

PRACTICE EXAM 17: 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: "Good service starts with hearing the customer out."

Passage W: "Good service depends on giving the customer accurate facts."

Passage X: "Good service depends on naming the customer's next step."

Passage Y: "Good service depends on staying patient when the booth is busy."

Passage Z: "Good service depends on confirming the customer understood."

Together, the five passages most strongly support that good service depends on:

- A. Hearing the customer, giving accurate facts, naming the next step, staying patient, and confirming understanding
- B. Hearing the customer out alone, with the accuracy and next step both treated as optional steps
- C. Accurate facts alone, regardless of whether the customer is heard out or understands at the end
- D. Naming a next step alone, with hearing the customer treated as a routine and minor formality

2. In an incident report, the agent was asked to keep the account concise. As used here, "concise" most nearly means:

- A. detailed
- B. brief
- C. delayed
- D. uncertain

3. Choose the sentence that is grammatically correct.

- A. Neither the agent nor the supervisor were aware of the schedule change
- B. Neither the agent nor the supervisor was aware of the schedule change
- C. Neither the agent nor the supervisor have been aware of the change

D. Neither the agent nor the supervisor are aware of the schedule change

4. A bulletin reads: "All of the following are required to issue a reduced-fare card EXCEPT one." Which is NOT a required condition, given the usual rule that a valid eligibility ID is shown, the application form is complete, and the applicable fee is paid?

- A. A completed reduced-fare application form on file at the booth
- B. The applicable fee paid for issuing the new reduced-fare card
- C. Valid identification establishing the customer's stated eligibility
- D. Proof that the customer rode only during the peak fare hours

5. A notice reads: "Use Elevator A; if Elevator A is out of service, use Elevator B; if both elevators are out of service, use the ramp at the north end." Both elevators are out of service. A customer who needs step-free access should:

- A. Wait beside Elevator A until it eventually returns to service later
- B. Use Elevator B even though it is also out of service right now
- C. Use the ramp at the north end, since both elevators are out of service
- D. Leave the station and travel to a different stop for the duration

6. Which sentence uses parallel structure correctly?

- A. The agent checked the gates, cleared the lobby, and locked the booth
- B. The agent checking the gates, clears the lobby, and locked the booth
- C. The agent checked the gates, was clearing the lobby, and to lock it
- D. The agent checks the gates, was clearing the lobby, and locked it up

7. A rule states: "All of the following must hold to issue a transfer slip EXCEPT during an outage, which waives the time limit only: the original tap was within thirty minutes, the customer stayed on agency property, and no transfer was already used on the trip." During an outage, which single failing condition would still deny the transfer?

- A. The original tap occurred forty minutes before the request was made
- B. The customer has already used a transfer on this same trip earlier
- C. The original tap occurred within the stated thirty-minute time limit
- D. The customer remained on agency property for the whole trip so far

8. Choose the word that best completes the sentence: "The notice was posted early in the morning; _____, several riders still managed to miss it entirely."

- A. therefore
- B. nevertheless
- C. likewise
- D. accordingly

9. Choose the sentence that uses the correct word.

- A. The new policy will effect how the peak fares are calculated next month
- B. The new policy affects how the peak fares is calculated starting next month
- C. The new policy will affect how the peak fares are calculated next month
- D. The new policy effected how the peak fares are calculated next month soon

10. Which sentence avoids ambiguous pronoun reference?

- A. When she finished the count, the agent verified it again right afterward
- B. When she finished it, the agent verified it once more a moment later on
- C. When the trainee finished the count, the agent verified it once more after
- D. When they finished, they verified it again and then filed it for the record

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

Passage V: "A drill builds the habit of moving without hesitation."

Passage W: "A drill builds familiarity with the location of every exit."

Passage X: "A drill builds confidence in giving clear instructions."

Passage Y: "A drill builds coordination between staff on a shift."

Passage Z: "A drill builds the calm needed to think under real pressure."

Together, the five passages most strongly support that regular drills build:

- A. The habit of moving, exit familiarity, clear instructions, staff coordination, and calm under pressure
- B. The habit of moving without hesitation alone, with the rest of the skills treated as optional add-ons
- C. Familiarity with exits alone, since coordination and calm under pressure rarely matter in practice
- D. Calm under pressure alone, with the habit of moving and clear instructions both left aside entirely

12. Which sentence is punctuated correctly?

- A. The gate jammed the line grew the agent called for help right away then
- B. The gate jammed; the line grew, the agent, called for help right away then
- C. The gate jammed, the line grew the agent called, for help right away then
- D. The gate jammed, the line grew, and the agent called for help right away

13. A rule states: "An agent waives a printing fee only when the machine misprinted, the customer kept the misprinted receipt, and a supervisor approves, except during an outage, when supervisor approval is waived but the other two conditions still apply." During an outage, the machine misprinted, the customer kept the receipt, and no supervisor is available. According to the rule, the agent should:

- A. Refuse the waiver because no supervisor has approved it first at all
- B. Refuse the waiver because waivers never apply during any outage at all
- C. Grant the waiver because the two remaining required conditions are met
- D. Grant the waiver only if the customer pays a partial printing fee first

14. An agent notices: the booth heater has stopped, every other piece of booth equipment works normally, and a colleague mentioned a heating technician was scheduled today. The most reasonable conclusion is that:

- A. The booth's main power supply has failed across every connected system
- B. The booth equipment is functioning normally despite the cold air inside
- C. A rider has tampered with the heater somehow to shut it off completely
- D. Scheduled heater service is the most likely cause of the booth turning cold

15. A rule states: "A delay credit is granted when the delay exceeded fifteen minutes, the customer requested it the same day, and described the delay accurately, except during a declared disruption, when the same-day condition is waived but the other two still apply." During a declared disruption, a customer requests a credit the next day; the delay was twenty minutes, described accurately. According to the rule, the agent should:

- A. Deny the credit because the same-day condition is never waived at all
- B. Grant the credit only if a supervisor personally approves it first today
- C. Grant the credit only if the customer pays a partial replacement fare
- D. Grant the credit because the disruption waives the same-day condition

16. Four priorities apply in this order: customer safety, then station security, then routine service, then administrative records. While handling a routine service task, an agent sees a customer about to slip on a wet floor, an unattended bag on a bench, and a pending records entry. According to the priority order, the agent should:

- A. Finish the current routine customer-service task before doing anything else
- B. Secure the unattended bag on the bench as the very first action taken now
- C. Address the wet floor first, since customer safety outranks every other priority
- D. Complete the pending administrative records entry before responding at all

17. A rule states: "Agents may hold a train's doors only for a customer already standing in the doorway, never to wait for an approaching customer, and never longer than the dispatcher permits." Which action would NOT be permitted by the rule?

