

PRACTICE EXAM 21: 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. A rider who feels heard is far more patient than one who feels rushed; a few seconds of attention at the booth often saves minutes of argument later. The passage best supports the idea that:

- A. Taking a moment to listen to a rider can prevent longer arguments later on at the booth
- B. Riders who feel rushed are always more patient than those who feel fully heard at the booth
- C. Listening to riders only wastes the time the agent could spend on other booth tasks instead
- D. Arguments at the booth cannot be avoided no matter how the agent chooses to behave today

2. The notice was legible from across the platform. As used here, "legible" most nearly means:

- A. readable
- B. faded
- C. lengthy
- D. official

3. Choose the clearest correction of the sentence: "Walking to the booth, the umbrella was forgotten by the agent."

- A. The umbrella, walking to the booth, was forgotten by the agent that same morning today
- B. Walking to the booth, forgotten was the umbrella by the agent that same morning today
- C. Walking to the booth, the agent forgot the umbrella that very same morning at the station

D. The agent forgot the umbrella, walking to the booth was done that same morning at work

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

- A. operator
- B. passenger
- C. button
- D. shaft

5. Choose the words that best complete the sentence: "_____ the gate was repaired, the agent left the notice up _____ riders would know it had once been out."

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

6. A well-placed sign quietly answers a hundred questions before they are ever asked; the best signage works so smoothly that no one notices it is doing anything at all. The main idea of the passage is that:

- A. Signs are mostly ignored by riders and rarely answer their real questions at all here today
- B. Good signage answers questions so smoothly that riders barely notice it is working at all
- C. Riders prefer asking the agent over reading any sign posted in the station today at all here
- D. The most noticeable signage is always the most effective signage found in a station today

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

- A. It states plainly the change that the riders need to be aware of right now today at the station
- B. It uses technical jargon that ordinary riders cannot follow or understand at all here today now

- C. It gives the time at which the announced change actually takes effect that day at the station
- D. It names the next step that the riders should take in response to the change that was made

8. All southbound trains stop at Bay Ave. The 8:15 is a southbound train. It follows logically that:

- A. The 8:15 skips Bay Ave because it is an early morning departure that day instead of stopping
- B. Only northbound trains stop at Bay Ave, and never the southbound ones at all here right now
- C. The 8:15 stops at Bay Ave, since it is one of the southbound trains by the stated definition
- D. Some southbound trains skip Bay Ave despite the general rule that is clearly stated here now

9. An agent refunds a fare only if the charge is a confirmed double charge AND the rider is still inside the station. The charge is a confirmed double charge, but the rider has already exited. According to the rule, the agent should:

- A. Refund the fare now, since the charge is already a confirmed double charge here today now
- B. Not refund the fare, since the rider has already exited the station building before asking
- C. Refund half the fare as a compromise until the rider returns inside the station again later
- D. Refund the fare now, because the inside requirement never applies to a double charge at all

10. The platform was deserted before dawn. As used here, "deserted" most nearly means:

- A. empty
- B. crowded
- C. noisy
- D. cheerful

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

- A. DBU
- B. BAS
- C. BZS
- D. BZT

12. Statement 1: If the platform is overcrowded, the agent closes the feeder gate. Statement 2: The platform is overcrowded now. What logically follows?

- A. The platform is empty, so the feeder gate stays fully open at this time today right now here
- B. The feeder gate is closed only when the platform is nearly empty of riders here today right now
- C. No gate action is needed because the platform's current crowding does not matter at all here
- D. The agent closes the feeder gate, since the platform is overcrowded right now at the station

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 seven minutes, the customer stayed inside, and has no other payment. The agent should:

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

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

- A. The turnstile arm now sticks briefly before releasing on each pass that a rider makes through it
- B. The turnstile arm swings open freely on every pass exactly as it always has done before now
- C. The arrival board lists the next two trains on the usual posted schedule still today right now
- D. The booth telephone rings with an ordinary routine information call once again today right now

15. A rule states: "Agents may open the accessibility gate only for accessibility needs, oversized items, or during an evacuation." Which action would NOT be permitted outside an evacuation?

