

# **PRACTICE EXAM 5: 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 a late-morning customer-service period, which sentence best communicates an equipment condition at Lexington Station?

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

2. While monitoring the entrance after a train arrival, an agent at Lexington Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

3. During a targeted equipment-condition check, 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

4. While assisting riders before a scheduled service change, at Lexington Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

5. During a supervisor-observed booth assignment, 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

**6.** While reviewing conditions near the station stairs, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**7.** During an afternoon fare-control observation, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

**8.** While completing an end-of-shift operational check, at Lexington Station, 84 notices are divided equally among 7 locations. How many notices go to each location?

- A. 12 items
- B. 10 items
- C. 14 items
- D. 77 items

**9.** During a late-morning customer-service period, at Lexington Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

**10.** While monitoring the entrance after a train arrival, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**11.** During a targeted equipment-condition check, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**12.** While assisting riders before a scheduled service change, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**13.** During a supervisor-observed booth assignment, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

**14.** While reviewing conditions near the station stairs, 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

**15.** During an afternoon fare-control observation, 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. Seek clarification before carrying out either conflicting routine direction
- B. Select whichever direction was heard most recently without checking
- C. Carry out both directions even if they cannot be reconciled
- D. Ignore both directions for the remainder of the shift

**16.** While completing an end-of-shift operational check, rule: If a condition presents an immediate danger, restrict access and request assistance. At Broadway Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**17.** During a late-morning customer-service period, 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

**18.** While monitoring the entrance after a train arrival, at Broadway Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

**19.** During a targeted equipment-condition check, 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

**20.** While assisting riders before a scheduled service change, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

**21.** During a supervisor-observed booth assignment, at Broadway Station, 15 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

- A. 21 items
- B. 25 items
- C. 23 items
- D. 120 items

**22.** While reviewing conditions near the station stairs, a supply count at Union Station begins at 18 items, and 4 items are issued. How many remain?

- A. 14 items
- B. 13 items
- C. 15 items
- D. 22 items

**23.** During an afternoon fare-control observation, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**24.** While completing an end-of-shift operational check, 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 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

**25.** During a late-morning customer-service period, 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. Identify, protect, notify, record
- B. Keep, identify, notify, record
- C. Notify, keep, identify, record
- D. Record, notify, keep, identify

**26.** While monitoring the entrance after a train arrival, 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

**27.** During a targeted equipment-condition check, 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

**28.** While assisting riders before a scheduled service change, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

**29.** During a supervisor-observed booth assignment, at Union Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

**30.** While reviewing conditions near the station stairs, a rectangular sign at Broadway Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

**31.** During an afternoon fare-control observation, which sentence is the clearest incident-report entry for an event at Broadway 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 an end-of-shift operational check, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**33.** During a late-morning customer-service period, at Parkside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

**34.** While monitoring the entrance after a train arrival, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**35.** During a targeted equipment-condition check, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Union Station, a rider asks about a rumored closure. What should the agent say?

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

**36.** While assisting riders before a scheduled service change, while monitoring Fulton Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

**37.** During a supervisor-observed booth assignment, 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

**38.** While reviewing conditions near the station stairs, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

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

**39.** During an afternoon fare-control observation, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**40.** While completing an end-of-shift operational check, at Riverside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

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

**42.** While monitoring the entrance after a train arrival, 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

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

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

**44.** While assisting riders before a scheduled service change, 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

**45.** During a supervisor-observed booth assignment, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

- A. Each machine was damaged independently by a different customer
- B. 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

**46.** While reviewing conditions near the station stairs, a customer at Union Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

**47.** During an afternoon fare-control observation, a square panel at Parkside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

**48.** While completing an end-of-shift operational check, for four evenings at Union Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

**49.** During a late-morning customer-service period, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Jackson Station. What should the agent do?

