

PRACTICE EXAM 16: STATION AGENT SIMULATION

100 questions. Suggested time limit: 1 hour 30 minutes. Choose the single best answer for each question. A numeric-only calculator is permitted.

1. Read all five passages and answer the question that follows.

Passage V: "Safety begins with what the agent notices on the platform."

Passage W: "Safety depends on reporting what was noticed without delay."

Passage X: "Safety depends on acting on the report that was made."

Passage Y: "Safety depends on repeating the cycle on every shift."

Passage Z: "Safety depends on checking afterward that the action held."

Together, the five passages most strongly support that station safety depends on:

- A. Noticing alone, with reporting and any later checking treated as optional
- B. Noticing, reporting, acting, repeating, and checking the result together
- C. Reporting only, with no need to notice first or to check afterward
- D. Checking completed actions only, with noticing and reports as extras

2. A bulletin reads: "All of the following are required to grant a fare adjustment EXCEPT one." Which is NOT a required condition, given the usual rule that the charge posted in error, the agent confirmed the error within ten minutes, the customer is still inside the station, and no other working payment exists?

- A. The agent confirmed the posted error within the ten-minute window allowed
- B. The customer has no other working payment method available at the booth
- C. The customer holds a separate paper ticket for a future planned trip
- D. The fare was charged in error and that error has been confirmed in time

3. Choose the words that best complete the sentence: "_____ the lobby was crowded, the agent kept the line moving steadily, _____ no group would block the turnstiles."

- A. Because / however
- B. Unless / although
- C. Therefore / despite
- D. Although / so that

4. Read all five passages and answer the question that follows.

Passage V: "Riders value a calm and courteous greeting."

Passage W: "Riders value information that is accurate."

Passage X: "Riders value a clearly stated next step."

Passage Y: "Riders value patience when the station is busy."

Passage Z: "Riders value a quick check that the next step was understood."

Together, the passages most strongly support that strong service requires:

- A. Courtesy alone, with accuracy and next steps treated as optional extras
- B. Accuracy alone, regardless of the tone used in the interaction itself
- C. Courtesy, accuracy, a clear next step, patience, and a final check together
- D. A clear next step alone, with courtesy treated as a routine formality

5. A notice reads: "The east entrance closes Friday from 9:00 PM to Saturday 4:00 AM for repairs. Customers should use the west entrance during that window; if the west entrance is also closed, customers should use the service door." On Saturday at 2:00 AM, the west entrance is also closed. A customer should:

- A. Wait until 4:00 AM, when the east entrance is scheduled to reopen
- B. Use the service door, since both main entrances are closed right now
- C. Enter through the east entrance despite the posted closure notice
- D. Walk to a different station entirely for the rest of the closure window

6. Which sentence is grammatically correct?

- A. Each of the agents were posted at the proper turnstile lane this morning
- B. Each of the agents are posted at the proper turnstile lane this morning
- C. Each of the agents was posted at the proper turnstile lane this morning
- D. Each of the agents have been posted at the proper turnstile lane today

7. A rule states: "All of the following must hold to grant a courtesy re-entry EXCEPT during a declared service disruption, which waives the time condition only: the fare error was confirmed within five minutes, the customer has not exited the station, and no other working payment exists." Which single failing condition would deny the re-entry even during a declared service disruption?

- A. The agent confirmed the fare error after seven minutes had gone by
- B. The fare error was confirmed within five minutes of the customer's report
- C. The customer still has a working contactless payment available right now
- D. The customer is still inside the station and has not yet exited at all

8. Read all five passages and answer the question that follows.

Passage V: "A notice without a clear heading slows the reader down."

Passage W: "A notice that hides the facts that changed confuses the reader."

Passage X: "A notice that omits the customer's next action leaves them unsure."

Passage Y: "A notice that buries the start time makes planning difficult."

Passage Z: "A notice with no point of contact leaves the customer no recourse."
Together, the passages most strongly support that a useful notice must include:

- A. Only a clear heading, with the rest left for the reader to infer alone
- B. Only the customer's next action, since the heading and facts only inform
- C. Only the facts that changed, with the heading and timing as extras
- D. A heading, the changed facts, the next action, the time, and the contact

9. Choose the sentence that uses the correct word.

- A. The rider carried less parcels through the turnstile than expected today
- B. The rider carried fewer parcels through the turnstile than expected today
- C. The rider carried lesser parcels through the turnstile than expected today
- D. The rider carried few of parcels through the turnstile than expected today

10. Which sentence uses parallel structure correctly?

- A. The agent greeted riders, answered questions, and logged the defects
- B. The agent greeting riders, answers questions, and logged the defects
- C. The agent greeted riders, was answering questions, and to log defects
- D. The agent greets riders, was answering questions, and logged defects

11. A bulletin reads: "Off-peak fares apply weekdays from 10:00 AM to 3:30 PM and weekends all day, except on declared holidays, when off-peak fares apply all day, unless the holiday is also an event day, in which case peak fares apply system-wide regardless." Which of the following would NOT result in off-peak fares?

- A. A declared holiday on a Wednesday with no event status that day
- B. A declared holiday on a Saturday with no event status that day
- C. A declared holiday on a Sunday with no event status that day
- D. A declared holiday that is also a declared event day on the same date

12. Choose the word that best completes the sentence: "Most riders know the rear cars are usually emptier; _____, many still press toward the front during the morning rush."

- A. consequently
- B. nevertheless
- C. similarly

D. therefore

13. Read all five passages and answer the question that follows.

Passage V: "Calmness in the agent steadies anxious riders."

Passage W: "Brevity in the agent's words keeps the message clear."

Passage X: "Accuracy in the agent's words prevents confusion."

Passage Y: "Patience in the agent's manner lets understanding settle."

Passage Z: "Consistency in the agent's approach builds rider trust."

