

PRACTICE EXAM 18: 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. An agent who logs every defect, even minor ones, gives the maintenance team a complete record for spotting recurring faults; skipping "small" defects breaks the pattern the data would otherwise reveal. The passage best supports the idea that:

- A. Logging even minor defects helps the team identify recurring faults over time
- B. Minor defects should be left out so the log stays short and easy to read daily
- C. Only the safety-critical defects ever belong in the maintenance log at all
- D. The maintenance team prefers verbal reports over keeping a written defect log

2. The supervisor gave an unambiguous instruction about the closure. As used here, "unambiguous" most nearly means:

- A. lengthy
- B. clear
- C. optional
- D. urgent

3. Choose the option that best completes the analogy: "Booth is to agent as cab is to _____."

- A. passenger
- B. operator
- C. platform
- D. schedule

4. Choose the words that best complete the sentence: "_____ the notice was clearly posted, a few riders still overlooked it, _____ the agent repeated the message aloud."

- A. Because / unless
- B. Unless / although
- C. Even though / so
- D. Therefore / however

5. Choose the verb form that makes the sentence correct: "The agent, along with two trainees, _____"

- A. are responsible for the booth during the morning shift today

- B. were responsible for the booth during the morning shift today
 - C. is responsible for the booth during the morning shift today
 - D. have been responsible for the booth during the morning shift
6. Courtesy costs nothing yet shapes how riders judge the whole system; a calm greeting can defuse a tense moment before it grows. The main idea of the passage is that:
- A. Riders judge the system only by how fast the trains run each day
 - B. Courteous treatment strongly shapes how riders view the whole system
 - C. A calm greeting is required by the agency's written rulebook always
 - D. Tense moments cannot be prevented no matter how an agent behaves
7. All of the following belong in a clear service notice EXCEPT one. Which does NOT belong?
- A. The specific change that the riders need to know about right now
 - B. The time at which the described change takes effect later that day
 - C. The area or stations that the described change actually affects most
 - D. The agent's personal opinion about whether the change seems fair
8. All express trains skip Oak St. The 5:10 is an express train. It follows logically that:
- A. The 5:10 stops at Oak St just like the local trains do each evening
 - B. Some express trains stop at Oak St despite the general rule given here
 - C. Oak St is skipped only by the local trains, never by the express trains
 - D. The 5:10 skips Oak St, since it is one of the express trains by definition
9. An agent issues a paper receipt only if the machine receipt failed and the customer requests one. On this transaction the machine receipt printed normally. According to the rule, the agent should:
- A. Issue the paper receipt anyway because the customer might still want one
 - B. Not issue a paper receipt, since the machine receipt printed normally here
 - C. Issue the paper receipt only after a supervisor approves the request first
 - D. Issue two paper receipts to be safe whenever the machine prints one fine
10. Ridership was erratic all week, swinging without a clear pattern. As used here, "erratic" most nearly means:
- A. heavy
 - B. irregular
 - C. steady
 - D. low
11. A rule states: "A re-entry is granted when the error was confirmed within five minutes, the customer stayed inside, and no other payment exists — except during a disruption, which waives the five-minute condition, and except during an evacuation, which waives both the five-minute and the stayed-inside

conditions." During an evacuation, the error was confirmed in twelve minutes, the customer briefly stepped outside, and has no other payment. The agent should:

- A. Grant the re-entry, since the evacuation waives both the time and the stay-inside conditions
- B. Refuse the re-entry because the customer stepped briefly outside the station
- C. Refuse the re-entry because the error was confirmed after twelve full minutes
- D. Grant the re-entry only if the customer pays a partial replacement fare first

12. Three agents cover three booths, and no agent covers a booth they already held that day. In the morning: Lee covers booth 1, Diaz booth 2, Park booth 3. In the afternoon, Lee covers booth 2, and Park does not cover booth 3. In the afternoon, which booth does Diaz cover?

- A. Booth 1, swapping into the booth Lee held in the morning shift instead
- B. Booth 2, the same booth that Diaz already covered in the morning shift
- C. Booth 3, the only one left once Lee takes 2 and Park takes 1 that day
- D. Booth 4, a spare booth opened only for the busy afternoon rush period

13. Which is the earliest indication that a fare machine is starting to fail?

- A. The fare machine has stopped responding to every input completely now
- B. The fare machine still takes payment but intermittently skips printing receipts
- C. The fare machine prints a clean receipt on every single transaction as usual
- D. The fare machine screen shows its normal idle welcome message steadily

14. A rule states: "Agents may waive a fee only with a supervisor's approval, except for a verified machine misprint, which they may waive on their own." Which action would NOT be permitted by the rule?

- A. Waiving a fee for a verified machine misprint without a supervisor's approval
- B. Waiving a fee after a supervisor has personally approved the waiver request
- C. Declining to waive a fee when neither condition for a waiver is present at all
- D. Waiving a fee with no supervisor approval and no verified machine misprint

15. On average, every three closed gates add about six minutes to the average wait. Tonight five gates are closed. The most reasonable estimate of the added wait is:

- A. About 4 minutes added to the average wait at the affected gates tonight
- B. About 6 minutes added to the average wait at the affected gates tonight
- C. About 10 minutes added to the average wait at the affected gates tonight
- D. About 15 minutes added to the average wait at the affected gates tonight

16. Four priorities apply in this order: life safety, then security, then service continuity, then records. An agent sees a records entry due, a rider reporting a suspicious package, a stalled escalator with no one on it, and a rider clutching their chest. The agent should first address:

- A. The records entry that is due, to keep the shift paperwork fully on schedule
- B. The suspicious package report, a security concern needing prompt attention

- C. The stalled escalator, restoring the normal flow of service through the station
- D. The rider clutching their chest, an immediate life-safety emergency right now

17. All of the following are Station Agent duties EXCEPT one. Which is NOT a duty?

- A. Greeting riders and answering their routine questions at the booth window
- B. Reporting station defects to the maintenance desk during the same work shift
- C. Providing clear directions and travel information to riders who ask for help
- D. Dispatching trains and controlling their movement along the running line