- A. Allowing a customer already standing in the doorway to finish boarding
- B. Releasing the doors once the boarding customer has fully cleared them
- C. Holding the doors briefly within the dispatcher's stated time allowance
- D. Holding the doors for a customer still approaching from the nearby stairs

18. An agent observes that ridership rises about twenty percent on rainy days and stays normal otherwise. With heavy rain forecast for tomorrow, the agent can reasonably expect ridership to:

- A. Rise above normal, consistent with the observed rainy-day pattern here
- B. Fall below normal because riders tend to avoid the station in the rain
- C. Stay exactly at the normal weekday level despite the heavy rainfall
- D. Spike far higher than any rainy day that has ever been recorded here

19. An agent notices smoke seeping from a vent, several riders coughing, and an alarm panel light blinking red. Considering only the recognition step, the agent should first conclude:

- A. The conditions are completely normal for the station at this hour today
- B. A potential fire or hazardous condition is developing here right now
- C. The blinking panel light is routine and entirely unrelated to the smoke
- D. The coughing riders are simply reacting to ordinary cold morning air

20. A rule states: "An agent opens the gate without a fare only when the reader has visibly failed, no other working payment exists, and the failure is confirmed within five minutes, except during an outage, when the time limit is waived but the other conditions still apply." During an outage, the reader visibly failed, the customer has no other payment, and the failure could not be confirmed within five minutes. According to the rule, the agent should:

- A. Open the gate because the two remaining required conditions both hold
- B. Refuse because the five-minute confirmation window was clearly missed
- C. Open the gate only after charging the customer a partial fare at the gate
- D. Refuse because the gate is never opened during a declared station outage

21. An agent observes that lost-umbrella reports spike on rainy days and are rare on dry days. On a rainy day, the agent can reasonably expect:

- A. Fewer umbrella reports than on a typical dry day at this station
- B. The same number of umbrella reports regardless of the day's weather
- C. More umbrella reports than on a typical dry day at this station
- D. No umbrella reports at all, since riders simply keep their umbrellas

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

- A. The turnstiles have stopped accepting any fare taps at all right now
- B. The arrival board shows the next two trains on the usual posted schedule
- C. The booth telephone rings with a routine information call as usual today
- D. Riders move through the station lobby at the normal steady morning pace

23. A rule states: "An agent reports defects to the maintenance desk during the same shift; safety-critical defects are radioed at once, 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 routine defect to the maintenance desk by the end of the shift
- B. Radioing a safety-critical defect immediately during normal operations
- C. Logging a defect spotted during an emergency once the emergency has ended
- D. Radioing a routine, non-critical defect during a declared emergency in progress

24. An agent observes that a school group arrives every Wednesday at about 10:00 AM and never on other days. On a Wednesday at 10:00 AM, the agent can reasonably expect:

- A. No school group, since the groups arrive only on the weekend mornings
- B. A school group arriving every hour throughout the entire Wednesday shift
- C. A school group on Thursday instead of on the Wednesday morning as usual
- D. A school group, consistent with the regular Wednesday arrival time observed

25. A rule states: "An agent grants a courtesy re-entry only when a fare error was confirmed within five minutes, the customer has not exited, and no other working payment exists, except during a disruption, when the time condition is waived but the other two still apply." During a disruption, a fare error was confirmed within eight 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 window was clearly exceeded
- B. Refuse the re-entry because it never applies during a service disruption
- C. Grant the re-entry because the disruption waives the time condition here
- D. Grant the re-entry only if the customer first pays a partial replacement fare

26. Which is the earliest indication that the line at the booth is beginning to break down?

- A. The booth serves customers steadily at its usual quick and even pace
- B. One line begins to stall while the other lines keep moving along normally
- C. Customers wait calmly and the overall wait time stays at its usual level
- D. The booth window remains open and fully staffed at its normal capacity

27. A rule states: "An agent closes a stairwell only when a spill, fallen debris, or another hazard blocks it, and reopens it once the hazard is cleared, never closing a clear stairwell." Which action would NOT be permitted by the rule?

- A. Closing a stairwell when a spill clearly blocks the steps at that moment
- B. Reopening a stairwell once the blocking hazard has been fully cleared away
- C. Closing a stairwell that is completely clear with no hazard present at all
- D. Closing a stairwell when fallen debris blocks the lower landing right now

28. A rule states: "An agent logs a found item 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 phone that appears valuable. According to the rule, the agent should:

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

29. An agent observes that complaints about cold platforms rise sharply whenever the platform heaters fail. When the heaters are working, the agent can reasonably expect:

- A. Fewer cold-platform complaints than during the heater failure periods
- B. More cold-platform complaints than during the heater failure periods
- C. Identical complaint levels whether the heaters are working or not at all
- D. Complaints entirely unrelated to whether the platform heaters function

30. An agent notices water pooling under the fare machines, a faint electrical buzzing, and a burnt smell nearby. Considering only the recognition step, the agent should first conclude:

- A. The pooled water is only condensation and is completely harmless right now
- B. The buzzing is the normal sound the fare machines have always produced
- C. The conditions are ordinary for the station during this hour of the day
- D. A potential electrical hazard is developing around the fare machines now

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 sent to customer service, except an obvious double charge visible in the agent's records, which the agent resolves at the booth regardless." A customer disputes a charge that is clearly visible as a double charge in the records. According to the rule, the agent should:

- A. Issue a written reference number and send the customer to customer service
- B. Hold the customer at the booth until a supervisor can personally confirm it
- C. Tell the customer that no procedure exists for this kind of dispute at all
- D. Resolve the double charge at the booth, since it is visible in the records