The five passages together suggest that an effective communicating agent practices:

- A. Brevity at the expense of calmness whenever the crowd grows anxious
- B. Accuracy that overrides calmness and patience in any tense exchange
- C. Calmness, brevity, accuracy, patience, and consistency together at once
- D. Calmness only, with brevity, accuracy, patience, and consistency optional

14. Choose the sentence that uses the correct word.

- A. The agent insured every rider received an accurate fare receipt today
- B. The agent ensured every rider received an accurate fare receipt today
- C. The agent assured every rider received an accurate fare receipt today
- D. The agent endured every rider received an accurate fare receipt today

15. A bulletin reads: "Customers should add five minutes during construction, ten minutes on event days, and twenty minutes during a declared service disruption; if several conditions apply at once, only the longest allowance applies." On a declared service disruption that is also an event day, customers should add:

- A. Ten minutes, the event-day allowance overriding the disruption rule
- B. Thirty minutes, the sum of the disruption and event-day allowances
- C. Five minutes, the construction allowance used as the default value
- D. Twenty minutes, the longest applicable allowance under the rule

16. Which sentence avoids ambiguous pronoun reference?

- A. When she finished the report, the supervisor reviewed it carefully today
- B. When she finished it, the supervisor reviewed it carefully right after
- C. When they finished, they reviewed it carefully and filed it afterward
- D. When the agent finished the report, the supervisor reviewed it carefully

17. A policy reads: "All of the following are grounds to escalate a complaint to a supervisor EXCEPT a routine question the agent can answer at the booth: a safety concern, a confirmed double charge the agent

cannot reverse, or a dissatisfied customer after a resolution attempt has been made." Which is NOT a basis for escalation under the policy?

- A. A safety concern reported by a customer at the booth window directly
- B. A routine fare question the agent answers at the booth window directly
- C. A confirmed double charge the agent is unable to reverse at the booth
- D. A dissatisfied customer after a direct resolution attempt has failed

18. Choose the words that best complete the sentence: " _____ the escalator was out of service, the agent posted notices at the entrance and the booth, _____ no rider would reach the platform unprepared."

- A. Therefore / however
- B. Because / so that
- C. Although / despite
- D. Unless / because

19. Read all five passages and answer the question that follows.

Passage V: "An incident report records what the agent actually observed."

Passage W: "An incident report records the order in which events occurred."

Passage X: "An incident report records the location and the exact time."

Passage Y: "An incident report omits guesses about the cause."

Passage Z: "An incident report names those involved and any witnesses."

The five passages together support that a usable incident report must include:

- A. Observations, the order of events, the location, the time, no guesses about cause, and the people involved
- B. Suspicions about the cause alongside the observations and the timing details together
- C. Only the location and the time, since the order of events may shift later anyway
- D. The order of events and the time only, with no location and no omission of guesses

20. Which sentence is punctuated correctly?

- A. The train arrived and the platform cleared the agent locked the booth
- B. The train arrived, and the platform cleared; the agent locked the booth
- C. The train arrived; and the platform cleared, the agent locked the booth
- D. The train arrived, and the platform cleared the agent, locked the booth

21. A rule states: "An agent may pass a customer through the service gate without payment only when a fare reader has visibly failed, the customer has no other working payment method, and the agent confirms the failure within five minutes, except during a declared service disruption, when the time condition is

waived but the other conditions still apply." During a declared service disruption, a fare reader visibly failed, the customer has no other working payment, and the failure could not be confirmed within five minutes. According to the rule, the agent should:

- A. Refuse the passage because the five-minute confirmation window was missed
- B. Permit the passage because the remaining required conditions are both met
- C. Permit the passage only after charging the customer a partial fare first
- D. Refuse the passage because the gate is never opened during a disruption

22. An agent notices: the booth's receipt printer has stopped printing, every other piece of booth equipment works, and a colleague mentioned a printer technician was scheduled today. The most reasonable conclusion is that:

- A. The booth's electrical supply has failed completely across all equipment
- B. The booth equipment is operating normally despite the missing receipts
- C. A rider has tampered with the printer to stop the receipts somehow
- D. Scheduled printer service is the likely cause of the stopped receipts

23. A rule states: "All of the following must hold to grant a delayed-train credit EXCEPT during a declared service disruption, when the platform condition is waived: the delay exceeded ten minutes, the customer requested the credit before leaving the platform, and the customer described the delay accurately." During a declared service disruption, a customer requests a credit after leaving the platform; the delay was fifteen minutes, described accurately. According to the rule, the agent should:

- A. Deny the credit because the platform condition is never waived at all
- B. Grant the credit only if the customer pays a partial replacement fare
- C. Grant the credit only if a supervisor personally signs off on it first
- D. Grant the credit because the disruption waives the platform condition

24. An agent observes: ridership drops sharply on every Federal holiday, drops moderately on observed-only holidays, and stays normal on regular weekdays. On the morning of an upcoming Federal holiday, the agent can reasonably expect ridership to:

- A. Drop sharply, consistent with the established Federal-holiday pattern
- B. Stay normal, the same as a regular weekday morning at the station
- C. Spike higher than a regular weekday because of the holiday traffic
- D. Drop moderately, matching the observed-only holiday pattern instead

25. Three rules apply in this priority order: customer safety first, then declared service disruptions, then routine service, then administrative records. While updating administrative records, an agent sees a customer slip near a wet step while a disruption notice still needs posting and riders wait at the booth. According to the priority order, the agent should:

- A. Finish updating the administrative records before responding at all
- B. Post the declared service disruption notice before attending the slip
- C. Address the slip near the wet step first, as a customer safety concern

D. Serve the riders waiting at the booth window before any other action

26. A rule states: "On crowded platforms, agents may close gates feeding the platform; gates stay closed only as long as crowd density warrants, and never longer than thirty minutes without supervisor approval." Which action would NOT be permitted by the rule?

- A. Closing a gate when crowd density suddenly surges without warning
- B. Reopening a gate once crowd density has finally subsided to a safe level
- C. Keeping a gate closed for fifty minutes with no supervisor approval at all
- D. Closing a gate during a period of steadily increasing platform congestion

27. An agent observes that whenever a major game ends at the nearby arena, station traffic spikes for two hours and stays above normal for a third hour. Based on this pattern, three hours after a major game ends, the agent can reasonably expect station traffic to be:

- A. Spiking sharply higher than during the first two hours after the game
- B. Lower than the normal level for an extended off-peak stretch afterward
- C. Already returned fully to a normal off-peak weekday level by then
- D. Still above the normal level but tapering back toward normal

28. A rule states: "An agent accepts lost items and logs them within fifteen minutes; if the item appears valuable, the agent calls a supervisor before logging, except during a declared emergency, when the agent secures the item and logs it later, regardless of value." During a declared emergency, a customer turns in a wallet that appears valuable. According to the rule, the agent should:

- A. Secure the wallet and log it later, regardless of its apparent value
- B. Call a supervisor at once before securing the wallet in any way
- C. Refuse to take the wallet until the emergency has fully ended first
- D. Wait until the very end of the shift to log the wallet at all

29. An agent observes that whenever the elevator is out of service, complaints about long lines at the accessibility gate rise sharply. Based on this pattern, when the elevator is in service, the agent can reasonably expect:

- A. Higher complaint rates than during the elevator outages overall
- B. Identical complaint rates regardless of the elevator's current status
- C. Complaints unrelated to the elevator's status entirely most of the time
- D. Fewer complaints about accessibility-gate lines than during outages

30. An agent notices an unusual chemical smell near a stairwell, several riders covering their faces, and a faint hissing from a panel below the steps. Considering only the recognition step, the agent should first conclude:

- A. The conditions are entirely normal for the station at this hour today
- B. A potential leak or hazardous condition is developing here right now
- C. The riders covering their faces are simply tired commuters this morning

D. The hissing panel is unrelated to the smell and is completely routine

31. A rule states: "Fare disputes are resolved at the booth when the issue can be confirmed on the spot; otherwise the customer receives a written reference number and is directed to customer service, except when the dispute is an obvious double charge visible in the agent's records, in which case the agent resolves it at the booth regardless." A customer disputes a charge that cannot be confirmed at the booth and is not visible as a double charge. According to the rule, the agent should:

- A. Resolve the dispute right away by personally waiving the charge in full
- B. Hold the customer at the booth until the issue is somehow confirmed
- C. Tell the customer there is no procedure for an unconfirmed dispute at all
- D. Issue a written reference number and direct the customer to customer service

32. Considering only the recognition of a problem, which observation most clearly signals something is wrong?

- A. The platform is filling far faster than the arriving trains can clear it
- B. The arrival board updates normally with the next two trains shown clearly
- C. Riders tap their cards and pass through the turnstiles freely as usual
- D. The booth's lighting is steady and at its usual brightness level today

33. A rule states: "An agent grants step-free assistance whenever an elevator or escalator is unavailable to a customer who needs step-free access; if both are unavailable and the agent cannot leave the booth, the agent calls for assistance and posts a notice; if both are unavailable and the agent can leave, the agent assists personally." Which action would NOT be consistent with the rule?

- A. Granting assistance when only the elevator is unavailable to the customer
- B. Refusing assistance because both the elevator and escalator are unavailable
- C. Calling for assistance when both are unavailable and the agent cannot leave
- D. Assisting personally when both are unavailable and the agent is able to leave

34. An agent notices that lost-card reports cluster heavily at the end of school days but rarely on holidays or weekends. The most reasonable conclusion is that:

- A. End-of-school activity is likely associated with more lost-card reports
- B. Holidays cause more cards to be lost across the entire system overall
- C. Weekends consistently see more lost cards than school days do over time
- D. Lost-card reports occur evenly throughout the year regardless of the day

35. A rule states: "An agent reports any defect to the maintenance desk during the same shift; safety-critical defects are reported immediately by radio, except during a declared emergency, when only the emergency itself is communicated and defects are logged after it ends." Which is NOT consistent with the rule?

- A. Reporting a non-critical defect to the maintenance desk by the shift's end
- B. Reporting a safety-critical defect immediately by radio in normal operations

- C. Reporting a safety-critical defect by radio during a declared emergency
- D. Logging a defect noticed during a declared emergency after the emergency ends

36. An agent observes: the PA system has been silent for thirty minutes, a "test in progress" notice is posted at the booth, and a colleague said the audio team was running checks today. The most reasonable conclusion is that:

- A. The PA system has failed permanently and cannot be restored at all now
- B. Riders are tampering with the PA system from somewhere on the platform
- C. The silence has no relationship to any testing activity in the station today
- D. Scheduled audio testing most likely explains the silence on the PA system

37. Which is the earliest indication that boarding flow is starting to break down at a single train door?

- A. Trains arrive and depart from the platform on their posted schedule
- B. The platform holds a moderate, evenly distributed crowd as usual
- C. Riders begin bunching at one door while the other doors stand empty
- D. Boarding announcements continue to play clearly at their usual intervals

38. A rule states: "An agent issues a delayed-train credit when a train was delayed more than ten minutes, the customer requested the credit before leaving the platform, and described the delay accurately, except during a declared service disruption, when the platform condition is waived but the other two still apply." During a declared service disruption, a customer requests a credit after leaving the platform; the delay was fifteen minutes, described accurately. According to the rule, the agent should:

- A. Deny the credit because the platform condition is never waived at all
- B. Grant the credit because the disruption waives the platform condition
- C. Grant the credit only if a supervisor personally signs off on it first
- D. Grant the credit only if the customer pays a partial replacement fare

39. An agent simultaneously sees: a routine fare question, a maintenance log due soon, water dripping onto a live electrical box, and a customer asking for directions. Which should the agent address first?

- A. The fare question, since it can be answered very quickly at the booth
- B. The maintenance log, since it has a fast-approaching deadline today
- C. The directions request, since it is simple and quick to handle now
- D. The water dripping onto the live electrical box, an immediate hazard

40. A rule states: "Customers may not enter through the accessibility gate without need; agents open the gate only for customers with accessibility needs, large items that cannot fit the turnstile, or during a declared evacuation, when any customer may use it." Which action would NOT be permitted outside an evacuation?

- A. Opening the gate for a customer who uses a wheelchair to enter the station
- B. Opening the gate for a customer with a clear documented accessibility need
- C. Opening the gate for a customer carrying an item too large for the turnstile

D. Opening the gate for a customer with no accessibility need or large item

41. Considering only the recognition of a problem, which observation most clearly indicates one?

- A. A burning smell is coming from behind the fare-machine panel right now
- B. The arrival board lists the next trains on their normal posted schedule
- C. Riders tap their cards and pass through the turnstiles freely as expected
- D. The booth telephone receives an ordinary, routine call as usual today

42. A rule states: "An agent issues a courtesy re-entry only when a fare error was confirmed within five minutes, the customer has not exited the station, and no other working payment exists, except during a declared service disruption, when the time condition is waived but the other two still apply." During a declared service disruption, a fare error was confirmed within ten minutes, the customer remained inside, and has no other working payment. According to the rule, the agent should:

- A. Refuse the re-entry because the five-minute condition was clearly missed
- B. Refuse the re-entry because re-entries never apply during a disruption
- C. Grant the re-entry only if the customer pays a partial replacement fare
- D. Grant the courtesy re-entry because the disruption waives the time condition

43. A rule states: "An agent may leave the booth to assist a customer only if doing so does not leave the booth unattended during a transaction, except during a declared safety emergency, when the agent may leave immediately regardless." A customer at the booth is mid-transaction when a declared safety emergency is announced. According to the rule, the agent should:

- A. Finish the in-progress transaction before responding to the emergency at all
- B. Refuse to respond until a supervisor has personally arrived at the booth first
- C. Leave the booth immediately to respond to the declared safety emergency
- D. Close the booth and wait at the window for the emergency to resolve itself

44. An agent notices four things at once: a routine maintenance log, a customer asking for change, an unattended bag on a bench, and a customer complaining about a missed train. Which should the agent address first?