18. A transfer is valid only if the original tap was under two hours ago AND on the same fare account. The original tap was 90 minutes ago, but on a different fare account. According to the rule, the transfer is:

- A. Valid, since the original tap was made well under the two-hour time limit
- B. Invalid, since the original tap was made on a different fare account entirely
- C. Valid, because either one of the two conditions is enough on its own here
- D. Invalid, because the original tap was made more than two hours before this

19. Considering only the recognition of a problem, which observation most clearly signals one?

- A. The arrival board updates with the next two trains on the normal schedule
- B. Riders tap and pass through the turnstiles at the usual steady morning pace
- C. A steady stream of water is running down the stairwell wall onto the steps
- D. The booth telephone rings with an ordinary routine information call again

20. An agent observes that card-reload requests peak in the first hour of each month and stay light midmonth. On the first morning of a new month, the agent can reasonably expect:

- A. Heavy card-reload demand, consistent with the start-of-month pattern seen
- B. Light card-reload demand, the same as a typical midmonth weekday morning
- C. No card-reload demand at all, since riders reload only in the evening hours
- D. Reload demand unrelated to the day of the month at any point in the cycle

21. A rule states: "An agent radios safety-critical defects at once; non-critical defects wait until the shift's end — except a defect that worsens a crowd hazard, which is radioed at once regardless of its severity rating." A non-critical defect is making a crowd bottleneck worse. The agent should:

- A. Wait until the end of the shift, since the defect is rated non-critical only
- B. Radio the defect at once, since it is worsening a crowd hazard right now
- C. Log the defect silently and take no further action during this shift at all
- D. Radio the defect only after a supervisor personally re-rates its severity

22. No gate on Level 2 is wheelchair-accessible. Gate 7 is on Level 2. It follows logically that:

- A. Gate 7 may or may not be wheelchair-accessible depending on the hour
- B. Some Level 2 gates are wheelchair-accessible despite the stated rule here

- C. Gate 7 is wheelchair-accessible because it is a numbered main-level gate
- D. Gate 7 is not wheelchair-accessible, since it sits on Level 2 of the station

23. A rule states: "A courtesy credit is issued only when the delay topped twenty minutes and the rider reports it the same day — except during a disruption, when the same-day condition is waived." During a disruption, a rider reports a twenty-five-minute delay two days later. The agent should:

- A. Deny the credit because the rider reported the delay two days afterward
- B. Deny the credit because the same-day condition is never waived for anyone
- C. Issue the credit, since the disruption waives the same-day reporting condition
- D. Issue the credit only if the rider also pays a partial replacement fare first

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

- A. The platform crowd has stopped moving even as a train sits with open doors
- B. Trains arrive and depart on the platform on their normal posted schedule
- C. The fare machines accept payment and print receipts normally at the booth
- D. The booth lighting holds steady at its usual daytime brightness all morning

25. An agent observes that slips near the north entrance rise sharply whenever it rains and that the north floor is uncovered. The most reasonable conclusion is that:

- A. Rainwater tracked onto the uncovered north floor likely causes the extra slips
- B. Riders deliberately cause the slips near the north entrance on rainy days only
- C. The north entrance is equally slippery in dry weather as it is in the rain always
- D. The slips near the north entrance have nothing to do with the rain at any time

26. A rule states: "An agent leaves the booth to help only when no transaction is open, except during a declared emergency, and logs each booth departure." Which action would NOT be consistent with the rule?

- A. Leaving the booth to help a rider when no transaction is currently open
- B. Leaving the booth at once during a declared emergency in progress right now
- C. Logging each booth departure in the shift record exactly as the rule requires
- D. Leaving the booth mid-transaction for a routine, non-emergency errand instead

27. An agent faces four situations at once: a maintenance log, a rider asking for change, smoke rising from a trash bin, and a rider with a fare question. Which should the agent address first?

- A. The rider asking for change, since it is the simplest task to complete right now
- B. The rider with the fare question, since it can be answered very quickly today
- C. The smoke rising from the trash bin, an immediate fire hazard to address now
- D. The maintenance log, since keeping it current is part of the regular shift work

28. An angry rider blames the agent for a missed train after a delay. The best response is to:

- A. Match the rider's tone so the message is heard clearly across the busy booth
- B. Stay calm, acknowledge the frustration, and explain the available options now
- C. Insist at length that the missed train was never the agent's own fault at all
- D. Step away from the window until the rider settles down and leaves on their own

29. A rider asks whether a weekly pass covers unlimited rides for seven days from first use. The agent should explain that:

- A. The weekly pass covers only one ride per day across the seven-day period
- B. The weekly pass must be reactivated at the booth before each separate ride
- C. The weekly pass allows unlimited rides for seven days from its very first tap
- D. The weekly pass works only during the off-peak hours throughout the week

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

- A. Splicing a damaged power cable that feeds the booth's main panel today
- B. Replacing a cracked floor tile on the busy platform near the stair landing
- C. Wiping a smudged fare-reader screen so it can read tapped cards again
- D. Realigning a misaligned escalator step at the top of the moving stairway

31. A rule says to sort incident tickets by severity (high before medium before low), then by time reported (earliest first), then alphabetically by title. Tickets: P (medium, 9:10, "Door"), Q (high, 9:05, "Spill"), R (high, 9:05, "Alarm"), S (low, 8:50, "Note"). What is the correct order?

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

32. Order the steps for handling a reported safety hazard: (1) Recognize and confirm the hazard. (2) Secure the area around the hazard. (3) Report the hazard to the proper desk. (4) Log the action taken in the record.

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

33. A rider starts with \$12.00, adds \$18.00 with a 5% bonus on the added amount, then takes 4 rides at \$2.80 each. What is the new balance?

