

PRACTICE EXAM 6: MTA STATION AGENT SIMULATION

(200 QUESTIONS)

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

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

- A. 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

2. While assisting customers near a transfer passage, 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

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

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

4. While monitoring service after a brief delay, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

5. During a scheduled relief-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. 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

6. While observing passenger flow near an exit, 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

7. During an evening equipment-status check, which sentence best communicates an equipment condition at Fulton Station?

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

8. While completing a supervisor-requested follow-up, an agent at Fulton Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

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

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

10. While assisting customers near a transfer passage, 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

11. During a midday review of reported conditions, a map of Fulton Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

12. While monitoring service after a brief delay, at Riverside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

13. During a scheduled relief-booth assignment, which sentence is the clearest incident-report entry for an event at Riverside Station?

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

14. While observing passenger flow near an exit, 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

15. During an evening equipment-status check, 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. Identify, protect, notify, record
- C. Notify, keep, identify, record
- D. Record, notify, keep, identify

16. While completing a supervisor-requested follow-up, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

17. During a weekday station-opening inspection, 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

18. While assisting customers near a transfer passage, which announcement is written most clearly for customers at Harbor Station?

- A. Due to circumstances, service is doing something different from what normally occurs.
- B. 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.

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

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

20. While monitoring service after a brief delay, a rectangular sign at Riverside Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

21. During a scheduled relief-booth assignment, 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

22. While observing passenger flow near an exit, for four evenings at Harbor Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

23. During an evening equipment-status check, 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

24. While completing a supervisor-requested follow-up, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Fulton Station. What should the agent do?

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

25. During a weekday station-opening inspection, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

26. While assisting customers near a transfer passage, 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

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

- A. 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

28. While monitoring service after a brief delay, rule: If a condition presents an immediate danger, restrict access and request assistance. At Riverside Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

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

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

30. While observing passenger flow near an exit, at Central Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

31. During an evening equipment-status check, at Fulton Station, 144 notices are divided equally among 8 locations. How many notices go to each location?

- A. 16 items
- B. 20 items
- C. 18 items
- D. 136 items

32. While completing a supervisor-requested follow-up, at Central Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

33. During a weekday station-opening inspection, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

- A. 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

34. While assisting customers near a transfer passage, at Riverside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

35. During a midday review of reported conditions, at Riverside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

36. While monitoring service after a brief delay, 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

37. During a scheduled relief-booth assignment, 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

38. While observing passenger flow near an exit, which note most objectively describes a customer interaction at Central Station?

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

39. During an evening equipment-status 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

40. While completing a supervisor-requested follow-up, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

41. During a weekday station-opening inspection, a square panel at Central Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

42. While assisting customers near a transfer passage, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

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

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

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

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

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

45. During a scheduled relief-booth assignment, an agent at Lexington Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

46. While observing passenger flow near an exit, 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

47. During an evening equipment-status check, remember this instruction for Riverside Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

48. While completing a supervisor-requested follow-up, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

49. During a weekday station-opening inspection, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

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

50. While assisting customers near a transfer passage, a customer at Harbor Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

51. During a midday review of reported conditions, at Central Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

- A. 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

52. While monitoring service after a brief delay, 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

53. During a scheduled relief-booth assignment, 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

54. While observing passenger flow near an exit, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

55. During an evening equipment-status check, 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

56. While completing a supervisor-requested follow-up, 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

57. During a weekday station-opening inspection, 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

58. While assisting customers near a transfer passage, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

59. During a midday review of reported conditions, at Riverside Station, 21 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

- A. 23 items
- B. 25 items
- C. 27 items
- D. 84 items

60. While monitoring service after a brief delay, 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

61. During a scheduled relief-booth assignment, which sentence best communicates an equipment condition at Lexington Station?

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

62. While observing passenger flow near an exit, at Jackson Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

63. During an evening equipment-status check, 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-left corner
- C. In the original upper-left corner
- D. In the lower-right corner

64. While completing a supervisor-requested follow-up, 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

65. During a weekday station-opening inspection, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

66. While assisting customers near a transfer passage, 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. 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

67. During a midday review of reported conditions, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

68. While monitoring service after a brief delay, 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.

69. During a scheduled relief-booth assignment, during a service change at Central Station, several customers ask the same question. What is the most effective response? The condition is logged for operating area 4, reference 69.

