PRACTICE EXAM 9: MTA STATION AGENT SIMULATION (200 QUESTIONS)

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

1. During a weekday morning service check, a map of Jackson Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

2. While assisting riders near the mezzanine information area, an agent at Jackson Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

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

3. During a planned inspection of customer-use equipment, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

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

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

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

4. While observing conditions following a route announcement, 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. 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

5. During an assigned relief period near the booth, 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

6. While monitoring an accessible station passage, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

7. During an evening review of reported station issues, at Jackson Station, 90 notices are divided equally among 6 locations. How many notices go to each location?

A. 13 items
B. 17 items
C. 84 items
D. 15 items

8. While completing a final operational log entry, at Kingsbridge Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

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

9. During a weekday morning service check, at Kingsbridge Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

10. While assisting riders near the mezzanine information area, at Jackson Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

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

C. Accountable items should remain accessible for the next customer

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

11. During a planned inspection of customer-use equipment, 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

12. While observing conditions following a route announcement, a customer at Fulton Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. North

B. East

C. South

D. West

13. During an assigned relief period near the booth, 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. After 10:00 p.m., direct a customer needing an elevator to the south entrance

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

14. While monitoring an accessible station passage, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Fulton Station, a rider asks about a rumored closure. What should the agent say?

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

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

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

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

15. During an evening review of reported station issues, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

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

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

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

16. While completing a final operational log entry, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Riverside Station. Which action follows?

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

17. During a weekday morning service check, at Riverside Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

18. While assisting riders near the mezzanine information area, at Kingsbridge Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

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

19. During a planned inspection of customer-use equipment, a map of Harbor Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

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

20. While observing conditions following a route announcement, at Riverside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

B. All Harbor Station service is suspended in both directions

C. Downtown trains skip Harbor Station only on Saturday afternoon

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

21. During an assigned relief period near the booth, 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

22. While monitoring an accessible station passage, 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

23. During an evening review of reported station issues, which sentence best communicates an equipment condition at Jackson Station?

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

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

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

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

24. While completing a final operational log entry, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

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

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

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

25. During a weekday morning service check, for four evenings at Fulton Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

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

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

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

26. While assisting riders near the mezzanine information area, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

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

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

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

27. During a planned inspection of customer-use equipment, while monitoring Fulton Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

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

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

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

28. While observing conditions following a route announcement, 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

29. During an assigned relief period near the booth, 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

30. While monitoring an accessible station passage, at Central Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Southeast of the booth

B. Northwest of the booth

C. Northeast of the booth

D. Southwest of the booth

31. During an evening review of reported station issues, 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 crowd position may create a fall and movement hazard requiring immediate attention

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

32. While completing a final operational log entry, 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

33. During a weekday morning service check, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Harbor Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

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

C. Ignore both directions for the remainder of the shift

D. Seek clarification before carrying out either conflicting routine direction

34. While assisting riders near the mezzanine information area, at Fulton Station, a procedure requires the agent to (1) confirm the customer's destination, (2) determine the applicable route, (3) explain transfers in order, and (4) check that the customer understands. Which sequence follows the procedure?

A. Determine, confirm, explain, check

B. Confirm, determine, explain, check

C. Explain, determine, confirm, check

D. Check, explain, determine, confirm

35. During a planned inspection of customer-use equipment, at Riverside Station, a procedure requires the agent to (1) read the complete instruction, (2) identify the required conditions, (3) apply them to the situation, and (4) communicate the resulting action. Which sequence follows the procedure?

A. Read, identify, apply, communicate

B. Identify, read, apply, communicate

C. Apply, identify, read, communicate

D. Communicate, apply, identify, read

36. While observing conditions following a route announcement, at Riverside Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media

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

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

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

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

A. The condition must be caused by customers spilling drinks

B. The platform will remain dry during every future storm

C. Rainfall may be contributing to water entering near that wall

D. The wall location is unrelated because the station is underground

38. While monitoring an accessible station passage, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

A. A station map

B. The incident log

C. The cash report

D. An elevator key

39. During an evening review of reported station issues, at Central Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

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

40. While completing a final operational log entry, at Harbor Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

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

41. During a weekday morning service check, 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.

42. While assisting riders near the mezzanine information area, for four evenings at Lexington Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

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

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

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

43. During a planned inspection of customer-use equipment, at Kingsbridge Station, 18 customers are waiting near one gate and 7 more join them. How many customers are now waiting?

