

PRACTICE EXAM 20: 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. When an agent writes down a defect the moment it appears, the note carries the exact time and condition; a note written hours later relies on memory and often loses the detail that matters. The passage best supports the idea that:

- A. Defects written down hours later are usually more accurate than the immediate notes
- B. Recording a defect the moment it appears preserves accurate detail that memory loses
- C. The exact time of a defect rarely matters to the maintenance team reviewing the note
- D. Agents should wait until the shift ends to record any defect they happen to notice

2. The supervisor's tone during the briefing was cordial. As used here, "cordial" most nearly means:

- A. friendly
- B. harsh
- C. uncertain
- D. brief

3. Choose the sentence that uses pronouns correctly.

- A. If a rider loses a card, you should report it at the booth window right away now
- B. If a rider loses a card, we should report it at the booth window right away now
- C. If a rider loses a card, it should report it at the booth window right away now
- D. If a rider loses a card, they should report it at the booth window right away now

4. Choose the option that best completes the analogy: "Key is to lock as _____ is to turnstile."

- A. platform
- B. schedule
- C. fare card
- D. uniform

5. Choose the words that best complete the sentence: "_____ the announcement was clear, a few riders missed it, _____ the agent posted it in writing as well."

- A. Because / unless

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

6. A short wait handled with a calm explanation feels far shorter than a long wait met with silence; riders forgive delay, but they remember being ignored. The main idea of the passage is that:

- A. Riders never mind delays at all as long as the trains eventually arrive on time
- B. Long waits are always remembered more fondly than the short waits are by riders
- C. Silence from the agent is the fastest way to make any wait feel much shorter now
- D. How a delay is communicated shapes how riders experience the wait itself overall

7. All of the following belong in an incident report EXCEPT one. Which does NOT belong?

- A. A clear account of exactly what the agent observed at the scene of the incident
- B. The agent's personal guess about which rider was probably to blame for it all
- C. The specific time at which the reported incident actually took place that day here
- D. The exact location within the station where the reported incident took place that day

8. All weekday passes expire at the end of the month. This pass is a weekday pass. It follows logically that:

- A. This pass never expires at all as long as it remains a valid weekday pass today
- B. Only weekend passes expire at the end of the month, never the weekday ones at all
- C. Some weekday passes do not expire at the end of the month despite the general rule
- D. This pass expires at the end of the month, since it is a weekday pass by its type

9. An agent issues a replacement card only if the original is verified damaged AND the rider provides identification. The original is verified damaged, but the rider has no identification. According to the rule, the agent should:

- A. Issue the replacement card now, since the original is clearly damaged enough already
- B. Issue the replacement card now, because the identification requirement never applies
- C. Not issue the card, since the rider has not provided the required identification yet
- D. Issue half the value on a temporary card until the rider returns with the proper ID

10. Traffic through the gate was steady all afternoon. As used here, "steady" most nearly means:

- A. constant
- B. sudden
- C. light
- D. confusing

11. In a simple code, each letter shifts forward one place in the alphabet, so A becomes B and B becomes C. What is the code for the word "BUS"?

- A. CVT
- B. ATR
- C. BVS
- D. CWT

12. Statement 1: Whenever the alarm sounds, the agent clears the platform. Statement 2: The alarm is sounding now. What logically follows?

- A. The alarm has stopped, so the platform does not need any clearing at this time now
- B. The platform is cleared only when the alarm is silent and not sounding at all today
- C. The agent clears the platform, since the alarm is sounding right now at the station
- D. No platform clearing is needed because the alarm's current status does not matter

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 an evacuation, the error was confirmed in three minutes, the customer stepped outside, and has no other payment. The agent should:

- A. Refuse the re-entry because the customer briefly stepped outside the station building
- B. Grant the re-entry, since the evacuation waives the stayed-inside condition here today
- C. Refuse the re-entry because a re-entry never applies during any evacuation at all now
- D. Grant the re-entry only if the customer pays a partial replacement fare first right now

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

- A. The fare gate now hesitates a full second before opening on each tap that is given
- B. The fare gate opens instantly on every tap exactly as it always has done before now
- C. The arrival board lists the next two trains on the usual posted schedule still today
- D. The booth telephone rings with an ordinary routine information call once again today

15. A rule states: "Agents may hold a train's doors only for a customer in the doorway, never for an approaching customer, and never past the dispatcher's signal." Which action would NOT be permitted by the rule?

