

PRACTICE EXAM 19: 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 repeats a customer's request back in their own words catches misunderstandings before they cause trouble; the few seconds it takes are far cheaper than sending a rider the wrong way. The passage best supports the idea that:

- A. Restating a customer's request helps catch misunderstandings before they cause errors
- B. Customers dislike it when an agent repeats their request back to them at the booth
- C. Restating a request always wastes time the agent could spend serving other riders
- D. Agents should send riders on their way without confirming the request beforehand

2. The instructions on the bulletin were succinct. As used here, "succinct" most nearly means:

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

3. Choose the verb form that makes the sentence correct: "Each of the booths _____"

- A. are stocked with the proper forms before the shift begins each day
- B. is stocked with the proper forms before the shift begins each day
- C. were stocked with the proper forms before the shift begins each day
- D. have been stocked with the proper forms before the shift begins

4. Choose the option that best completes the analogy: "Map is to traveler as _____ is to agent."

- A. turnstile
- B. uniform
- C. platform
- D. rulebook

5. Choose the words that best complete the sentence: "_____ the lift was repaired quickly, the agent kept the notice posted _____ riders would know it had once been out."

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

6. Clear signage does more than decorate a wall; it answers the questions riders would otherwise bring to the booth, freeing the agent for the problems only a person can solve. The main idea of the passage is that:

- A. Signage is mainly decorative and adds little real value to a busy station
- B. Riders should always go to the booth rather than rely on the posted signage
- C. Agents prefer answering routine questions over handling the harder problems
- D. Clear signage handles routine questions so the agent can focus on harder ones

7. All of the following make a platform announcement effective EXCEPT one. Which does NOT?

- A. It is loud and clear enough for the riders on the platform to hear it well
- B. It states the change plainly in words an ordinary rider can understand fully
- C. It relies on internal staff codes that ordinary riders cannot interpret at all
- D. It tells riders the next step they should take in response to the change made

8. All northbound trains stop at Elm. The 6:20 is a northbound train. It follows logically that:

- A. The 6:20 skips Elm because it is an early evening departure that day instead
- B. Only southbound trains stop at Elm, and never the northbound ones at all
- C. Some northbound trains skip Elm despite the general rule that is stated here
- D. The 6:20 stops at Elm, since it is one of the northbound trains by definition

9. An agent reopens a closed gate only after the blocking hazard is cleared AND a supervisor confirms it is safe. The hazard has been cleared, but no supervisor has confirmed yet. According to the rule, the agent should:

- A. Reopen the gate now, since the blocking hazard has already been fully cleared
- B. Reopen the gate now, because supervisor confirmation is never required here
- C. Reopen the gate halfway as a compromise until the supervisor can confirm it
- D. Keep the gate closed, since a supervisor has not yet confirmed that it is safe

10. The crowd was sparse on the platform before dawn. As used here, "sparse" most nearly means:

- A. heavy
- B. restless
- C. thin
- D. cheerful

11. Statement 1: If the elevator is down, the agent posts a detour notice. Statement 2: The elevator is down. What logically follows?

- A. The elevator is working normally, so no detour notice is needed at all now
- B. The agent posts a detour notice, since the elevator is down right now today
- C. The detour notice is posted only when the elevator is working normally again
- D. No detour notice is needed because the elevator's status does not matter here

12. A rule states: "A fee is waived only with supervisor approval, except a verified misprint, which the agent may waive on their own authority." A verified misprint occurs and no supervisor is present. The agent should:

- A. Refuse to waive the fee because no supervisor is present to approve it right now
- B. Waive the fee on the agent's own authority, since the misprint is verified here
- C. Waive the fee only after the rider pays a partial replacement fee at the booth
- D. Refuse to waive the fee because a misprint never qualifies for any waiver at all

13. 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 a disruption waives the five-minute condition, and an evacuation waives the stayed-inside condition." During a disruption, the error was confirmed in nine minutes, the customer stayed inside, and has no other payment. The agent should:

