

# **PRACTICE EXAM 4: MTA STATION AGENT SIMULATION**

## **(200 QUESTIONS)**

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*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 an early-morning station opening, 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

2. While assigned to assist near the accessible gate, 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.

3. During a post-rush station review, 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

4. While responding to questions after a service announcement, at Jackson Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

5. During a temporary booth-relief period, at Kingsbridge Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**6.** While checking conditions before the evening rush, at Jackson Station, 162 notices are divided equally among 6 locations. How many notices go to each location?

- A. 25 items
- B. 29 items
- C. 27 items
- D. 156 items

**7.** During routine monitoring of the platform entrance, an agent at Jackson Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

**8.** While completing a station-condition follow-up, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**9.** During an early-morning station opening, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

**10.** While assigned to assist near the accessible gate, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

**11.** During a post-rush station review, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

**12.** While responding to questions after a service announcement, 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. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.
- C. Water was seen and people were around and it was handled somehow.
- D. The stairs had an issue, which everyone knows can happen in stations.

**13.** During a temporary booth-relief period, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

**14.** While checking conditions before the evening rush, which announcement is written most clearly for customers at Fulton 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.

**15.** During routine monitoring of the platform entrance, 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. Suggest that the customer should have selected another route earlier
- D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

**16.** While completing a station-condition follow-up, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**17.** During an early-morning station opening, at Riverside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

**18.** While assigned to assist near the accessible gate, 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

**19.** During a post-rush station review, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**20.** While responding to questions after a service announcement, 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. 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

**21.** During a temporary booth-relief period, 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

**22.** While checking conditions before the evening rush, 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

**23.** During routine monitoring of the platform entrance, 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

**24.** While completing a station-condition follow-up, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

- A. Allow access until the water reaches the platform edge
- B. 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

**25.** During an early-morning station opening, while monitoring Fulton Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

**26.** While assigned to assist near the accessible gate, 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. 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

**27.** During a post-rush station review, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

**28.** While responding to questions after a service announcement, at Central Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

- A. Keep the north entrance open for every customer using the elevator
- B. Direct all customers to the south entrance throughout the entire day
- C. 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.

**29.** During a temporary booth-relief period, which note most objectively describes a customer interaction at Riverside Station?

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

**30.** While checking conditions before the evening rush, 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.

**31.** During routine monitoring of the platform entrance, 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.

**32.** While completing a station-condition follow-up, 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

**33.** During an early-morning station opening, a map of Jackson Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

**34.** While assigned to assist near the accessible gate, 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 changed sound may indicate a developing equipment problem requiring prompt reporting
- B. The escalator is safe because it has not stopped moving
- C. The sound matters only if a customer files a written complaint
- D. The condition can wait until the next scheduled station inspection

**35.** During a post-rush station review, 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

**36.** While responding to questions after a service announcement, at Kingsbridge Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

**37.** During a temporary booth-relief period, 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

**38.** While checking conditions before the evening rush, 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

**39.** During routine monitoring of the platform entrance, 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

**40.** While completing a station-condition follow-up, 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. 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

**41.** During an early-morning station opening, which announcement is written most clearly for customers at Lexington Station?

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

**42.** While assigned to assist near the accessible gate, at Kingsbridge Station, 30 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

- A. 37 items
- B. 35 items
- C. 39 items
- D. 210 items

**43.** During a post-rush station review, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**44.** While responding to questions after a service announcement, 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

**45.** During a temporary booth-relief period, a supply count at Fulton Station begins at 12 items, and 8 items are issued. How many remain?

- A. 3 items
- B. 5 items
- C. 4 items
- D. 20 items

**46.** While checking conditions before the evening rush, at Fulton Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

**47.** During routine monitoring of the platform entrance, 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

**48.** While completing a station-condition follow-up, 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. 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 an early-morning station opening, 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

**50.** While assigned to assist near the accessible gate, 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

**51.** During a post-rush station review, during a service change at Jackson Station, several customers ask the same question. What is the most effective response? The entry is associated with checkpoint 8.