- A. Allowing a customer already in the doorway to finish boarding the train car safely
- B. Holding the doors for a customer still hurrying toward them from the nearby stairway
- C. Releasing the doors once the boarding customer has stepped fully clear of them now
- D. Holding the doors only briefly until the dispatcher's signal to release them arrives

16. Four priorities apply in this order: life safety, then security, then service, then records. An agent sees a records entry due, a suspicious unattended package, a stalled fare line, and a rider who has fainted. The agent should first address:

- A. The records entry that is due, to keep the shift's paperwork fully on schedule today
- B. The suspicious unattended package, a security concern needing prompt attention now
- C. The stalled fare line, restoring the normal flow of service at the booth window today

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

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

- A. Driving the train and controlling its speed along the running line each day at work
- B. Greeting riders and answering their routine questions at the booth window each day
- C. Reporting station defects to the maintenance desk during the same work shift daily
- D. Giving clear directions and travel information to the riders who ask for help daily

18. A transfer is valid only if the original tap was under 90 minutes ago AND on the same account. The tap was 2 hours ago but on the same account. According to the rule, the transfer is:

- A. Valid, since the original tap was made on the very same account as the rule requires
- B. Valid, because either one of the two conditions is enough on its own here right now
- C. Invalid, since the original tap was made more than ninety minutes before this one
- D. Invalid, since the original tap was made on a different fare account entirely today

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 today
- B. Riders tap and pass through the turnstiles at the usual steady morning pace right now
- C. The fare machines accept payment and print clean receipts as usual at the booth now
- D. A rider has fallen onto the tracks and cannot climb back up onto the platform at all

20. An agent observes that lost-item turn-ins spike just after the last train each night and are rare during the day. Just after the last train, the agent can reasonably expect:

- A. Fewer lost-item turn-ins than during the busiest part of the daytime hours here now
- B. More lost-item turn-ins, consistent with the after-last-train pattern that is observed
- C. No lost-item turn-ins at all because riders never turn items in late at night here ever
- D. Turn-ins unrelated to the time of day at any point across the whole night shift here

21. A rule states: "Safety-critical defects are radioed at once; other defects wait — except a defect creating a trip hazard on the stairs, which is radioed at once regardless." A non-critical defect creates a trip hazard on the stairs. The agent should:

- A. Wait until the end of the shift, since the defect is rated as non-critical only here now
- B. Log it quietly and take no further action at all during this current work shift today
- C. Radio the defect at once, since it creates a trip hazard on the stairs right now today
- D. Radio it only after a supervisor has personally re-rated the defect's severity first

22. No Platform B train serves the airport. The 7:40 departs from Platform B. It follows logically that:

- A. The 7:40 may or may not serve the airport depending on the particular day of the week
- B. Some Platform B trains serve the airport despite the general rule that is stated here now
- C. The 7:40 serves the airport because it is a numbered scheduled departure today still

D. The 7:40 does not serve the airport, since it departs from Platform B by the stated rule

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 a disruption waives the same-day condition." During a disruption, a rider reports a thirty-minute delay two days later. The agent should:

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

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

- A. The down escalator is now moving upward while riders are trying to step onto it
- B. Trains arrive and depart on the platform on their normal posted schedule today still
- C. The fare machines accept payment and print receipts normally at the booth right now
- D. The booth lighting holds steady at its usual daytime brightness all morning long today

25. An agent observes that crowding complaints rise sharply on game nights and stay normal otherwise. On a game night, the agent can reasonably expect:

- A. Fewer crowding complaints than on a typical non-game weekday evening here right now
- B. The same number of crowding complaints whether or not a game is on that night here
- C. More crowding complaints, consistent with the established game-night pattern observed
- D. Crowding complaints unrelated to whether a game is being played that evening at all here

26. A rule states: "An agent closes a stairwell only when a hazard blocks it, reopens it once cleared, and logs each closure." Which action would NOT be consistent with the rule?