- A. \$18.70
- B. \$20.60
- C. \$19.10
- D. \$19.70

34. A \$48.00 monthly pass is discounted 25% for eligible students. The student price is:
- A. \$36.00
 - B. \$38.00
 - C. \$12.00
 - D. \$40.00
35. A train leaves at 2:47 PM and the trip takes 38 minutes. At what time does it arrive?
- A. 3:15 PM
 - B. 3:25 PM
 - C. 3:35 PM
 - D. 3:05 PM
36. If 4 turnstiles process 480 riders in one hour, how many riders do 6 turnstiles process in one hour at the same rate?
- A. 600
 - B. 540
 - C. 660
 - D. 720
37. An agent faces east, turns 90 degrees left, then turns 180 degrees. Working each step in order, in which direction is the agent now facing?
- A. East
 - B. North
 - C. West
 - D. South
38. An agent looks at a clock in a mirror placed directly opposite. The mirror image shows the hands pointing to what appears to be 1:00. The actual time on the clock is:
- A. 11:00
 - B. 1:00
 - C. 5:00
 - D. 7:00
39. Using the table below, which gate had the second-highest ridership during the recorded hour?

Gate Ridership — One Hour

Gate	Riders
Gate A —	140
Gate B —	260
Gate C —	200
Gate D —	175

- A. Gate A
- B. Gate B
- C. Gate C
- D. Gate D

40. Remember this notice: "Booth 1 opens at 5:00 AM, Booth 2 at 6:00 AM, Booth 3 at 7:00 AM, and Booth 4 at 9:00 AM." Which booth opens at 7:00 AM?

- A. Booth 1, which opens earliest in the very early morning that day
- B. Booth 3, which opens at seven o'clock in the morning that same day
- C. Booth 4, which opens latest among the four booths that morning shift
- D. Booth 2, which opens an hour after the very first booth opens that day

41. A report that mixes guesses with facts is hard to trust later; investigators can weigh observations, but a stated guess can mislead the whole review. The passage best supports the idea that:

- A. Investigators prefer a report built mostly from the agent's own best guesses
- B. A short report with no observations is more reliable than a detailed one is
- C. An incident report is most useful when it records observations, not guesses
- D. Every incident report must name a single definite cause for the event itself

42. Choose the option that best completes the analogy: "Turnstile is to entry as exit gate is to _____."

- A. departure
- B. payment
- C. platform
- D. schedule

43. A rule states: "A delayed-train credit needs a delay over ten minutes AND a same-day request, unless a supervisor overrides, which waives only the same-day part." A rider requests a credit three days later for a fifteen-minute delay, with a supervisor override in place. The agent should:

- A. Deny the credit because the request came three full days after the delay
- B. Deny the credit because a supervisor can never override the same-day rule
- C. Grant the credit only if the rider also pays a partial replacement fare first
- D. Grant the credit, since the override waives the same-day request condition

44. Which is the earliest indication that an escalator is starting to fail?

- A. The escalator runs smoothly and quietly at its normal steady speed today
- B. The escalator still runs but now makes an irregular grinding noise at times
- C. The escalator has stopped completely and will not respond to any input now
- D. The escalator handrail moves at the same speed as the steps as it should

45. A rider with limited English struggles to ask for the airport line. The best approach is to:

- A. Tell the rider to come back later with a friend who can fully translate it then
- B. Speak much louder so the rider can catch the unfamiliar English words used
- C. Speak slowly, use simple words, point on a map, and confirm understanding
- D. Give the directions once quickly and turn to the next rider waiting in the line

46. A rider 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 a reduced fare at the booth window each day
- C. Only riders who travel exclusively during the off-peak hours of the day here
- D. Riders who buy more than a set number of trips in one booth transaction

47. A rider demands the agent's personal email to follow up on a complaint. The agent should:

- A. Provide the personal email so the rider feels heard and well supported now
- B. Refuse rudely and tell the rider to leave the booth window immediately today
- C. Politely decline and explain the official channel for the follow-up complaint
- D. Ignore the request and turn away from the booth window without a reply at all

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

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

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

- A. Address each rider in turn, calmly and courteously, one person at a time
- B. Answer only the loudest rider and wave the rest of them away firmly now
- C. Stop helping anyone at all until the rush crowd thins out on its own later
- D. Tell every rider to return at a much quieter hour later on in the day instead

50. A rider 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 never the agent's own fault at all
- C. Hand the rider cash from the booth drawer to settle the matter very quickly
- D. Tell the rider to take the complaint somewhere else right now and move along

51. 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. Observing and reporting station conditions and any unusual occurrences seen
- C. Performing structural repairs to the station platform and the main staircases
- D. Operating the train's controls during each customer's actual journey every day

52. A rider complains that a different agent was rude earlier. The most professional response is to:

- A. Defend the other agent and dismiss the complaint outright as untrue talk now
- B. Listen, acknowledge the concern, and explain the proper feedback channel
- C. Agree the other agent is rude to nearly every rider at every hour of the day
- D. Tell the rider that no procedure exists for that kind of complaint at all today

53. A rider using a walker and carrying bags cannot fit through the turnstile. The agent should:

- A. Assist the rider through the accessible gate along with the bags they carry
- B. Tell the rider the standard turnstile is the only available entry here today
- C. Ask the rider to leave the bags outside the station entrance for the moment
- D. Direct the rider to a different station that has no turnstiles at all instead now

54. A rider 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 rider that a single question is the strict limit at the booth window today
- C. Pretend not to hear the extra question and turn to the next rider in the line now
- D. Send the rider to the agency website instead of giving any answer at all today

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

- A. Raise their own voice in return so the rider can hear them clearly enough now
- B. Walk away from the booth until the rider gives up and leaves on their own then
- C. Tell the rider the error is entirely their own fault for using the machine wrong

D. Remain calm, acknowledge the issue, and explain the next step to the rider now

56. A rider 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 rider simply take a taxi instead of the train this one time

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. 1, 2, 3, 4, 5
- B. 2, 1, 4, 3, 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) 12/05 10:00 "Repair," (b) 12/04 16:30 "Audit," (c) 12/05 10:00 "Alert," (d) 12/04 08:00 "Note." What is the correct order?