- A. The customer asking for change, since it is the simplest task to handle now
- B. The unattended bag on the bench, which is a possible security concern
- C. The customer complaining about the missed train, the most upset right now
- D. The routine maintenance log, since it is part of the regular shift work

45. A frustrated customer raises their voice and accuses the agent of being unhelpful after a long delay. The best response is to:

- A. Match the customer's tone so that the customer hears the agent clearly
- B. Walk away from the booth window until the customer leaves on their own
- C. Argue at length that the long delay was not the agent's own fault at all
- D. Stay calm, acknowledge the frustration, and explain the next step clearly

46. A customer asks whether a single contactless tap covers both the train trip and a connecting bus transfer within the free-transfer window. The agent should explain that:

- A. Tap-and-go cannot be used for any kind of bus or rail connection at all
- B. Bus connections always require a brand-new fare with no transfers allowed
- C. The single tap covers the train trip and the connecting bus within the window
- D. The customer must buy a separate paper bus ticket at the station booth first

47. A customer with limited English struggles to ask for directions to a hospital. The best approach is to:

- A. Speak slowly, use simple words, draw on a map, and confirm understanding
- B. Tell the customer to come back later with someone who can fully translate
- C. Speak much louder so the customer can hear the unfamiliar English words
- D. Give the directions once briefly and then turn to the next customer in line

48. A customer demands the agent's personal phone number to follow up on a complaint. The agent should:

- A. Provide the personal number so the customer feels heard and well supported
- B. Refuse the request rudely and tell the customer to leave the booth at once
- C. Politely decline and explain the official channel for the complaint follow-up
- D. Pretend not to hear the request and walk away from the booth window quietly

49. A rider asks why a planned route requiring two transfers is so complicated. The best response is to:

- A. Tell the rider the route is not actually complicated at all once you try it
- B. Acknowledge the complexity, walk through the route step by step, and confirm understanding
- C. Wave the rider off and suggest they simply look the route up online instead
- D. Say there is nothing the agent can do to make the route any easier today

50. A customer thanks an agent for help and then asks one more brief question. The agent should:

- A. Tell the customer that one question is the strict limit at the booth today
- B. Pretend not to hear the extra question and turn to the next customer in line
- C. Refer the customer to the agency website instead of giving any answer now
- D. Answer the additional question courteously and accurately before moving on

51. A customer complains that a different agent was rude earlier in the day. The most professional response is to:

- A. Listen, acknowledge the concern, and explain the proper feedback channel
- B. Defend the other agent and dismiss the complaint outright as simply untrue
- C. Agree that the other agent is rude to nearly every customer at all times
- D. Tell the customer there is no procedure for that kind of complaint at all

52. A customer using a walker and carrying packages cannot fit through the turnstile. The agent should:

- A. Assist the customer through the ADA-accessible gate along with the packages
- B. Tell the customer the standard turnstile is the only entry available here today
- C. Ask the customer to leave the packages outside the station entrance first
- D. Send the customer to a different station that has no turnstiles at all instead

53. A customer asks the fastest route to an airport requiring a transfer. The best response includes:

- A. A statement that the airport route is too complicated to describe at all here
- B. The lines, the direction of travel, the transfer point, and a confirmation of understanding
- C. Only the name of the first line to board at this station window right now
- D. A suggestion that the customer should simply take a taxi instead of the train

54. A customer angrily demands a refund because the train was delayed by a signal problem. The best response is to:

- A. Acknowledge the frustration and explain the actual refund process calmly
- B. Argue at length that the signal delay was not the agent's own fault at all
- C. Hand the customer cash from the booth drawer to satisfy the demand fast
- D. Tell the customer to take their complaint somewhere else right now please

55. A customer asks who is eligible for a reduced fare. The agent should explain that reduced fares are generally available to:

- A. Any customer who simply asks for one at the station booth at any time
- B. Only customers who agree to ride during the off-peak hours of the day
- C. Customers who buy more than a set number of rides at one time only
- D. Eligible seniors, customers with qualifying disabilities, and eligible students

56. During a crowded rush, several customers ask questions at once. The most professional approach is to:

- A. Answer only the loudest customer and ignore everyone else completely
- B. Stop responding to anyone at all until the crowd disperses on its own
- C. Address each customer in turn, calmly and courteously, one at a time
- D. Tell all the customers to come back at a much quieter hour later today

57. Which of the following is a standard Station Agent duty?

- A. Setting the timing of the signals that govern all of the train movements
- B. Performing structural repairs to the platform and the station stairways
- C. Observing and reporting station conditions and any unusual occurrences
- D. Operating the train's controls during the customer's actual journey today

58. During a platform emergency, an agent's appropriate role includes:

- A. Directing customers to safe exits and requesting the proper assistance

- B. Personally repairing the equipment that caused the emergency on the spot
- C. Leaving the station to find help out on the street outside immediately
- D. Waiting quietly at the booth until the emergency finally resolves itself

59. Which task falls within an agent's "fingertip maintenance" duties rather than requiring maintenance staff?

- A. Clearing a stray receipt jammed inside a fare-card reader's slot at the booth
- B. Replacing a burned-out tunnel light fixture located out on the train tracks
- C. Rewiring the booth's electrical panel after a small power outage occurs
- D. Repairing a cracked step on the station's main public staircase by hand

60. A customer raises their voice and blames the agent for a fare machine error. The agent should:

- A. Raise their own voice in return so that the customer hears them clearly
- B. Walk away from the booth until the customer finally leaves on their own
- C. Remain calm, acknowledge the issue, and explain the next step clearly
- D. Tell the customer the error is entirely their own fault for using the machine

61. A rule states: "Handle tasks by priority — emergencies first, then customer service, then administrative; within the same priority, by earliest arrival; if two arrived together, by safety relevance first; if neither is a safety concern, by shorter task first." Tasks: (1) admin paperwork at 9:00, (2) customer with a quick question at 9:02, (3) safety emergency at 9:06, (4) customer with a long dispute at 9:02. What is the correct order?

- A. 2, 4, 3, 1
- B. 1, 2, 4, 3
- C. 3, 4, 2, 1
- D. 3, 2, 4, 1

62. Order the steps for processing a reduced-fare card purchase: (1) Greet the customer and ask what they need. (2) Verify the eligibility identification. (3) Accept the payment. (4) Add the reduced value. (5) State the new balance.