- 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

70. While observing passenger flow near an exit, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

71. During an evening equipment-status check, which announcement is written most clearly for customers at Union Station?

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

72. While completing a supervisor-requested follow-up, 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. Delays on the connecting service are associated with the recurring crowd increase
- D. The connecting delay guarantees that every train will be canceled

73. During a weekday station-opening inspection, which note most objectively describes a customer interaction at Parkside Station?

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

74. While assisting customers near a transfer passage, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

75. During a midday review of reported conditions, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

76. While monitoring service after a brief delay, 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

77. During a scheduled relief-booth assignment, which sentence best communicates an equipment condition at Jackson Station?

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

78. While observing passenger flow near an exit, 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. Southeast of the booth
- C. Northeast of the booth
- D. Southwest of the booth

79. During an evening equipment-status check, 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. Confirm, determine, explain, check
- B. Determine, confirm, explain, check
- C. Explain, determine, confirm, check
- D. Check, explain, determine, confirm

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

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

81. During a weekday station-opening inspection, which sentence is the clearest incident-report entry for an event at Kingsbridge Station?

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

82. While assisting customers near a transfer passage, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

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

83. During a midday review of reported conditions, a supply count at Harbor Station begins at 24 items, and 5 items are issued. How many remain?

- A. 19 items
- B. 18 items
- C. 20 items
- D. 29 items

84. While monitoring service after a brief delay, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

85. During a scheduled relief-booth assignment, at Central Station, 6 identical racks each hold 27 information cards. How many cards are held in all?

- A. 135 items
- B. 168 items
- C. 162 items
- D. 33 items

86. While observing passenger flow near an exit, while monitoring Union Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

87. During an evening equipment-status check, 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

88. While completing a supervisor-requested follow-up, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

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

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

90. While assisting customers near a transfer passage, at Lexington Station, 210 notices are divided equally among 7 locations. How many notices go to each location?

- A. 28 items
- B. 32 items
- C. 203 items
- D. 30 items

91. During a midday review of reported conditions, at Broadway Station, 12 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

- A. 18 items
- B. 20 items
- C. 22 items
- D. 96 items

92. While monitoring service after a brief delay, 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

93. During a scheduled relief-booth assignment, a customer at Union Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

94. While observing passenger flow near an exit, at Kingsbridge Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

95. During an evening equipment-status 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. 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.

96. While completing a supervisor-requested follow-up, at Kingsbridge Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

97. During a weekday station-opening inspection, 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. 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

98. While assisting customers near a transfer passage, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

99. During a midday review of reported conditions, at Parkside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

100. While monitoring service after a brief delay, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Fulton Station, a rider asks about a rumored closure. What should the agent say?

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

101. During a scheduled relief-booth assignment, a square panel at Parkside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

102. While observing passenger flow near an exit, at Parkside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

103. During an evening equipment-status check, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

104. While completing a supervisor-requested follow-up, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

105. During a weekday station-opening inspection, at Parkside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

106. While assisting customers near a transfer passage, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

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

107. During a midday review of reported conditions, 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

108. While monitoring service after a brief delay, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

109. During a scheduled relief-booth assignment, a supply count at Union Station begins at 15 items, and 4 items are issued. How many remain?

- A. 10 items
- B. 11 items
- C. 12 items
- D. 19 items

110. While observing passenger flow near an exit, at Riverside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

111. During an evening equipment-status 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

112. While completing a supervisor-requested follow-up, 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

113. During a weekday station-opening inspection, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

114. While assisting customers near a transfer passage, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

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

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

116. While monitoring service after a brief delay, 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

117. During a scheduled relief-booth assignment, 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.

118. While observing passenger flow near an exit, remember this instruction for Broadway Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

119. During an evening equipment-status check, which sentence best communicates an equipment condition at Harbor Station?

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

120. While completing a supervisor-requested follow-up, a map of Jackson Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

121. During a weekday station-opening inspection, while monitoring Fulton Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

122. While assisting customers near a transfer passage, at Riverside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

123. During a midday review of reported conditions, 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

124. While monitoring service after a brief delay, 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

125. During a scheduled relief-booth assignment, at Parkside Station, 5 identical racks each hold 18 information cards. How many cards are held in all?