- A. Closing a stairwell when a spill clearly blocks the steps at that very moment in time
- B. Closing a stairwell that is completely clear with no hazard present on it at all today
- C. Reopening a stairwell once the blocking hazard has been fully cleared away once again
- D. Logging each stairwell closure 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, sparks coming from an outlet, 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 very fast right now
- B. The rider with the fare question, since it can be answered in a few seconds today still
- C. The sparks coming from the outlet, an immediate electrical hazard to address right now
- D. The maintenance log, since keeping it current is part of the regular daily shift work here

28. A rider asks whether a monthly pass renews automatically or must be repurchased. The agent should explain that:

- A. The monthly pass renews automatically and is charged again without any action at all

- B. The monthly pass lasts indefinitely once it is bought and never needs repurchasing
- C. The monthly pass does not renew on its own and must be repurchased each new month
- D. The monthly pass works only during the off-peak hours throughout the whole month

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 now
- B. Replacing the receipt paper roll in a fare machine so it prints receipts again right now
- C. Rewiring a tripped circuit in the station's main electrical room after a power outage
- D. Repairing a cracked tread on the station's busy main staircase near the stair landing

30. Which is the earliest indication that the platform speaker is starting to fail?

- A. The platform speaker plays every announcement clearly at its normal volume right now
- B. The platform speaker now crackles and cuts out partway through each announcement
- C. The platform speaker has gone completely silent and produces no sound at all right now
- D. The platform speaker repeats the usual scheduled announcements right on time today

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. R, Q, P, S
- B. Q, R, 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. 1, 2, 3, 4
- C. 3, 2, 1, 4
- D. 4, 3, 2, 1

33. A rider has \$18.00 on a card, takes 5 rides at \$2.40 each, then adds \$20.00. What is the new balance?

- A. \$24.00
- B. \$25.00
- C. \$27.00
- D. \$26.00

34. A \$60.00 monthly pass is discounted 30% for eligible students. The student price is:

- A. \$42.00

- B. \$18.00
- C. \$45.00
- D. \$40.00

35. A train leaves at 11:52 AM and the trip takes 33 minutes. At what time does it arrive?

- A. 12:25 PM
- B. 12:35 PM
- C. 12:15 PM
- D. 12:45 PM

36. If 6 turnstiles process 540 riders in one hour, how many riders do 9 turnstiles process in one hour at the same rate?

- A. 720
- B. 750
- C. 780
- D. 810

37. A card holds \$46.00 and the fare is \$4.00 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 taken
- B. 10 rides with \$6.00 remaining on the card after the last ride taken
- C. 11 rides with \$0.00 remaining on the card after the last ride taken
- D. 11 rides with \$2.00 remaining on the card after the last ride taken

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

- A. 30%
- B. 35%
- C. 40%
- D. 25%

39. A rider adds an amount to a card and receives a 10% bonus, ending up with \$55.00 total on the card. What was the amount added before the bonus?

- A. \$50.00
- B. \$49.50
- C. \$60.50
- D. \$45.00

40. A rider starts with \$7.00, adds \$20.00 with a 5% bonus on the added amount, takes 6 rides at \$2.60 each, then adds \$10.00. What is the final balance?