- A. d, b, c, a
- B. a, b, c, d
- 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. 2, 3, 1, 4
- C. 1, 2, 3, 4
- D. 3, 2, 4, 1

60. A rule says to rank entrances from busiest to least busy. Counts: Gate W 110, Gate X 95, Gate Y 240, Gate Z 160. What is the correct order?

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

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

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

63. 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

64. Arrange these fare-card balances from highest to lowest: \$14.00, \$2.80, \$9.60, \$9.05.

- A. \$2.80, \$9.05, \$9.60, \$14.00
- B. \$9.60, \$14.00, \$9.05, \$2.80
- C. \$9.05, \$9.60, \$14.00, \$2.80
- D. \$14.00, \$9.60, \$9.05, \$2.80

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

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

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. 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

68. 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 7:00, (2) customer with a quick question at 7:04, (3) safety emergency at 7:09, (4) customer with a long dispute at 7:04. What is the correct order?

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

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

70. 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

71. A rider has \$25.00 on a card, takes 5 rides at \$2.75 each, then adds \$20.00. What is the new balance?

- A. \$31.25
- B. \$30.25
- C. \$32.25
- D. \$29.25

72. A rider's card balance dropped from \$80.00 to \$52.00. What percent of the original value was used?

- A. 28%
- B. 30%
- C. 40%
- D. 35%

73. A rider adds an amount to a card and receives a 10% bonus, ending up with \$44.00 total on the card. What was the amount added before the bonus?

- A. \$39.60
- B. \$40.00
- C. \$48.40
- D. \$44.00

74. A rider buys 6 rides at \$2.50 each plus a \$2.00 card fee, paying with a \$20 bill. How much change is due?

- A. \$3.00
- B. \$5.00
- C. \$2.00
- D. \$4.00

75. A card holds \$35.00 and the fare is \$3.00 per ride. How many full rides can the rider take, and what amount remains on the card?

- A. 12 rides with \$0.00 remaining on the card after the last ride
- B. 10 rides with \$5.00 remaining on the card after the last ride
- C. 11 rides with \$2.00 remaining on the card after the last ride
- D. 11 rides with \$0.00 remaining on the card after the last ride

76. An agent records sales of \$3.50, \$6.25, \$10.00, \$4.75, and \$2.00 in one hour. What is the total?

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

77. A rider starts with \$8.00, adds \$30.00 with a 10% bonus on the added amount, takes 7 rides at \$2.80 each, then adds \$5.00. What is the final balance?

- A. \$24.40
- B. \$25.40
- C. \$27.40
- D. \$26.40

78. If 3 booths serve 90 riders in 15 minutes, how many riders do 5 booths serve in the same 15 minutes at the same rate?

- A. 120
- B. 135
- C. 150
- D. 180

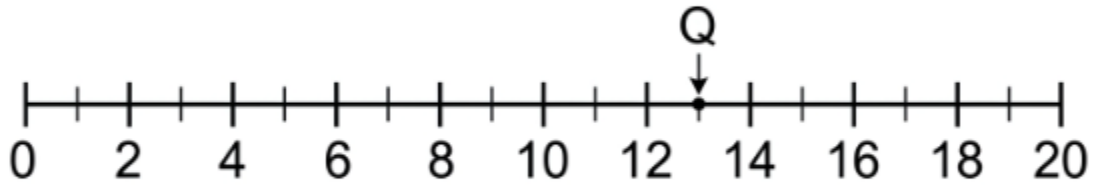
79. Last month a station had 240 reports filed; this month it has 300 reports. By what percent did reports increase?

- A. 25%
- B. 20%
- C. 30%
- D. 60%

80. An agent's shift starts at 6:45 AM and lasts 8 hours and 30 minutes. At what time does the shift end?

- A. 2:45 PM
- B. 3:45 PM
- C. 2:15 PM
- D. 3:15 PM

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



- A. 12
- B. 13
- C. 14
- D. 11

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

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

83. An agent walks north for one block, turns 90 degrees right and walks one block, then 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. North
- B. East
- C. South
- D. West

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 4:00. The actual time on the clock is:

- A. 4:00
- B. 6:00
- C. 8:00
- D. 2:00

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

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

86. An arrow points down (south). It is rotated 90 degrees counterclockwise, then flipped vertically (top to bottom). Working step by step, the arrow now points:

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

87. Five boxes sit in a row labeled A, B, C, D, E from left to right. If each box moves three 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. A, B, C, D, E
- B. D, E, A, B, C
- C. C, D, E, A, B
- D. E, A, B, C, D

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

- A. BUS, identical to the original word as written down on the sign
- B. SUB, with the three letters reversed in their order from the original
- C. UBS, a different rearrangement of the original three letters shown
- D. SBU, an alternative arrangement of the original three letters shown

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

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

90. Read and remember: "Agent Lee covers booth 1 from 6:00 AM to 9:00 AM, booth 3 from 9:00 AM to 12:00 PM, and booth 5 from 12:00 PM to 3:00 PM." At 10:30 AM, which booth does Agent Lee cover?

- A. Booth 3, during the nine o'clock to noon portion of the shift that day
- B. Booth 1, during the very early morning portion of the shift that same day
- C. Booth 5, during the early afternoon portion of the shift after noon today