- A. Refuse because the error was confirmed after the five-minute window had passed
- B. Refuse because a re-entry never applies during a declared service disruption at all
- C. Grant the re-entry, since the disruption waives the five-minute time condition here
- D. Grant the re-entry only if the customer pays a partial replacement fare at the booth

14. Which is the earliest indication that a turnstile is starting to fail?

- A. The turnstile now beeps and rejects taps that were working only moments earlier
- B. The turnstile accepts every tap and opens smoothly just as it always has before
- C. The arrival board shows the next two trains on the usual posted schedule still
- D. The booth telephone rings with an ordinary routine information call once again

15. A rule states: "Agents close a gate only for crowd safety, never longer than the dispatcher allows, and reopen it once density drops." Which action would NOT be permitted by the rule?

- A. Closing a gate when crowd density first surges suddenly without any prior warning
- B. Reopening a gate promptly once the crowd density has clearly dropped again today
- C. Closing a gate for a short period that stays well within the dispatcher's set limit
- D. Keeping a gate closed long after density dropped and well past the allowed limit

16. Four priorities apply in this order: life safety, then security, then service, then records. An agent sees a records entry due, a propped-open emergency door, a stalled fare line, and a rider who has collapsed. The agent should first address:

- A. The records entry that is due, to keep the shift's paperwork fully on schedule
- B. The propped-open emergency door, a security gap that needs prompt attention now
- C. The stalled fare line, restoring the normal flow of service at the booth window

D. The rider who has collapsed, an immediate life-safety emergency right this moment

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

- A. Repairing the track signals that control train movement along the running line
- B. Greeting riders and answering their routine questions at the booth window daily
- C. Reporting station defects to the maintenance desk during the same work shift
- D. Giving clear directions and travel information to the riders who ask for help

18. A transfer is valid only if the original tap was under two hours ago AND within the fare zone. The tap was 40 minutes ago but outside the fare zone. According to the rule, the transfer is:

- A. Invalid, since the original tap was made outside the required fare zone here
- B. Valid, since the original tap was made well under the two-hour time limit
- 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 still
- B. Riders tap and pass through the turnstiles at the usual steady morning pace now
- C. The fare machines accept payment and print clean receipts as usual at the booth
- D. A rider is slumped motionless against the wall and not responding to any calls

20. An agent observes that refund requests cluster on Monday mornings after weekend service changes. On a Monday morning following a weekend change, the agent can reasonably expect:

- A. More refund requests, consistent with the Monday-after-changes pattern observed
- B. Fewer refund requests than on any other weekday morning at the station here now
- C. No refund requests at all because riders never ask for any refunds on a Monday
- D. Refund requests unrelated to the day of week at any point during the whole month

21. A rule states: "Safety-critical defects are radioed at once; other defects wait until the shift's end — except a defect that blocks an exit, which is radioed at once regardless." A non-critical defect is blocking an exit. The agent should:

- A. Wait until the end of the shift, since the defect is rated as non-critical only
- B. Log it silently and take no further action at all during this current work shift
- C. Radio the defect at once, since it is blocking an exit right now regardless of rating
- D. Radio it only after a supervisor has personally re-rated the defect's severity first

22. No Level 3 gate accepts cash. Gate 9 is on Level 3. It follows logically that:

- A. Gate 9 does not accept cash, since it sits on Level 3 of the station by the rule
- B. Gate 9 accepts cash because it is a numbered main concourse gate that day still
- C. Some Level 3 gates accept cash despite the general rule that is stated here now

D. Gate 9 may or may not accept cash depending on the particular time of day here

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

- A. Deny the credit because the rider reported the delay one full day afterward only
- B. Deny the credit because the same-day condition is never waived for any rider at all
- C. Issue the credit only if the rider also pays a partial replacement fare at the booth
- D. Issue the credit, since the disruption waives the same-day reporting condition here

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

- A. The platform crowd keeps growing while no train has arrived for fifteen minutes
- B. Trains arrive and depart on the platform on their normal posted schedule today
- C. The fare machines accept payment and print receipts normally at the booth now
- D. The booth lighting holds steady at its usual daytime brightness all morning long