- A. Opening the gate for a customer who uses a wheelchair to enter the station today right now
- B. Opening the gate for a customer carrying an item far too large for the turnstile lane today now
- C. Opening the gate for a customer with no accessibility need and no oversized item at all today
- D. Opening the gate for a customer with a clear documented accessibility need today right now

16. Four priorities apply in this order: life safety, then security, then service, then records. An agent sees a records entry due, an unattended bag, a stalled fare line, and a rider having a seizure. The agent should first address:

- A. The rider having a seizure, an immediate life-safety emergency right at this very moment now
- B. The unattended bag on the bench, a security concern needing prompt attention right now today
- C. The stalled fare line, restoring the normal flow of service at the booth window right now today
- D. The records entry that is due, to keep the shift's paperwork fully on schedule right now today

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

- A. Laying new track and welding the rails out along the running line each work day here at work
- B. Greeting riders and answering their routine questions at the booth window each day right now
- C. Reporting station defects to the maintenance desk during the same work shift each day at work
- D. Giving clear directions and travel information to the riders who ask for help each day at work

18. A transfer is valid only if the original tap was under two hours ago AND within the fare zone. The tap was 30 minutes ago but outside the fare zone. According to the rule, the transfer is:

- A. Valid, since the original tap was made well under the two-hour time limit allowed here today
- B. Invalid, since the original tap was made outside the required fare zone for the transfer here
- C. Valid, because either one of the two conditions is enough on its own here right now today still

D. Invalid, since the original tap was made more than two hours before this transfer request now

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 right now

B. Riders tap and pass through the turnstiles at the usual steady morning pace right now today too

C. The fare machines accept payment and print clean receipts as usual at the booth right now today

D. A rider has collapsed on the platform and does not appear to be breathing normally right now

20. An agent observes that card-balance complaints spike right after each fare increase and fade within a week. Just after a fare increase, the agent can reasonably expect:

A. Fewer card-balance complaints than during any ordinary week without a fare change here today

B. More card-balance complaints, consistent with the just-after-increase pattern that is observed

C. No card-balance complaints at all because riders never notice a fare increase right away here

D. Balance complaints unrelated to whether a fare increase has just taken effect at any time here

21. A rule states: "Safety-critical defects are radioed at once; other defects wait — except a defect blocking a fire exit, which is radioed at once regardless." A non-critical defect is blocking a fire exit. The agent should:

A. Radio the defect at once, since it is blocking a fire exit right now regardless of its rating today

B. Wait until the end of the shift, since the defect is rated as non-critical only here today right now

C. Log it quietly and take no further action at all during this current work shift today here right now

D. Radio it only after a supervisor has personally re-rated the defect's severity level first today now

22. No Platform C train is wheelchair-accessible. The 9:30 departs from Platform C. It follows logically that:

A. The 9:30 may or may not be wheelchair-accessible depending on the particular day of the week

- B. Some Platform C trains are wheelchair-accessible despite the general rule that is stated here now
- C. The 9:30 is wheelchair-accessible because it is a numbered scheduled departure today still here
- D. The 9:30 is not wheelchair-accessible, since it departs from Platform C by the stated rule 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. Issue the credit, since the disruption waives the same-day reporting condition here right now today
- B. Deny the credit because the rider reported the delay one full day afterward only here today now
- C. Deny the credit because the same-day condition is never waived for any rider at all here today now
- D. Issue the credit only if the rider also pays a partial replacement fare at the booth first today now

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

- A. The up escalator has stopped abruptly with riders standing partway up its steps right now today
- B. Trains arrive and depart on the platform on their normal posted schedule still today right now too
- C. The fare machines accept payment and print receipts normally at the booth right now today still too
- D. The booth lighting holds steady at its usual daytime brightness all morning long today right now

25. An agent observes that slips near the entrance rise sharply on snowy days and that the entrance floor is uncovered. The most reasonable conclusion is that:

- A. Riders deliberately cause slips near the entrance only on the days when it is snowing here today
- B. Snow tracked onto the uncovered entrance floor likely causes the extra slips on the snowy days
- C. The entrance floor is exactly as slippery in dry weather as it is on any snowy day here always now
- D. The slips near the entrance have nothing at all to do with the snow at any point in the day here

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

27. An agent faces four situations at once: a maintenance log, a rider asking for change, a gas-like odor near a vent, 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 here today
- B. The rider with the fare question, since it can be answered in a few seconds today still right now here
- C. The gas-like odor near the vent, a possible hazardous condition to address right now today at once
- D. The maintenance log, since keeping it current is part of the regular daily shift work here right now

28. A rider asks whether a single fare lets them exit and re-enter freely within an hour. The agent should explain that:

- A. A single fare lets the rider exit and re-enter the station as often as they like all day long today
- B. A single fare allows unlimited re-entry within the first hour after the rider first taps in here today
- C. A single fare allows one free re-entry only if the rider asks the agent at the booth first today now
- D. A single fare does not allow free re-entry, and a new fare is required after the rider has exited