D. Booth 4, alongside another agent during the busy midday rush that day

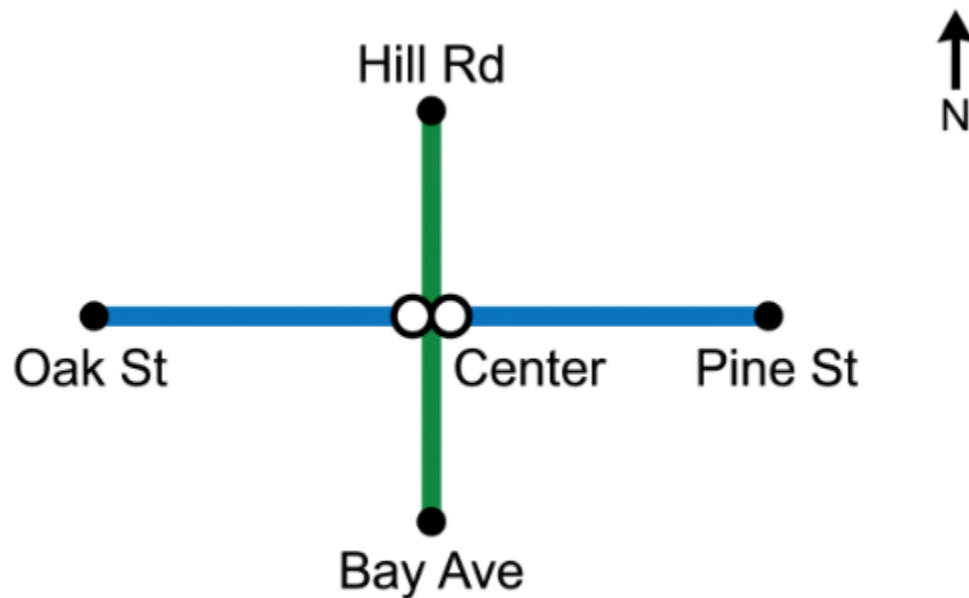
91. Remember this announcement: "The express departs at 5:15, the local at 5:08, the limited at 5:20, and the shuttle at 5:11, all from the same platform." Which train departs last?

- A. The local at 5:08 from the platform that same evening today
- B. The shuttle at 5:11 from the platform a few minutes later then
- C. The limited at 5:20 from the platform last among the four trains
- D. The express at 5:15 from the platform in the middle of the group

92. Remember this notice: "Weekend track work affects the Red line at Pine St, the Blue line at Oak St, and the Green line at Pine St." Which lines are affected at Pine St this weekend?

- A. Only the Blue line near Pine St during the weekend track work period
- B. Only the Red line near Pine St during the weekend track work period
- C. Only the Green line near Pine St during the weekend track work period
- D. Both the Red and Green lines near Pine St during the weekend track work

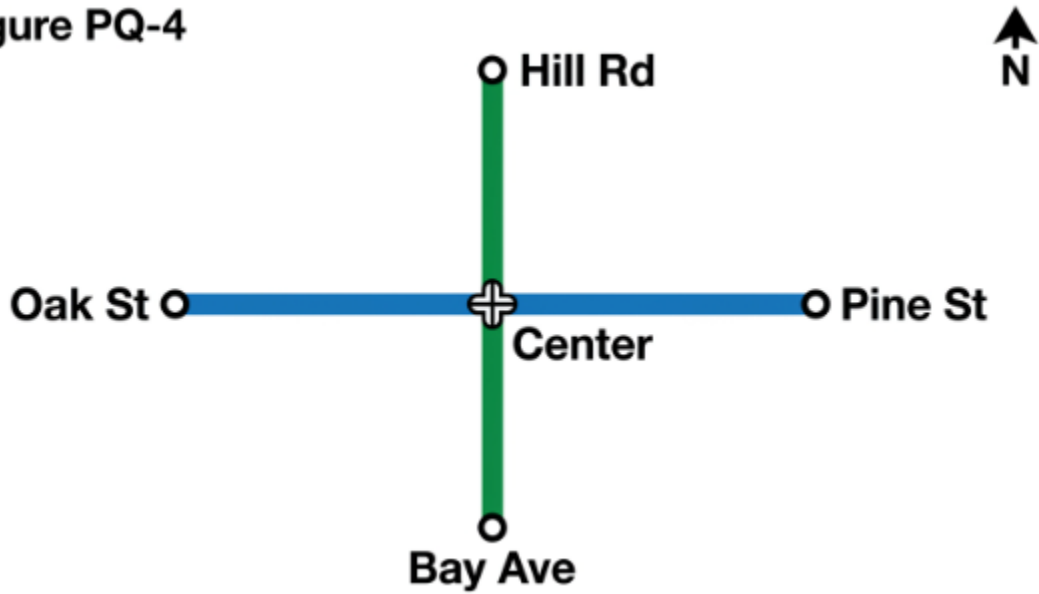
93. Using the map below, a customer at Hill Rd must reach Oak St. Which is the most direct route?



- A. Ride the green line north away from Hill Rd, then return south to Oak St
- B. Ride the green line south to Center, then transfer to the blue line west to Oak St
- C. Ride the blue line east from Hill Rd directly to Oak St with no transfer at all
- D. Ride the green line south to Bay Ave, then loop back around to Oak St somehow

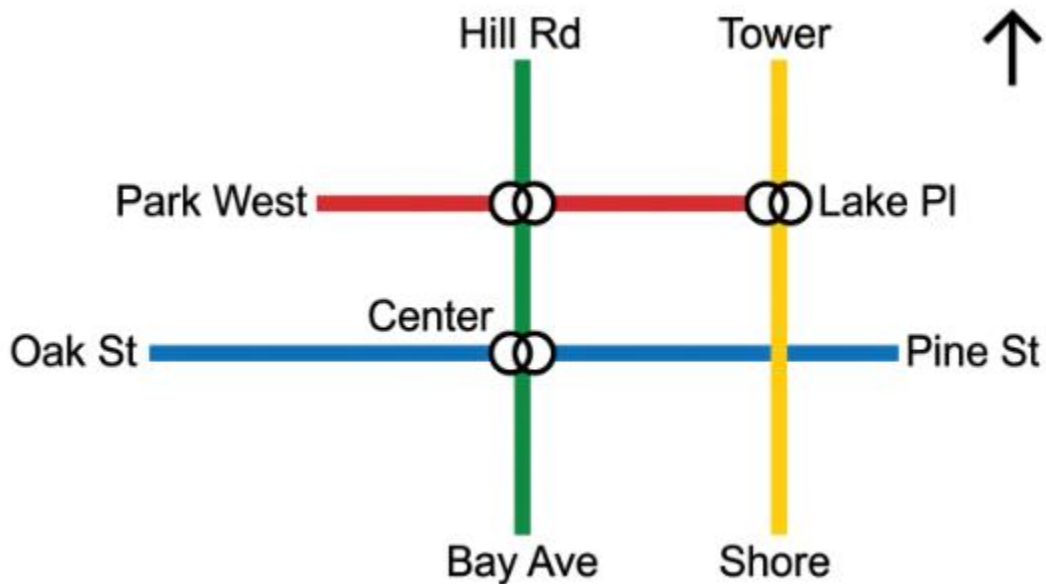
94. Using the map below, a customer rides the green line south from Hill Rd to Center, then transfers to the blue line toward Pine St. After completing the transfer, in which direction is the customer now traveling?