25. An agent observes that complaints about long accessibility-gate lines rise whenever the elevator is out, since the gate is then the only step-free route. The most reasonable conclusion is that:

- A. Riders deliberately crowd the accessibility gate only on the days the elevator works
- B. The accessibility gate is equally busy whether the elevator works or is out always
- C. Elevator outages push step-free riders to the gate, lengthening the gate lines there
- D. The accessibility-gate lines have nothing to do with the elevator's status at any time

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

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

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

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

28. A rider asks whether a day pass allows unlimited rides until midnight of the purchase day. The agent should explain that:

- A. The day pass covers only a single ride and then it must be repurchased once again

- B. The day pass must be reactivated at the booth before each separate ride is taken
- C. The day pass allows unlimited rides until midnight of the day it is purchased on
- D. The day pass works only during the off-peak hours of the purchase day itself here

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

- A. Splicing a damaged power feed to the booth's main electrical panel by hand today
- B. Replacing a cracked floor tile on the busy platform near the stair landing area
- C. Clearing a jammed coin from a fare machine's slot so it accepts payment again
- D. Realigning a misaligned escalator step at the top of the moving stairway this hour

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

- A. The escalator runs smoothly with the handrail matching the step speed exactly
- B. The escalator runs but its handrail now lags noticeably behind the moving steps
- C. The escalator has stopped completely and will not respond to any input at all now
- D. The escalator carries riders up and down at its normal steady speed all day long

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

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

33. A rider has \$20.00 on a card, takes 4 rides at \$2.60 each, then adds \$15.00. What is the new balance?

- A. \$23.60
- B. \$25.60
- C. \$24.60
- D. \$22.60

34. A \$52.00 monthly pass is discounted 25% for eligible seniors. The senior price is:

- A. \$13.00

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

35. A train leaves at 1:38 PM and the trip takes 47 minutes. At what time does it arrive?

- A. 2:15 PM
- B. 2:25 PM
- C. 2:35 PM
- D. 2:05 PM

36. If 5 turnstiles process 600 riders in one hour, how many riders do 8 turnstiles process in one hour at the same rate?

- A. 720
- B. 840
- C. 900
- D. 960

37. A card holds \$40.00 and the fare is \$3.50 per ride. How many full rides can the rider take, and what amount remains on the card?

- A. 11 rides with \$1.50 remaining on the card after the last ride taken
- B. 12 rides with \$0.00 remaining on the card after the last ride taken
- C. 10 rides with \$5.00 remaining on the card after the last ride taken
- D. 11 rides with \$0.00 remaining on the card after the last ride taken

38. A rider's card balance dropped from \$45.00 to \$27.00. What percent of the original value was used?

- A. 30%
- B. 35%
- C. 40%
- D. 45%

39. A rider 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. \$39.90
- B. \$44.10
- C. \$37.80
- D. \$40.00

40. A rider starts with \$6.00, adds \$25.00 with a 10% bonus on the added amount, takes 6 rides at \$2.70 each, then adds \$10.00. What is the final balance?

- A. \$25.30

- B. \$24.30
- C. \$26.30
- D. \$27.30

41. An agent's shift starts at 7:50 AM and lasts 8 hours and 40 minutes. At what time does the shift end?

- A. 4:00 PM
- B. 4:30 PM
- C. 3:30 PM
- D. 5:00 PM

42. An agent records sales of \$4.20, \$5.55, \$9.00, \$3.75, and \$2.00 in one hour. What is the total?

- A. \$23.50
- B. \$25.00
- C. \$24.50
- D. \$26.00

43. Last month a station had 320 reports filed; this month it has 400 reports. By what percent did reports increase?

- A. 20%
- B. 30%
- C. 80%
- D. 25%

44. If 4 booths serve 120 riders in 10 minutes, how many riders do 6 booths serve in the same 10 minutes at the same rate?