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 right now today here
- B. Replacing a cracked floor tile on the busy platform near the stair landing area right now today here
- C. Reloading the receipt paper in a fare machine so it can print receipts for the riders once again now
- D. Rewiring a tripped circuit in the station's main electrical room after a power outage today here now

30. Which is the earliest indication that the booth printer is starting to fail?

- A. The booth printer produces a clean, complete receipt on every single transaction as usual right now
- B. The booth printer has stopped completely and produces no receipts of any kind at all right now today
- C. The booth printer now smudges the ink and skips lines partway through each printed receipt today
- D. The booth printer prints the usual receipts right on time for every rider at the window today still now

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

33. A rider has \$22.00 on a card, takes 5 rides at \$2.30 each, then adds \$15.00. What is the new balance?

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

D. \$23.50

34. A \$50.00 monthly pass is discounted 20% for eligible seniors. The senior price is:

A. \$10.00

B. \$40.00

C. \$45.00

D. \$42.00

35. A train leaves at 9:48 AM and the trip takes 29 minutes. At what time does it arrive?

A. 10:07 AM

B. 10:27 AM

C. 10:17 AM

D. 9:57 AM

36. If 8 turnstiles process 720 riders in one hour, how many riders do 5 turnstiles process in one hour at the same rate?

A. 360

B. 540

C. 600

D. 450

37. A card holds \$50.00 and the fare is \$4.50 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 right now today at the gate

B. 11 rides with \$0.50 remaining on the card after the last ride taken right now today at the gate

- C. 10 rides with \$5.00 remaining on the card after the last ride taken right now today at the gate
- D. 11 rides with \$0.00 remaining on the card after the last ride taken right now today at the gate

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

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

39. A rider adds an amount to a card and receives a 5% bonus, ending up with \$63.00 total on the card. What was the amount added before the bonus?

- A. \$59.85
- B. \$66.15
- C. \$60.00
- D. \$57.00

40. A rider starts with \$9.00, adds \$30.00 with a 10% bonus on the added amount, takes 7 rides at \$2.50 each, then adds \$10.00. What is the final balance?

- A. \$33.50
- B. \$34.50
- C. \$35.50
- D. \$32.50

41. An agent's shift starts at 5:35 AM and lasts 8 hours and 50 minutes. At what time does the shift end?

- A. 1:25 PM

- B. 3:25 PM
- C. 1:55 PM
- D. 2:25 PM

42. An agent records sales of \$6.30, \$4.20, \$10.00, \$3.95, and \$2.05 in one hour. What is the total?

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

43. Last month a station had 280 reports filed; this month it has 350 reports. By what percent did reports increase?

- A. 20%
- B. 30%
- C. 70%
- D. 25%

44. If the 8th of the month falls on a Wednesday, on what day of the week does the 22nd of that month fall?

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

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 right now here
- B. Stay calm, acknowledge the frustration, and explain the available options to the rider clearly today
- C. Insist at length that the long delay was never the agent's own fault here today right now please today
- D. Step away from the window until the rider settles down and finally leaves on their own a bit later today

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 for them then right now today
- B. Speak much louder so the rider can catch the unfamiliar English words used here at the booth right now
- C. Speak slowly, use simple words, point on a map, and confirm understanding clearly with the rider today
- D. Give the directions once quickly and turn to the next rider waiting in the busy line right now today here

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

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

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 please today
- B. Politely decline and explain the official channel for the follow-up complaint to the rider clearly today
- C. Refuse rudely and tell the rider to leave the booth window immediately today right now please go away
- D. Ignore the request and turn away from the booth window without any reply at all right now today here

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 today here
- B. Personally repairing the equipment that triggered the emergency on the spot right now today here now
- C. Leaving the station to find help out on the street outside the building at once right now today here now
- D. Waiting at the booth quietly until the emergency eventually resolves itself in time on its own here now

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 here now
- B. Stop helping anyone at all until the rush crowd thins out on its own much later in the day here now today
- C. Tell every rider to return at a much quieter hour later on in the day instead of right now today here now
- D. Address each rider in turn, calmly and courteously, one person at a time as they come up to the booth

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

- A. Acknowledge the frustration and explain the actual refund process calmly to the rider right now today
- B. Argue at length that the signal delay was never the agent's own fault at all here today right now please
- C. Hand the rider cash from the booth drawer to settle the matter very quickly right now today please today
- D. Tell the rider to take the complaint somewhere else right now and please just move along now today here