- A. \$21.40

- B. \$22.40
- C. \$23.40
- D. \$20.40

41. An agent's shift starts at 6:20 AM and lasts 9 hours and 15 minutes. At what time does the shift end?

- A. 3:05 PM
- B. 4:05 PM
- C. 2:35 PM
- D. 3:35 PM

42. An agent records sales of \$5.40, \$3.25, \$11.00, \$4.85, and \$2.00 in one hour. What is the total?

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

43. Last month a station had 360 reports filed; this month it has 450 reports. By what percent did reports increase?

- A. 25%
- B. 20%
- C. 30%
- D. 90%

44. If the 3rd of the month falls on a Monday, on what day of the week does the 17th of that month fall?

- A. Monday
- B. Tuesday
- C. Sunday
- D. Wednesday

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 area
- B. Insist at length that the long delay was never the agent's own fault here today right now
- C. Stay calm, acknowledge the frustration, and explain the available options to the rider
- D. Step away from the window until the rider settles down and finally 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 right now
- B. Speak much louder so the rider can catch the unfamiliar English words used here right now
- C. Speak slowly, use simple words, point on a map, and confirm understanding clearly to them
- D. Give the directions once quickly and turn to the next rider waiting in the busy line right now

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 right now
- B. Eligible seniors, riders with qualifying disabilities, and eligible students each day at all
- C. Only riders who travel exclusively during the off-peak hours of the day at all here today
- D. Riders who buy more than a set number of trips in one booth transaction on that day here

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

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

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

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

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 please today
- B. Stop helping anyone at all until the rush crowd thins out on its own much later in the day
- C. Address each rider in turn, calmly and courteously, one person at a time as they come up
- D. Tell every rider to return at a much quieter hour later on in the day instead of right 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 here right now
- B. Hand the rider cash from the booth drawer to settle the matter very quickly right now today
- C. Tell the rider to take the complaint somewhere else right now and please just move along now
- D. Acknowledge the frustration and explain the actual refund process calmly to the rider today

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

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

53. 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 right now today here
- B. Agree the other agent is rude to nearly every rider at every hour of the day here always indeed
- C. Listen, acknowledge the concern, and explain the proper feedback channel to the rider clearly
- D. Tell the rider that no procedure exists for that kind of complaint at all here today right 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 right now please
- B. Ask the rider to leave the bags outside the station entrance for the moment first then go in
- C. Assist the rider through the accessible gate along with the bags they are carrying right now
- D. Direct the rider to a different station that has no turnstiles at all instead right now today

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 right now
- B. Answer the additional question courteously and accurately before moving on to the next rider
- C. Pretend not to hear the extra question and turn to the next rider in the line right now today
- D. Send the rider to the agency website instead of giving any answer at all to them 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 right now today too
- B. Walk away from the booth until the rider gives up and finally leaves on their own a bit later
- C. Tell the rider the error is entirely their own fault for using the machine wrong somehow today
- D. Remain calm, acknowledge the issue, and explain the next step to the rider right away today

57. A rider asks for the fastest route to the airport, which requires a transfer. The best response includes:

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

58. A rider asks whether they may bring a folded stroller onto a crowded train. The best response is to:

- A. Tell the rider that strollers of any kind are never permitted aboard any train at all here today
- B. Tell the rider to wait for a completely empty train before bringing the stroller aboard at all
- C. Explain that a folded stroller is allowed and advise keeping it clear of the doorways aboard
- D. Refuse and direct the rider to leave the stroller with the agent at the booth in the meantime

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. 2, 1, 4, 3, 5
- B. 1, 4, 2, 3, 5
- C. 1, 2, 3, 4, 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. a, b, c, d
- B. b, c, a, d
- C. d, c, b, a
- D. d, b, c, 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. 1, 2, 3, 4
- C. 2, 3, 1, 4
- D. 3, 2, 4, 1

62. A rule says to rank entrances from busiest to least busy. Counts: Gate W 150, Gate X 95, Gate Y 220, Gate Z 175. What is the correct order?