- 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

**52.** While responding to questions after a service announcement, a customer at Fulton Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

**53.** During a temporary booth-relief period, at Central Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

54. While checking conditions before the evening rush, for four evenings at Lexington Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

55. During routine monitoring of the platform entrance, a rectangular sign at Kingsbridge Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

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

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

57. During an early-morning station opening, which note most objectively describes a customer interaction at Broadway Station?

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

**58.** While assigned to assist near the accessible gate, 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.

**59.** During a post-rush station review, while monitoring Lexington Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

- A. Customers are probably choosing a more scenic path through the station
- B. The behavior proves that every nearby passage must be closed
- C. 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

**60.** While responding to questions after a service announcement, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

**61.** During a temporary booth-relief period, 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

**62.** While checking conditions before the evening rush, 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

**63.** During routine monitoring of the platform entrance, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**64.** While completing a station-condition follow-up, at Riverside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

**65.** During an early-morning station opening, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

**66.** While assigned to assist near the accessible gate, remember this instruction for Kingsbridge Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

**67.** During a post-rush station review, a crowd at Union 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

**68.** While responding to questions after a service announcement, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Lexington Station, a rider asks about a rumored closure. What should the agent say?

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

**69.** During a temporary booth-relief period, at Parkside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**70.** While checking conditions before the evening rush, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

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

**71.** During routine monitoring of the platform entrance, while monitoring Jackson Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

**72.** While completing a station-condition follow-up, 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

**73.** During an early-morning station opening, which sentence is the clearest incident-report entry for an event at Parkside 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.

**74.** While assigned to assist near the accessible gate, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

**75.** During a post-rush station review, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

**76.** While responding to questions after a service announcement, 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. Identify, protect, notify, record
- C. Notify, keep, identify, record
- D. Record, notify, keep, identify

**77.** During a temporary booth-relief period, which announcement is written most clearly for customers at Jackson Station?

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

**78.** While checking conditions before the evening rush, 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

**79.** During routine monitoring of the platform entrance, 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

**80.** While completing a station-condition follow-up, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**81.** During an early-morning station opening, at Lexington Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

**82.** While assigned to assist near the accessible gate, a square panel at Riverside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

**83.** During a post-rush station review, 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 below the circle
- D. The triangle is right of the circle

**84.** While responding to questions after a service announcement, 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. Coverage must be confirmed after items are secured and the designated employee is notified
- B. The booth may be left as soon as accountable items are secured
- C. Notification is needed only when booth coverage cannot be found
- D. Accountable items should remain accessible for the next customer

**85.** During a temporary booth-relief period, a crowd at Fulton 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

**86.** While checking conditions before the evening rush, 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.

**87.** During routine monitoring of the platform entrance, at Riverside Station, 4 identical racks each hold 15 information cards. How many cards are held in all?

- A. 45 items
- B. 60 items
- C. 64 items
- D. 19 items

**88.** While completing a station-condition follow-up, at Harbor Station, 90 notices are divided equally among 5 locations. How many notices go to each location?

- A. 16 items
- B. 20 items
- C. 85 items
- D. 18 items

**89.** During an early-morning station opening, at Central Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

**90.** While assigned to assist near the accessible gate, 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 sound matters only if a customer files a written complaint
- C. The changed sound may indicate a developing equipment problem requiring prompt reporting
- D. The condition can wait until the next scheduled station inspection

**91.** During a post-rush station review, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

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

**92.** While responding to questions after a service announcement, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**93.** During a temporary booth-relief period, while monitoring Harbor Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

**94.** While checking conditions before the evening rush, at Central Station, 21 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

- A. 27 items
- B. 25 items
- C. 29 items
- D. 126 items

**95.** During routine monitoring of the platform entrance, a supply count at Lexington Station begins at 24 items, and 7 items are issued. How many remain?