A. 23 items

B. 27 items

C. 25 items

D. 126 items

44. While observing conditions following a route announcement, 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 hazardous defect requires both immediate reporting and customer separation from the area

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

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

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

A. All three customers are necessarily using invalid fare media

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

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

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

46. While monitoring an accessible station passage, remember this instruction for Kingsbridge Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

A. Inspect Gate 3

B. Record the time

C. Close every station gate

D. Call the supervisor

47. During an evening review of reported station issues, a supply count at Fulton Station begins at 21 items, and 8 items are issued. How many remain?

A. 13 items

B. 12 items

C. 14 items

D. 29 items

48. While completing a final operational log entry, 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

49. During a weekday morning service check, at Riverside Station, 4 identical racks each hold 24 information cards. How many cards are held in all?

A. 96 items

B. 72 items

C. 100 items

D. 28 items

50. While assisting riders near the mezzanine information area, a customer at Lexington Station walks west from the entrance, then turns left. Which direction is the customer now facing?

A. North

B. East

C. South

D. West

51. During a planned inspection of customer-use equipment, rule: If a condition presents an immediate danger, restrict access and request assistance. At Central Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Allow access until the water reaches the platform edge

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

C. Clean the equipment personally before notifying anyone

D. Restrict access to the area and request assistance immediately

52. While observing conditions following a route announcement, at Central Station, a procedure requires the agent to (1) identify the exact location, (2) keep customers away from the hazard, (3) notify the appropriate control point, and (4) record the report details. Which sequence follows the procedure?

A. Keep, identify, notify, record

B. Identify, protect, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

53. During an assigned relief period near the booth, 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. Confirm, determine, explain, check

B. Determine, confirm, explain, check

C. Explain, determine, confirm, check

D. Check, explain, determine, confirm

54. While monitoring an accessible station passage, 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

55. During an evening review of reported station issues, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

56. While completing a final operational log entry, a rectangular sign at Kingsbridge Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

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

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

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

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

59. During a planned inspection of customer-use equipment, 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

60. While observing conditions following a route announcement, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Lexington Station, a rider asks about a rumored closure. What should the agent say?

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

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

C. 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

61. During an assigned relief period near the booth, 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

62. While monitoring an accessible station passage, a square panel at Riverside Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

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

63. During an evening review of reported station issues, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

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

64. While completing a final operational log entry, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Broadway Station. Which action follows?

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

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

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

66. While assisting riders near the mezzanine information area, 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

67. During a planned inspection of customer-use equipment, while monitoring Lexington Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

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

C. 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

68. While observing conditions following a route announcement, at Harbor Station, 135 notices are divided equally among 5 locations. How many notices go to each location?

A. 25 items

B. 29 items

C. 130 items

D. 27 items

69. During an assigned relief period near the booth, at Union Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave

B. Secure, notify, confirm, leave

C. Confirm, notify, secure, leave

D. Leave, confirm, notify, secure

70. While monitoring an accessible station passage, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Union Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

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

C. Seek clarification before carrying out either conflicting routine direction

D. Ignore both directions for the remainder of the shift

71. During an evening review of reported station issues, at Central Station, 30 customers are waiting near one gate and 6 more join them. How many customers are now waiting?

A. 34 items

B. 38 items

C. 180 items

D. 36 items

72. While completing a final operational log entry, 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

73. During a weekday morning service check, a rectangular sign at Central Station has a red circle in its upper-left corner. If the sign is rotated 180 degrees, where will the circle appear?

A. In the lower-right corner

B. In the upper-right corner

C. In the lower-left corner

D. In the original upper-left corner

74. While assisting riders near the mezzanine information area, 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. 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

75. During a planned inspection of customer-use equipment, which announcement is written most clearly for customers at Fulton Station?

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

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

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

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

76. While observing conditions following a route announcement, at Broadway Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

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

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

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

77. During an assigned relief period near the booth, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

A. Inspect the condition

B. Restrict access

C. Report the condition

D. Resume normal access

78. While monitoring an accessible station passage, which note most objectively describes a customer interaction at Riverside 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.

79. During an evening review of reported station issues, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Kingsbridge 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

80. While completing a final operational log entry, 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. 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.

81. During a weekday morning service check, a station map has an arrow pointing north. If the map is turned one-quarter turn clockwise, which way does the arrow point relative to the viewer? The record identifies service zone 10, reference 81.