Figure PQ-4



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

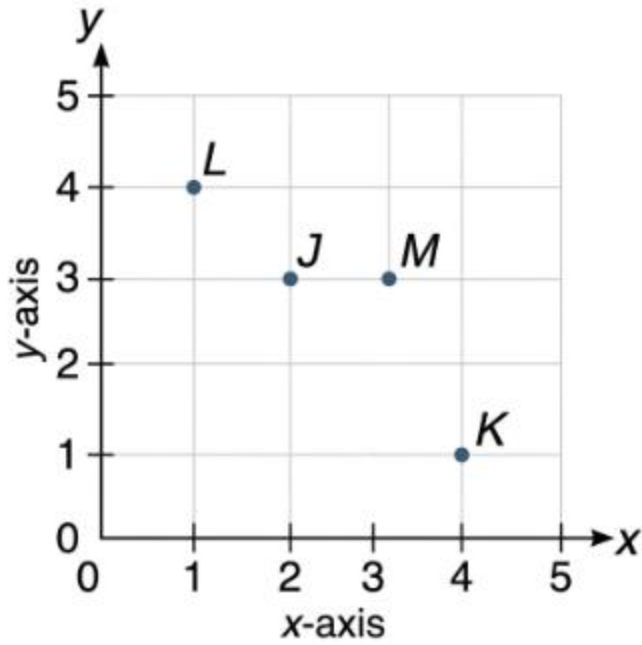
95. Using the four-line map below, a customer at Tower must reach Center with the fewest transfers. Which route is correct?



- A. Ride yellow south to Shore, then transfer directly to Center with no other transfers
- B. Ride directly from Tower to Center on a single line with no transfers needed at all
- C. Ride yellow south to Lake Pl, transfer red west to Hill Rd, then green south to Center

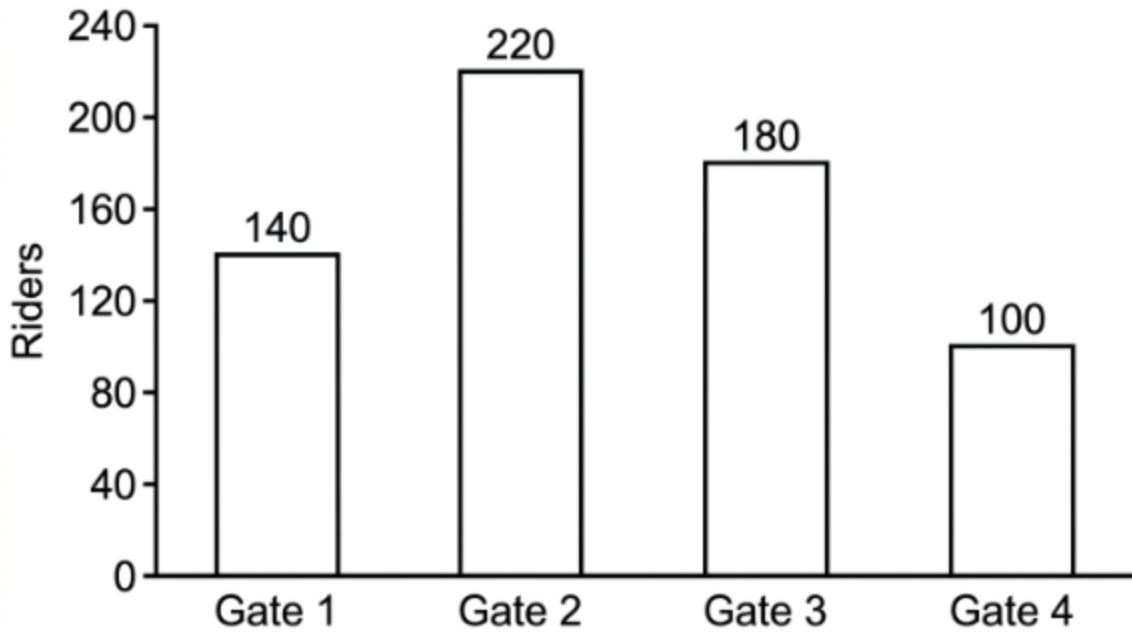
D. Ride yellow north away from Lake Pl, then loop back around to Center somehow later

96. Using the coordinate grid below, which labeled point is located at coordinates (4, 1)?



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

97. Using the bar chart below, how many riders used Gate 2 during the recorded hour?



- A. 220
- B. 180
- C. 140
- D. 100

98. What number comes next in the sequence: 3, 6, 12, 24, ____?

- A. 36
- B. 30
- C. 40
- D. 48

99. What letter comes next in the sequence: B, D, G, K, ____?

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

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

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

ANSWER KEY WITH EXPLANATIONS – Practice Exam 18

1. A — The passage states that logging even minor defects preserves the pattern needed to spot recurring faults. Skipping small defects breaks that record, so the supported point is that complete logging reveals repeat problems over time.
2. B — "Unambiguous" means having only one clear meaning, so its closest match is "clear." An unambiguous closure instruction leaves no room for misreading, which is why clarity is the intended sense.
3. B — A booth is operated by an agent, just as a cab is operated by an operator. The analogy pairs each workspace with the person who runs it, making "operator" correct.
4. C — The sentence concedes the notice was posted yet riders missed it, then states a result, which calls for "Even though" followed by "so." Only that pairing fits a concession joined to a consequence.
5. C — A phrase beginning "along with" does not change the number of the subject, so the singular "agent" governs the verb. The correct form is the singular "is responsible."
6. B — The passage emphasizes that courtesy shapes riders' overall impression of the system and can defuse tension. Its main idea is that courteous treatment strongly influences how riders view the whole system.