- A. Y, Z, W, X
- B. W, X, Y, Z
- 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. P, R, Q
- B. Q, R, P
- C. R, Q, P
- D. R, P, 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. 4, 3, 2, 1
- B. 1, 2, 3, 4
- C. 2, 1, 4, 3
- D. 3, 4, 1, 2

66. Arrange these fare-card balances from highest to lowest: \$17.00, \$4.10, \$9.80, \$9.35.

- A. \$17.00, \$9.80, \$9.35, \$4.10
- B. \$4.10, \$9.35, \$9.80, \$17.00
- C. \$9.35, \$9.80, \$17.00, \$4.10
- D. \$9.80, \$17.00, \$9.35, \$4.10

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

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

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

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. 2, 4, 3, 1
- B. 3, 2, 4, 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. R, Q, P, S
- B. Q, R, P, S
- C. P, Q, R, 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. 1, 2, 3, 4
- B. 4, 3, 2, 1
- C. 3, 4, 1, 2
- D. 2, 1, 3, 4

73. An agent processes 4 card reloads in 6 minutes at a steady pace. At that pace, how long does it take to process 10 reloads?

- A. 12 minutes
- B. 15 minutes
- C. 18 minutes
- D. 20 minutes

74. Of 320 riders who entered in one hour, 15% bought single tickets. How many riders bought single tickets?

- A. 32
- B. 64
- C. 40
- D. 48

75. An agent recorded hourly rider counts of 140, 110, 130, and 100 across four hours. What is the average count per hour?

- A. 110
- B. 120
- C. 125
- D. 130

76. A rider buys 5 rides at \$2.60 each plus a \$1.00 card fee, paying with a \$20 bill. How much change is due?

- A. \$6.00
- B. \$5.00
- C. \$7.00
- D. \$4.00

77. A rider has \$25.00, adds \$10.00 with a 5% bonus on the added amount, then takes 4 rides at \$2.90 each. What is the new balance?

- A. \$22.90
- B. \$23.90
- C. \$24.90
- D. \$21.90

78. A train scheduled to arrive at 4:08 PM actually arrives at 4:31 PM. How many minutes late is it?

- A. 19 minutes
- B. 25 minutes
- C. 21 minutes
- D. 23 minutes

79. If 3 agents serve 60 riders in 12 minutes, how many riders do 5 agents serve in the same 12 minutes at the same rate?

- A. 80
- B. 90
- C. 120
- D. 100

80. The average wait at a gate grew from 5 minutes to 6 minutes. By what percent did the wait increase?

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

81. A card holds \$40.00. The rider takes 7 rides at \$2.80 each, then adds \$15.00. What is the new balance?

- A. \$34.40
- B. \$35.40
- C. \$36.40
- D. \$33.40

82. A \$45.00 charge is split evenly among 5 riders. How much does each rider pay?

- A. \$9.00
- B. \$7.50
- C. \$8.00
- D. \$11.25

83. A 75-minute closure begins at 11:50 PM. At what time does the closure end?

- A. 12:50 AM
- B. 1:25 AM
- C. 12:25 AM
- D. 1:05 AM

84. A \$38.00 pass is offered at 50% off during a promotion. What is the promotional price?

- A. \$17.00
- B. \$20.00
- C. \$19.00
- D. \$22.00

85. Rider counts across four gates in one hour were 70, 125, 95, and 80. What is the total number of riders?

- A. 350
- B. 360
- C. 365
- D. 370

86. If the 5th of the month falls on a Friday, on what day of the week does the 19th of that month fall?

- A. Thursday
- B. Friday
- C. Saturday
- D. Sunday

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

- A. North

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

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

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

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 3:00. The actual time on the clock is:

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

90. 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. Front
- C. Right
- D. Rear

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

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

92. Five boxes sit in a row labeled R, S, T, U, V 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. R, S, T, U, V
- B. U, V, R, S, T
- C. T, U, V, R, S
- D. V, R, S, T, U

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

- A. POT, with the three letters reversed in their order from the original word here now
- B. TOP, identical to the original word as it was written down on the sign here right now
- C. OTP, a different rearrangement of the original three letters shown today here right now
- D. PTO, an alternative arrangement of the original three letters shown today here right now

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

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

95. 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 1:15 PM, which booth does Agent Lee cover?