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

- A. The escalator has stopped abruptly mid-run with riders still standing on it
- B. The arrival board lists the next trains on the normal posted schedule still
- C. The fare machines accept payment and print receipts as usual at the booth
- D. The booth lighting holds steady at its usual daytime brightness level today

33. A rule states: "An agent grants step-free assistance whenever a lift is down for a customer who needs it; if both the lift and the ramp are blocked and the agent cannot leave the booth, the agent calls for help and posts a notice; if 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 down for the customer
- B. Calling for help when both are blocked and the agent cannot leave the booth
- C. Refusing assistance because both the elevator and the ramp are blocked
- D. Assisting personally when both are blocked and the agent is able to leave

34. An agent notices that vandalism reports cluster heavily during the overnight hours and are rare during the staffed daytime hours. The most reasonable conclusion is that:

- A. Vandalism occurs evenly across all hours of the day and the night alike
- B. The staffed daytime hours see the most vandalism across the whole station

- C. Weekends consistently show far less vandalism than the weekday overnights
- D. The unstaffed overnight hours are likely linked to more vandalism reports

35. A rule states: "An agent leaves the booth to assist a customer only if no transaction is in progress, except during a declared safety emergency, when the agent may leave at once regardless." Which action would NOT be consistent with the rule?

- A. Leaving the booth to assist a customer when no transaction is in progress
- B. Leaving the booth mid-transaction for a routine, non-emergency request
- C. Leaving the booth at once during a declared safety emergency in progress
- D. Staying at the booth to finish a transaction before a routine errand later

36. A rule of operation states that turnstile A jams whenever its card reader overheats. An agent confirms the card reader on turnstile A has overheated. The most reasonable conclusion is that:

- A. Turnstile A will keep working perfectly despite the overheated reader now
- B. The overheated reader has no effect on whether turnstile A jams at all here
- C. Turnstile A is likely to jam, given that its reader has overheated again
- D. A different turnstile, not A, will jam because of the overheated reader

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

- A. Trains continue to arrive and depart on the posted schedule as usual today
- B. The platform crowd stays evenly spread along its full length the whole time
- C. Riders begin to crowd one doorway while the other doors stay open and clear
- D. Boarding announcements keep playing clearly at their usual regular intervals

38. A rule states: "A delay credit is granted when the delay exceeded ten minutes, the customer requested it before leaving the platform, and described it accurately, except during a disruption, when the platform condition is waived but the other two still apply." During a disruption, a customer requests a credit after leaving the platform; the delay was fourteen minutes, described accurately. According to the rule, the agent should:

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

39. An agent faces four situations at once: a routine maintenance log, a customer asking for directions, a rider who has fallen on the stairs, and a customer with a fare question. Which should the agent address first?

- A. The customer asking for directions, since it is the quickest task to handle
- B. The rider who has fallen on the stairs, an immediate customer safety concern
- C. The customer with the fare question, since it can be answered very quickly
- D. The routine maintenance log, since it is a normal part of the regular shift

40. A rule states: "Agents open the service gate only for customers with accessibility needs, items too large for 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 with no accessibility need or large item
- B. Opening the gate for a customer who uses a wheelchair to enter the station
- C. Opening the gate for a customer carrying an item too large for the turnstile
- D. Opening the gate for a customer with a clearly documented accessibility need

41. A customer shouts that the agent is incompetent after a long delay. The best response is to:

- A. Match the customer's volume so the message is clearly heard by everyone
- B. Stay calm, acknowledge the frustration, and explain the next step clearly
- C. Argue at length that the long delay was never the agent's own fault at all
- D. Step back from the window and ignore the customer until they leave alone

42. A customer asks whether contactless taps stop charging once a daily cap is reached. The agent should explain that:

- A. Contactless taps are charged the full fare on every ride, with no daily cap
- B. The daily cap applies only to paper tickets and never to contactless taps
- C. Once the daily cap is reached, additional taps that day are not charged
- D. The customer must visit the booth to claim the daily cap each evening first

43. A customer with limited English struggles to ask for the train to the airport. The best approach is to:

- A. Tell the customer to return later with a friend who can fully translate it
- B. Speak slowly, use simple words, point on a map, and confirm understanding
- C. Speak far more loudly so the customer can catch the unfamiliar English words
- D. Give the directions once quickly and turn to the next customer in the line

44. A customer demands the agent's home address to send a thank-you note. The agent should:

- A. Politely decline and suggest the official feedback channel for the thanks
- B. Provide the home address so the customer feels genuinely appreciated today
- C. Refuse rudely and tell the customer to leave the booth window at once now
- D. Ignore the request entirely and turn away from the booth window quietly

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

- A. Answer only the nearest customer and wave the rest of them away firmly
- B. Stop helping anyone at all until the crowd thins out completely on its own
- C. Tell every customer to come back at a much quieter hour later in the day
- D. Address each customer in turn, calmly and courteously, one at a time

46. A customer using a walker and carrying bags cannot fit through the turnstile. The agent should:
- A. Tell the customer the standard turnstile is the only available entry here today
 - B. Ask the customer to leave the bags outside the station entrance for the moment
 - C. Assist the customer through the accessible gate along with the bags they carry
 - D. Direct the customer to a different station that has no turnstiles at all instead
47. A customer asks who qualifies for a reduced fare. The agent should explain that reduced fares are generally available to:
- A. Eligible seniors, riders with qualifying disabilities, and eligible students
 - B. Any rider who simply asks for one at the station booth at any time of the day
 - C. Only riders who agree to travel during the off-peak hours of the day instead
 - D. Riders who purchase more than a set number of trips at one time at the booth
48. A customer complains that a different agent was rude earlier. 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 untrue talk now
 - C. Agree that the other agent is rude to nearly every customer at all hours daily
 - D. Tell the customer that no procedure exists for that kind of complaint at all
49. A customer angrily demands a refund because the train was delayed by a signal problem. The best response is to:
- A. Argue at length that the signal delay was never the agent's own fault at all
 - B. Hand the customer cash from the booth drawer to settle the matter very quickly
 - C. Acknowledge the frustration and explain the actual refund process calmly now
 - D. Tell the customer to take the complaint somewhere else right now, please go
50. A customer asks for the fastest route to the airport, which requires a transfer. The best response includes:
- A. A statement that the airport route is far too complicated to describe here now
 - B. Only the name of the first line to board at this station window right this minute
 - C. The lines, the direction of travel, the transfer point, and a confirmation of it
 - D. A suggestion that the customer simply take a taxi instead of the train today
51. A customer thanks the agent for help and then asks one more short question. The agent should:
- A. Answer the additional question courteously and accurately before moving on
 - B. Tell the customer that a single question is the strict limit at the booth today
 - C. Pretend not to hear the extra question and turn to the next person in the line
 - D. Send the customer to the agency website instead of giving any answer at all
52. Which of the following is a standard Station Agent duty?

