PRACTICE EXAM 8: 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 an early service-readiness review, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

2. While assisting customers near the station map, at Harbor Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

3. During a scheduled check of public areas, which sentence best communicates an equipment condition at Harbor Station?

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

B. 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.

4. While monitoring conditions after a platform reassignment, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

A. The triangle remains above the circle

B. The triangle is below the circle

C. The triangle is left of the circle

D. The triangle is right of the circle

5. During a relief assignment at the fare-control area, 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

6. While observing movement near an accessible route, 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

7. During an evening review of equipment reports, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

8. While completing a station log follow-up, at Central Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

9. During an early service-readiness review, at Harbor Station, 150 notices are divided equally among 5 locations. How many notices go to each location?

A. 28 items
B. 32 items
C. 145 items
D. 30 items

10. While assisting customers near the station map, which sentence is the clearest incident-report entry for an event at Central Station?

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

11. During a scheduled check of public areas, at Central Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

12. While monitoring conditions after a platform reassignment, 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

13. During a relief assignment at the fare-control area, 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

14. While observing movement near an accessible route, at Central Station, 12 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

A. 16 items
B. 20 items
C. 18 items
D. 72 items

15. During an evening review of equipment reports, a supply count at Lexington Station begins at 15 items, and 7 items are issued. How many remain?

A. 7 items
B. 8 items
C. 9 items
D. 22 items

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

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

17. During an early service-readiness review, 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. Seek clarification before carrying out either conflicting routine direction

B. Select whichever direction was heard most recently without checking

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

D. Ignore both directions for the remainder of the shift

18. While assisting customers near the station map, at Lexington Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Confirm, determine, explain, check

D. Check, explain, determine, confirm

19. During a scheduled check of public areas, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Use simple language, visual cues, and available assistance resources to determine the need

C. Assume the passenger is refusing to follow fare rules

D. Ignore the passenger unless they approach the booth directly

20. While monitoring conditions after a platform reassignment, at Broadway Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

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

21. During a relief assignment at the fare-control area, 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

22. While observing movement near an accessible route, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

23. During an evening review of equipment reports, remember this instruction for Central Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

24. While completing a station log follow-up, which announcement is written most clearly for customers at Lexington Station?

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

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

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

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

25. During an early service-readiness review, at Broadway Station, 8 identical racks each hold 18 information cards. How many cards are held in all?

A. 144 items

B. 126 items

C. 152 items

D. 26 items

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

A. Allow access until the water reaches the platform edge

B. Restrict access to the area and request assistance immediately

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

D. Clean the equipment personally before notifying anyone

27. During a scheduled check of public areas, a rectangular sign at Central Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

28. While monitoring conditions after a platform reassignment, 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 behavior proves that every nearby passage must be closed
C. No problem exists unless a customer directly reports an injury
D. The repeated avoidance behavior indicates a condition that may be disrupting safe customer movement

29. During a relief assignment at the fare-control area, which note most objectively describes a customer interaction at Broadway Station?

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

30. While observing movement near an accessible route, 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. Secure, notify, confirm, leave

B. Notify, secure, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

31. During an evening review of equipment reports, 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

32. While completing a station log follow-up, 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.

33. During an early service-readiness review, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

34. While assisting customers near the station map, at Parkside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

35. During a scheduled check of public areas, 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

36. While monitoring conditions after a platform reassignment, 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

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

A. All Harbor Station service is suspended in both directions

B. 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

38. While observing movement near an accessible route, 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

39. During an evening review of equipment reports, 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

40. While completing a station log follow-up, an agent at Harbor Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

41. During an early service-readiness review, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

42. While assisting customers near the station map, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

43. During a scheduled check of public areas, a square panel at Broadway Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

44. While monitoring conditions after a platform reassignment, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

45. During a relief assignment at the fare-control area, a crowd at Union Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

46. While observing movement near an accessible route, 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. Confirm, determine, explain, check
B. Determine, confirm, explain, check
C. Explain, determine, confirm, check
D. Check, explain, determine, confirm

47. During an evening review of equipment reports, at Parkside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

B. After 10:00 p.m., direct a customer needing an elevator to the south entrance

C. Direct all customers to the south entrance throughout the entire day

D. Tell customers that elevator access ends at 10:00 p.m.

48. While completing a station log follow-up, 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

49. During an early service-readiness review, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship?

A. The triangle remains above the circle

B. The triangle is left of the circle

C. The triangle is below the circle

D. The triangle is right of the circle

50. While assisting customers near the station map, 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 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

