PRACTICE EXAM 7: 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 morning platform-readiness check, 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

2. While helping riders near a service-information display, 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

3. During a routine review of fare-control equipment, at Union Station, 96 notices are divided equally among 4 locations. How many notices go to each location?

A. 22 items
B. 24 items
C. 26 items
D. 92 items

4. While monitoring customer movement after an announcement, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

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

5. During an assigned midday booth-relief period, a map of Union Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

6. While checking accessibility conditions near an entrance, 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.

7. During a late-afternoon station walkthrough, 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

8. While documenting a follow-up requested by the supervisor, 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

9. During a morning platform-readiness check, at Parkside Station, 27 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

A. 30 items
B. 34 items
C. 32 items
D. 135 items

10. While helping riders near a service-information display, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Jackson Station, a rider asks about a rumored closure. What should the agent say?

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

11. During a routine review of fare-control equipment, 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.

12. While monitoring customer movement after an announcement, 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

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

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

B. A defect should be reported only after a repair attempt fails

C. Customers may remain nearby if the defect has already been reported

D. A hazardous defect requires both immediate reporting and customer separation from the area

14. While checking accessibility conditions near an entrance, at Kingsbridge Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

C. Downtown trains skip Harbor Station only on Saturday afternoon

D. Uptown riders must also leave the train before Harbor Station

15. During a late-afternoon station walkthrough, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

16. While documenting a follow-up requested by the supervisor, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

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

17. During a morning platform-readiness check, a rectangular sign at Parkside Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

18. While helping riders near a service-information display, a supply count at Jackson Station begins at 30 items, and 6 items are issued. How many remain?

A. 24 items
B. 23 items
C. 25 items
D. 36 items

19. During a routine review of fare-control equipment, at Kingsbridge Station, 7 identical racks each hold 12 information cards. How many cards are held in all?

A. 72 items
B. 84 items
C. 91 items
D. 19 items

20. While monitoring customer movement after an announcement, 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

21. During an assigned midday booth-relief period, an agent at Union Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

22. While checking accessibility conditions near an entrance, at Parkside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

23. During a late-afternoon station walkthrough, 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. Coverage must be confirmed after items are secured and the designated employee is notified

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

C. Notification is needed only when booth coverage cannot be found

D. Accountable items should remain accessible for the next customer

24. While documenting a follow-up requested by the supervisor, at Parkside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The sound matters only if a customer files a written complaint

C. The condition can wait until the next scheduled station inspection

D. The changed sound may indicate a developing equipment problem requiring prompt reporting

25. During a morning platform-readiness check, 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. 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.

26. While helping riders near a service-information display, 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

27. During a routine review of fare-control equipment, which sentence is the clearest incident-report entry for an event at Parkside Station?

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

B. Water was seen and people were around and it was handled somehow.

C. The stairs had an issue, which everyone knows can happen in stations.

D. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

28. While monitoring customer movement after an announcement, 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

29. During an assigned midday booth-relief period, while monitoring Jackson Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

B. The 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

30. While checking accessibility conditions near an entrance, 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

31. During a late-afternoon station walkthrough, at Fulton Station, 120 notices are divided equally among 8 locations. How many notices go to each location?

A. 13 items

B. 15 items

C. 17 items

D. 112 items

32. While documenting a follow-up requested by the supervisor, 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

33. During a morning platform-readiness 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 crowd position may create a fall and movement hazard requiring immediate attention

C. The stairway should be used for storage until the crowd clears

D. The condition matters only when the crowd reaches the booth

34. While helping riders near a service-information display, at Parkside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

B. Every fare machine in the entire subway system has permanently failed

C. The shared message suggests a common system or communication problem

D. The failures prove the station electrical supply is completely disconnected

35. During a routine review of fare-control equipment, which announcement is written most clearly for customers at Jackson Station?

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

B. People going that way should probably consider finding another available option.

C. All train customers must move because various operational matters are happening.

D. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.