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

**50.** While monitoring the entrance after a train arrival, at Kingsbridge Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

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

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

**52.** While assisting riders before a scheduled service change, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

**53.** During a supervisor-observed booth assignment, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

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

54. While reviewing conditions near the station stairs, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

55. During an afternoon fare-control observation, at Parkside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

56. While completing an end-of-shift operational check, which announcement is written most clearly for customers at Union Station?

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

57. During a late-morning customer-service period, 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

**58.** While monitoring the entrance after a train arrival, at Central Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**59.** During a targeted equipment-condition check, 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. Apply, identify, read, communicate
- C. Read, identify, apply, communicate
- D. Communicate, apply, identify, read

**60.** While assisting riders before a scheduled service change, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

**61.** During a supervisor-observed booth assignment, at Parkside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

**62.** While reviewing conditions near the station stairs, which note most objectively describes a customer interaction at Parkside Station?

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

**63.** During an afternoon fare-control observation, at Parkside Station, 5 identical racks each hold 21 information cards. How many cards are held in all?

- A. 105 items
- B. 84 items
- C. 110 items
- D. 26 items

**64.** While completing an end-of-shift operational check, 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

**65.** During a late-morning customer-service period, remember this instruction for Broadway Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

**66.** While monitoring the entrance after a train arrival, 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. The condition must be caused by customers spilling drinks
- B. The platform will remain dry during every future storm
- C. Rainfall may be contributing to water entering near that wall
- D. The wall location is unrelated because the station is underground

**67.** During a targeted equipment-condition check, 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. Secure, notify, confirm, leave
- C. Confirm, notify, secure, leave
- D. Leave, confirm, notify, secure

**68.** While assisting riders before a scheduled service change, at Central Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

**69.** During a supervisor-observed booth assignment, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

**70.** While reviewing conditions near the station stairs, at Jackson Station, 144 notices are divided equally among 6 locations. How many notices go to each location?

- A. 22 items
- B. 26 items
- C. 24 items
- D. 138 items

**71.** During an afternoon fare-control observation, 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

**72.** While completing an end-of-shift operational check, which sentence best communicates an equipment condition at Jackson Station?

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

**73.** During a late-morning customer-service period, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

**74.** While monitoring the entrance after a train arrival, while monitoring Lexington 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

75. During a targeted equipment-condition check, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

76. While assisting riders before a scheduled service change, 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. Southeast of the booth
- B. Northwest of the booth
- C. Northeast of the booth
- D. Southwest of the booth

77. During a supervisor-observed booth assignment, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

- A. 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

**78.** While reviewing conditions near the station stairs, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

**79.** During an afternoon fare-control observation, 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 affected gates may share a local equipment or communication problem
- D. The reports prove that the customers entered through the wrong station

**80.** While completing an end-of-shift operational check, 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

**81.** During a late-morning customer-service period, 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 monitoring the entrance after a train arrival, which sentence is the clearest incident-report entry for an event at Kingsbridge Station?

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

**83.** During a targeted equipment-condition check, which announcement is written most clearly for customers at Fulton Station?

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

**84.** While assisting riders before a scheduled service change, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Fulton Station, a rider asks about a rumored closure. What should the agent say?

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

**85.** During a supervisor-observed booth assignment, a crowd at Union Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**86.** While reviewing conditions near the station stairs, 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. Resume normal access
- D. Report the condition

**87.** During an afternoon fare-control observation, which note most objectively describes a customer interaction at Riverside Station?

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

**88.** While completing an end-of-shift operational check, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

**89.** During a late-morning customer-service period, at Kingsbridge Station, 27 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

- A. 34 items
- B. 32 items
- C. 36 items
- D. 189 items

**90.** While monitoring the entrance after a train arrival, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The observation is recorded for station sector 11.