- A. 150
- B. 160
- C. 200
- D. 180

45. An angry rider blames the agent for a long delay and raises their voice. The best response is to:

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

46. 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 now
- B. Speak much louder so the rider can catch the unfamiliar English words used here
- C. Speak slowly, use simple words, point on a map, and confirm understanding well

D. Give the directions once quickly and turn to the next rider waiting in the line

47. A rider asks who qualifies for a reduced fare. The agent should explain that reduced fares are generally available to:

- A. Any rider who simply asks for a reduced fare at the booth window each day here
- B. Eligible seniors, riders with qualifying disabilities, and eligible students
- C. Only riders who travel exclusively during the off-peak hours of the day at all
- D. Riders who buy more than a set number of trips in one booth transaction today

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

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

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

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

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

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

51. A rider 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 now
- B. Hand the rider cash from the booth drawer to settle the matter very quickly today
- C. Tell the rider to take the complaint somewhere else right now and please move on
- D. Acknowledge the frustration and explain the actual refund process calmly to them

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

- A. Observing and reporting station conditions and any unusual occurrences seen
- B. Setting the timing of the signals that govern all of the train movements daily
- 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

53. A rider 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 now
- B. Defend the other agent and dismiss the complaint outright as untrue talk today
- C. Agree the other agent is rude to nearly every rider at every hour of the day here
- D. Tell the rider that no procedure exists for that kind of complaint at all today now

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

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

55. A rider thanks the agent for help and then asks one more short question. The agent should:

- A. Tell the rider that a single question is the strict limit at the booth window today
- B. Answer the additional question courteously and accurately before moving on then
- 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 right now

56. 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

57. 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

58. A rider asks whether they can pay a child's fare in coins at the booth. The best response is to:

- A. Tell the rider that coins are never accepted for any fare at the booth window
- B. Refuse the coins and send the rider to a fare machine across the busy concourse
- C. Tell the rider to come back with exact change in bills before any fare is sold
- D. Accept the coins and process the child's fare courteously at the booth window

59. 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

60. 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

61. 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

62. A rule says to rank entrances from busiest to least busy. Counts: Gate W 130, Gate X 90, Gate Y 200, Gate Z 165. What is the correct order?

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

63. 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

64. 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. 3, 2, 1, 4
- D. 2, 3, 1, 4

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

66. Arrange these fare-card balances from highest to lowest: \$16.00, \$3.40, \$9.70, \$9.25.

- A. \$3.40, \$9.25, \$9.70, \$16.00
- B. \$16.00, \$9.70, \$9.25, \$3.40
- C. \$9.25, \$9.70, \$16.00, \$3.40
- D. \$9.70, \$16.00, \$9.25, \$3.40

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

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

68. 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. 1, 2, 3, 4
- D. 2, 1, 3, 4

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

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

70. 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. 3, 2, 4, 1
- B. 2, 4, 3, 1
- C. 1, 2, 4, 3
- D. 3, 4, 2, 1

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

72. 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. 1, 2, 3, 4
- C. 3, 4, 1, 2
- D. 2, 1, 3, 4

73. A rider must reach a meeting by 9:00 AM. The train ride is 35 minutes and the walk from the station is 10 minutes. Trains depart only on the hour and half hour. Which is the latest train she can take?

- A. The 8:00 train, which leaves with fifteen minutes to spare before her cutoff
- B. The 8:30 train, which would arrive after her nine o'clock meeting had started
- C. The 7:30 train, the only option early enough to make her meeting on time still
- D. The 8:15 train, although it is not actually offered on the hour or the half hour

74. An agent restocks 3 fare-machine paper rolls in 12 minutes at a steady pace. At that pace, how long does it take to restock 5 rolls?

- A. 15 minutes
- B. 16 minutes
- C. 18 minutes
- D. 20 minutes

75. Of 240 riders who entered in one hour, 25% used the accessibility gate. How many riders used the accessibility gate?

- A. 24
- B. 48
- C. 96
- D. 60

76. An agent recorded hourly rider counts of 120, 150, 90, and 160 across four hours. What is the average count per hour?