7. D — A clear notice needs the change, the time, and the affected area, but not the agent's personal opinion. The opinion is the element that does not belong, making it the exception.
8. D — If all express trains skip Oak St and the 5:10 is an express train, then it must skip Oak St. This is a valid categorical deduction, so D follows directly.
9. B — A paper receipt is issued only when the machine receipt failed and the customer requests one. Since the machine receipt printed normally, the first condition fails and no paper receipt is issued.
10. B — "Erratic" describes something that swings without a steady pattern, so its closest match is "irregular." Ridership that varies unpredictably is irregular by definition.
11. A — An evacuation waives both the five-minute and the stayed-inside conditions, leaving only the no-other-payment condition, which is met. With the only remaining condition satisfied, the agent grants the re-entry.
12. C — Lee takes booth 2 in the afternoon, and Park cannot take booth 3, so Park takes booth 1. That leaves booth 3 as the only option for Diaz, making C correct.
13. B — The earliest sign of a failing fare machine is intermittent trouble while it still functions, such as occasionally skipping receipts. A total stop is a later stage, and normal operation shows no problem at all.
14. D — A fee may be waived only with supervisor approval or for a verified misprint. Waiving a fee with neither condition present violates the rule and is therefore not permitted.
15. C — Three closed gates add about six minutes, so each closed gate adds about two minutes. Five closed gates add roughly ten minutes, making C the correct estimate.
16. D — Life safety ranks above security, service continuity, and records. A rider clutching their chest is an immediate life-safety emergency and must be addressed before the package, the escalator, or the records.
17. D — Greeting riders, reporting defects, and giving directions are all agent duties, while dispatching and controlling trains belong to other roles. Dispatching trains is therefore the exception.
18. B — A transfer is valid only if the tap was both recent and on the same account. The tap was recent but on a different account, so the account condition fails and the transfer is invalid.
19. C — Water streaming down a stairwell wall onto the steps is a clear developing hazard, while the other observations describe normal operation. That running water is the clearest signal of a problem.
20. A — Reload requests peak in the first hour of each month, and it is the first morning of a new month. The agent should reasonably expect heavy reload demand, consistent with the observed pattern.
21. B — A defect worsening a crowd hazard is radioed at once regardless of its severity rating. Since the non-critical defect is making a bottleneck worse, the crowd-hazard exception applies and the agent radios it immediately.
22. D — If no Level 2 gate is wheelchair-accessible and Gate 7 is on Level 2, then Gate 7 is not wheelchair-accessible. This is a valid deduction from the stated premises.
23. C — During a disruption the same-day reporting condition is waived, and the delay exceeded twenty minutes. With the only failing condition waived, the agent issues the credit.
24. A — A platform crowd frozen in place while a train waits with open doors signals a breakdown in flow, while the other observations describe normal operation. That stalled crowd is the clearest indication of a problem.
25. A — Slips near the north entrance rise with rain, and the north floor is uncovered. The most reasonable conclusion is that rainwater tracked onto the uncovered floor causes the extra slips.

26. D — The agent may leave the booth only when no transaction is open, except during a declared emergency. Leaving mid-transaction for a routine errand violates that rule and is not consistent with it.
27. C — Smoke rising from a trash bin is an immediate fire hazard that outranks change-making, a fare question, and a routine log. The agent should address the smoke first.
28. B — The professional response to an angry rider is to stay calm, acknowledge the frustration, and explain the options. Matching tone, arguing, or walking away all escalate the situation.
29. C — A weekly pass allows unlimited rides for seven days starting from its first tap. The agent should explain that the pass runs continuously rather than limiting rides or requiring reactivation.
30. C — Fingertip maintenance covers small immediate tasks like wiping a smudged fare-reader screen so it reads cards. Cable splicing, tile replacement, and escalator realignment require maintenance staff.
31. B — High severity comes first, and the two high tickets at 9:05 sort alphabetically with "Alarm" (R) before "Spill" (Q). The medium ticket P follows, then the low ticket S, giving R, Q, P, S.
32. D — Handling a hazard begins with recognizing and confirming it, then securing the area, then reporting it, then logging the action. This follows steps 1 through 4 in order.
33. D — The \$18 added gains a 5% bonus of \$0.90, so \$18.90 is added to \$12.00 for \$30.90. Four rides at \$2.80 cost \$11.20, leaving \$19.70.
34. A — A 25% student discount on a \$48.00 pass removes \$12.00, leaving \$36.00. The discounted student price is therefore \$36.00.
35. B — Adding 38 minutes to 2:47 PM passes the hour at 3:00 and continues 25 minutes further. The arrival time is 3:25 PM.
36. D — Four turnstiles handle 480 riders, so each handles 120 per hour. Six turnstiles at that rate handle 720 riders.
37. D — Facing east, a left turn faces north, and a 180-degree turn reverses that to south. The agent ends facing south.
38. A — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 1:00 corresponds to an actual time of 11:00.
39. C — Gate B leads with 260 riders, and Gate C follows with 200, ahead of Gate D's 175 and Gate A's 140. Gate C therefore had the second-highest ridership.
40. B — The notice assigns Booth 3 a 7:00 AM opening. Among the four booths listed, Booth 3 is the one that opens at seven o'clock.
41. C — The passage warns that guesses mixed with facts mislead a review, while observations can be weighed. It supports the idea that a report is most useful when it records observations rather than guesses.
42. A — A turnstile is associated with entry, just as an exit gate is associated with departure. The analogy pairs each device with the movement it serves, making "departure" correct.
43. D — A supervisor override waives only the same-day requirement, leaving the over-ten-minute delay condition, which the fifteen-minute delay meets. With the override in place, the agent grants the credit.
44. B — The earliest sign of escalator failure is an abnormal sound while it still runs, such as an irregular grinding noise. Smooth operation shows no fault, and a full stop is a later stage.
45. C — For a rider 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.