51. During a scheduled check of public areas, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

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

C. Ignore both directions for the remainder of the shift

D. Seek clarification before carrying out either conflicting routine direction

52. While monitoring conditions after a platform reassignment, rule: If a condition presents an immediate danger, restrict access and request assistance. At Parkside Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Restrict access to the area and request assistance immediately

B. Allow access until the water reaches the platform edge

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

D. Clean the equipment personally before notifying anyone

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

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

54. While observing movement near an accessible route, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

55. During an evening review of equipment reports, while monitoring Jackson Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

56. While completing a station log follow-up, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

57. During an early service-readiness review, at Union Station, 84 notices are divided equally among 4 locations. How many notices go to each location?

A. 21 items
B. 19 items
C. 23 items
D. 80 items

58. While assisting customers near the station map, for four evenings at Lexington Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

59. During a scheduled check of public areas, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

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

60. While monitoring conditions after a platform reassignment, 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

61. During a relief assignment at the fare-control area, at Parkside Station, 24 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

A. 27 items

B. 31 items

C. 120 items

D. 29 items

62. While observing movement near an accessible route, 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

63. During an evening review of equipment reports, 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

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

A. Below and west of the booth

B. Above and west of the booth

C. Below and east of the booth

D. Above and east of the booth

65. During an early service-readiness review, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. 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

66. While assisting customers near the station map, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

A. A station map

B. The cash report

C. The incident log

D. An elevator key

67. During a scheduled check of public areas, a map of Union Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

68. While monitoring conditions after a platform reassignment, a supply count at Jackson Station begins at 27 items, and 6 items are issued. How many remain?

A. 20 items
B. 21 items
C. 22 items
D. 33 items

69. During a relief assignment at the fare-control area, which sentence is the clearest incident-report entry for an event at Parkside Station?

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

70. While observing movement near an accessible route, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

71. During an evening review of equipment reports, 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

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

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

73. During an early service-readiness review, 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

74. While assisting customers near the station map, remember this instruction for Parkside Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

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

75. During a scheduled check of public areas, a crowd at Fulton Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

76. While monitoring conditions after a platform reassignment, at Riverside Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported?

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

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

A. All three customers are necessarily using invalid fare media

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

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

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

78. While observing movement near an accessible route, 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

79. During an evening review of equipment reports, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Jackson Station, a rider asks about a rumored closure. What should the agent say?

A. Repeat the rumor as definite because several customers mentioned it

B. Explain that the closure is not confirmed and that verification is being obtained

C. Deny the closure even though no official information is available

D. Invent an alternate closing time to reduce the customer's concern

80. While completing a station log follow-up, 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

81. During an early service-readiness review, 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

82. While assisting customers near the station map, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

83. During a scheduled check of public areas, 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

84. While monitoring conditions after a platform reassignment, 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. 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.

85. During a relief assignment at the fare-control area, 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. Southeast of the booth
B. Northwest of the booth
C. Northeast of the booth
D. Southwest of the booth

86. While observing movement near an accessible route, 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

87. During an evening review of equipment reports, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge Station. Which action follows?

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

88. While completing a station log follow-up, 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

89. During an early service-readiness review, while monitoring Harbor Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

90. While assisting customers near the station map, 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

91. During a scheduled check of public areas, 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

92. While monitoring conditions after a platform reassignment, 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

93. During a relief assignment at the fare-control area, at Kingsbridge Station, 7 identical racks each hold 30 information cards. How many cards are held in all?

A. 210 items

B. 180 items

C. 217 items

D. 37 items

94. While observing movement near an accessible route, 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

95. During an evening review of equipment reports, 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

96. While completing a station log follow-up, at Riverside Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

97. During an early service-readiness review, 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

98. While assisting customers near the station map, which note most objectively describes a customer interaction at Kingsbridge Station?