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

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

- A. Personally repairing the equipment that caused the emergency right on the spot
- B. Leaving the station to find help out on the street outside the building at once
- C. Directing customers to safe exits and requesting the proper assistance promptly
- D. Waiting quietly at the booth until the emergency finally resolves itself in time

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

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

55. 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 can hear them clearly now
- B. Walk away from the booth until the customer finally gives up and leaves alone
- C. Tell the customer the error is entirely their own fault for using the machine
- D. Remain calm, acknowledge the issue, and explain the next step to the customer

56. 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 8:00, (2) customer with a quick question at 8:03, (3) safety emergency at 8:07, (4) customer with a long dispute at 8:03. 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

57. 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) Load the reduced value. (5) State the new balance.

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

58. A rule says to sort booth-log entries by date ascending, then by time ascending, then by entry-type alphabetically. Entries: (a) 11/03 08:15 "Repair," (b) 11/02 14:00 "Audit," (c) 11/03 08:15 "Alert," (d) 11/02 07:30 "Notice." What is the correct order?

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

59. 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. 1, 2, 3, 4
- D. 2, 3, 1, 4

60. 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, R, Q, P

61. 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. 1, 4, 2, 3
- C. 2, 3, 1, 4
- D. 3, 2, 1, 4

62. 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. 2, 1, 4, 3
- C. 1, 2, 3, 4
- D. 3, 4, 1, 2

63. A rule says to rank entrances from busiest to least busy. Counts: Gate W 80, Gate X 210, Gate Y 130, Gate Z 175. What is the correct order?

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

64. 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

65. 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. 4, 3, 2, 1
- B. 3, 2, 1, 4
- C. 2, 1, 3, 4
- D. 1, 2, 3, 4

66. 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. W, V, U, T
- C. U, T, W, V
- D. V, W, T, U

67. Arrange these fare-card balances from highest to lowest: \$15.00, \$3.20, \$8.75, \$8.50.

- A. \$3.20, \$8.50, \$8.75, \$15.00
- B. \$8.75, \$15.00, \$8.50, \$3.20
- C. \$8.50, \$8.75, \$15.00, \$3.20
- D. \$15.00, \$8.75, \$8.50, \$3.20

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

- A. Birch, Maple, Cedar, Oak, Pine
- B. Pine, Oak, Cedar, Maple, Birch
- C. Oak, Pine, Maple, Birch, Cedar
- D. Cedar, Birch, Oak, Pine, Maple

69. 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. 4, 3, 2, 1
- B. 2, 1, 3, 4
- C. 3, 4, 1, 2
- D. 1, 2, 3, 4

70. A customer starts with \$15.00, adds \$20.00 with a 5% bonus on the added amount, then takes 3 rides at \$2.75 each. What is the new balance?

- A. \$26.75
- B. \$27.75
- C. \$28.75
- D. \$25.75

71. A customer adds an amount to a card and receives a 5% bonus, ending up with \$42.00 total on the card. What was the amount added before the bonus?

- A. \$42.00
- B. \$44.10
- C. \$40.00
- D. \$39.00

72. A customer paid for 5 rides at \$2.75 each plus a \$1.50 card fee with a \$20 bill. How much change is due?

- A. \$5.75
- B. \$3.75
- C. \$4.75
- D. \$6.25

73. A card holds \$30.00. The customer takes 4 rides at \$2.75 each, then adds \$10.00. What is the new balance?

- A. \$19.00
- B. \$21.00
- C. \$30.00
- D. \$29.00

74. A customer's card balance dropped from \$60.00 to \$39.00. What percent of the original value was used?

- A. 30%
- B. 35%
- C. 40%
- D. 21%

75. A \$6.00 charge is reduced by 25%. What is the reduced charge?

- A. \$4.50
- B. \$4.75
- C. \$5.00
- D. \$3.50

76. An agent records sales of \$3.25, \$5.50, \$11.00, \$4.75, and \$2.00 in one hour. What is the total?

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

77. A customer adds \$50.00 and receives a 10% bonus. What is the total value on the card after the bonus is applied?

- A. \$50.00
- B. \$52.50
- C. \$50.50
- D. \$55.00

78. A card holds \$32.00 and the fare is \$2.50 per ride. How many full rides can the customer take, and what amount remains on the card?

- A. 13 rides with \$0.00 remaining on the card
- B. 11 rides with \$4.50 remaining on the card
- C. 12 rides with \$2.00 remaining on the card
- D. 12 rides with \$0.00 remaining on the card

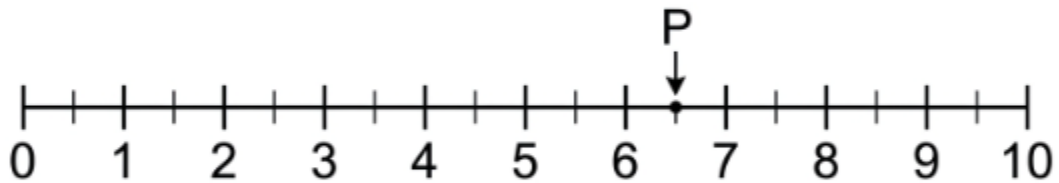
79. Last month a station had 250 reports filed; this month it has 325 reports. By what percent did reports increase?

- A. 20%
- B. 25%
- C. 40%
- D. 30%

80. A customer starts with \$5.00, adds \$25.00 with a 10% bonus on the added amount, takes 6 rides at \$2.90 each, then adds \$10.00. What is the final balance?