A. East

B. West

C. South

D. North

82. While assisting riders near the mezzanine information area, which sentence is the clearest incident-report entry for an event at Central Station?

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

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

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

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

83. During a planned inspection of customer-use equipment, which announcement is written most clearly for customers at Lexington Station?

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

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

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

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

84. While observing conditions following a route announcement, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Fulton Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

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

C. Seek clarification before carrying out either conflicting routine direction

D. Ignore both directions for the remainder of the shift

85. During an assigned relief period near the booth, 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. Coverage must be confirmed after items are secured and the designated employee is notified

D. Accountable items should remain accessible for the next customer

86. While monitoring an accessible station passage, an agent at Union Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. Rainfall may be contributing to water entering near that wall

B. The condition must be caused by customers spilling drinks

C. The platform will remain dry during every future storm

D. The wall location is unrelated because the station is underground

87. During an evening review of reported station issues, 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

88. While completing a final operational log entry, 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.

89. During a weekday morning service check, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

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

90. While assisting riders near the mezzanine information area, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought?

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

91. During a planned inspection of customer-use equipment, 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

92. While observing conditions following a route announcement, a supervisor states: 'The elevator is unavailable, the north stairs remain open, and downtown trains are delayed.' Which item remains open?

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

93. During an assigned relief period near the booth, 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

94. While monitoring an accessible station passage, 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

95. During an evening review of reported station issues, 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

96. While completing a final operational log entry, at Broadway Station, Platform 1 is directly above the mezzanine, and the booth is west of the mezzanine. Where is Platform 1 relative to the booth?

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

97. During a weekday morning service check, 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

98. While assisting riders near the mezzanine information 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. 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

99. During a planned inspection of customer-use equipment, remember the code: blue means inspect, amber means report, and red means restrict access. What action corresponds to amber?

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

100. While observing conditions following a route announcement, 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

101. During an assigned relief period near the booth, 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.

102. While monitoring an accessible station passage, 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

103. During an evening review of reported station issues, rule: If a condition presents an immediate danger, restrict access and request assistance. At Riverside Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. Restrict access to the area and request assistance immediately

B. Allow access until the water reaches the platform edge

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

D. Clean the equipment personally before notifying anyone

104. While completing a final operational log entry, for four evenings at Jackson Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

A. Evening passengers always prefer to stand near this station

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

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

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

105. During a weekday morning service check, 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

106. While assisting riders near the mezzanine information 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

107. During a planned inspection of customer-use equipment, which sentence best communicates an equipment condition at Union Station?

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

B. 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.

108. While observing conditions following a route announcement, a customer at Fulton Station complains about a delay that the Station Agent cannot personally correct. Which reply is best?

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

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

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

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

109. During an assigned relief period near the booth, a square panel at Broadway Station has a mark on its left edge. After the panel is flipped horizontally, where is the mark?

A. On the top edge

B. On the bottom edge

C. On the right edge

D. Still on the left edge

110. While monitoring an accessible station passage, a map of Union Station shows Exit A north of the booth and Exit B east of Exit A. Where is Exit B relative to the booth?

A. Northwest of the booth

B. Southeast of the booth

C. Southwest of the booth

D. Northeast of the booth

111. During an evening review of reported station issues, 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. Identify, protect, notify, record

B. Keep, identify, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

112. While completing a final operational log entry, 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.

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

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Confirm, determine, explain, check

D. Check, explain, determine, confirm

114. While assisting riders near the mezzanine information area, a supply count at Lexington Station begins at 12 items, and 7 items are issued. How many remain?

A. 5 items

B. 4 items

C. 6 items

D. 19 items

115. During a planned inspection of customer-use equipment, 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

116. While observing conditions following a route announcement, at Broadway Station, 8 identical racks each hold 15 information cards. How many cards are held in all?

A. 105 items

B. 128 items

C. 23 items

D. 120 items

117. During an assigned relief period near the booth, 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

118. While monitoring an accessible station passage, a radio message says: 'Meet at Exit B at 6:20, bring the incident log, and contact Rivera.' What must be brought? The record identifies service zone 15, reference 118.

A. The incident log

B. A station map

C. The cash report

D. An elevator key

119. During an evening review of reported station issues, which sentence is the clearest incident-report entry for an event at Parkside Station?

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

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

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

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

120. While completing a final operational log entry, 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. 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

121. During a weekday morning service check, which announcement is written most clearly for customers at Jackson Station?