- A. 2, 1, 4, 3, 5
- B. 1, 4, 2, 3, 5
- C. 1, 2, 3, 4, 5
- D. 5, 4, 3, 2, 1

63. A rule says to sort booth-log entries by date ascending, then by time ascending, then by entry-type alphabetically. Entries: (a) 10/02 09:30 "Repair," (b) 10/01 16:00 "Audit," (c) 10/02 09:30 "Alert," (d) 10/01 09:00 "Notice." What is the correct order?

- A. a, b, c, d
- B. b, c, a, d
- C. d, b, c, a

D. d, c, b, a

64. Order the steps for assisting a customer with a stroller through the service gate: (1) Confirm the customer has paid the fare. (2) Open the service gate. (3) Guide the customer through. (4) Close the gate after the customer.

- A. 4, 3, 2, 1
- B. 3, 2, 4, 1
- C. 2, 3, 1, 4
- D. 1, 2, 3, 4

65. A rule says: "Sort priority tickets first by urgency (high before low), then by submission time (earliest first); if both match, sort by alphabetical title; if all three match, sort by location number ascending." Tickets: P (high, 9:00, "Cable," loc 4), Q (high, 9:00, "Alarm," loc 7), R (high, 9:00, "Alarm," loc 2), S (low, 8:30, "Beep," loc 1). What is the correct order?

- A. R, Q, P, S
- B. Q, R, P, S
- C. P, Q, R, S
- D. S, P, Q, R

66. Order these emergency steps: (1) Direct customers to the nearest safe exit. (2) Recognize the emergency and confirm the alert. (3) Make a calm announcement to customers. (4) Request police or medical help as needed.

- A. 4, 2, 3, 1
- B. 2, 3, 1, 4
- C. 3, 2, 1, 4
- D. 1, 4, 2, 3

67. Order the steps for handling a found wallet: (1) Receive the wallet from the customer. (2) Note where it was found and the time. (3) Log the wallet's description in the system. (4) Forward the wallet to lost property.

- A. 4, 3, 2, 1
- B. 1, 2, 3, 4
- C. 3, 4, 1, 2
- D. 2, 1, 4, 3

68. A rule says to rank entrances from busiest to least busy. Counts: Gate W 95, Gate X 220, Gate Y 110, Gate Z 140. What is the correct order?

- A. W, X, Y, Z
- B. Y, Z, W, X
- C. Z, X, W, Y
- D. X, Z, Y, W

69. A rule says: "Serve customers by arrival time; if two arrived together, serve the safety concern first; if neither is a safety concern, serve the shorter task first." Three customers all arrived at 8:00: P (long fare dispute), Q (quick directions), R (reports a spill). What is the correct order?

- A. R, Q, P
- B. Q, R, P
- C. R, P, Q
- D. P, R, Q

70. Order the steps for handling a customer whose card failed at the turnstile: (1) Greet and ask what happened. (2) Confirm the failure and its cause. (3) Open the service gate to let the customer through. (4) Advise the customer to resolve the card balance.

- A. 1, 2, 3, 4
- B. 3, 2, 1, 4
- C. 4, 3, 2, 1
- D. 2, 1, 3, 4

71. A rule states: "Post the most urgent notice first; among equally urgent notices, post the earliest effective date first; among equal dates, post alphabetically by title; among equal titles, post by location number ascending." Notices: T (urgent, Tue, "Closure," loc 5), U (urgent, Mon, "Detour," loc 3), V (urgent, Mon, "Closure," loc 9), W (urgent, Mon, "Closure," loc 4). What is the correct order?

- A. T, V, W, U
- B. U, T, W, V
- C. W, V, U, T
- D. V, W, T, U

72. Arrange these fare-card balances from highest to lowest: \$12.00, \$2.15, \$9.40, \$9.05.

- A. \$2.15, \$9.05, \$9.40, \$12.00
- B. \$12.00, \$9.40, \$9.05, \$2.15
- C. \$9.05, \$9.40, \$12.00, \$2.15
- D. \$9.40, \$12.00, \$9.05, \$2.15

73. A new agent must list stations in reverse travel order. The route runs, in order traveled: Oak, Maple, Center, Elm, Pine. Listed from last to first, the order is:

- A. Maple, Oak, Elm, Center, Pine
- B. Pine, Elm, Center, Maple, Oak
- C. Oak, Maple, Center, Elm, Pine
- D. Center, Pine, Maple, Oak, Elm

74. Order the steps for handling a non-urgent maintenance request: (1) Receive the request and confirm the description. (2) Note the location and the time of the request. (3) Submit the request to the maintenance desk. (4) Log the submission for the shift record.

- A. 1, 2, 3, 4
- B. 2, 1, 3, 4
- C. 4, 3, 2, 1
- D. 3, 4, 1, 2

75. A customer starts with \$20.00, adds \$10.00 with a 10% bonus on the added amount, then takes 4 rides at \$2.90 each. What is the new balance?

- A. \$18.40
- B. \$20.40
- C. \$19.40
- D. \$17.40

76. A customer adds an amount to a card and receives a 10% bonus, ending up with \$33.00 total on the card. What was the amount added before the bonus?

- A. \$33.00
- B. \$36.30
- C. \$29.70
- D. \$30.00

77. A customer paid for 4 rides at \$2.90 each plus a \$1.00 card fee with a \$20 bill. How much change is due?

- A. \$4.40
- B. \$7.40
- C. \$5.40
- D. \$6.40

78. A card holds \$20.00. The customer takes 3 rides at \$2.90 each, then adds \$5.00. What is the new balance?

- A. \$11.30
- B. \$14.30
- C. \$16.30
- D. \$15.20

79. A \$4.00 charge is reduced by 25%. What is the reduced charge?

- A. \$3.00
- B. \$2.75
- C. \$3.50
- D. \$2.50

80. A customer's card balance dropped from \$50.00 to \$35.00. What percent of the original value was used?

- A. 20%
- B. 25%
- C. 30%
- D. 35%

81. An agent records sales of \$2.90, \$4.35, \$12.00, \$5.80, and \$1.45 in one hour. What is the total?

- A. \$25.50
- B. \$27.00
- C. \$24.50
- D. \$26.50

82. A customer adds \$40.00 and receives a 10% bonus. What is the total value on the card after the bonus is applied?

- A. \$42.00
- B. \$44.00
- C. \$40.40
- D. \$40.00

83. A card holds \$25.00 and the fare is \$2.50 per ride. How many full rides can the customer take, and what amount remains on the card?