- A. \$23.10
- B. \$24.10
- C. \$26.10
- D. \$25.10

81. What value does point P represent on the number line below?



- A. 5.5
- B. 6.5
- C. 7.0
- D. 6.0

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

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

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

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

D. East

84. An agent looks at a clock in a mirror placed directly opposite. The mirror image shows the hands pointing to what appears to be 2:00. The actual time on the clock is:

- A. 2:00
- B. 10:00
- C. 4:00
- D. 8:00

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

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

86. An arrow points up (north). It is rotated 90 degrees clockwise so it points right. It is then flipped horizontally (left to right). Working step by step, the arrow now points:

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

87. Five boxes sit in a row labeled P, Q, R, S, T from left to right. If each box moves two positions to the right and any that fall off the right wrap around to the front in order, what is the new left-to-right order?

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

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

- A. POTS, with the letters reversed in order from the original
- B. STOP, identical to the original word as it was written down
- C. OTPS, a different rearrangement of the original four letters
- D. PSTO, an alternative arrangement of the original four letters

89. Remember this stop order: Ash, Birch, Cedar, Dale, Elm, Fir. Which stop is two stops before Elm?

- A. Cedar
- B. Dale

- C. Birch
- D. Fir

90. Read and remember: "Agent Lee covers booth 2 from 6:00 AM to 10:00 AM, booth 4 from 10:00 AM to 2:00 PM, and booth 6 after 2:00 PM. Agent Diaz covers booth 3 all day, and Agent Park covers booths 5 and 7 after 2:00 PM." At 11:00 AM, which booth does Agent Lee cover?

- A. Booth 2, from the early morning portion of the shift today
- B. Booth 6, during the period that begins after 2:00 PM that day
- C. Booth 4, between 10:00 AM and 2:00 PM that day at the station
- D. Booth 5, alongside Agent Park during the afternoon shift today

91. Remember this announcement: "The express departs at 4:12, the local at 4:05, the limited at 4:20, and the shuttle at 4:09, all from the same platform." Which train departs first?

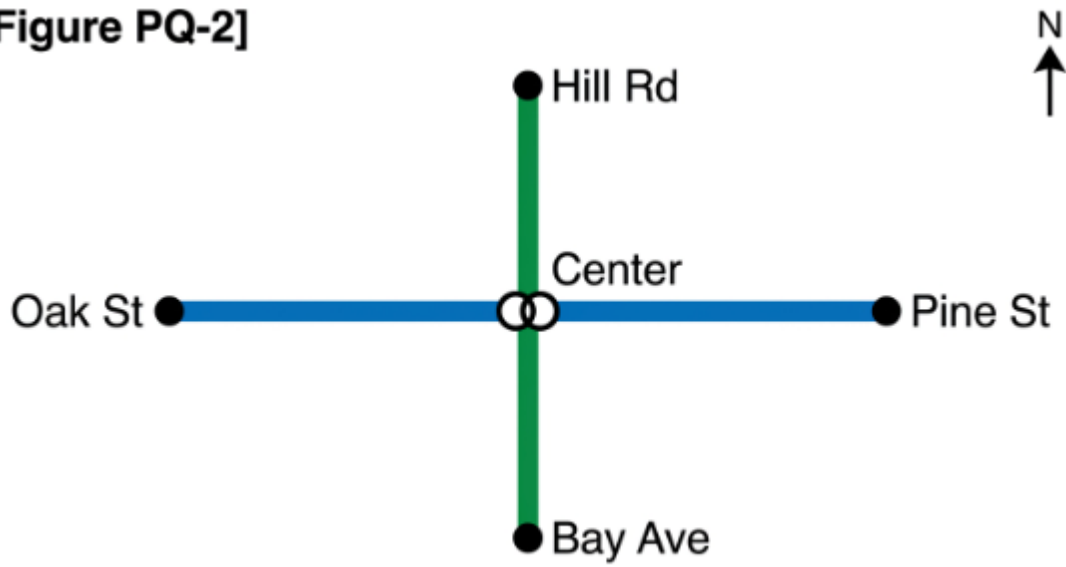
- A. The express departing at 4:12 from the platform window
- B. The local departing at 4:05 from the platform that afternoon
- C. The limited departing at 4:20 from the platform later that hour
- D. The shuttle departing at 4:09 from the platform that afternoon

92. Remember this notice: "Weekend track work affects the Red line at Oak St, the Blue line between Center and Pine St, and the Green line not at all this weekend." Which line is affected at Oak St this weekend?

- A. The Red line at Oak St this weekend during the scheduled track work
- B. The Blue line at Oak St this weekend during the scheduled track work
- C. The Green line at Oak St this weekend during the scheduled track work
- D. No line at all is affected anywhere near Oak St during this weekend

93. Using the map below, a customer at Oak St must reach Pine St. Which is the most direct route?

[Figure PQ-2]



- A. Ride the blue line east from Oak St through Center directly to Pine St
- B. Ride the green line north to Hill Rd first, then return south to Pine St
- C. Ride the green line south to Bay Ave first, then transfer back to Pine St
- D. Ride the blue line west away from Pine St, then loop back around east

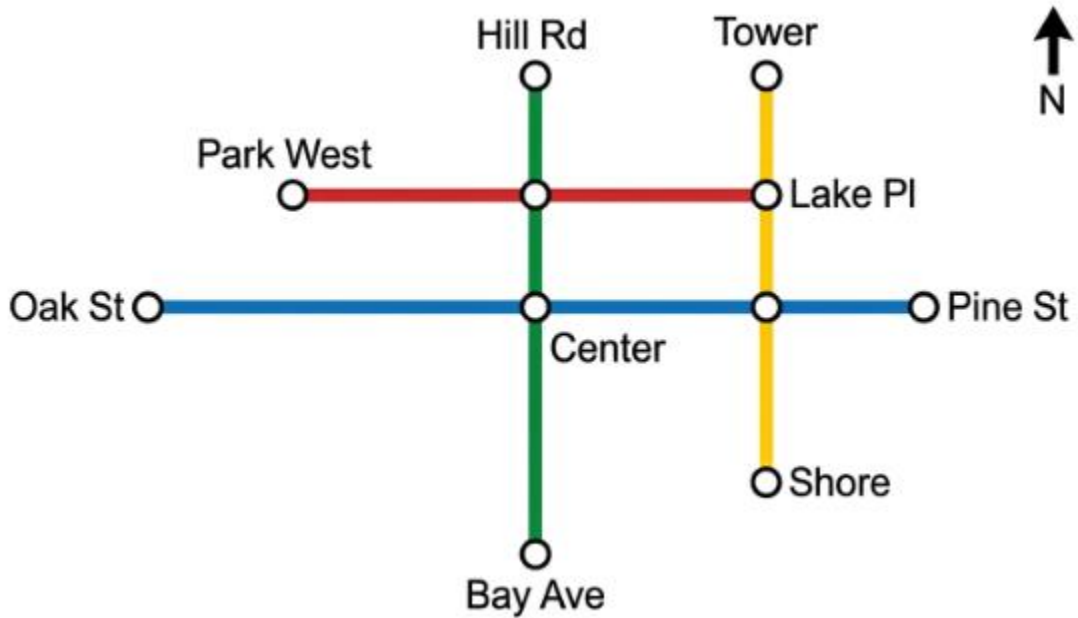
94. Using the map below, a customer rides the blue line east from Oak St to Center, then transfers to the green line toward Bay Ave. After completing the transfer, in which direction is the customer now traveling?