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 right now
- B. Performing structural repairs to the station platform and the main staircases by hand each day at work
- C. Observing and reporting station conditions and any unusual occurrences that are seen each day at work

D. Operating the train's controls during each customer's actual journey every day at work today here now

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 please now

B. Agree the other agent is rude to nearly every rider at every hour of the day here always indeed truly now

C. Listen, acknowledge the concern, and explain the proper feedback channel to the rider clearly today now

D. Tell the rider that no procedure exists for that kind of complaint at all here today right now please go 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 today now

B. Ask the rider to leave the bags outside the station entrance for the moment first then go inside now today

C. Direct the rider to a different station that has no turnstiles at all instead right now today please go now

D. Assist the rider through the accessible gate along with the bags they are carrying right now today here

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 please today

B. Answer the additional question courteously and accurately before moving on to the next rider in the line

C. Pretend not to hear the extra question and turn to the next rider in the line right now today please now go

D. Send the rider to the agency website instead of giving any answer at all to them right now today here now

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

- A. Remain calm, acknowledge the issue, and explain the next step to the rider right away today here now
- B. Raise their own voice in return so the rider can hear them clearly enough right now today here too now
- C. Walk away from the booth until the rider gives up and finally leaves on their own a bit later today here
- D. Tell the rider the error is entirely their own fault for using the machine wrong somehow today here now

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

58. A rider asks whether they may bring a small folded bicycle onto an off-peak train. The best response is to:

- A. Tell the rider that bicycles of any kind are never permitted aboard any train at all here today right now
- B. Tell the rider to wait until a completely empty train arrives before bringing the bicycle aboard now today
- C. Refuse and direct the rider to leave the folded bicycle with the agent at the booth in the meantime today
- D. Explain that a folded bicycle is allowed off-peak and advise keeping it clear of the aisles aboard today

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. a, b, c, d
- B. b, c, a, d
- C. d, b, c, a
- 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 120, Gate X 80, Gate Y 230, Gate Z 165. What is the correct order?

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

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. 2, 3, 1, 4

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

C. 3, 4, 1, 2

D. 1, 2, 3, 4

66. Arrange these fare-card balances from highest to lowest: \$18.00, \$5.20, \$9.90, \$9.45.

A. \$5.20, \$9.45, \$9.90, \$18.00

- B. \$9.45, \$9.90, \$18.00, \$5.20
- C. \$9.90, \$18.00, \$9.45, \$5.20
- D. \$18.00, \$9.90, \$9.45, \$5.20

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

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

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

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. An agent stamps 5 transfer slips in 8 minutes at a steady pace. At that pace, how long does it take to stamp 15 slips?

- A. 16 minutes
- B. 20 minutes
- C. 24 minutes
- D. 28 minutes

74. Of 400 riders who entered in one hour, 12% used the elevator. How many riders used the elevator?

- A. 48
- B. 36
- C. 60
- D. 40

75. An agent recorded hourly rider counts of 95, 120, 105, and 80 across four hours. What is the average count per hour?

- A. 90
- B. 95
- C. 100
- D. 110

76. A rider buys 6 rides at \$2.30 each plus a \$1.20 card fee, paying with a \$20 bill. How much change is due?

- A. \$4.00
- B. \$5.00
- C. \$6.00
- D. \$3.00

77. A rider has \$28.00, adds \$10.00 with a 10% bonus on the added amount, then takes 5 rides at \$2.60 each. What is the new balance?

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

78. A train scheduled to arrive at 2:14 PM actually arrives at 2:33 PM. How many minutes late is it?

- A. 17 minutes
- B. 19 minutes
- C. 21 minutes
- D. 23 minutes

79. If 4 agents serve 80 riders in 16 minutes, how many riders do 6 agents serve in the same 16 minutes at the same rate?