36. While monitoring customer movement after an announcement, remember this instruction for Parkside 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

37. During an assigned midday booth-relief period, 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

38. While checking accessibility conditions near an entrance, 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

39. During a late-afternoon station walkthrough, a customer at Jackson Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

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

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

41. During a morning platform-readiness check, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

42. While helping riders near a service-information display, 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

43. During a routine review of fare-control equipment, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

44. While monitoring customer movement after an announcement, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

45. During an assigned midday booth-relief period, which note most objectively describes a customer interaction at Kingsbridge 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.

46. While checking accessibility conditions near an entrance, 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

47. During a late-afternoon station walkthrough, for four evenings at Jackson Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

48. While documenting a follow-up requested by the supervisor, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

49. During a morning platform-readiness check, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

50. While helping riders near a service-information display, which sentence best communicates an equipment condition at Fulton Station?

A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

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

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

51. During a routine review of fare-control equipment, 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

52. While monitoring customer movement after an announcement, at Union Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave

B. Confirm, notify, secure, leave

C. Leave, confirm, notify, secure

D. Secure, notify, confirm, leave

53. During an assigned midday booth-relief period, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

54. While checking accessibility conditions near an entrance, while monitoring Harbor Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

55. During a late-afternoon station walkthrough, which sentence is the clearest incident-report entry for an event at Riverside Station?

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

56. While documenting a follow-up requested by the supervisor, at Parkside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

57. During a morning platform-readiness check, at Kingsbridge Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

58. While helping riders near a service-information display, 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. 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

59. During a routine review of fare-control equipment, a map of Fulton Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

60. While monitoring customer movement after an announcement, a square panel at Kingsbridge Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

61. During an assigned midday booth-relief period, 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

62. While checking accessibility conditions near an entrance, at Jackson Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

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

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

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

64. While documenting a follow-up requested by the supervisor, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

65. During a morning platform-readiness check, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

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

66. While helping riders near a service-information display, 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

67. During a routine review of fare-control equipment, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

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

68. While monitoring customer movement after an announcement, 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

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

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

70. While checking accessibility conditions near an entrance, at Riverside Station, 18 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

A. 20 items
B. 24 items
C. 72 items
D. 22 items

71. During a late-afternoon station walkthrough, a crowd at Lexington Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

72. While documenting a follow-up requested by the supervisor, 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 changed sound may indicate a developing equipment problem requiring prompt reporting
D. The condition can wait until the next scheduled station inspection

73. During a morning platform-readiness 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. Listen calmly, clarify what occurred, and explain the next available assistance step
D. End the conversation and direct the passenger away from the booth

74. While helping riders near a service-information display, 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

75. During a routine review of fare-control equipment, at Riverside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

76. While monitoring customer movement after an announcement, 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

77. During an assigned midday booth-relief period, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

78. While checking accessibility conditions near an entrance, a supply count at Harbor Station begins at 21 items, and 5 items are issued. How many remain?

A. 15 items
B. 16 items
C. 17 items
D. 26 items

79. During a late-afternoon station walkthrough, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

80. While documenting a follow-up requested by the supervisor, 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

81. During a morning platform-readiness check, 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.

82. While helping riders near a service-information display, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

83. During a routine review of fare-control equipment, 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

84. While monitoring customer movement after an announcement, at Central Station, 6 identical racks each hold 24 information cards. How many cards are held in all?

A. 144 items

B. 120 items

C. 150 items

D. 30 items

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

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

B. A defect should be reported only after a repair attempt fails

C. Customers may remain nearby if the defect has already been reported

D. A hazardous defect requires both immediate reporting and customer separation from the area

86. While checking accessibility conditions near an entrance, at Kingsbridge Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

87. During a late-afternoon station walkthrough, at Lexington Station, 189 notices are divided equally among 7 locations. How many notices go to each location?