- A. North

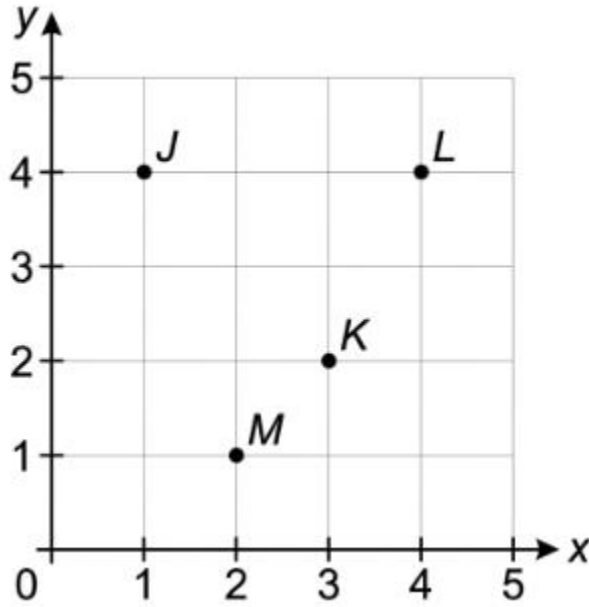
- B. South
- C. East
- D. West

95. Using the four-line map below, a customer at Shore must reach Bay Ave with the fewest transfers. Which route is correct?



- A. Ride yellow north to Tower, then ride directly to Bay Ave with no transfers
- 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 somehow

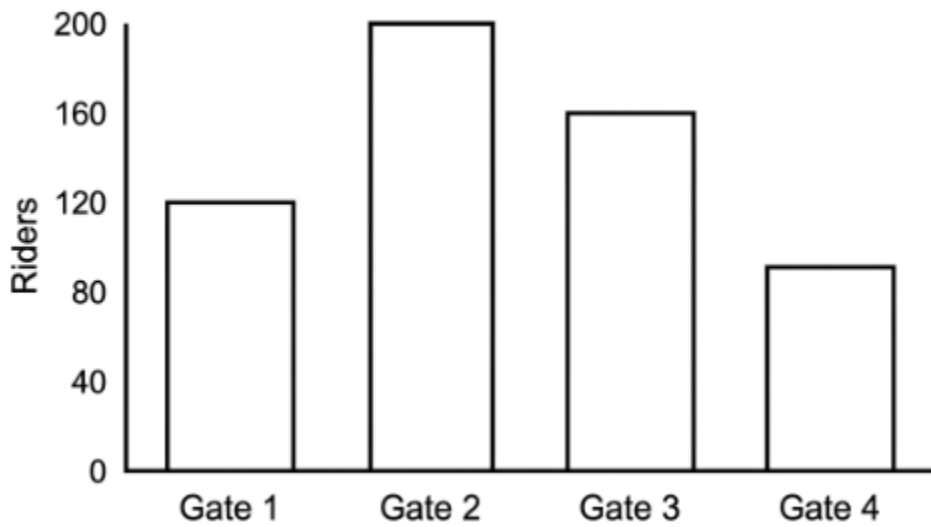
96. Using the coordinate grid below, which labeled point is located at coordinates (3, 2)?



- A. Point K
- B. Point J
- C. Point M
- D. Point L

97. Using the bar chart below, how many riders used Gate 3 during the recorded hour?

Figure PQ-6: Clean black-line bar chart on a white back ground



- A. 120
- B. 90

- C. 200
- D. 160

98. Choose the option that best completes the analogy: "Platform is to train as _____ is to bus."

- A. Ticket
- B. Driver
- C. Bus stop
- D. Schedule

99. What number comes next in the sequence: 2, 5, 11, 23, ____?

- A. 35
- B. 47
- C. 46
- D. 44

100. What letter comes next in the sequence: A, C, F, J, ____?

- A. M
- B. N
- C. P
- D. O

ANSWER KEY WITH EXPLANATIONS – Practice Exam 17

1. A — Each passage names one element of good service: hearing the customer, accurate facts, a next step, patience, and confirming understanding. None is offered as sufficient alone, so the supported conclusion combines all five. Only A reflects the full set.
2. B — "Concise" means expressed in few words, so its closest match is "brief." A concise incident report states the necessary facts without padding, which is why brevity is the intended meaning here.
3. B — With "neither...nor," the verb agrees with the nearer subject, which is the singular "supervisor," requiring "was." This makes "Neither the agent nor the supervisor was aware" the grammatically correct construction.
4. D — A reduced-fare card requires valid eligibility ID, a complete application, and the fee; riding only at peak hours is not among these. The peak-hour item is therefore the condition that is NOT required.
5. C — The notice sets a fallback order ending with the north-end ramp when both elevators are out. With both elevators down, the ramp is the stated option, so the customer should use it.
6. A — Parallel structure requires matching verb forms in a series. "Checked, cleared, and locked" keeps all three verbs in past tense, unlike the mismatched forms in the other choices.
7. B — During an outage only the time limit is waived; the no-transfer-already-used condition still applies. A customer who already used a transfer fails a non-waived condition, so the slip is denied.