- A. Booth 1, during the early morning portion of the shift before nine o'clock that day
- B. Booth 3, during the nine o'clock to noon portion of the shift that morning that day
- C. Booth 5, during the noon to three o'clock portion of the shift that afternoon that day
- D. Booth 4, alongside another agent during the busy midday rush that same day that day

96. Remember this announcement: "The express departs at 7:14, the local at 7:05, the limited at 7:20, and the shuttle at 7:09, all from the same platform." Which train departs first?

- A. The local at 7:05 from the platform first among the four listed trains that morning
- B. The express at 7:14 from the platform in the middle of the listed group that morning
- C. The limited at 7:20 from the platform last among the four listed trains that morning
- D. The shuttle at 7:09 from the platform a few minutes after the very first one that day

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

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

98. What number comes next in the sequence: 4, 7, 13, 25, ____?

- A. 37
- B. 45
- C. 47
- D. 49

99. What letter comes next in the sequence: D, F, I, M, ____?

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

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

- A. Driver
- B. Ticket
- C. Platform
- D. Rail yard

ANSWER KEY WITH EXPLANATIONS – Practice Exam 20

1. B — The passage contrasts an immediate note that captures exact time and condition with a later note that loses detail to memory. It supports the point that recording a defect the moment it appears preserves accurate detail.
2. A — "Cordial" describes a warm, friendly manner, so its closest match is "friendly." A cordial briefing is a pleasant, courteous one.
3. D — A singular rider takes the singular "they" as a standard gender-neutral pronoun, and "you," "we," and "it" all break agreement. "If a rider loses a card, they should report it" is correct.
4. C — A key operates a lock just as a fare card operates a turnstile. The analogy pairs each barrier with the item that opens it, making "fare card" correct.
5. C — The sentence concedes the announcement was clear yet missed, then states a result, calling for "Even though" followed by "so." Only that pairing joins a concession to a consequence.
6. D — The passage stresses that a calm explanation shrinks a wait while silence makes it memorable. Its main idea is that how a delay is communicated shapes how riders experience it.
7. B — An incident report records what was observed, when, and where, but not a guess about blame. The blame guess is the element that does not belong.
8. D — If all weekday passes expire at month's end and this is a weekday pass, it must expire at month's end. This follows validly from the premises.
9. C — A replacement card requires a verified-damaged original AND identification. The card is verified damaged but the rider lacks ID, so the second condition is unmet and no card is issued.
10. A — "Steady" describes something that holds constant, so its closest match is "constant." Steady gate traffic is a constant flow.
11. A — Shifting each letter forward one place turns B into C, U into V, and S into T. The code for "BUS" is therefore CVT.
12. C — The rule says a sounding alarm prompts the agent to clear the platform, and the alarm is sounding. The valid conclusion is that the agent clears the platform.
13. B — An evacuation waives the stayed-inside condition, leaving the five-minute and no-other-payment conditions, both of which are met here. The agent grants the re-entry because the only failing condition is waived.
14. A — The earliest sign of a failing fare gate is a new delay before it opens while it still functions. Instant opening shows no fault, and the other observations are unrelated.