- A. 16 items
- B. 17 items
- C. 18 items
- D. 31 items

**96.** While completing a station-condition follow-up, which note most objectively describes a customer interaction at Kingsbridge Station?

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

**97.** During an early-morning station opening, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

**98.** While assigned to assist near the accessible gate, rule: If a condition presents an immediate danger, restrict access and request assistance. At Parkside Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**99.** During a post-rush station review, at Broadway Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

**100.** While responding to questions after a service announcement, 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

**101.** During a temporary booth-relief period, at Jackson Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

**102.** While checking conditions before the evening rush, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

**103.** During routine monitoring of the platform entrance, at Broadway Station, 8 identical racks each hold 27 information cards. How many cards are held in all?

- A. 189 items
- B. 224 items
- C. 216 items
- D. 35 items

**104.** While completing a station-condition follow-up, at Kingsbridge Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**105.** During an early-morning station opening, 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. Coverage must be confirmed after items are secured and the designated employee is notified
- D. Accountable items should remain accessible for the next customer

**106.** While assigned to assist near the accessible gate, 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 lower-right corner
- B. In the upper-right corner
- C. In the lower-left corner
- D. In the original upper-left corner

**107.** During a post-rush station review, at Union Station, 120 notices are divided equally among 4 locations. How many notices go to each location?

- A. 28 items
- B. 32 items
- C. 116 items
- D. 30 items

**108.** While responding to questions after a service announcement, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

**109.** During a temporary booth-relief period, a crowd at Lexington Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**110.** While checking conditions before the evening rush, during a service change at Central Station, several customers ask the same question. What is the most effective response? The entry is associated with checkpoint 1.

- 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

**111.** During routine monitoring of the platform entrance, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

**112.** While completing a station-condition follow-up, 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 right edge
- B. On the top edge
- C. On the bottom edge
- D. Still on the left edge

**113.** During an early-morning station opening, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**114.** While assigned to assist near the accessible gate, 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

**115.** During a post-rush station review, while monitoring Union Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

**116.** While responding to questions after a service announcement, 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

**117.** During a temporary booth-relief 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. 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

**118.** While checking conditions before the evening rush, 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

**119.** During routine monitoring of the platform entrance, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**120.** While completing a station-condition follow-up, 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

**121.** During an early-morning station opening, at Riverside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**122.** While assigned to assist near the accessible gate, at Broadway Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

**123.** During a post-rush station review, 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. 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

**124.** While responding to questions after a service announcement, at Parkside Station, 12 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

- A. 15 items
- B. 17 items
- C. 19 items
- D. 60 items

**125.** During a temporary booth-relief period, a map of Union Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

**126.** While checking conditions before the evening rush, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

**127.** During routine monitoring of the platform entrance, 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

**128.** While completing a station-condition follow-up, a supply count at Jackson Station begins at 15 items, and 6 items are issued. How many remain?

- A. 9 items
- B. 8 items
- C. 10 items
- D. 21 items

**129.** During an early-morning station opening, 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. Have the obstruction removed from the emergency exit without delay
- D. Wait until the station is less busy before mentioning the obstruction

**130.** While assigned to assist near the accessible gate, 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

**131.** During a post-rush station review, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

**132.** While responding to questions after a service announcement, 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. Suggest that the customer should have selected another route earlier
- D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

**133.** During a temporary booth-relief period, 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 lower-right corner
- B. In the upper-right corner
- C. In the lower-left corner
- D. In the original upper-left corner

**134.** While checking conditions before the evening rush, which sentence best communicates an equipment condition at Fulton Station?

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

**135.** During routine monitoring of the platform entrance, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Fulton Station. What should the agent do?

- A. Select whichever direction was heard most recently without checking
- B. 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

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

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

**137.** During an early-morning station opening, rule: If a condition presents an immediate danger, restrict access and request assistance. At Riverside Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**138.** While assigned to assist near the accessible gate, 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

**139.** During a post-rush station review, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**140.** While responding to questions after a service announcement, 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.