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

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

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

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

122. While assisting riders near the mezzanine information area, while monitoring Jackson Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

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

C. 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

123. During a planned inspection of customer-use equipment, at Fulton Station, a procedure requires the agent to (1) secure accountable materials, (2) notify the designated employee, (3) confirm replacement coverage, and (4) leave the assigned position. Which sequence follows the procedure?

A. Notify, secure, confirm, leave

B. Confirm, notify, secure, leave

C. Secure, notify, confirm, leave

D. Leave, confirm, notify, secure

124. While observing conditions following a route announcement, at Union Station, 72 notices are divided equally among 4 locations. How many notices go to each location?

A. 16 items

B. 18 items

C. 20 items

D. 68 items

125. During an assigned relief period near the booth, at Central Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

B. All Harbor Station service is suspended in both directions

C. Downtown trains skip Harbor Station only on Saturday afternoon

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

126. While monitoring an accessible station passage, 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.

127. During an evening review of reported station issues, 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

128. While completing a final operational log entry, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Harbor Station, a rider asks about a rumored closure. What should the agent say?

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

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

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

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

129. During a weekday morning service check, a visitor at Harbor Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

B. 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

130. While assisting riders near the mezzanine information area, a platform diagram shows a triangle above a circle. If the whole diagram is turned upside down, what is the new relationship? The record identifies service zone 3, reference 130.

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

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

A. Keep, identify, notify, record

B. Notify, keep, identify, record

C. Record, notify, keep, identify

D. Identify, protect, notify, record

132. While observing conditions following a route announcement, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Central Station. Which action follows?

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

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

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

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

133. During an assigned relief period near the booth, 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

134. While monitoring an accessible station passage, at Kingsbridge Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

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

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

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

135. During an evening review of reported station issues, a crowd at Fulton Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

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

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

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

136. While completing a final operational log entry, at Parkside Station, 21 customers are waiting near one gate and 5 more join them. How many customers are now waiting?

A. 24 items

B. 28 items

C. 105 items

D. 26 items

137. During a weekday morning service check, 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

138. While assisting riders near the mezzanine information area, a supply count at Jackson Station begins at 24 items, and 6 items are issued. How many remain?

A. 18 items

B. 17 items

C. 19 items

D. 30 items

139. During a planned inspection of customer-use equipment, 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.

140. While observing conditions following a route announcement, at Parkside Station, the booth faces north. The elevator is east of the booth, and the stairs are south of the elevator. Where are the stairs relative to the booth?

A. Northwest of the booth

B. Northeast of the booth

C. Southeast of the booth

D. Southwest of the booth

141. During an assigned relief period near the booth, 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

142. While monitoring an accessible station passage, rule: When two instructions conflict, obtain clarification before acting unless immediate safety requires action. Two routine directions conflict at Lexington Station. What should the agent do?

A. Select whichever direction was heard most recently without checking

B. Seek clarification before carrying out either conflicting routine direction

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

D. Ignore both directions for the remainder of the shift

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

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

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

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

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

144. While completing a final operational log entry, at Union Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

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

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

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

145. During a weekday morning service check, rule: If a condition presents an immediate danger, restrict access and request assistance. At Broadway Station, water is dripping near exposed electrical equipment. What follows from the rule?

A. 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

146. While assisting riders near the mezzanine information area, a passenger who speaks limited English appears confused near the fare gates at Lexington Station. What should the Station Agent do?

A. Speak much louder while repeating the same complex instructions

B. Assume the passenger is refusing to follow fare rules

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

D. Ignore the passenger unless they approach the booth directly

147. During a planned inspection of customer-use equipment, while monitoring Harbor Station, the agent sees customers repeatedly step around a fare machine error. What is the most important recognition?

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

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

C. 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

148. While observing conditions following a route announcement, 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-right corner

C. In the lower-left corner

D. In the original upper-left corner

149. During an assigned relief period near the booth, 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

150. While monitoring an accessible station passage, 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

151. During an evening review of reported station issues, which sentence is the clearest incident-report entry for an event at Riverside Station?

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

152. While completing a final operational log entry, at Central Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

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

153. During a weekday morning service check, at Union Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first? The record identifies service zone 10, reference 153.

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

154. While assisting riders near the mezzanine information area, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

155. During a planned inspection of customer-use equipment, during a service change at Jackson Station, several customers ask the same question. What is the most effective response?