15. B — Doors may be held only for a customer already in the doorway, never for one still approaching. Holding the doors for a customer hurrying from the stairway is the action the rule forbids.
16. D — Life safety ranks above security, service, and records. A fainted rider is an immediate life-safety emergency and must be addressed before the package, the fare line, or the records.
17. A — Greeting riders, reporting defects, and giving directions are agent duties, while driving the train belongs to other staff. Driving the train is therefore the exception.
18. C — A transfer is valid only if the tap was recent AND on the same account. The tap was on the same account but more than ninety minutes ago, so the time condition fails and the transfer is invalid.
19. D — A rider fallen onto the tracks and unable to climb out is a clear emergency, while the other observations describe normal operation. That fallen rider is the clearest signal of a problem.
20. B — Turn-ins spike just after the last train each night, and it is just after the last train. The agent should reasonably expect more turn-ins, consistent with the pattern.
21. C — A defect creating a trip hazard on the stairs is radioed at once regardless of its rating. Since the non-critical defect is a stair trip hazard, the exception applies and the agent radios it immediately.
22. D — If no Platform B train serves the airport and the 7:40 departs from Platform B, then the 7:40 does not serve the airport. This follows validly from the premises.
23. C — During a disruption the same-day condition is waived, and the delay exceeded twenty minutes. With the only failing condition waived, the agent issues the credit.
24. A — A down escalator running upward against boarding riders is a clear malfunction, while the other observations describe normal operation. That reversed escalator is the clearest indication of a problem.
25. C — Crowding complaints rise sharply on game nights, and this is a game night. The agent should reasonably expect more crowding complaints, consistent with the pattern.
26. B — A stairwell may be closed only when a hazard blocks it. Closing a completely clear stairwell with no hazard contradicts the rule and is not consistent with it.
27. C — Sparks from an outlet are an immediate electrical hazard that outranks change-making, a fare question, and a routine log. The agent should address the sparks first.
28. C — A monthly pass does not renew on its own and must be repurchased each month. The agent should explain that no automatic renewal occurs and the pass is not indefinite.
29. B — Fingertip maintenance covers small immediate tasks such as replacing a fare machine's receipt roll. Power splicing, circuit rewiring, and stair-tread repair require maintenance staff.
30. B — The earliest sign of speaker trouble is crackling and cutting out mid-announcement while it still works. Clear playback shows no fault, and total silence is a later stage.
31. A — 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. B — 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. D — Five rides at \$2.40 cost \$12.00, leaving \$6.00 from the \$18.00 start. Adding \$20.00 brings the balance to \$26.00.
34. A — A 30% student discount on a \$60.00 pass removes \$18.00, leaving \$42.00. The student price is therefore \$42.00.
35. A — Adding 33 minutes to 11:52 AM passes noon at 12:00 and continues 25 minutes further. The arrival time is 12:25 PM.