- A. 10 rides with \$0.00 remaining on the card
- B. 9 rides with \$2.50 remaining on the card
- C. 8 rides with \$5.00 remaining on the card
- D. 11 rides with the card going slightly negative

84. Last month a station had 400 reports filed; this month it has 500 reports. By what percent did reports increase?

- A. 20%
- B. 30%
- C. 25%
- D. 50%

85. An agent faces north, turns 90 degrees right, then turns 90 degrees left. Working each step in order, in which direction is the agent now facing?

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

86. An agent walks east for one block, turns 90 degrees right and walks one block, then turns 90 degrees right and walks one block. Working each step in order, in which direction is the agent now walking?

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

87. On this fictional system, the red line runs east–west and the green line runs north–south, crossing at Hill Rd. Lake Pl sits one stop east of Hill Rd on the red line, and Park West sits one stop west of Hill Rd. A customer at Hill Rd wants to reach Lake Pl. The most direct route is to:

- A. Ride the red line east from Hill Rd directly to Lake Pl
- B. Ride the green line south first, then double back north to Lake Pl
- C. Ride the red line west to Park West, then return east past Hill Rd
- D. Ride the green line north away from Hill Rd, then transfer back south

88. On the same system, a customer rides the red line east from Park West to Hill Rd, then transfers to the green line heading toward Bay Ave, which lies south of Hill Rd. After completing the transfer, the customer is traveling:

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

89. On the same system, Shore lies south of Lake Pl on the yellow line, Bay Ave lies south of Center on the green line, and the red line connects Hill Rd (green) and Lake Pl (yellow). A customer at Shore wants the fewest transfers to Bay Ave. The correct route is to:

- A. Ride yellow north to Tower, then transfer directly down to Bay Ave alone
- B. Ride yellow north to Lake Pl, transfer red west to Hill Rd, then green south to Bay Ave
- C. Ride directly from Shore to Bay Ave on a single line with no transfers needed
- D. Ride yellow south away from Lake Pl, then loop back around to Bay Ave

90. From inside the booth facing east toward the platform, an agent sees an emergency exit to the south. A customer on the platform facing west toward the booth would see that same exit on their:

- A. Right
- B. Front
- C. Left
- D. Rear

91. An agent faces north, turns 90 degrees right, then turns 90 degrees right again. Working each step in order, in which direction is the agent now facing?

- A. South
- B. East

- C. North
- D. West

92. An agent looks at a clock in a mirror placed directly opposite. The mirror image shows the hands pointing to what appears to be 9:00. The actual time on the clock is:

- A. 9:00
- B. 12:00
- C. 6:00
- D. 3:00

93. Read and remember: "Agent Lee covers booths 1 and 2 from 6:00 AM to 11:00 AM, booth 5 from 11:00 AM to 1:00 PM, and booth 3 after 1:00 PM. Agent Diaz covers booth 4 all day, and Agent Park covers booths 6 and 7 after 2:00 PM." At 12:30 PM, which booth does Agent Lee cover?

- A. Booths 1 and 2, from the early morning portion of the shift
- B. Booth 5, between 11:00 AM and 1:00 PM that afternoon
- C. Booth 3, during the period that begins after 1:00 PM today
- D. Booths 6 and 7, alongside Agent Park after 2:00 PM today

94. Remember this announcement: "The downtown express departs at 3:14, the local at 3:08, the limited at 3:05, and the rush special at 3:10, all from the same platform." Which train departs first?

- A. The local departing at 3:08 from the platform
- B. The rush special departing at 3:10 from the platform
- C. The limited departing at 3:05 from the platform
- D. The express departing at 3:14 from the platform

95. Remember this notice: "Weekend track work affects the Red line between Center and Elm, the Blue line at Pine St, and the Green line at Pine St as well." On the weekend, which line is affected near Pine St?

- A. Only the Red line near Pine St this weekend
- B. Only the Blue line near Pine St this weekend
- C. Only the Green line near Pine St this weekend
- D. Both the Blue and Green lines near Pine St this weekend

96. Remember this stop order: Oak, Birch, Cedar, Dale, Elm, Fir, Grove. Which stop is three stops after Cedar?

- A. Dale
- B. Elm
- C. Fir
- D. Grove

97. An arrow points to the right (east). It is rotated 90 degrees counterclockwise so it points up. It is then flipped vertically (top to bottom). Working step by step, the arrow now points:

- A. Down
- B. Right
- C. Left
- D. Up

98. An agent looks at the word "EXIT" in a mirror placed directly opposite. The mirror image of the word reads, from left to right:

- A. TIXE, with the letters reversed in order
- B. EXIT, identical to the original word shown
- C. ETIX, an alternative rearrangement entirely
- D. XETI, a different rearrangement of letters

99. Five boxes sit in a row labeled V, W, X, Y, Z from left to right. If each box moves one position to the right and the box that falls off the right wraps around to the front, what is the new left-to-right order?

- A. V, W, X, Y, Z
- B. X, Y, Z, V, W
- C. Y, Z, V, W, X
- D. Z, V, W, X, Y

100. A T-shaped piece has its long arm pointing down and its short cross-arm at the bottom. After rotating the piece 180 degrees, the long arm points:

- A. Up
- B. Down
- C. Left
- D. Right

ANSWER KEY WITH EXPLANATIONS

1. B — The five passages each name one link in a chain: noticing, reporting, acting, repeating, and checking. No single link is presented as sufficient on its own, so the supported conclusion is that all five operate together. Only B captures the full chain.

2. C — The bulletin lists the required conditions and asks for the one that is NOT required. Holding a separate paper ticket for a future trip is unrelated to a fare adjustment, while the other three (timely confirmation, no other payment, still inside) are all stated requirements.

3. D — The first blank concedes the crowded lobby, calling for "Although," and the second blank shows purpose, calling for "so that." Only D pairs a concession with a purpose, which the sentence's logic requires.