A. 25 items
B. 29 items
C. 27 items
D. 182 items

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

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

89. During a morning platform-readiness check, 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

90. While helping riders near a service-information display, 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

91. During a routine review of fare-control equipment, 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

92. While monitoring customer movement after an announcement, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

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

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Check, explain, determine, confirm

D. Confirm, determine, explain, check

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

A. Read, identify, apply, communicate

B. Identify, read, apply, communicate

C. Apply, identify, read, communicate

D. Communicate, apply, identify, read

95. During a late-afternoon station walkthrough, 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

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

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

97. During a morning platform-readiness check, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

98. While helping riders near a service-information display, which note most objectively describes a customer interaction at Central 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.

99. During a routine review of fare-control equipment, 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

100. While monitoring customer movement after an announcement, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. A downtown rider for Harbor Station needs an alternate plan during the stated weekend hours

C. Downtown trains skip Harbor Station only on Saturday afternoon

D. Uptown riders must also leave the train before Harbor Station

101. During an assigned midday booth-relief period, a customer at Harbor Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. South

B. North

C. East

D. West

102. While checking accessibility conditions near an entrance, at Riverside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

B. 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

103. During a late-afternoon station walkthrough, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The record identifies location 20, reference 103.

A. A station map

B. The cash report

C. An elevator key

D. The incident log

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

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

B. Notification is needed only when booth coverage cannot be found

C. Coverage must be confirmed after items are secured and the designated employee is notified

D. Accountable items should remain accessible for the next customer

105. During a morning platform-readiness check, 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

106. While helping riders near a service-information display, 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

107. During a routine review of fare-control equipment, 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

108. While monitoring customer movement after an announcement, at Broadway Station, 30 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

A. 36 items
B. 40 items
C. 240 items
D. 38 items

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

A. 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.

110. While checking accessibility conditions near an entrance, while monitoring Union Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

B. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

C. The behavior proves that every nearby passage must be closed

D. No problem exists unless a customer directly reports an injury

111. During a late-afternoon station walkthrough, 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. 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.

112. While documenting a follow-up requested by the supervisor, 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

113. During a morning platform-readiness check, 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

114. While helping riders near a service-information display, at Central Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

115. During a routine review of fare-control equipment, 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. 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

116. While monitoring customer movement after an announcement, 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

117. During an assigned midday booth-relief period, a supply count at Union Station begins at 12 items, and 4 items are issued. How many remain?

A. 8 items
B. 7 items
C. 9 items
D. 16 items

118. While checking accessibility conditions near an entrance, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

119. During a late-afternoon station walkthrough, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

120. While documenting a follow-up requested by the supervisor, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

B. A hazardous defect requires both immediate reporting and customer separation from the area

C. A defect should be reported only after a repair attempt fails

D. Customers may remain nearby if the defect has already been reported

121. During a morning platform-readiness check, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth

B. Southeast of the booth

C. Northeast of the booth

D. Southwest of the booth

122. While helping riders near a service-information display, 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

123. During a routine review of fare-control equipment, at Union Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Confirm, determine, explain, check

C. Explain, determine, confirm, check

D. Check, explain, determine, confirm

124. While monitoring customer movement after an announcement, which sentence is the clearest incident-report entry for an event at Broadway Station?

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

B. Water was seen and people were around and it was handled somehow.

C. The stairs had an issue, which everyone knows can happen in stations.

D. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

125. During an assigned midday booth-relief period, while monitoring Fulton 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

126. While checking accessibility conditions near an entrance, at Parkside Station, 5 identical racks each hold 15 information cards. How many cards are held in all?

A. 60 items

B. 80 items

C. 20 items

D. 75 items

127. During a late-afternoon station walkthrough, 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

128. While documenting a follow-up requested by the supervisor, 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

129. During a morning platform-readiness check, 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. Rainfall may be contributing to water entering near that wall
D. The wall location is unrelated because the station is underground

130. While helping riders near a service-information display, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

131. During a routine review of fare-control equipment, at Riverside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

132. While monitoring customer movement after an announcement, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The record identifies location 17, reference 132.