36. D — Six turnstiles handle 540 riders, so each handles 90 per hour. Nine turnstiles at that rate handle 810 riders.
37. D — At \$4.00 per ride, \$46.00 buys 11 full rides costing \$44.00, leaving \$2.00 remaining on the card.
38. B — The balance fell by \$21 from \$60. As a share of the original, $\$21 \div \$60 = 35\%$ of the value was used.
39. A — The added amount plus a 10% bonus equals \$55, so the amount is $\$55 \div 1.10 = \50.00 added before the bonus.
40. B — The \$20 added gains a 5% bonus of \$1, so \$21 is added to \$7.00 for \$28.00. Six rides at \$2.60 cost \$15.60, leaving \$12.40, and adding \$10.00 yields \$22.40.
41. D — Adding 9 hours and 15 minutes to 6:20 AM gives 3:35 in the afternoon. The shift ends at 3:35 PM.
42. D — Adding $\$5.40 + \$3.25 + \$11.00 + \$4.85 + \$2.00$ gives a total of \$26.50.
43. A — Reports rose by 90 from a base of 360. The increase is $90 \div 360 = 25\%$.
44. A — The 17th is 14 days after the 3rd, which is exactly two weeks. Two weeks later is the same weekday, so the 17th is also a Monday.
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 personal contact information; 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. A — 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. C — 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. D — A core Station Agent duty is observing and reporting station conditions and unusual occurrences. Signal timing, structural repairs, and train operation belong to other roles.
53. C — 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. C — 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. A — 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. C — A folded stroller is allowed aboard, so the agent should permit it and advise keeping it clear of the doorways. Banning it outright or holding it at the booth is unnecessary.
59. C — The natural sequence is greet, verify eligibility, accept payment, load the value, then state the balance: 1, 2, 3, 4, 5.
60. D — 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. B — The logical order is confirm payment, open the gate, guide the customer through, then close the gate: 1, 2, 3, 4.
62. A — Ranked busiest to least: Y (220), Z (175), W (150), X (95). That gives Y, Z, W, X.
63. C — 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. B — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.
66. A — Highest to lowest: \$17.00, \$9.80, \$9.35, \$4.10. Note that \$9.80 exceeds \$9.35, placing it ahead.
67. C — Reversing Pine, Cedar, Oak, Birch, Maple gives Maple, Birch, Oak, Cedar, Pine 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. A — 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. 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.
71. 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.
72. A — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.
73. B — Four reloads take 6 minutes, so each takes 1.5 minutes. Ten reloads at that pace take 15 minutes.
74. D — Fifteen percent of 320 riders is $320 \times 0.15 = 48$. Forty-eight riders bought single tickets.
75. B — The four counts total 480, and $480 \div 4 = 120$. The average count per hour is 120.
76. A — Five rides at \$2.60 total \$13.00, plus a \$1.00 fee is \$14.00. From a \$20 bill the change due is \$6.00.
77. B — The \$10 added gains a 5% bonus of \$0.50, so \$10.50 is added to \$25.00 for \$35.50. Four rides at \$2.90 cost \$11.60, leaving \$23.90.
78. D — From 4:08 PM to 4:31 PM is 23 minutes. The train arrived 23 minutes late.
79. D — Three agents serve 60 riders, so each serves 20 in that time. Five agents at that rate serve 100 riders.
80. B — The wait rose by 1 minute from a base of 5 minutes. The increase is $1 \div 5 = 20\%$.
81. B — Seven rides at \$2.80 cost \$19.60, leaving \$20.40 from the \$40.00 start. Adding \$15.00 brings the balance to \$35.40.
82. A — Splitting \$45.00 evenly among five riders gives $\$45.00 \div 5 = \9.00 each.
83. D — Adding 75 minutes to 11:50 PM passes midnight and lands at 1:05 AM. The closure ends at 1:05 AM.

84. C — A 50% discount on a \$38.00 pass removes \$19.00, leaving \$19.00. The promotional price is \$19.00.
85. D — Adding $70 + 125 + 95 + 80$ gives a total of 370 riders.
86. B — The 19th is 14 days after the 5th, which is exactly two weeks. Two weeks later is the same weekday, so the 19th is also a Friday.
87. B — Facing north, a left turn faces west, and a second left turn faces south. The agent ends facing south.
88. C — Walking east, a right turn faces south, and a second right turn faces west. The agent is now walking west.
89. A — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 3:00 corresponds to an actual time of 9:00.
90. C — 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.
91. B — Starting pointing down, a 90-degree clockwise rotation points it left; a left-to-right flip then points it right.
92. C — Shifting each box three positions right wraps T, U, and V to the front, producing T, U, V, R, S from left to right.
93. A — A direct mirror reverses the left-to-right order of the letters, so "TOP" reads as POT.
94. A — Counting four stops after Ash: Birch is one, Cedar two, Dale three, and Elm four. The stop four after Ash is Elm.
95. C — Lee covers booth 5 from 12:00 PM to 3:00 PM. At 1:15 PM that period is in effect, so Lee is at booth 5.
96. A — The departure times are 7:05, 7:09, 7:14, and 7:20. The earliest is the local at 7:05, which departs first.
97. D — The notice places both the Red line and the Green line at Elm. Near Elm, both lines are affected this weekend.
98. D — Each term follows the rule "multiply by 2 and subtract 1": $4 \rightarrow 7$, $7 \rightarrow 13$, $13 \rightarrow 25$, and $25 \rightarrow 49$. The next number is 49.
99. B — The gaps between letters grow by one each step: D (+2) F (+3) I (+4) M (+5). Adding five letters to M gives R.
100. D — A bus is housed in a garage just as a train is housed in a rail yard. The analogy pairs each vehicle with where it is stored, making "rail yard" correct.