A. The customer was obviously unreasonable and wanted to cause trouble.

B. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

C. A terrible customer created a completely unnecessary scene near me.

D. The customer behaved badly because he did not respect station employees.

99. During a scheduled check of public areas, which sentence best communicates an equipment condition at Fulton Station?

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

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

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

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

100. While monitoring conditions after a platform reassignment, 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

101. During a relief assignment at the fare-control area, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer?

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

102. While observing movement near an accessible route, 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

103. During an evening review of equipment reports, at Parkside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

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

A. Seek clarification before carrying out either conflicting routine direction

B. Select whichever direction was heard most recently without checking

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

D. Ignore both directions for the remainder of the shift

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

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Confirm, determine, explain, check

D. Check, explain, determine, confirm

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

A. Allow access until the water reaches the platform edge

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

C. Clean the equipment personally before notifying anyone

D. Restrict access to the area and request assistance immediately

107. During a scheduled check of public areas, 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

108. While monitoring conditions after a platform reassignment, at Fulton Station, 96 notices are divided equally among 8 locations. How many notices go to each location?

A. 10 items
B. 12 items
C. 14 items
D. 88 items

109. During a relief assignment at the fare-control area, 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. 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

110. While observing movement near an accessible route, at Riverside Station, 15 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

A. 17 items
B. 21 items
C. 60 items
D. 19 items

111. During an evening review of equipment reports, a supply count at Harbor Station begins at 18 items, and 5 items are issued. How many remain?

A. 12 items

B. 14 items

C. 13 items

D. 23 items

112. While completing a station log follow-up, at Central Station, 6 identical racks each hold 21 information cards. How many cards are held in all?

A. 105 items

B. 126 items

C. 132 items

D. 27 items

113. During an early service-readiness review, 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. Delays on the connecting service are associated with the recurring crowd increase

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

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

A. Explain that the closure is not confirmed and that verification is being obtained

B. Repeat the rumor as definite because several customers mentioned it

C. Deny the closure even though no official information is available

D. Invent an alternate closing time to reduce the customer's concern

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

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

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

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

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

116. While monitoring conditions after a platform reassignment, at Lexington Station, 168 notices are divided equally among 7 locations. How many notices go to each location?

A. 22 items

B. 24 items

C. 26 items

D. 161 items

117. During a relief assignment at the fare-control area, 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

118. While observing movement near an accessible route, 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

119. During an evening review of equipment reports, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

A. Inspect the condition

B. Restrict access

C. Resume normal access

D. Report the condition

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

A. After 10:00 p.m., direct a customer needing an elevator to the south entrance

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

C. Direct all customers to the south entrance throughout the entire day

D. Tell customers that elevator access ends at 10:00 p.m.

121. During an early service-readiness review, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship? The log identifies observation point 12, reference 121.

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

122. While assisting customers near the station map, 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

123. During a scheduled check of public areas, 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. A hazardous defect requires both immediate reporting and customer separation from the area

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

124. While monitoring conditions after a platform reassignment, 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

125. During a relief assignment at the fare-control area, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

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

126. While observing movement near an accessible route, an agent at Fulton Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

127. During an evening review of equipment reports, at Riverside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

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

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

129. During an early service-readiness review, 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

130. While assisting customers near the station map, at Broadway Station, 27 customers are waiting near one gate and 8 more join them. How many customers are now waiting?

A. 35 items
B. 33 items
C. 37 items
D. 216 items

131. During a scheduled check of public areas, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Lexington Station. What should the agent do?

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

132. While monitoring conditions after a platform reassignment, rule: If a condition presents an immediate danger, restrict access and request assistance. At Broadway Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Restrict access to the area and request assistance immediately

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

D. Clean the equipment personally before notifying anyone

133. During a relief assignment at the fare-control area, while monitoring Union Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

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

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

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

134. While observing movement near an accessible route, which sentence is the clearest incident-report entry for an event at Riverside Station?

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

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

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

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

135. During an evening review of equipment reports, at Central Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Identify, read, apply, communicate

B. Apply, identify, read, communicate

C. Communicate, apply, identify, read

D. Read, identify, apply, communicate

136. While completing a station log follow-up, 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. Secure, notify, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

137. During an early service-readiness review, 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 lower-right corner

B. In the upper-right corner

C. In the lower-left corner

D. In the original upper-left corner

138. While assisting customers near the station map, at Broadway Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Keep, identify, notify, record

B. Notify, keep, identify, record

C. Record, notify, keep, identify

D. Identify, protect, notify, record

139. During a scheduled check of public areas, 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.

140. While monitoring conditions after a platform reassignment, 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

141. During a relief assignment at the fare-control area, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The log identifies observation point 4, reference 141.