- A. 115
- B. 125
- C. 130
- D. 140

77. A rider buys 7 rides at \$2.40 each plus a \$1.20 card fee, paying with a \$20 bill. How much change is due?

- A. \$1.00
- B. \$2.00
- C. \$3.00
- D. \$2.40

78. A rider has \$30.00, adds \$10.00 with a 10% bonus on the added amount, then takes 5 rides at \$2.75 each. What is the new balance?

- A. \$26.25
- B. \$27.25
- C. \$28.25
- D. \$25.25

79. A train scheduled to arrive at 3:12 PM actually arrives at 3:29 PM. How many minutes late is it?

- A. 17 minutes
- B. 19 minutes
- C. 15 minutes
- D. 21 minutes

80. If 2 agents serve 50 riders in 20 minutes, how many riders do 5 agents serve in the same 20 minutes at the same rate?

- A. 100
- B. 115
- C. 125
- D. 150

81. The average wait at a gate grew from 4 minutes to 5 minutes. By what percent did the wait increase?

- A. 10%
- B. 15%
- C. 20%
- D. 25%

82. A card holds \$50.00. The rider takes 8 rides at \$2.90 each, then adds \$20.00. What is the new balance?

- A. \$45.80
- B. \$46.80
- C. \$47.80
- D. \$44.80

83. A \$36.00 charge is split evenly among 4 riders. How much does each rider pay?

- A. \$6.00
- B. \$8.00
- C. \$9.00
- D. \$12.00

84. A 90-minute closure begins at 10:45 PM. At what time does the closure end?

- A. 11:45 PM
- B. 12:15 AM
- C. 12:45 AM
- D. 11:15 PM

85. A \$44.00 pass is offered at 50% off during a promotion. What is the promotional price?

- A. \$22.00
- B. \$24.00
- C. \$20.00
- D. \$33.00

86. Rider counts across four gates in one hour were 85, 110, 95, and 60. What is the total number of riders?

- A. 330
- B. 340
- C. 350
- D. 360

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

- A. West

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

88. An agent walks south 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. South
- B. North
- C. East
- D. West

89. An agent looks at a clock in a mirror placed directly opposite. The mirror image shows the hands pointing to what appears to be 5:00. The actual time on the clock is:

- A. 5:00
- B. 7:00
- C. 9:00
- D. 3:00

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

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

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

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

92. Five boxes sit in a row labeled M, N, O, P, Q 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, M, N, O
- B. M, N, O, P, Q
- C. O, P, Q, M, N
- D. Q, M, N, O, P

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

- A. CAR, identical to the original word as written down on the sign here
- B. ACR, a different rearrangement of the original three letters shown today
- C. RCA, an alternative arrangement of the original three letters shown today
- D. RAC, with the three letters reversed in their order from the original word

94. Remember this stop order: Ash, Birch, Cedar, Dale, Elm, Fir, Grove. Which stop is three stops before Grove?

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

95. Read and remember: "Agent Lee covers booth 2 from 6:00 AM to 10:00 AM, booth 4 from 10:00 AM to 1:00 PM, and booth 6 from 1:00 PM to 4:00 PM." At 11:30 AM, which booth does Agent Lee cover?

- A. Booth 2, during the early morning portion of the shift before ten o'clock
- B. Booth 6, during the afternoon portion of the shift after one o'clock today
- C. Booth 4, during the ten o'clock to one o'clock portion of the shift that day
- D. Booth 5, alongside another agent during the busy midday rush that same day

96. Remember this announcement: "The express departs at 6:14, the local at 6:06, the limited at 6:20, and the shuttle at 6:09, all from the same platform." Which train departs first?

