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

127. 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.

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

129. B — 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.

130. 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.

131. 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.

132. A — Dividing the total evenly gives $192 \div 8 = 24$ notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

133. C — 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.

134. 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.

135. D — 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.

136. B — 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.

137. 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.

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

139. 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.

140. 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.

141. A — 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.

142. 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.

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

144. B — 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.

145. C — 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.

146. D — 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.

147. A — Adding the two groups gives $27 + 4 = 31$, 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.

148. 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.

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

150. 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.

151. B — 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.

152. A — 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.

153. 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.

154. 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.

155. 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.

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

157. A — The stated code directly pairs amber with reporting; inspection belongs to blue and access restriction belongs to red. 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.

158. B — Subtracting the issued items from the starting count gives $30 - 5 = 25$. 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.

159. 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.

160. 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.

161. B — 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.

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

163. D — 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.

164. 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.

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

166. 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.

167. 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.

168. D — 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.

169. 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.

170. D — Multiplying the equal groups gives $6 \times 12 = 72$, 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.

171. A — 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.

172. 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.

173. B — Dividing the total evenly gives $105 / 7 = 15$ 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.

174. A — 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.

175. 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.

176. C — 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.

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

178. B — Adding the two groups gives $18 + 8 = 26$, 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.

179. 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.

180. 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.

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

182. 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.

183. 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.

184. B — 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.

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

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

187. 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.

188. 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.

189. 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.

190. A — 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.

191. 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.

192. B — 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.

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

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

195. 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.

196. 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.

197. 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.

198. 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.

199. 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.

200. B — 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.