8. B — The clause contrasts an early posting with riders still missing it, which calls for a contrast transition. "Nevertheless" signals that contrast, while the other options imply cause or consequence.
9. C — "Affect" is the verb meaning to influence, and the policy will influence how fares are calculated. The present-tense plural subject "fares are calculated" also fits, making C correct.
10. C — Ambiguity is avoided when the pronoun has a clear antecedent. Naming "the trainee" before "the agent verified it" removes any confusion about who finished and who verified.
11. A — Each passage describes a distinct benefit drills build: quick movement, exit familiarity, clear instructions, coordination, and calm. Since all are presented as outcomes, the supported answer combines every benefit, which only A does.
12. D — Two clauses joined into a list with a coordinating conjunction take commas and "and." Option D punctuates the series correctly, while the others omit needed punctuation or misplace it.
13. C — During an outage the supervisor-approval step is waived, and the remaining conditions (misprint and kept receipt) are both met. The agent grants the waiver because every still-applicable condition is satisfied.
14. D — A single isolated failure with all other equipment working and a technician scheduled points to planned service, not a system failure or tampering. Scheduled heater service is the most reasonable explanation.
15. D — During a disruption the same-day condition is waived, and the remaining facts (over fifteen minutes, accurately described) are met. The agent grants the credit because the waiver removes the only failing condition.
16. C — Customer safety ranks above security, service, and admin in the stated order. A customer about to slip is a safety concern and must be addressed before the bag or the records entry.
17. D — Doors may be held only for a customer already in the doorway, never for one still approaching. Holding the doors for a customer coming from the stairs is the action the rule forbids.
18. A — The observed pattern links rainy days to a roughly twenty-percent rise in ridership. Applying that pattern to a heavy-rain forecast, the agent should expect ridership to rise above normal.
19. B — Smoke from a vent, coughing riders, and a red alarm light together indicate a developing hazard. At the recognition step the agent should conclude a potential fire or hazardous condition is present.
20. A — During an outage the five-minute time limit is waived, and the remaining conditions (visible failure, no other payment) are both met. The agent opens the gate because every still-applicable condition holds.
21. C — Umbrella reports spike on rainy days and are rare on dry days. On a rainy day the agent should reasonably expect more umbrella reports than on a typical dry day.
22. A — Turnstiles refusing all taps is a clear operational failure, while the other observations describe normal activity. That breakdown is the clearest signal something is wrong.
23. D — During a declared emergency only the emergency is communicated, and defects are logged afterward rather than radioed. Radioing a routine defect mid-emergency contradicts the rule and is not consistent with it.
24. D — School groups arrive every Wednesday at about 10:00 AM and on no other day. On a Wednesday at that time the agent should expect a school group, consistent with the established pattern.
25. C — During a disruption the time condition is waived, and the remaining conditions (still inside, no other payment) are met. The agent grants the re-entry because the waiver removes the only failing condition.

26. B — The earliest sign of a queue breaking down is one line stalling while the others keep moving. The other observations describe a booth running normally.
27. C — A stairwell may be closed only when a hazard blocks it and must stay open otherwise. Closing a completely clear stairwell with no hazard is the action the rule forbids.
28. D — During a declared emergency the agent secures the item and logs it later regardless of value, overriding the call-a-supervisor step. The agent should secure the phone and log it afterward.
29. A — Cold-platform complaints rise when the heaters fail, so working heaters correspond to fewer such complaints. The agent should reasonably expect fewer cold-platform complaints when the heaters function.
30. D — Pooled water, electrical buzzing, and a burnt smell near the fare machines together indicate an electrical hazard. At the recognition step the agent should conclude a potential electrical hazard is developing.
31. D — An obvious double charge visible in the records is resolved at the booth regardless of the general referral rule. Since the charge is clearly visible as a double charge, the agent resolves it at the booth.
32. A — An escalator stopping abruptly with riders on it is a clear malfunction, while the other observations describe normal operation. That sudden stop is the clearest indication of a problem.
33. C — The rule requires the agent to arrange or provide step-free assistance in every described case. Refusing assistance because both the lift and ramp are blocked contradicts the rule and is not consistent with it.
34. D — Vandalism reports cluster overnight and are rare during staffed daytime hours. The most reasonable conclusion links the unstaffed overnight hours to more vandalism reports.
35. B — The agent may leave the booth only when no transaction is in progress, with an exception only for a safety emergency. Leaving mid-transaction for a routine request is not consistent with the rule.
36. C — The stated rule is that turnstile A jams whenever its reader overheats, and the reader has overheated. The valid conclusion is that turnstile A is likely to jam under that condition.
37. C — The earliest sign of a single-door breakdown is riders crowding one doorway while others stay clear. The other observations describe balanced, normal boarding.
38. B — During a disruption the platform condition is waived, and the remaining conditions (over ten minutes, accurate description) are met. The agent grants the credit because the waiver removes the only obstacle.
39. B — A rider who has fallen on the stairs is an immediate safety concern that outranks directions, a fare question, and a routine log. The agent should address the fallen rider first.
40. A — Outside an evacuation the service gate opens only for accessibility needs or oversized items. Opening it for a customer with neither is the action the rule does not permit.
41. B — The professional response to an angry accusation is to stay calm, acknowledge the frustration, and explain the next step. Matching volume, arguing, or ignoring the customer all escalate the situation.
42. C — Once the daily fare cap is reached, additional contactless taps that day are not charged. The agent should explain that the cap applies automatically to contactless travel.
43. B — For a customer with limited English, the effective approach is to speak slowly, use simple words, point on a map, and confirm understanding. This conveys the directions while verifying they were received.