- A. The express at 6:14 from the platform in the middle of the group that day
- B. The local at 6:06 from the platform first among the four listed trains today
- C. The limited at 6:20 from the platform last among the four trains that evening
- D. The shuttle at 6:09 from the platform a few minutes after the very first one

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

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

98. What number comes next in the sequence: 5, 8, 14, 26, ____?

- A. 48
- B. 50
- C. 52
- D. 38

99. What letter comes next in the sequence: C, E, H, L, ____?

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

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

- A. Passenger
- B. Driver
- C. Garage
- D. Schedule

ANSWER KEY WITH EXPLANATIONS – Practice Exam 19

1. A — The passage states that restating a request catches misunderstandings before they cause trouble and saves the cost of misdirecting a rider. It supports the point that confirming a request by restating it prevents errors, which is why the brief habit is worthwhile.
2. B — "Succinct" describes something expressed clearly in few words, so its closest match is "brief." Succinct instructions convey the message without padding.
3. B — "Each" is singular and governs a singular verb regardless of the plural object "booths." The correct form is "Each of the booths is stocked."
4. D — A map guides a traveler the way a rulebook guides an agent's decisions. The analogy pairs each person with the reference that directs their actions, making "rulebook" correct.
5. A — The sentence concedes a quick repair yet keeps the notice for a purpose, calling for "Although" followed by "so that." Only that pairing joins a concession to a stated purpose.
6. D — The passage says clear signage answers routine questions and frees the agent for problems only a person can solve. Its main idea is that signage handles the routine so the agent can focus on harder issues.
7. C — An effective announcement is audible, plain, and gives a next step, but relying on internal codes riders cannot interpret defeats its purpose. The internal-code item is the exception.
8. D — If all northbound trains stop at Elm and the 6:20 is northbound, it must stop at Elm. This is a valid categorical deduction.
9. D — A gate is reopened only after the hazard is cleared AND a supervisor confirms safety. With no supervisor confirmation yet, the second condition is unmet, so the gate stays closed.
10. C — "Sparse" describes something thinly distributed, so its closest match is "thin." A sparse pre-dawn crowd is a thin one.
11. B — The rule says a down elevator triggers a detour notice, and the elevator is down. The valid conclusion is that the agent posts the detour notice.
12. B — A verified misprint may be waived on the agent's own authority, with no supervisor needed. Since the misprint is verified, the agent waives the fee directly.
13. C — During a disruption the five-minute time condition is waived, and the remaining conditions (stayed inside, no other payment) are met. The agent grants the re-entry because the only failing condition is waived.

14. A — The earliest sign of a failing turnstile is intermittent rejection of taps that just worked, while it still partly functions. Smooth acceptance shows no fault, and the other observations are unrelated.
15. D — A gate stays closed only as long as density warrants and never past the dispatcher's limit. Keeping it closed after density dropped and past the limit violates the rule and is not permitted.
16. D — Life safety ranks above security, service, and records. A collapsed rider is an immediate life-safety emergency and must be addressed before the door, the fare line, or the records.
17. A — Greeting riders, reporting defects, and giving directions are agent duties, while repairing track signals belongs to other staff. Signal repair is therefore the exception.
18. A — A transfer is valid only if the tap was recent AND within the fare zone. The tap was recent but outside the zone, so the zone condition fails and the transfer is invalid.
19. D — A rider slumped motionless and unresponsive is a clear emergency, while the other observations describe normal operation. That unresponsive rider is the clearest signal of a problem.
20. A — Refund requests cluster on Monday mornings after weekend changes, and this is such a morning. The agent should reasonably expect more refund requests, consistent with the pattern.
21. C — A defect blocking an exit is radioed at once regardless of its severity rating. Since the non-critical defect blocks an exit, the exit exception applies and the agent radios it immediately.
22. A — If no Level 3 gate accepts cash and Gate 9 is on Level 3, then Gate 9 does not accept cash. This follows validly from the premises.
23. D — During a disruption the same-day reporting condition is waived, and the delay exceeded fifteen minutes. With the only failing condition waived, the agent issues the credit.
24. A — A growing crowd with no train for fifteen minutes signals a service breakdown, while the other observations describe normal operation. That stalled situation is the clearest indication of a problem.
25. C — Gate-line complaints rise when the elevator is out and the gate becomes the only step-free route. The most reasonable conclusion is that outages push step-free riders to the gate, lengthening its lines.
26. A — The agent may leave the booth only when no transaction is open, except during an emergency. Leaving mid-transaction for a routine errand violates that rule and is not consistent with it.
27. A — A small fire in a trash bin is an immediate fire hazard that outranks change-making, a fare question, and a routine log. The agent should address the fire first.
28. C — A day pass allows unlimited rides until midnight of the purchase day. The agent should explain that the pass runs continuously rather than limiting rides or requiring reactivation.
29. C — Fingertip maintenance covers small immediate tasks such as clearing a jammed coin from a fare machine. Power splicing, tile replacement, and escalator realignment require maintenance staff.
30. B — The earliest sign of escalator trouble is the handrail lagging behind the steps while it still runs. Matched speeds show no fault, and a full stop is a later stage.
31. D — 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: R, Q, P, S.
32. C — Handling a hazard begins with recognizing and confirming it, then securing the area, then reporting it, then logging the action: 1, 2, 3, 4.
33. C — Four rides at \$2.60 cost \$10.40, leaving \$9.60 from the \$20.00 start. Adding \$15.00 brings the balance to \$24.60.
34. B — A 25% senior discount on a \$52.00 pass removes \$13.00, leaving \$39.00. The senior price is therefore \$39.00.