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

133. During an assigned midday booth-relief period, 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.

134. While checking accessibility conditions near an entrance, a crowd at Harbor Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

A. The crowd position may create a fall and movement hazard requiring immediate attention

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

C. The stairway should be used for storage until the crowd clears

D. The condition matters only when the crowd reaches the booth

135. During a late-afternoon station walkthrough, 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

136. While documenting a follow-up requested by the supervisor, 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

137. During a morning platform-readiness check, a customer at Union Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. North

B. East

C. West

D. South

138. While helping riders near a service-information display, 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

139. During a routine review of fare-control equipment, for four evenings at Union 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

140. While monitoring customer movement after an announcement, a square panel at Central Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the top edge

B. On the bottom edge

C. On the right edge

D. Still on the left edge

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

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

142. While checking accessibility conditions near an entrance, 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

143. During a late-afternoon station walkthrough, 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

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

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

145. During a morning platform-readiness check, at Jackson Station, 108 notices are divided equally among 6 locations. How many notices go to each location?

A. 16 items
B. 18 items
C. 20 items
D. 102 items

146. While helping riders near a service-information display, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

147. During a routine review of fare-control equipment, 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.

148. While monitoring customer movement after an announcement, 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

149. During an assigned midday booth-relief period, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

A. The triangle remains above the circle

B. The triangle is left of the circle

C. The triangle is right of the circle

D. The triangle is below the circle

150. While checking accessibility conditions near an entrance, at Parkside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Identify, read, apply, communicate

B. Apply, identify, read, communicate

C. Read, identify, apply, communicate

D. Communicate, apply, identify, read

151. During a late-afternoon station walkthrough, 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

152. While documenting a follow-up requested by the supervisor, 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

153. During a morning platform-readiness check, at Lexington Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

A. A hazardous defect requires both immediate reporting and customer separation from the area

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

C. A defect should be reported only after a repair attempt fails

D. Customers may remain nearby if the defect has already been reported

154. While helping riders near a service-information display, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Jackson Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Carry out both directions even if they cannot be reconciled

C. Seek clarification before carrying out either conflicting routine direction

D. Ignore both directions for the remainder of the shift

155. During a routine review of fare-control equipment, at Kingsbridge Station, 21 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

A. 26 items

B. 28 items

C. 30 items

D. 147 items

156. While monitoring customer movement after an announcement, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

B. Every fare machine in the entire subway system has permanently failed

C. The failures prove the station electrical supply is completely disconnected

D. The shared message suggests a common system or communication problem

157. During an assigned midday booth-relief period, 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 lower-right corner
B. In the upper-right corner
C. In the lower-left corner
D. In the original upper-left corner

158. While checking accessibility conditions near an entrance, at Jackson Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

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

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

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

A. Restrict access to the area and request assistance immediately

B. Allow access until the water reaches the platform edge

C. Wait for a customer to confirm that the condition is dangerous

D. Clean the equipment personally before notifying anyone

161. During a morning platform-readiness check, 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

162. While helping riders near a service-information display, at Central Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The sound matters only if a customer files a written complaint

C. The condition can wait until the next scheduled station inspection

D. The changed sound may indicate a developing equipment problem requiring prompt reporting

163. During a routine review of fare-control equipment, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

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

B. Move it closer to the exit door so customers can see it

C. Have the obstruction removed from the emergency exit without delay

D. Wait until the station is less busy before mentioning the obstruction

164. While monitoring customer movement after an announcement, which sentence best communicates an equipment condition at Jackson Station?

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

B. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

165. During an assigned midday booth-relief period, which sentence is the clearest incident-report entry for an event at Kingsbridge Station?