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

156. While observing conditions following a route announcement, 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. 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.

157. During an assigned relief period near the booth, 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

158. While monitoring an accessible station passage, 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

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

A. Determine, confirm, explain, check

B. Explain, determine, confirm, check

C. Check, explain, determine, confirm

D. Confirm, determine, explain, check

160. While completing a final operational log entry, 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

161. During a weekday morning service check, at Parkside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

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

B. All Harbor Station service is suspended in both directions

C. Downtown trains skip Harbor Station only on Saturday afternoon

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

162. While assisting riders near the mezzanine information area, 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

163. During a planned inspection of customer-use equipment, at Riverside Station, a passenger angrily says a fare machine charged them but did not complete the transaction. What should the Station Agent do first?

A. 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

164. While observing conditions following a route announcement, at Jackson Station, read the following: Procedure: Before leaving the booth, secure accountable items, notify the designated employee, and confirm that coverage is in place. Which conclusion is best supported?

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

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

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

D. Accountable items should remain accessible for the next customer

165. During an assigned relief period near the booth, at Broadway Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

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

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

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

166. While monitoring an accessible station passage, 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. Above and east of the booth

B. Below and west of the booth

C. Above and west of the booth

D. Below and east of the booth

167. During an evening review of reported station issues, 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

168. While completing a final operational log entry, during a service change at Central Station, several customers ask the same question. What is the most effective response?

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

B. Avoid answering until regular service has completely resumed

C. Use technical abbreviations without explaining what they mean

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

169. During a weekday morning service check, rule: Give only confirmed service information. If information is unconfirmed, state that verification is pending. At Union Station, a rider asks about a rumored closure. What should the agent say?

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

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

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

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

170. While assisting riders near the mezzanine information area, while monitoring Union Station, the agent sees customers repeatedly step around a stalled turnstile. What is the most important recognition?

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

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

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

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

171. During a planned inspection of customer-use equipment, an agent at Fulton Station notes that a platform becomes slippery after each heavy rain, near the same wall. What conclusion is best supported?

A. 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

172. While observing conditions following a route announcement, at Parkside Station, the public-address announcement is audible in the booth but customers on the platform appear not to react. What problem may exist?

A. Every customer has deliberately decided to ignore the announcement

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

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

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

173. During an assigned relief period near the booth, at Kingsbridge Station, 7 identical racks each hold 27 information cards. How many cards are held in all?

A. 189 items

B. 162 items

C. 196 items

D. 34 items

174. While monitoring an accessible station passage, rule: Emergency exits must remain unobstructed. A delivery has been placed in front of an emergency exit at Parkside Station. Which action follows?

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

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

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

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

175. During an evening review of reported station issues, 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. Read, identify, apply, communicate

D. Communicate, apply, identify, read

176. While completing a final operational log entry, which note most objectively describes a customer interaction at Central Station?

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

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

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

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

177. During a weekday morning service check, at Fulton Station, 240 notices are divided equally among 8 locations. How many notices go to each location?

A. 30 items
B. 28 items
C. 32 items
D. 232 items

178. While assisting riders near the mezzanine information area, a crowd at Jackson Station begins backing up toward the top of a stairway. What should the Station Agent recognize first?

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

179. During a planned inspection of customer-use equipment, 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

180. While observing conditions following a route announcement, at Riverside Station, three fare machines fail shortly after each displays the same network message. What conclusion is most reasonable?

A. Each machine was damaged independently by a different customer

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

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

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

181. During an assigned relief period near the booth, 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

182. While monitoring an accessible station passage, 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

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

A. Notify, secure, confirm, leave

B. Confirm, notify, secure, leave

C. Secure, notify, confirm, leave

D. Leave, confirm, notify, secure

184. While completing a final operational log entry, 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.

185. During a weekday morning service check, remember this instruction for Parkside Station: 'Inspect Gate 3, call the supervisor, then record the time.' Which action comes second?

A. Call the supervisor

B. Inspect Gate 3

C. Record the time

D. Close every station gate

186. While assisting riders near the mezzanine information area, at Fulton Station, read the following: Instruction: Report equipment defects immediately. If the defect creates an immediate hazard, keep customers away from the area while help is requested. Which conclusion is best supported?