4. C — Each passage adds a distinct element of good service: courtesy, accuracy, a next step, patience, and a final check. None is offered as optional, so the conclusion must combine all five, which only C does.
5. B — The notice gives a fallback sequence: west entrance first, then the service door if west is also closed. With both main entrances closed, the service door is the stated option, making B correct.
6. C — "Each" is singular and takes a singular verb regardless of the plural object "agents." "Each of the agents was posted" is the only choice with correct subject-verb agreement.
7. C — The disruption waives only the time condition; the no-other-payment and still-inside conditions still apply. A working contactless payment violates a non-waived condition, so it alone would deny the re-entry.
8. D — Each passage identifies one element a notice must contain: heading, changed facts, next action, time, and contact. Since every element is treated as essential, the useful notice includes all five, which only D states.
9. B — "Fewer" is used with countable nouns like parcels, while "less" is for uncountable quantities. "Fewer parcels" is the grammatically correct usage.
10. A — Parallel structure requires the same verb form across a series. "Greeted, answered, and logged" keeps all three verbs in matching past tense, unlike the mismatched forms in the other options.
11. D — Off-peak fares apply on holidays unless the holiday is also an event day, in which case peak fares apply system-wide. A holiday that is also an event day is the only case that would NOT yield off-peak fares.
12. B — The clause sets up a contrast: riders know the rear is emptier yet still crowd the front. "Nevertheless" signals that contrast, while the other transitions imply cause, similarity, or consequence.
13. C — The passages list calmness, brevity, accuracy, patience, and consistency as qualities of effective communication, none ranked above the others. The supported conclusion is that an agent practices all of them together.
14. B — "Ensured" means made certain that something happened, which fits the receipt context. "Insured" relates to insurance, "assured" to reassuring a person, and "endured" to withstanding hardship.
15. D — The rule says only the longest allowance applies when conditions overlap. A disruption (twenty minutes) exceeds an event day (ten minutes), so twenty minutes is the correct single allowance.
16. D — Ambiguity arises when "she" or "they" has no clear referent. Naming "the agent" before the pronoun makes the reference unmistakable, which only D achieves.

17. B — The policy excludes a routine question the agent can answer at the booth from escalation. A routine fare question handled at the window is therefore not a basis for escalation, unlike a safety concern, a double charge, or a dissatisfied customer.
18. B — The first blank gives a cause ("Because" the escalator was out), and the second gives a purpose ("so that" no rider is unprepared). Only B pairs a cause with a purpose as the sentence requires.
19. A — A usable incident report includes observations, the order of events, the location, the time, the omission of guesses about cause, and the people involved. Only A includes every element and correctly excludes speculation.
20. B — Two independent clauses joined by "and" take a comma, and a following independent clause is best separated by a semicolon. Option B punctuates all three clauses correctly.
21. B — During a disruption the five-minute time condition is waived, but the visible failure and no-other-payment conditions still apply and are both met here. The agent should permit the passage on the remaining conditions.
22. D — A single isolated failure (only the printer), with all other equipment working and a technician scheduled, points to planned service rather than a system failure or tampering. Scheduled service is the most reasonable explanation.
23. D — During a declared disruption the platform condition is waived, and the remaining facts (over ten minutes, accurately described) are satisfied. The agent should grant the credit because the waiver removes the only failing condition.
24. A — The observed pattern links Federal holidays to a sharp drop in ridership. Applying that pattern to an upcoming Federal holiday, the agent should expect a sharp drop.
25. C — Customer safety ranks above disruptions, routine service, and admin records. A customer slipping near a wet step is a safety concern and must be addressed before posting notices or serving the booth line.
26. C — Gates may stay closed only as crowd density warrants and never beyond thirty minutes without supervisor approval. Keeping a gate closed for fifty minutes with no approval violates the rule and would not be permitted.
27. D — Traffic spikes for two hours and remains above normal through the third hour. At the three-hour mark traffic is still above normal but tapering, matching the described pattern.
28. A — During a declared emergency, the rule directs the agent to secure the item and log it later regardless of value, overriding the call-a-supervisor step. The agent should secure the wallet and log it afterward.
29. D — Outages correlate with a sharp rise in accessibility-gate complaints. When the elevator is in service, the agent should reasonably expect fewer such complaints than during outages.

30. B — A chemical smell, riders shielding their faces, and a hissing panel together signal a possible hazardous condition. At the recognition step, the agent should conclude a potential leak or hazard is developing.
31. D — The dispute cannot be confirmed at the booth and is not an obvious double charge, so neither booth-resolution exception applies. The agent issues a written reference number and directs the customer to customer service.
32. A — A platform filling faster than trains can clear it is a developing crowding problem, while the other observations describe normal operation. That imbalance is the clearest sign something is wrong.
33. B — The rule requires the agent to grant or arrange step-free assistance in every described situation. Refusing assistance because both lifts are unavailable contradicts the rule and is not consistent with it.
34. A — Reports cluster at the end of school days and are rare on holidays and weekends. The most reasonable conclusion links end-of-school activity to the higher number of lost-card reports.
35. C — During a declared emergency, only the emergency itself is communicated and defects are logged afterward. Radioing a safety-critical defect during the emergency contradicts that instruction and is not consistent with the rule.
36. D — A thirty-minute silence with a posted test notice and a colleague confirming audio checks points to scheduled testing. That is the most reasonable explanation rather than permanent failure or tampering.
37. C — The earliest sign of a single-door breakdown is riders bunching at one door while the others stay empty. The other observations describe normal, balanced operation.
38. B — During a declared disruption the platform condition is waived, and the remaining conditions (over ten minutes, accurate description) are met. The agent should grant the credit because the waiver removes the only obstacle.
39. D — Water dripping onto a live electrical box is an immediate safety hazard that outranks fare questions, logs, and directions. The agent should address the hazard first.
40. D — Outside an evacuation, the gate opens only for accessibility needs or oversized items. Opening it for a customer with neither is not permitted under the rule.
41. A — A burning smell from behind a fare-machine panel signals a possible electrical or fire hazard, while the other observations describe routine activity. That smell is the clearest indication of a problem.
42. D — During a disruption the time condition is waived, and the remaining conditions (still inside, no other payment) are met. The agent should grant the courtesy re-entry because the waiver removes the only failing condition.
43. C — A declared safety emergency lets the agent leave the booth immediately regardless of an in-progress transaction. The agent should leave at once to respond.