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

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

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

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

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

D. Accountable items should remain accessible for the next customer

143. During an evening review of equipment reports, 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

144. While completing a station log follow-up, at Union Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Confirm, determine, explain, check

D. Check, explain, determine, confirm

145. During an early service-readiness review, at Central Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

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

B. All three customers are necessarily using invalid fare media

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

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

146. While assisting customers near the station map, 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

147. During a scheduled check of public areas, 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

148. While monitoring conditions after a platform reassignment, during a service change at Central Station, several customers ask the same question. What is the most effective response? The log identifies observation point 21, reference 148.

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

B. Avoid answering until regular service has completely resumed

C. Use technical abbreviations without explaining what they mean

D. Give each customer the same verified information in a courteous and concise manner

149. During a relief assignment at the fare-control area, which note most objectively describes a customer interaction at Central Station?

A. The customer was obviously unreasonable and wanted to cause trouble.

B. The customer raised his voice, requested a supervisor, and remained near the booth for five minutes.

C. A terrible customer created a completely unnecessary scene near me.

D. The customer behaved badly because he did not respect station employees.

150. While observing movement near an accessible route, at Parkside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

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

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

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

151. During an evening review of equipment reports, which sentence best communicates an equipment condition at Lexington Station?

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

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

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

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

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

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

B. Direct all customers to the south entrance throughout the entire day

C. Tell customers that elevator access ends at 10:00 p.m.

D. After 10:00 p.m., direct a customer needing an elevator to the south entrance

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

A. East

B. West

C. South

D. North

154. While assisting customers near the station map, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do? The log identifies observation point 1, reference 154.

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

155. During a scheduled check of public areas, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

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

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

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

156. While monitoring conditions after a platform reassignment, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

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

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

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

157. During a relief assignment at the fare-control area, 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

158. While observing movement near an accessible route, 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. Read, identify, apply, communicate

C. Apply, identify, read, communicate

D. Communicate, apply, identify, read

159. During an evening review of equipment reports, 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

160. While completing a station log follow-up, a square panel at Central Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the right edge

B. On the top edge

C. On the bottom edge

D. Still on the left edge

161. During an early service-readiness review, 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

162. While assisting customers near the station map, 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. 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.

163. During a scheduled check of public areas, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

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

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

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

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

164. While monitoring conditions after a platform reassignment, a map of Fulton Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth

B. Southeast of the booth

C. Southwest of the booth

D. Northeast of the booth

165. During a relief assignment at the fare-control area, 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. Southeast of the booth

D. Southwest of the booth

166. While observing movement near an accessible route, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Jackson Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

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

C. Ignore both directions for the remainder of the shift

D. Seek clarification before carrying out either conflicting routine direction

167. During an evening review of equipment reports, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

B. Listen calmly, clarify what occurred, and explain the next available assistance step

C. Argue that the machine cannot make the error being described

D. End the conversation and direct the passenger away from the booth

168. While completing a station log follow-up, at Central Station, read the following: Notice: The north entrance closes at 10:00 p.m. Customers needing an elevator after 10:00 p.m. must use the south entrance. Which conclusion is best supported? The log identifies observation point 13, reference 168.

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.

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

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

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

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

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

170. While assisting customers near the station map, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service? The log identifies observation point 21, reference 170.

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

171. During a scheduled check of public areas, 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.

172. While monitoring conditions after a platform reassignment, 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

173. During a relief assignment at the fare-control area, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

174. While observing movement near an accessible route, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

175. During an evening review of equipment reports, at Jackson Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Secure, notify, confirm, leave

B. Notify, secure, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

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

A. All Harbor Station service is suspended in both directions

B. Downtown trains skip Harbor Station only on Saturday afternoon

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

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

177. During an early service-readiness review, rule: If a condition presents an immediate danger, restrict access and request assistance. At Kingsbridge Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

B. Restrict access to the area and request assistance immediately

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

D. Clean the equipment personally before notifying anyone

178. While assisting customers near the station map, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The log identifies observation point 9, reference 178.

A. A station map

B. The cash report

C. An elevator key

D. The incident log

179. During a scheduled check of public areas, at Central Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

A. Below and west of the booth

B. Above and west of the booth

C. Above and east of the booth

D. Below and east of the booth

180. While monitoring conditions after a platform reassignment, while monitoring Fulton Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

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

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

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

181. During a relief assignment at the fare-control area, at Riverside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

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

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

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

182. While observing movement near an accessible route, which note most objectively describes a customer interaction at Parkside 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.