- 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

**91.** During a targeted equipment-condition check, 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

**92.** While assisting riders before a scheduled service change, at Parkside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**93.** During a supervisor-observed booth assignment, 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. 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

**94.** While reviewing conditions near the station stairs, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

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

**95.** During an afternoon fare-control observation, 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

**96.** While completing an end-of-shift operational check, 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

**97.** During a late-morning customer-service period, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

**98.** While monitoring the entrance after a train arrival, while monitoring Jackson Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

**99.** During a targeted equipment-condition check, at Harbor Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

**100.** While assisting riders before a scheduled service change, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

**101.** During a supervisor-observed booth assignment, which sentence best communicates an equipment condition at Harbor 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.

**102.** While reviewing conditions near the station stairs, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Harbor Station. What should the agent do?

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

**103.** During an afternoon fare-control observation, which sentence is the clearest incident-report entry for an event at Central Station?

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

**104.** While completing an end-of-shift operational check, which announcement is written most clearly for customers at Lexington Station?

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

**105.** During a late-morning customer-service period, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**106.** While monitoring the entrance after a train arrival, 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

**107.** During a targeted equipment-condition check, a supply count at Fulton Station begins at 30 items, and 8 items are issued. How many remain?

- A. 21 items
- B. 22 items
- C. 23 items
- D. 38 items

**108.** While assisting riders before a scheduled service change, at Central Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**109.** During a supervisor-observed booth assignment, 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. Explain that the closure is not confirmed and that verification is being obtained
- C. Deny the closure even though no official information is available
- D. Invent an alternate closing time to reduce the customer's concern

**110.** While reviewing conditions near the station stairs, at Central Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

**111.** During an afternoon fare-control observation, 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

**112.** While completing an end-of-shift operational check, 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. The connecting delay guarantees that every train will be canceled
- D. Delays on the connecting service are associated with the recurring crowd increase

**113.** During a late-morning customer-service period, 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

**114.** While monitoring the entrance after a train arrival, 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

**115.** During a targeted equipment-condition check, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

**116.** While assisting riders before a scheduled service change, 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. Seek clarification before carrying out either conflicting routine direction
- B. Select whichever direction was heard most recently without checking
- C. Carry out both directions even if they cannot be reconciled
- D. Ignore both directions for the remainder of the shift

**117.** During a supervisor-observed booth assignment, at Kingsbridge Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

**118.** While reviewing conditions near the station stairs, 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

**119.** During an afternoon fare-control observation, 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. 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

**120.** While completing an end-of-shift operational check, a square panel at Riverside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

**121.** During a late-morning customer-service period, at Broadway Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

**122.** While monitoring the entrance after a train arrival, 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. 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

**123.** During a targeted equipment-condition check, at Riverside Station, 4 identical racks each hold 12 information cards. How many cards are held in all?

- A. 36 items
- B. 52 items
- C. 16 items
- D. 48 items

**124.** While assisting riders before a scheduled service change, 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

**125.** During a supervisor-observed booth assignment, 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

**126.** While reviewing conditions near the station stairs, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge Station. Which action follows?

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

**127.** During an afternoon fare-control observation, at Broadway Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**128.** While completing an end-of-shift operational check, 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. 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

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

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

**130.** While monitoring the entrance after a train arrival, which note most objectively describes a customer interaction at Broadway Station?

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

**131.** During a targeted equipment-condition check, 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

**132.** While assisting riders before a scheduled service change, a crowd at Fulton Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**133.** During a supervisor-observed booth assignment, at Harbor Station, 75 notices are divided equally among 5 locations. How many notices go to each location?

- A. 13 items
- B. 15 items
- C. 17 items
- D. 70 items

**134.** While reviewing conditions near the station stairs, 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.

**135.** During an afternoon fare-control observation, 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

**136.** While completing an end-of-shift operational check, 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 east of the booth
- C. Above and west of the booth
- D. Below and east of the booth

**137.** During a late-morning customer-service period, at Central Station, 18 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

- A. 22 items
- B. 26 items
- C. 108 items
- D. 24 items

**138.** While monitoring the entrance after a train arrival, at Parkside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

**139.** During a targeted equipment-condition check, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

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

**140.** While assisting riders before a scheduled service change, at Parkside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

**141.** During a supervisor-observed booth assignment, 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.

**142.** While reviewing conditions near the station stairs, 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

**143.** During an afternoon fare-control observation, which announcement is written most clearly for customers at Jackson Station?