- A. 72 items
- B. 95 items
- C. 90 items
- D. 23 items

126. While observing passenger flow near an exit, at Central Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

127. During an evening equipment-status check, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

128. While completing a supervisor-requested follow-up, while monitoring Lexington Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

129. During a weekday station-opening inspection, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

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

130. While assisting customers near a transfer passage, 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

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

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

132. While monitoring service after a brief delay, an agent at Jackson Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

133. During a scheduled relief-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. 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

134. While observing passenger flow near an exit, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

135. During an evening equipment-status 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 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

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

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

137. During a weekday station-opening inspection, which sentence is the clearest incident-report entry for an event at Central Station?

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

138. While assisting customers near a transfer passage, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

139. During a midday review of reported conditions, 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

140. While monitoring service after a brief delay, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

141. During a scheduled relief-booth assignment, during a service change at Central Station, several customers ask the same question. What is the most effective response? The condition is logged for operating area 4, reference 141.

- 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

142. While observing passenger flow near an exit, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

143. During an evening equipment-status 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. Ignore the passenger unless they approach the booth directly
- D. Use simple language, visual cues, and available assistance resources to determine the need

144. While completing a supervisor-requested follow-up, at Jackson Station, 126 notices are divided equally among 6 locations. How many notices go to each location?

- A. 19 items
- B. 21 items
- C. 23 items
- D. 120 items

145. During a weekday station-opening inspection, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

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

146. While assisting customers near a transfer passage, at Lexington Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

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

- A. The 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

148. While monitoring service after a brief delay, while monitoring Jackson Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

149. During a scheduled relief-booth assignment, 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. Identify, protect, notify, record
- D. Record, notify, keep, identify

150. While observing passenger flow near an exit, at Kingsbridge Station, 24 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

- A. 29 items
- B. 31 items
- C. 33 items
- D. 168 items

151. During an evening equipment-status check, at Riverside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

152. While completing a supervisor-requested follow-up, 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 weekday station-opening inspection, at Broadway Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

154. While assisting customers near a transfer passage, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

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

155. During a midday review of reported conditions, 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

156. While monitoring service after a brief delay, a rectangular sign at Kingsbridge Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

157. During a scheduled relief-booth assignment, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

158. While observing passenger flow near an exit, at Kingsbridge Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

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

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

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

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

161. During a weekday station-opening inspection, 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. 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.

162. While assisting customers near a transfer passage, 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

163. During a midday review of reported conditions, 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

164. While monitoring service after a brief delay, 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

165. During a scheduled relief-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 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

166. While observing passenger flow near an exit, at Kingsbridge Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

167. During an evening equipment-status check, a customer at Fulton Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

168. While completing a supervisor-requested follow-up, a supply count at Fulton Station begins at 27 items, and 8 items are issued. How many remain?

- A. 19 items
- B. 18 items
- C. 20 items
- D. 35 items

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

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

170. While assisting customers near a transfer passage, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Jackson Station, a rider asks about a rumored closure. What should the agent say?

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

171. During a midday review of reported conditions, for four evenings at Lexington Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

172. While monitoring service after a brief delay, at Riverside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

173. During a scheduled relief-booth assignment, at Fulton Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

174. While observing passenger flow near an exit, a square panel at Riverside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

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

176. While completing a supervisor-requested follow-up, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The condition is logged for operating area 11, reference 176.

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

177. During a weekday station-opening inspection, which announcement is written most clearly for customers at Lexington Station?

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

178. While assisting customers near a transfer passage, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge Station. Which action follows?

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

179. During a midday review of reported conditions, 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

180. While monitoring service after a brief delay, during a service change at Jackson Station, several customers ask the same question. What is the most effective response? The condition is logged for operating area 1, reference 180.

- 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

181. During a scheduled relief-booth assignment, remember this instruction for Kingsbridge Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

182. While observing passenger flow near an exit, at Riverside Station, 4 identical racks each hold 30 information cards. How many cards are held in all?

- A. 90 items
- B. 124 items
- C. 120 items
- D. 34 items

183. During an evening equipment-status check, which note most objectively describes a customer interaction at Broadway Station?

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

184. While completing a supervisor-requested follow-up, 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? The condition is logged for operating area 9, reference 184.