46. 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.
47. C — The agent should not give out a personal email; the correct response is to politely decline and explain the official channel. This stays professional while still directing the rider to a route for follow-up.
48. D — In a platform emergency the agent directs riders to safe exits and requests proper assistance. Repairing equipment or leaving the station falls outside the agent's emergency role.
49. A — When several riders ask at once, the professional approach is to address each in turn, calmly and courteously. Ignoring most or refusing to help fails the other riders.
50. A — 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.
51. B — 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.
52. B — 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.
53. A — A rider 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.
54. A — A brief follow-up question deserves a courteous, accurate answer before moving on. Imposing arbitrary limits or deflecting the rider would be poor service.
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 rider worsens the encounter.
56. C — A complete airport-route answer states the lines, the direction, the transfer point, and confirms understanding. Partial or dismissive answers leave the rider without a usable plan.
57. A — 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. A — Sorting by date, then time, then type gives 12/04 08:00 Note (d), 12/04 16:30 Audit (b), then the two 12/05 10:00 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. D — Ranked busiest to least: Y (240), Z (160), W (110), X (95). That gives Y, Z, W, X.
61. B — 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.
62. A — Emergency handling begins with recognizing and confirming, then a calm announcement, then directing riders to exits, then requesting help: 2, 3, 1, 4.
63. C — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.
64. D — Highest to lowest: \$14.00, \$9.60, \$9.05, \$2.80. Note that \$9.60 exceeds \$9.05, placing it ahead.
65. B — Reversing Elm, Birch, Cedar, Oak, Pine gives Pine, Oak, Cedar, Birch, Elm from last to first.
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 — The agent greets and asks, confirms the failure and cause, opens the gate, then advises resolving the balance: 1, 2, 3, 4.

68. B — The emergency (3) goes first. The two 7:04 service tasks follow, and since neither is a safety concern the shorter (2) precedes the longer (4), with admin (1) last: 3, 2, 4, 1.
69. C — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.
70. 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.
71. A — Five rides at \$2.75 cost \$13.75, leaving \$11.25 from the \$25.00 start. Adding \$20.00 brings the balance to \$31.25.
72. D — The balance fell by \$28 from \$80. As a share of the original, $\$28 \div \$80 = 35\%$ of the value was used.
73. B — The added amount plus a 10% bonus equals \$44, so the amount is $\$44 \div 1.10 = \40.00 added before the bonus.
74. A — Six rides at \$2.50 total \$15.00, plus a \$2.00 fee is \$17.00. From a \$20 bill the change due is \$3.00.
75. C — At \$3.00 per ride, \$35.00 buys 11 full rides costing \$33.00, leaving \$2.00 remaining on the card.
76. D — Adding $\$3.50 + \$6.25 + \$10.00 + \$4.75 + \$2.00$ gives a total of \$26.50.
77. D — The \$30 added gains a 10% bonus, giving \$33.00 added to \$8.00 for \$41.00. Seven rides at \$2.80 cost \$19.60, leaving \$21.40, and adding \$5.00 yields \$26.40.
78. C — Three booths serve 90 riders in 15 minutes, so each serves 30 in that time. Five booths at that rate serve 150 riders.
79. A — Reports rose by 60 from a base of 240. The increase is $60 \div 240 = 25\%$.
80. D — Adding 8 hours and 30 minutes to 6:45 AM gives 3:15 in the afternoon. The shift ends at 3:15 PM.
81. B — Point Q sits on the tick one unit to the right of the labeled 12. That position represents the value 13.
82. A — Facing west, a right turn faces north, and a second right turn faces east. The agent ends facing east.
83. D — Walking north, a right turn faces east, a second right turn faces south, and a third right turn faces west. The agent is now walking west.
84. C — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 4:00 corresponds to an actual time of 8:00.
85. B — Facing south, the agent sees the exit to the east on the agent's left. A customer facing the opposite way (north) sees that same eastern exit on their right.
86. C — Starting pointing down, a 90-degree counterclockwise rotation points it right (east); a top-to-bottom flip leaves a horizontal arrow unchanged, so it still points right.
87. C — Shifting each box three positions right wraps C, D, and E to the front, producing C, D, E, A, B from left to right.
88. B — A direct mirror reverses the left-to-right order of the letters, so "BUS" reads as SUB.
89. B — Counting two stops after Dale: Elm is one after and Fir is two after. The stop two after Dale is Fir.
90. A — Lee covers booth 3 from 9:00 AM to 12:00 PM. At 10:30 AM that period is in effect, so Lee is at booth 3.
91. C — The departure times are 5:08, 5:11, 5:15, and 5:20. The latest is the limited at 5:20, which departs last.

92. D — The notice places both the Red line and the Green line at Pine St. Near Pine St, both lines are affected this weekend.
93. B — Oak St lies west of Center on the blue line, and Hill Rd connects to the blue line only at Center. The direct route rides green south to Center, then transfers to the blue line west to Oak St.
94. C — Pine St lies east of Center on the blue line. After transferring to the blue line toward Pine St, the customer travels east.
95. C — From Tower the fewest-transfer route is yellow south to Lake Pl, red west to Hill Rd, then green south to Center. No single-line or shorter path connects Tower to Center.
96. A — Point K is plotted at $x = 4$ and $y = 1$ on the grid. That matches the requested coordinates (4, 1).
97. A — The bar for Gate 2 reaches the 220 mark on the Riders axis. Gate 2 therefore recorded 220 riders during the hour.
98. D — Each term doubles the one before it: 3, 6, 12, 24, and then 48. The next number is 48.
99. D — The gaps between letters grow by one each step: B (+2) D (+3) G (+4) K (+5). Adding five letters to K gives P.
100. A — 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.