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

**144.** While completing an end-of-shift operational check, remember this instruction for Kingsbridge Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

**145.** During a late-morning customer-service period, a supply count at Lexington Station begins at 21 items, and 7 items are issued. How many remain?

- A. 13 items
- B. 15 items
- C. 28 items
- D. 14 items

**146.** While monitoring the entrance after a train arrival, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

**147.** During a targeted equipment-condition check, 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. 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.

**148.** While assisting riders before a scheduled service change, while monitoring Harbor Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

**149.** During a supervisor-observed booth assignment, for four evenings at Jackson Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

**150.** While reviewing conditions near the station stairs, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

**151.** During an afternoon fare-control observation, 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

**152.** While completing an end-of-shift operational check, 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

**153.** During a late-morning customer-service period, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**154.** While monitoring the entrance after a train arrival, 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

**155.** During a targeted equipment-condition check, 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

**156.** While assisting riders before a scheduled service change, at Broadway Station, 8 identical racks each hold 24 information cards. How many cards are held in all?

- A. 168 items
- B. 200 items
- C. 32 items
- D. 192 items

**157.** During a supervisor-observed booth assignment, 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

**158.** While reviewing conditions near the station stairs, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber? The observation is recorded for station sector 15.

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

**159.** During an afternoon fare-control observation, which note most objectively describes a customer interaction at Kingsbridge Station?

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

**160.** While completing an end-of-shift operational check, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

**161.** During a late-morning customer-service period, rule: If a condition presents an immediate danger, restrict access and request assistance. At Riverside Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

**162.** While monitoring the entrance after a train arrival, 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

**163.** During a targeted equipment-condition check, 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

**164.** While assisting riders before a scheduled service change, at Union Station, 108 notices are divided equally among 4 locations. How many notices go to each location?

- A. 25 items
- B. 29 items
- C. 27 items
- D. 104 items

**165.** During a supervisor-observed booth assignment, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

**166.** While reviewing conditions near the station stairs, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

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

**167.** During an afternoon fare-control observation, at Fulton Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

**168.** While completing an end-of-shift operational check, at Broadway Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

**169.** During a late-morning customer-service period, 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. 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.

**170.** While monitoring the entrance after a train arrival, 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

**171.** During a targeted equipment-condition check, at Central Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

**172.** While assisting riders before a scheduled service change, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The observation is recorded for station sector 13.

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

**173.** During a supervisor-observed booth assignment, 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

**174.** While reviewing conditions near the station stairs, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

**175.** During an afternoon fare-control observation, a crowd at Lexington Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

**176.** While completing an end-of-shift operational check, 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

**177.** During a late-morning customer-service period, at Jackson Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

**178.** While monitoring the entrance after a train arrival, 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

**179.** During a targeted equipment-condition check, at Lexington Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

**180.** While assisting riders before a scheduled service change, 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

**181.** During a supervisor-observed booth assignment, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

**182.** While reviewing conditions near the station stairs, 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

**183.** During an afternoon fare-control observation, 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

**184.** While completing an end-of-shift operational check, 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. Secure, notify, confirm, leave
- B. Notify, secure, confirm, leave
- C. Confirm, notify, secure, leave
- D. Leave, confirm, notify, secure

**185.** During a late-morning customer-service period, which sentence best communicates an equipment condition at Fulton Station?

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

**186.** While monitoring the entrance after a train arrival, at Broadway Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

**187.** During a targeted equipment-condition check, 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

**188.** While assisting riders before a scheduled service change, 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

**189.** During a supervisor-observed booth assignment, 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

**190.** While reviewing conditions near the station stairs, at Riverside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

**191.** During an afternoon fare-control observation, which sentence is the clearest incident-report entry for an event at Riverside Station?