**141.** During a temporary booth-relief period, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Harbor Station, a rider asks about a rumored closure. What should the agent say?

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

**142.** While checking conditions before the evening rush, at Central Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**143.** During routine monitoring of the platform entrance, 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. 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

**144.** While completing a station-condition follow-up, at Parkside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

**145.** During an early-morning station opening, 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

**146.** While assigned to assist near the accessible gate, 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. Notify, keep, identify, record
- C. Record, notify, keep, identify
- D. Identify, protect, notify, record

**147.** During a post-rush station review, at Lexington Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

**148.** While responding to questions after a service announcement, remember this instruction for Central 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

**149.** During a temporary booth-relief period, 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

**150.** While checking conditions before the evening rush, which announcement is written most clearly for customers at Harbor 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.

**151.** During routine monitoring of the platform entrance, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**152.** While completing a station-condition follow-up, 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 behaved badly because he did not respect station employees.
- D. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

**153.** During an early-morning station opening, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Lexington Station. What should the agent do?

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

**154.** While assigned to assist near the accessible gate, 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

**155.** During a post-rush station review, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

**156.** While responding to questions after a service announcement, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**157.** During a temporary booth-relief 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 north stairs
- C. The downtown train doors
- D. The station booth window

**158.** While checking conditions before the evening rush, a customer at Jackson Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

**159.** During routine monitoring of the platform entrance, at Kingsbridge Station, 7 identical racks each hold 18 information cards. How many cards are held in all?

- A. 108 items
- B. 133 items
- C. 126 items
- D. 25 items

**160.** While completing a station-condition follow-up, 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. 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

**161.** During an early-morning station opening, 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

**162.** While assigned to assist near the accessible gate, at Kingsbridge Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

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

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

**164.** While responding to questions after a service announcement, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The entry is associated with checkpoint 1.

- 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

**165.** During a temporary booth-relief period, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

**166.** While checking conditions before the evening rush, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Union Station, a rider asks about a rumored closure. What should the agent say?

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

**167.** During routine monitoring of the platform entrance, 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? The entry is associated with checkpoint 8.

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

**168.** While completing a station-condition follow-up, 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.

**169.** During an early-morning station opening, 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? The entry is associated with checkpoint 8.

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

**170.** While assigned to assist near the accessible gate, at Fulton Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

**171.** During a post-rush station review, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

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

**172.** While responding to questions after a service announcement, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

**173.** During a temporary booth-relief period, 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

**174.** While checking conditions before the evening rush, at Kingsbridge Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**175.** During routine monitoring of the platform entrance, 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 west of the booth
- C. Above and east of the booth
- D. Below and east of the booth

**176.** While completing a station-condition follow-up, 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

**177.** During an early-morning station opening, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**178.** While assigned to assist near the accessible gate, 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. Northeast of the booth
- C. Southeast of the booth
- D. Southwest of the booth

**179.** During a post-rush station review, at Harbor Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

**180.** While responding to questions after a service announcement, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

**181.** During a temporary booth-relief period, at Fulton Station, 168 notices are divided equally among 8 locations. How many notices go to each location?

- A. 19 items
- B. 21 items
- C. 23 items
- D. 160 items

**182.** While checking conditions before the evening rush, 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. Southeast of the booth
- B. Northwest of the booth
- C. Northeast of the booth
- D. Southwest of the booth

**183.** During routine monitoring of the platform entrance, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**184.** While completing a station-condition follow-up, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first? The entry is associated with checkpoint 1.

- 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

**185.** During an early-morning station opening, 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

**186.** While assigned to assist near the accessible gate, at Riverside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

**187.** During a post-rush station review, 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.

**188.** While responding to questions after a service announcement, 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. Delays on the connecting service are associated with the recurring crowd increase
- D. The connecting delay guarantees that every train will be canceled

**189.** During a temporary booth-relief period, at Riverside Station, 24 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

- A. 26 items
- B. 30 items
- C. 28 items
- D. 96 items

**190.** While checking conditions before the evening rush, at Riverside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**191.** During routine monitoring of the platform entrance, 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 incident log
- C. The cash report
- D. An elevator key

**192.** While completing a station-condition follow-up, 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

**193.** During an early-morning station opening, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Jackson Station. What should the agent do?