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

185. During a weekday station-opening inspection, 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 condition can wait until the next scheduled station inspection
- D. The changed sound may indicate a developing equipment problem requiring prompt reporting

186. While assisting customers near a transfer passage, which sentence best communicates an equipment condition at Union Station?

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

187. During a midday review of reported conditions, 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? The condition is logged for operating area 6, reference 187.

- 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.

188. While monitoring service after a brief delay, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

189. During a scheduled relief-booth assignment, at Broadway Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

- A. 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

190. While observing passenger flow near an exit, at Harbor Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

191. During an evening equipment-status 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. 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

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

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

193. During a weekday station-opening inspection, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

194. While assisting customers near a transfer passage, 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

195. During a midday review of reported conditions, 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

196. While monitoring service after a brief delay, at Harbor Station, 60 notices are divided equally among 5 locations. How many notices go to each location?

- A. 10 items
- B. 14 items
- C. 12 items
- D. 55 items

197. During a scheduled relief-booth assignment, at Central Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

198. While observing passenger flow near an exit, 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

199. During an evening equipment-status check, at Central Station, 15 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

- A. 21 items
- B. 19 items
- C. 23 items
- D. 90 items

200. While completing a supervisor-requested follow-up, which sentence is the clearest incident-report entry for an event at Parkside Station?

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

Practice Exam 6: Answer Key and Explanations

1. 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.

2. 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.

3. 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.

- 4. 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.
- 5. 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.
- 6. 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.
- 7. C** — The sentence identifies the equipment, observable symptoms, operational effect, and reporting time in neutral language. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 8. B** — The recurring relationship between heavy rain and water near the same wall supports a possible rainfall-related entry point. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 9. D** — The message names the incident log as the item to bring; the other objects are not included in the instruction. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 10. 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.
- 11. 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.
- 12. A** — The repeated timing and identical message across separate machines support a common cause more strongly than unrelated individual failures. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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.

22. 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.

23. 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.

24. 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.

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

26. 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.

27. 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.

28. 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.

29. 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.

30. 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.

31. C — Dividing the total evenly gives $144 / 8 = 18$ notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

32. 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.

33. 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.

34. 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.

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

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

37. 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.

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

39. 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.

- 40. A** — A quarter-turn clockwise moves a north-pointing arrow to the viewer's right, which corresponds to east. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 41. 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.
- 42. 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.
- 43. 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.
- 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. D** — The recurring relationship between heavy rain and water near the same wall supports a possible rainfall-related entry point. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 46. 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.
- 47. B** — The instruction gives three actions in sequence, and calling the supervisor is explicitly the second action. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.
- 48. 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.

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

50. 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.

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

52. 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.

53. 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.

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

55. 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.

56. 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.

57. 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.

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

59. B — Adding the two groups gives $21 + 4 = 25$, 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.

60. 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.

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

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83. A — Subtracting the issued items from the starting count gives $24 - 5 = 19$. This is the single best answer because it uses the information in the 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. C — Acknowledging the concern while providing verified alternatives is helpful even when the underlying delay cannot be corrected locally. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

85. C — Multiplying the equal groups gives $6 \times 27 = 162$, 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.

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

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90. D — Dividing the total evenly gives $210 / 7 = 30$ notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

91. B — Adding the two groups gives $12 + 8 = 20$, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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100. 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.

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

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105. 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.

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

107. 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.

108. 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.

109. B — Subtracting the issued items from the starting count gives $15 - 4 = 11$. This is the single best answer because it uses the information in the 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 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.

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

114. C — 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.

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

119. 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.

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

121. 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.

122. 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.

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124. 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.

125. C — Multiplying the equal groups gives $5 \times 18 = 90$, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

126. A — 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.

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

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177. 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.

178. 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.

179. 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.

180. 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.

181. 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.

182. C — Multiplying the equal groups gives $4 \times 30 = 120$, 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.

183. 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.

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

185. 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.

186. 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.

187. 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.

188. 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.

189. 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.

190. 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.

191. 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.

192. 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.

193. 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.

194. 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.

195. 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.

196. C — Dividing the total evenly gives $60 / 5 = 12$ 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.

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

198. 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.

199. A — Adding the two groups gives $15 + 6 = 21$, 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.

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