44. B — An unattended bag is a possible security concern that outranks change-making, a routine log, and a complaint about a missed train. The agent should address the bag first.
45. D — The professional response to frustration is to stay calm, acknowledge the feeling, and explain the next step. Matching the tone, walking away, or arguing all escalate the situation.
46. C — A single contactless tap covers the train trip and a connecting bus within the free-transfer window. The agent should explain that the tap carries the transfer rather than requiring a new fare.
47. A — For a customer with limited English, the agent should speak slowly, use simple words, draw on a map, and confirm understanding. This communicates the directions while verifying they landed.
48. C — The agent should not give out a personal number; the correct response is to politely decline and explain the official follow-up channel. This stays professional and still directs the customer to a remedy.
49. B — A complex route is best handled by acknowledging the difficulty, walking through it step by step, and confirming the customer follows. Dismissing or minimizing the concern does not help.
50. D — A brief follow-up question deserves a courteous, accurate answer before moving on. Imposing limits, ignoring the question, or deflecting to a website would be poor service.
51. A — A complaint about another agent should be met by listening, acknowledging the concern, and explaining the feedback channel. Defending the other agent or denying a procedure is unprofessional.
52. A — A customer who cannot fit through the turnstile with a walker and packages should be assisted through the ADA-accessible gate. The other options deny reasonable access.
53. B — A clear airport route answer states the lines, the direction, the transfer point, and confirms understanding. Partial or dismissive answers leave the customer without a usable plan.
54. A — The best response to an angry refund demand is to acknowledge the frustration and calmly explain the actual refund process. Arguing, handing over cash, or deflecting are all inappropriate.
55. D — Reduced fares are generally available to eligible seniors, customers with qualifying disabilities, and eligible students. Eligibility is category-based, not open to anyone who simply asks.
56. C — When several customers ask at once, the professional approach is to address each in turn, calmly and courteously. Favoring the loudest or refusing to respond fails the others.
57. C — A core Station Agent duty is observing and reporting station conditions and unusual occurrences. Signal timing, structural repairs, and train operation belong to other roles.
58. A — In a platform emergency the agent directs customers to safe exits and requests proper assistance. Repairing equipment or leaving the station is outside the agent's emergency role.

59. A — Fingertip maintenance covers small, immediate fixes like clearing a jammed receipt from a fare reader. Tunnel lights, panel rewiring, and stair repairs require maintenance staff.
60. C — When blamed for a machine error, the agent should remain calm, acknowledge the issue, and explain the next step. Raising one's voice, walking away, or blaming the customer worsens the encounter.
61. D — The emergency (3) goes first by priority. The two 9:02 customer-service tasks come next; neither is a safety concern, so the shorter one (2) precedes the longer (4), and admin (1) is last: 3, 2, 4, 1.
62. C — The natural order is greet, verify eligibility, accept payment, add the value, then state the balance. This follows steps 1 through 5 in sequence.
63. C — Sorting by date then time then type gives 10/01 09:00 Notice (d), 10/01 16:00 Audit (b), then the two 10/02 09:30 entries with Alert (c) before Repair (a): d, b, c, a.
64. D — The logical sequence is confirm payment, open the gate, guide the customer through, then close the gate. This follows steps 1 through 4 in order.
65. A — All four are high except S. Among the three high tickets at 9:00, "Alarm" precedes "Cable," and the two Alarms sort by location: R (2) before Q (7). Order: R, Q, P, S.
66. B — Emergency handling starts with recognizing and confirming, then a calm announcement, then directing customers to exits, then requesting help: 2, 3, 1, 4.
67. B — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.
68. D — Ranked busiest to least: X (220), Z (140), Y (110), W (95). That gives X, Z, Y, W.
69. A — All three arrived together, so the safety concern (R, a spill) goes first; of the remaining two, the shorter task (Q, directions) precedes the longer (P, dispute): R, Q, P.
70. A — The agent greets and asks, confirms the failure and cause, opens the gate, then advises resolving the balance: 1, 2, 3, 4.
71. C — All are urgent; Monday dates precede Tuesday, so T (Tue) is last. Among Monday notices, "Closure" precedes "Detour," and the two Closures sort by location: W (4) before V (9). Order: W, V, U, T.
72. B — Highest to lowest: \$12.00, \$9.40, \$9.05, \$2.15. Note that \$9.40 exceeds \$9.05.
73. B — Reversing Oak, Maple, Center, Elm, Pine gives Pine, Elm, Center, Maple, Oak from last to first.
74. A — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.

75. C — The \$10 added gains a 10% bonus (\$1), so \$11 is added to \$20 for \$31. Four rides at \$2.90 cost \$11.60, leaving \$19.40.
76. D — The added amount plus a 10% bonus equals \$33, so the amount is $\$33 \div 1.10 = \30.00 added before the bonus.
77. B — Four rides at \$2.90 total \$11.60, plus a \$1.00 fee is \$12.60. From a \$20 bill, the change due is \$7.40.
78. C — Three rides at \$2.90 cost \$8.70, leaving \$11.30; adding \$5.00 brings the balance to \$16.30.
79. A — A 25% reduction of \$4.00 removes \$1.00, leaving a reduced charge of \$3.00.
80. C — The balance fell by \$15 from \$50. As a share of the original, $\$15 \div \$50 = 30\%$ of the value was used.
81. D — Adding $\$2.90 + \$4.35 + \$12.00 + \$5.80 + \$1.45$ gives a total of \$26.50.
82. B — A 10% bonus on \$40 adds \$4, so the card holds \$44.00 after the bonus.
83. A — At \$2.50 per ride, \$25.00 buys exactly 10 full rides with \$0.00 remaining on the card.
84. C — Reports rose by 100 from a base of 400. The increase is $100 \div 400 = 25\%$.
85. B — Facing north, a right turn faces east, then a left turn returns to north. The agent ends facing north.
86. A — Walking east, a right turn faces south, then another right turn faces west. The agent is now walking west.
87. A — Lake Pl is one stop east of Hill Rd on the red line, with no transfer required. Riding the red line east directly reaches Lake Pl.
88. B — Bay Ave lies south of Hill Rd on the green line. After transferring to the green line toward Bay Ave, the customer travels south.
89. B — From Shore, the fewest-transfer route is yellow north to Lake Pl, red west to Hill Rd, then green south to Bay Ave. No single-line or shorter path connects Shore to Bay Ave.
90. C — Facing east, the agent sees the exit to the south on the agent's right. A customer facing the opposite way (west) sees that same southern exit on their left.
91. A — Facing north, two successive right turns rotate through east and then to south. The agent ends facing south.
92. D — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 9:00 corresponds to an actual time of 3:00.

93. B — Lee covers booth 5 from 11:00 AM to 1:00 PM. At 12:30 PM that period is in effect, so Lee is at booth 5.
94. C — The departure times are 3:05, 3:08, 3:10, and 3:14. The earliest is the limited at 3:05, which departs first.
95. D — The notice places both the Blue line and the Green line at Pine St. Near Pine St, both lines are affected this weekend.
96. C — Counting three stops after Cedar: Dale (one), Elm (two), Fir (three). The third stop after Cedar is Fir.
97. A — Starting pointing right, a 90-degree counterclockwise rotation points up; flipping top-to-bottom then points it down.
98. A — A direct mirror reverses left-to-right order, so "EXIT" reads as the letters reversed, TIXE.
99. D — Shifting each box one position right wraps Z to the front, giving Z, V, W, X, Y from left to right.
100. A — The long arm starts pointing down; a 180-degree rotation flips it to point up.