183. During an evening review of equipment reports, a passenger who speaks limited English appears confused near the fare gates at Kingsbridge Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Use simple language, visual cues, and available assistance resources to determine the need

C. Assume the passenger is refusing to follow fare rules

D. Ignore the passenger unless they approach the booth directly

184. While completing a station log follow-up, a crowd at Harbor Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

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

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

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

185. During an early service-readiness review, 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. 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

186. While assisting customers near the station map, at Broadway Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

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

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

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

187. During a scheduled check of public areas, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

A. Promise that normal service will return at a specific unconfirmed time

B. State that delays are not the Station Agent's responsibility

C. Suggest that the customer should have selected another route earlier

D. Acknowledge the frustration, provide verified information, and explain available travel alternatives

188. While monitoring conditions after a platform reassignment, 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.

189. During a relief assignment at the fare-control area, 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 changed sound may indicate a developing equipment problem requiring prompt reporting

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

190. While observing movement near an accessible route, a map of Lexington Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northeast of the booth

B. Northwest of the booth

C. Southeast of the booth

D. Southwest of the booth

191. During an evening review of equipment reports, for four evenings at Union Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

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

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

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

192. While completing a station log follow-up, 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. Identify, protect, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

193. During an early service-readiness review, at Parkside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media

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

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

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

194. While assisting customers near the station map, 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

195. During a scheduled check of public areas, which sentence is the clearest incident-report entry for an event at Kingsbridge Station?

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

196. While monitoring conditions after a platform reassignment, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

197. During a relief assignment at the fare-control area, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

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

198. While observing movement near an accessible route, 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. Seek clarification before carrying out either conflicting routine direction
B. Select whichever direction was heard most recently without checking
C. Carry out both directions even if they cannot be reconciled
D. Ignore both directions for the remainder of the shift

199. During an evening review of equipment reports, 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

200. While completing a station log follow-up, 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

Practice Exam 8: Answer Key and Explanations

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

2. 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.

3. 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.

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

5. 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.

6. 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.

7. 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.

8. 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.

9. D — Dividing the total evenly gives 150 / 5 = 30 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

11. 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.

12. 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.

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

14. C — Adding the two groups gives 12 + 6 = 18, 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.

15. B — Subtracting the issued items from the starting count gives 15 - 7 = 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.

16. D — 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.

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

18. 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.

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

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

21. 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.

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

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

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

25. A — Multiplying the equal groups gives 8 x 18 = 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.

26. 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.

27. 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.

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

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

30. 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.

31. 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.

32. 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.

33. B — 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.

34. 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.

35. 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.

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

37. 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.

38. 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.

39. 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.

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

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

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

43. 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.

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

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

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

47. 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.

48. 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.

49. 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.

50. 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.

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

52. 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.

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

54. C — 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.

55. 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.

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

57. A — Dividing the total evenly gives 84 / 4 = 21 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

59. 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.

60. 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.

61. D — Adding the two groups gives 24 + 5 = 29, 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.

62. 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.

63. 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.

64. D — 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.

65. 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.

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

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

68. B — Subtracting the issued items from the starting count gives 27 - 6 = 21. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

69. A — 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.

70. 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.

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

72. 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.

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

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

75. 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.

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

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87. 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.

88. 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.

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

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91. 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.

92. 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.

93. A — Multiplying the equal groups gives 7 x 30 = 210, 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.

94. 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.

95. 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 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.

100. 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.

101. 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.

102. 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.

103. 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.

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

105. 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.

106. 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.

107. 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.

108. B — Dividing the total evenly gives 96 / 8 = 12 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

109. 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.

110. D — Adding the two groups gives 15 + 4 = 19, 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.

111. C — Subtracting the issued items from the starting count gives 18 - 5 = 13. This is the single best answer because it uses the information in the 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. B — Multiplying the equal groups gives 6 x 21 = 126, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

114. 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.

115. 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.

116. B — Dividing the total evenly gives 168 / 7 = 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.

117. 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.

118. 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.

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

120. 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.

121. 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.

122. 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.

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

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125. 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.

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

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

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

130. A — Adding the two groups gives 27 + 8 = 35, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

131. 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.

132. 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.

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

135. 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.

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137. 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.

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140. 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.

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

143. 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.

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

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

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164. 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.

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178. 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.

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

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

191. 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.

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

193. 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.

194. 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.

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

196. 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.

197. 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.

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

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

200. 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.