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

B. Water was seen and people were around and it was handled somehow.

C. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

D. The stairs had an issue, which everyone knows can happen in stations.

166. While checking accessibility conditions near an entrance, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Harbor Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Seek clarification before carrying out either conflicting routine direction

C. Carry out both directions even if they cannot be reconciled

D. Ignore both directions for the remainder of the shift

167. During a late-afternoon station walkthrough, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The record identifies location 12, reference 167.

A. A station map

B. The cash report

C. An elevator key

D. The incident log

168. While documenting a follow-up requested by the supervisor, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Delays on the connecting service are associated with the recurring crowd increase

B. Evening passengers always prefer to stand near this station

C. Crowding occurs only because the station has too many signs

D. The connecting delay guarantees that every train will be canceled

169. During a morning platform-readiness check, while monitoring Lexington Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

B. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

C. The behavior proves that every nearby passage must be closed

D. No problem exists unless a customer directly reports an injury

170. While helping riders near a service-information display, 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

171. During a routine review of fare-control equipment, 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. Record, notify, keep, identify

D. Identify, protect, notify, record

172. While monitoring customer movement after an announcement, during a service change at Central Station, several customers ask the same question. What is the most effective response? The record identifies location 17, reference 172.

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

173. During an assigned midday booth-relief period, at Riverside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media

B. The affected gates may share a local equipment or communication problem

C. Every gate at every station must be taken out of service

D. The reports prove that the customers entered through the wrong station

174. While checking accessibility conditions near an entrance, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

B. The booth speaker volume proves all station speakers work correctly

C. The announcement should be repeated only at the end of the shift

D. The announcement may not be understandable or audible where the customers are located

175. During a late-afternoon station walkthrough, 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

176. While documenting a follow-up requested by the supervisor, 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. Explain, determine, confirm, check

C. Confirm, determine, explain, check

D. Check, explain, determine, confirm

177. During a morning platform-readiness check, 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? The record identifies location 2, reference 177.

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

178. While helping riders near a service-information display, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Wait for a customer to confirm that the condition is dangerous

C. Restrict access to the area and request assistance immediately

D. Clean the equipment personally before notifying anyone

179. During a routine review of fare-control equipment, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

A. West

B. East

C. South

D. North

180. While monitoring customer movement after an announcement, which announcement is written most clearly for customers at Fulton Station?

A. Downtown trains are bypassing this station; use the uptown platform for the posted transfer route.

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

C. People going that way should probably consider finding another available option.

D. All train customers must move because various operational matters are happening.

181. During an assigned midday booth-relief period, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Lexington Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it
B. Deny the closure even though no official information is available
C. 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

182. While checking accessibility conditions near an entrance, at Riverside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

183. During a late-afternoon station walkthrough, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

184. While documenting a follow-up requested by the supervisor, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

185. During a morning platform-readiness check, at Parkside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

A. Keep the north entrance open for every customer using the elevator
B. 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.

186. While helping riders near a service-information display, 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.

187. During a routine review of fare-control equipment, 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 crowd position may create a fall and movement hazard requiring immediate attention
C. The stairway should be used for storage until the crowd clears
D. The condition matters only when the crowd reaches the booth

188. While monitoring customer movement after an announcement, at Parkside Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

A. The escalator is safe because it has not stopped moving

B. The sound matters only if a customer files a written complaint

C. The condition can wait until the next scheduled station inspection

D. The changed sound may indicate a developing equipment problem requiring prompt reporting

189. During an assigned midday booth-relief period, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

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

B. Move it closer to the exit door so customers can see it

C. Wait until the station is less busy before mentioning the obstruction

D. Have the obstruction removed from the emergency exit without delay

190. While checking accessibility conditions near an entrance, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Secure, notify, confirm, leave

B. Notify, secure, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

191. During a late-afternoon station walkthrough, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Seek clarification before carrying out either conflicting routine direction

C. Carry out both directions even if they cannot be reconciled

D. Ignore both directions for the remainder of the shift

192. While documenting a follow-up requested by the supervisor, 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

193. During a morning platform-readiness check, rule: If a condition presents an immediate danger, restrict access and request assistance. At Parkside Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Wait for a customer to confirm that the condition is dangerous

C. Clean the equipment personally before notifying anyone

D. Restrict access to the area and request assistance immediately

194. While helping riders near a service-information display, which sentence best communicates an equipment condition at Harbor Station?