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

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

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

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

187. During a planned inspection of customer-use equipment, 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. Identify, protect, notify, record

C. Notify, keep, identify, record

D. Record, notify, keep, identify

188. While observing conditions following a route announcement, which sentence is the clearest incident-report entry for an event at Broadway Station?

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

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

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

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

189. During an assigned relief period near the booth, 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? The record identifies service zone 22, reference 189.

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

190. While monitoring an accessible station passage, at Riverside Station, read the following: Service bulletin: Downtown trains skip Harbor Station from 11:00 p.m. Friday until 5:00 a.m. Monday. Uptown service remains unchanged. Which conclusion is best supported?

A. All Harbor Station service is suspended in both directions

B. Downtown trains skip Harbor Station only on Saturday afternoon

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

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

191. During an evening review of reported station issues, a customer at Broadway Station complains about a delay that the Station Agent cannot personally correct. Which reply is best? The record identifies service zone 8, reference 191.

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

192. While completing a final operational log entry, 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

193. During a weekday morning service check, at Riverside Station, 12 customers are waiting near one gate and 4 more join them. How many customers are now waiting?

A. 14 items

B. 18 items

C. 48 items

D. 16 items

194. While assisting riders near the mezzanine information area, 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. Northeast of the booth

B. Northwest of the booth

C. Southeast of the booth

D. Southwest of the booth

195. During a planned inspection of customer-use equipment, 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 top edge

B. On the right edge

C. On the bottom edge

D. Still on the left edge

196. While observing conditions following a route announcement, 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

197. During an assigned relief period near the booth, a visitor at Parkside Station asks for an accessible route to a destination. Which response demonstrates the best customer service?

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

198. While monitoring an accessible station passage, for four evenings at Harbor Station, crowding increases immediately after the same connecting service is delayed. What pattern is best supported?

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

199. During an evening review of reported station issues, at Kingsbridge Station, a normally quiet escalator begins making a repeated grinding sound, although it is still moving. What should the Station Agent recognize?

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

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

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

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

200. While completing a final operational log entry, at Central Station, customers at three different gates report that their cards work elsewhere but not at those gates. What is the best inference?

A. All three customers are necessarily using invalid fare media

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

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

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

Practice Exam 9: Answer Key and Explanations

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

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

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

4. 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.

5. 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.

6. 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.

7. D — Dividing the total evenly gives 90 / 6 = 15 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

8. 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.

9. 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.

10. 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.

11. 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.

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

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

14. 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.

15. 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.

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

17. 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.

18. 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.

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

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

21. 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.

22. 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.

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

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

25. 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.

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

27. 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.

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

29. 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.

30. 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.

31. 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.

32. 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.

33. 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.

34. 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.

35. 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.

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

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

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

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

40. 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.

41. 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.

42. 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.

43. C — Adding the two groups gives 18 + 7 = 25, so the keyed option is the only correct total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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

46. 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.

47. A — Subtracting the issued items from the starting count gives 21 - 8 = 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.

48. 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.

49. A — Multiplying the equal groups gives 4 x 24 = 96, 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.

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

51. 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.

52. 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.

53. 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.

54. 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.

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

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

57. 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.

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

59. 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.

60. 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.

61. 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.

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

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

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

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71. D — Adding the two groups gives 30 + 6 = 36, 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.

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

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89. 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.

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

91. 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.

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

93. 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.

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100. 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.

101. 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.

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

103. 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.

104. 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.

105. 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.

106. 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.

107. 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.

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

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

110. 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.

111. 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.

112. 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.

113. 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.

114. A — Subtracting the issued items from the starting count gives 12 - 7 = 5. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

115. B — 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.

116. D — Multiplying the equal groups gives 8 x 15 = 120, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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124. B — Dividing the total evenly gives 72 / 4 = 18 notices at each location. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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

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

127. 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.

128. C — 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.

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

130. 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.

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136. D — Adding the two groups gives 21 + 5 = 26, 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.

137. 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.

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

139. 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.

140. 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.

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

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158. 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.

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

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173. A — Multiplying the equal groups gives 7 x 27 = 189, which is the required total. This is the single best answer because it uses the information in the stem and matches the Station Agent ability being tested. The other choices either ignore a controlling fact, act too early, or communicate less clearly.

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189. 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.

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

191. B — 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.

192. 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.

193. D — Adding the two groups gives 12 + 4 = 16, 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.

194. 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.

195. B — 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.

196. 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.

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

198. B — 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.

199. 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.

200. 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.