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

**192.** While completing an end-of-shift operational check, at Parkside Station, 30 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

- A. 33 items
- B. 37 items
- C. 150 items
- D. 35 items

**193.** During a late-morning customer-service period, at Parkside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

**194.** While monitoring the entrance after a train arrival, 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

**195.** During a targeted equipment-condition check, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

**196.** While assisting riders before a scheduled service change, a rectangular sign at Central Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

**197.** During a supervisor-observed booth assignment, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The observation is recorded for station sector 14.

- 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

**198.** While reviewing conditions near the station stairs, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

**199.** During an afternoon fare-control observation, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

**200.** While completing an end-of-shift operational check, a square panel at Broadway Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

### Practice Exam 5: Answer Key and Explanations

**1. 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.

**2. 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.

**3. 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.

**4. 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.

**5. 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.

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

**7. 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.

**8. A** — Dividing the total evenly gives  $84 / 7 = 12$  notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**9. 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.

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

**11. 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.

**12. 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.

**13. 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.

**14. 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.

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

**16. 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.

**17. 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.

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

**19. 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.

**20. 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.

**21. C** — Adding the two groups gives  $15 + 8 = 23$ , so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**22. A** — Subtracting the issued items from the starting count gives  $18 - 4 = 14$ . This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**23. B** — 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.

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

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

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

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

**28. 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.

**29. 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.

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

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

**33. A** — The 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.

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

**35. 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.

**36. 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.

**37. 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.

**38. 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.

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

**40. 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.

**41. A** — 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.

**42. 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.

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

**44. 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.

**45. 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.

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

**47. 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.

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

**49. 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.

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

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

**52. 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.

**53. 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.

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

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

**56. 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.

**57. 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.

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

**59. 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.

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

**61. 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.

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

**63. A** — Multiplying the equal groups gives  $5 \times 21 = 105$ , 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.

**64. 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.

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

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

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**70. C** — Dividing the total evenly gives  $144 / 6 = 24$  notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**71. 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.

**72. 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.

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

**74. 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.

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

**76. 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.

**77. 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.

**78. 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.

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

**80. 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.

**81. 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.

**82. 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.

**83. 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.

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

**85. 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.

**86. D** — 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.

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

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

**89. A** — Adding the two groups gives  $27 + 7 = 34$ , 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.

**90. 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.

**91. 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.

**92. 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.

**93. 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.

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

**95. 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.

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**99. 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.

**100. 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.

**101. 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.

**102. 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.

**103. 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.

**104. 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.

**105. 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.

**106. 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.

**107. B** — Subtracting the issued items from the starting count gives  $30 - 8 = 22$ . This is the single best answer because it uses the information in the 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. A** — 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.

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

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

**111. 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.

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

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

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**115. 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.

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

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

**118. 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.

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

**120. 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.

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

**122. 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.

**123. D** — Multiplying the equal groups gives  $4 \times 12 = 48$ , 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.

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

**125. 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.

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**133. B** — Dividing the total evenly gives  $75 / 5 = 15$  notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

**134. 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.

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

**137. D** — Adding the two groups gives  $18 + 6 = 24$ , 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.

**138. 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.

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

**140. 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.

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**156. D** — Multiplying the equal groups gives  $8 \times 24 = 192$ , which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

**171. 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.

**172. 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.

**173. 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.

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

**175. 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.

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

**177. 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.

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

**179. 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.

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

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

**182. 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.

**183. 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.

**184. 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.

**185. 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.

**186. 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.

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

**188. 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.

**189. 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.

**190. 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.

**191. 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.

**192. D** — Adding the two groups gives  $30 + 5 = 35$ , 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.

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

**194. 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.

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

**196. 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.

**197. 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.

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

**199. 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.

**200. 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.