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

**194.** While assigned to assist near the accessible gate, at Lexington Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

**195.** During a post-rush station review, at Broadway Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

**196.** While responding to questions after a service announcement, at Central Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

- A. All three customers are necessarily using invalid fare media
- B. 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.** During a temporary booth-relief 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. Call the supervisor
- C. Record the time
- D. Close every station gate

**198.** While checking conditions before the evening rush, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**199.** During routine monitoring of the platform entrance, a square panel at Kingsbridge Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

**200.** While completing a station-condition follow-up, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

### Practice Exam 4: Answer Key and Explanations

**1. 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.

**2. 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.

**3. 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.

**4. 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.

**5. 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.

**6. C** — Dividing the total evenly gives  $162 / 6 = 27$  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.

**7. 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.

**8. 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.

**9. A** — 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.

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

**11. C** — 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.

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

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

**14. 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.

**15. 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.

**16. 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.

**17. D** — 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.

**18. 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.

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

**20. 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.

**21. 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.

**22. 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.

**23. 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.

**24. 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.

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

**26. 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.

**27. 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.

**28. 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.

**29. 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.

**30. 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.

**31. 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.

**32. 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.

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

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

**35. 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.

**36. 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.

**37. 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.

**38. 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.

**39. 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.

**40. 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.

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

**42. A** — Adding the two groups gives  $30 + 7 = 37$ , 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.

**43. 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.

**44. 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.

**45. C** — Subtracting the issued items from the starting count gives  $12 - 8 = 4$ . This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

**47. 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.

**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. 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.

**50. 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.

**51. 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.

**52. 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.

**53. A** — 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.

**54. C** — 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.

**55. 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.

**56. 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.

**57. 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.

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

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

**78. 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.

**79. 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.

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**82. D** — 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.

**83. C** — 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.

**84. A** — 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.

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**86. 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.

**87. B** — Multiplying the equal groups gives  $4 \times 15 = 60$ , 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.

**88. D** — Dividing the total evenly gives  $90 / 5 = 18$  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.

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

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

**91. 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.

**92. 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.

**93. 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.

**94. A** — Adding the two groups gives  $21 + 6 = 27$ , 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.

**95. B** — Subtracting the issued items from the starting count gives  $24 - 7 = 17$ . This is the single best answer because it uses the information in the 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** — 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.

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

**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.

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**100. 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.

**101. 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.

**102. 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.

**103. C** — Multiplying the equal groups gives  $8 \times 27 = 216$ , 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.

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

**105. 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.

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

**107. D** — Dividing the total evenly gives  $120 / 4 = 30$  notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**108. 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.

**109. 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.

**110. 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.

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

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

**114. 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.

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

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**117. 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.

**118. 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.

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**143. 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.

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

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**159. C** — Multiplying the equal groups gives  $7 \times 18 = 126$ , 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.

**160. 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.

**161. 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.

**162. 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.

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

**170. 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.

**171. A** — 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.

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

**173. 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.

**174. 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.

**175. 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.

**176. 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.

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

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

**179. 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.

**180. C** — 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.

**181. B** — Dividing the total evenly gives  $168 / 8 = 21$  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.

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

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

**184. 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.

**185. 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.

**186. A** — 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.

**187. 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.

**188. C** — 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.

**189. C** — Adding the two groups gives  $24 + 4 = 28$ , 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.

**190. 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.

**191. B** — 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.

**192. 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.

**193. 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.

**194. 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.

**195. 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.

**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. 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.

**198. 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.

**199. A** — A horizontal flip reverses left and right while leaving the top and bottom relationships unchanged. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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