A. Fare machine 2 displays an error message and does not accept payment; the condition was reported at 8:40 a.m.

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

C. Something is wrong with a machine, and somebody should eventually look at it.

D. The equipment situation is unfortunate and probably caused by careless customers.

195. During a routine review of fare-control equipment, which sentence is the clearest incident-report entry for an event at Central Station?

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

B. Water was seen and people were around and it was handled somehow.

C. At 3:15 p.m., I observed water on the north-platform stairs and notified the control center.

D. The stairs had an issue, which everyone knows can happen in stations.

196. While monitoring customer movement after an announcement, a map of Jackson Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth

B. Northeast of the booth

C. Southeast of the booth

D. Southwest of the booth

197. During an assigned midday booth-relief period, at Central Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Identify, protect, notify, record

B. Keep, identify, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

198. While checking accessibility conditions near an entrance, 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

199. During a late-afternoon station walkthrough, at Kingsbridge Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Northwest of the booth

B. Northeast of the booth

C. Southeast of the booth

D. Southwest of the booth

200. While documenting a follow-up requested by the supervisor, 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. 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

Practice Exam 7: Answer Key and Explanations

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

2. A — 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.

3. B — Dividing the total evenly gives 96 / 4 = 24 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. C — Adding the two groups gives 27 + 5 = 32, 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.

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

11. 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.

12. 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.

13. 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.

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

15. A — The message names the incident log as the item to bring; the other objects are not included in the instruction. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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

18. A — Subtracting the issued items from the starting count gives 30 - 6 = 24. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

19. B — Multiplying the equal groups gives 7 x 12 = 84, 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.

20. 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.

21. 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.

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

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

24. 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.

25. 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.

26. 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.

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

28. 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.

29. 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.

30. 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.

31. B — Dividing the total evenly gives 120 / 8 = 15 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

32. 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.

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

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

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

36. 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.

37. 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.

38. 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.

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

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

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

42. 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.

43. 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.

44. 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.

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

46. 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.

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

48. 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.

49. 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.

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

51. 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.

52. 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.

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

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

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

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

58. 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.

59. 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.

60. 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.

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

62. 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.

63. 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.

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

65. 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.

66. 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.

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

68. 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.

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

70. D — Adding the two groups gives 18 + 4 = 22, 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.

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

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

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

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

78. B — Subtracting the issued items from the starting count gives 21 - 5 = 16. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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83. 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.

84. A — Multiplying the equal groups gives 6 x 24 = 144, 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.

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

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

87. C — Dividing the total evenly gives 189 / 7 = 27 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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90. 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.

91. 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.

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99. 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.

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

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

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

103. 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.

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

105. 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.

106. 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.

107. 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.

108. D — Adding the two groups gives 30 + 8 = 38, 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.

109. 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.

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

111. 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.

112. 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.

113. 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.

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

115. 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.

116. 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.

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

118. C — 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.

119. 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.

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

121. 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.

122. 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.

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

125. 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.

126. D — Multiplying the equal groups gives 5 x 15 = 75, 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.

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

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

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

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135. 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.

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

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

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139. 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.

140. 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.

141. 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.

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145. B — Dividing the total evenly gives 108 / 6 = 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.

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

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149. 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.

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

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155. B — Adding the two groups gives 21 + 7 = 28, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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

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

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188. 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.

189. 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.

190. 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.

191. 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.

192. 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.

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

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

195. 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.

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

197. 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.

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

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

200. 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.