35. B — Adding 47 minutes to 1:38 PM passes the hour at 2:00 and continues 25 minutes further. The arrival time is 2:25 PM.
36. D — Five turnstiles handle 600 riders, so each handles 120 per hour. Eight turnstiles at that rate handle 960 riders.
37. A — At \$3.50 per ride, \$40.00 buys 11 full rides costing \$38.50, leaving \$1.50 remaining on the card.
38. C — The balance fell by \$18 from \$45. As a share of the original, $\$18 \div \$45 = 40\%$ of the value was used.
39. D — The added amount plus a 5% bonus equals \$42, so the amount is $\$42 \div 1.05 = \40.00 added before the bonus.
40. D — The \$25 added gains a 10% bonus, giving \$27.50 added to \$6.00 for \$33.50. Six rides at \$2.70 cost \$16.20, leaving \$17.30, and adding \$10.00 yields \$27.30.
41. B — Adding 8 hours and 40 minutes to 7:50 AM gives 4:30 in the afternoon. The shift ends at 4:30 PM.
42. C — Adding $\$4.20 + \$5.55 + \$9.00 + \$3.75 + \$2.00$ gives a total of \$24.50.
43. D — Reports rose by 80 from a base of 320. The increase is $80 \div 320 = 25\%$.
44. D — Four booths serve 120 riders in 10 minutes, so each serves 30 in that time. Six booths at that rate serve 180 riders.
45. C — The professional response to an angry rider is to stay calm, acknowledge the frustration, and explain the options. Matching volume, arguing, or walking away all escalate the situation.
46. 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.
47. B — 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. D — The agent should not give out a personal number; 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.
49. C — 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.
50. B — 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.
51. D — 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.
52. A — 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. 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.
54. B — 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.
55. B — A brief follow-up question deserves a courteous, accurate answer before moving on. Imposing arbitrary limits or deflecting the rider would be poor service.
56. 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.