44. A — The agent should not give out a home address; the correct response is to politely decline and point to the official feedback channel. This stays professional while still directing the customer to a route for their thanks.
45. D — When several customers ask at once, the professional approach is to address each in turn, calmly and courteously. Ignoring most or refusing to help fails the other customers.
46. C — A customer who cannot fit through the turnstile with a walker and bags should be assisted through the accessible gate with those bags. The other options deny reasonable access.
47. A — Reduced fares are generally available to eligible seniors, riders with qualifying disabilities, and eligible students. Eligibility is category-based rather than open to anyone who asks.
48. 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.
49. C — The best response to an angry refund demand is to acknowledge the frustration and explain the refund process calmly. Arguing, handing over cash, or deflecting are all inappropriate.
50. C — A complete 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.
51. A — A brief follow-up question deserves a courteous, accurate answer before moving on. Imposing arbitrary limits or deflecting the customer would be poor service.
52. 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.
53. C — In a platform emergency the agent directs customers to safe exits and requests proper assistance. Repairing equipment or leaving the station falls outside the agent's emergency role.
54. B — Fingertip maintenance covers small immediate fixes such as clearing a receipt jammed in a fare reader. Tunnel lights, panel rewiring, and stair repairs require maintenance staff.
55. D — 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.
56. D — The emergency (3) goes first by priority. The two 8:03 service tasks come next, and since neither is a safety concern the shorter one (2) precedes the longer (4), with admin (1) last: 3, 2, 4, 1.
57. B — The natural sequence is greet, verify eligibility, accept payment, load the value, then state the balance. This follows steps 1 through 5 in order.
58. B — Sorting by date, then time, then type gives 11/02 07:30 Notice (d), 11/02 14:00 Audit (b), then the two 11/03 08:15 entries with Alert (c) before Repair (a): d, b, c, a.
59. C — The logical order is confirm payment, open the gate, guide the customer through, then close the gate. This follows steps 1 through 4 in sequence.
60. A — All four are high except S. Among the high tickets at 9:00, "Alarm" precedes "Cable," and the two Alarms sort by location: R (2) before Q (7), then P, then S: R, Q, P, S.
61. C — Emergency handling begins with recognizing and confirming, then a calm announcement, then directing customers to exits, then requesting help: 2, 3, 1, 4.
62. C — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.
63. B — Ranked busiest to least: X (210), Z (175), Y (130), W (80). That gives X, Z, Y, W.
64. 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.

65. D — The agent greets and asks, confirms the failure and cause, opens the gate, then advises resolving the balance: 1, 2, 3, 4.
66. B — All are urgent; Monday precedes Tuesday, so T is last. Among Monday notices "Closure" precedes "Detour," and the two Closures sort by location W (4) before V (9), then U: W, V, U, T.
67. D — Highest to lowest: \$15.00, \$8.75, \$8.50, \$3.20. Note that \$8.75 exceeds \$8.50, placing it ahead.
68. A — Reversing Pine, Oak, Cedar, Maple, Birch gives Birch, Maple, Cedar, Oak, Pine from last to first.
69. D — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.
70. B — The \$20 added gains a 5% bonus of \$1, so \$21 is added to \$15 for \$36. Three rides at \$2.75 cost \$8.25, leaving \$27.75.
71. C — The added amount plus a 5% bonus equals \$42, so the amount is $\$42 \div 1.05 = \40.00 before the bonus.
72. C — Five rides at \$2.75 total \$13.75, plus a \$1.50 fee is \$15.25. From a \$20 bill the change due is \$4.75.
73. D — Four rides at \$2.75 cost \$11.00, leaving \$19.00; adding \$10.00 brings the balance to \$29.00.
74. B — The balance fell by \$21 from \$60. As a share of the original, $\$21 \div \$60 = 35\%$ of the value was used.
75. A — A 25% reduction of \$6.00 removes \$1.50, leaving a reduced charge of \$4.50.
76. A — Adding $\$3.25 + \$5.50 + \$11.00 + \$4.75 + \$2.00$ gives a total of \$26.50.
77. D — A 10% bonus on \$50 adds \$5, so the card holds \$55.00 after the bonus.
78. C — At \$2.50 per ride, \$32.00 buys 12 full rides costing \$30.00, leaving \$2.00 remaining on the card.
79. D — Reports rose by 75 from a base of 250. The increase is $75 \div 250 = 30\%$.
80. D — The \$25 added gains a 10% bonus, giving \$27.50 added to \$5.00 for \$32.50. Six rides at \$2.90 cost \$17.40, leaving \$15.10, and adding \$10.00 yields \$25.10.
81. B — Point P sits exactly halfway between the 6 and 7 ticks on the number line. That midpoint represents the value 6.5.
82. A — Facing south, a right turn faces west, and a second right turn faces north. The agent ends facing north.
83. D — Walking west, a left turn faces south, and a second left turn faces east. The agent is now walking east.
84. B — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 2:00 corresponds to an actual time of 10:00.
85. A — Facing north, the agent sees the exit to the east on the agent's right. A customer facing the opposite way (south) sees that same eastern exit on their left.
86. D — Starting pointing up, a 90-degree clockwise rotation points right; flipping left-to-right then points it left.
87. B — Shifting each box two positions right wraps S and T to the front, producing S, T, P, Q, R from left to right.
88. A — A direct mirror reverses the left-to-right order of the letters, so "STOP" reads as POTS.
89. A — Counting two stops before Elm: Dale is one before and Cedar is two before. The stop two before Elm is Cedar.
90. C — Lee covers booth 4 from 10:00 AM to 2:00 PM. At 11:00 AM that period is in effect, so Lee is at booth 4.

91. B — The departure times are 4:05, 4:09, 4:12, and 4:20. The earliest is the local at 4:05, which departs first.
92. A — The notice places the Red line at Oak St. Among the listed lines, the Red line is the one affected at Oak St this weekend.
93. A — Pine St lies east of Oak St on the same blue line, with no transfer required. Riding the blue line east through Center reaches Pine St directly.
94. B — Bay Ave lies south of Center on the green line. After transferring to the green line toward Bay Ave, the customer travels south.
95. 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.
96. A — Point K is plotted at $x = 3$ and $y = 2$ on the grid. That matches the requested coordinates (3, 2).
97. D — The bar for Gate 3 reaches the 160 mark on the Riders axis. Gate 3 therefore recorded 160 riders during the hour.
98. C — A platform is where riders board a train, just as a bus stop is where riders board a bus. The analogy matches the boarding location for each mode, making "bus stop" correct.
99. B — Each term follows the rule "multiply by 2 and add 1": $2 \rightarrow 5$, $5 \rightarrow 11$, $11 \rightarrow 23$, and $23 \rightarrow 47$. The next number is 47.
100. D — The gaps between letters grow by one each step: A (+2) C (+3) F (+4) J (+5). Adding five letters to J gives O.