57. 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.
58. D — Coins are valid payment, so the agent should accept them and process the child's fare courteously. Refusing the coins or sending the rider away is unnecessary and unhelpful.
59. A — The natural sequence is greet, verify eligibility, accept payment, load the value, then state the balance: 1, 2, 3, 4, 5.
60. 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.
61. C — The logical order is confirm payment, open the gate, guide the customer through, then close the gate: 1, 2, 3, 4.
62. B — Ranked busiest to least: Y (200), Z (165), W (130), X (90). That gives Y, Z, W, X.
63. 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.
64. D — Emergency handling begins with recognizing and confirming, then a calm announcement, then directing customers to exits, then requesting help: 2, 3, 1, 4.
65. A — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.
66. B — Highest to lowest: \$16.00, \$9.70, \$9.25, \$3.40. Note that \$9.70 exceeds \$9.25, placing it ahead.
67. B — Reversing Maple, Oak, Cedar, Pine, Birch gives Birch, Pine, Cedar, Oak, Maple from last to first.
68. C — The agent greets and asks, confirms the failure and cause, opens the gate, then advises resolving the balance: 1, 2, 3, 4.
69. D — 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.
70. A — 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.
71. C — 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.
72. B — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.
73. A — Total travel is 45 minutes, so to arrive by 9:00 she must depart by 8:15. The latest half-hour departure within that limit is the 8:00 train, which gets her there with time to spare.
74. D — Three rolls take 12 minutes, so each roll takes 4 minutes. Five rolls at that pace take 20 minutes.
75. D — Twenty-five percent of 240 riders is $240 \times 0.25 = 60$. Sixty riders used the accessibility gate.
76. C — The four counts total 520, and $520 \div 4 = 130$. The average count per hour is 130.
77. B — Seven rides at \$2.40 total \$16.80, plus a \$1.20 fee is \$18.00. From a \$20 bill the change due is \$2.00.
78. B — The \$10 added gains a 10% bonus of \$1, so \$11 is added to \$30.00 for \$41.00. Five rides at \$2.75 cost \$13.75, leaving \$27.25.
79. A — From 3:12 PM to 3:29 PM is 17 minutes. The train arrived 17 minutes late.
80. C — Two agents serve 50 riders, so each serves 25 in that time. Five agents at that rate serve 125 riders.
81. D — The wait rose by 1 minute from a base of 4 minutes. The increase is $1 \div 4 = 25\%$.

82. B — Eight rides at \$2.90 cost \$23.20, leaving \$26.80 from the \$50.00 start. Adding \$20.00 brings the balance to \$46.80.
83. C — Splitting \$36.00 evenly among four riders gives $\$36.00 \div 4 = \9.00 each.
84. B — Adding 90 minutes to 10:45 PM passes midnight and lands at 12:15 AM. The closure ends at 12:15 AM.
85. A — A 50% discount on a \$44.00 pass removes \$22.00, leaving \$22.00. The promotional price is \$22.00.
86. C — Adding $85 + 110 + 95 + 60$ gives a total of 350 riders.
87. A — Facing east, a right turn faces south, and a second right turn faces west. The agent ends facing west.
88. B — Walking south, a left turn faces east, and a second left turn faces north. The agent is now walking north.
89. B — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 5:00 corresponds to an actual time of 7:00.
90. C — Facing north, the agent sees the exit to the west on the agent's left. A customer facing the opposite way (south) sees that same western exit on their right.
91. A — Starting pointing up, a 90-degree clockwise rotation points it right; a left-to-right flip then points it left.
92. A — Shifting each box two positions right wraps P and Q to the front, producing P, Q, M, N, O from left to right.
93. D — A direct mirror reverses the left-to-right order of the letters, so "CAR" reads as RAC.
94. A — Counting three stops before Grove: Fir is one before, Elm two before, and Dale three before. The stop three before Grove is Dale.
95. C — Lee covers booth 4 from 10:00 AM to 1:00 PM. At 11:30 AM that period is in effect, so Lee is at booth 4.
96. B — The departure times are 6:06, 6:09, 6:14, and 6:20. The earliest is the local at 6:06, which departs first.
97. D — The notice places both the Red line and the Green line at Center. Near Center, both lines are affected this weekend.
98. B — Each term follows the rule "multiply by 2 and subtract 2": $5 \rightarrow 8$, $8 \rightarrow 14$, $14 \rightarrow 26$, and $26 \rightarrow 50$. The next number is 50.
99. C — The gaps between letters grow by one each step: C (+2) E (+3) H (+4) L (+5). Adding five letters to L gives Q.
100. B — A conductor works aboard a train just as a driver operates a bus. The analogy pairs each vehicle with the person who runs it, making "driver" correct.