- A. 100
- B. 120
- C. 140
- D. 160

80. The average wait at a gate grew from 8 minutes to 10 minutes. By what percent did the wait increase?

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

81. A card holds \$60.00. The rider takes 9 rides at \$2.90 each, then adds \$20.00. What is the new balance?

- A. \$53.90
- B. \$54.90
- C. \$52.90
- D. \$55.90

82. A \$48.00 charge is split evenly among 6 riders. How much does each rider pay?

- A. \$7.00
- B. \$8.00
- C. \$9.00
- D. \$6.00

83. An 80-minute closure begins at 11:40 PM. At what time does the closure end?

- A. 12:40 AM
- B. 1:00 AM
- C. 1:20 AM
- D. 12:20 AM

84. A \$42.00 pass is offered at 50% off during a promotion. What is the promotional price?

- A. \$19.00
- B. \$20.00
- C. \$21.00
- D. \$24.00

85. Rider counts across four gates in one hour were 90, 115, 85, and 70. What is the total number of riders?

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

86. If the 6th of the month falls on a Sunday, on what day of the week does the 20th of that month fall?

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

87. An agent faces west, turns 90 degrees left, then turns 90 degrees left 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 north 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. North
- B. East
- 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 8:00. The actual time on the clock is:

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

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

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

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

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

92. Five boxes sit in a row labeled K, L, M, N, O 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. N, O, K, L, M
- B. K, L, M, N, O
- C. M, N, O, K, L

D. O, K, L, M, N

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

- A. NET, identical to the original word as it was written down on the sign here right now today still
- B. ENT, a different rearrangement of the original three letters shown today here right now please today
- C. NTE, an alternative arrangement of the original three letters shown today here right now please today
- D. TEN, with the three letters reversed in their order from the original word here right now today still

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

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

95. Read and remember: "Agent Lee covers booth 2 from 6:00 AM to 10:00 AM, booth 4 from 10:00 AM to 2:00 PM, and booth 6 from 2:00 PM to 5:00 PM." At 9:30 AM, which booth does Agent Lee cover?

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

96. Remember this announcement: "The express departs at 8:14, the local at 8:06, the limited at 8:20, and the shuttle at 8:11, all from the same platform." Which train departs first?

- A. The express at 8:14 from the platform in the middle of the listed group that morning today here

- B. The local at 8:06 from the platform first among the four listed trains that morning today at the station
- C. The limited at 8:20 from the platform last among the four listed trains that morning today at the station
- D. The shuttle at 8:11 from the platform a few minutes after the very first one that day today at the station

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

- A. The Red line at Center during the weekend track work period this time around right now today still
- B. The Blue line at Center during the weekend track work period this time around right now today still
- C. The Green line at Center during the weekend track work period this time around right now today still
- D. No line at all is affected anywhere near Center during the weekend track work period right now today

98. What number comes next in the sequence: 2, 6, 18, 54, ____?

- A. 108
- B. 152
- C. 162
- D. 72

99. What letter comes next in the sequence: E, G, J, N, ____?

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

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

- A. Passenger

- B. Ticket
- C. Platform
- D. Engineer

ANSWER KEY WITH EXPLANATIONS – Practice Exam 21

A — The passage states that a few seconds of attention saves minutes of later argument. It supports the point that pausing to listen to a rider prevents longer conflicts down the line.

A — "Legible" describes writing that can be read easily, so its closest match is "readable." A legible notice can be made out clearly from a distance.

C — The original dangles the modifier "walking to the booth," which should attach to the person who walked. "Walking to the booth, the agent forgot the umbrella" correctly makes the agent the one walking.

A — A conductor runs a train just as an operator runs an elevator. The analogy pairs each conveyance with the person who runs it, making "operator" correct.

A — The sentence concedes the gate was repaired yet keeps the notice for a purpose, calling for "Although" followed by "so that." Only that pairing joins a concession to a stated purpose.

B — The passage says good signage answers questions so smoothly that it goes unnoticed. Its main idea is that effective signage works seamlessly and quietly.

B — An effective announcement states the change, gives a time, and names a next step, but using jargon riders cannot follow defeats its purpose. The jargon item is the exception.

C — If all southbound trains stop at Bay Ave and the 8:15 is southbound, it must stop at Bay Ave. This follows validly from the premises.

B — A refund requires a confirmed double charge AND the rider still inside. The charge qualifies, but the rider has exited, so the second condition is unmet and no refund is issued.

A — "Deserted" describes a place left empty, so its closest match is "empty." A deserted pre-dawn platform is an empty one.

C — Shifting each letter back one place turns C into B, A into Z, and T into S. The code for "CAT" is therefore BZS.

D — The rule says an overcrowded platform prompts the agent to close the feeder gate, and the platform is overcrowded. The valid conclusion is that the agent closes the feeder gate.

B — During a disruption the five-minute 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.

A — The earliest sign of a failing turnstile is a new brief sticking before release while it still works. Free swinging shows no fault, and the other observations are unrelated.

C — Outside an evacuation the gate opens only for accessibility needs or oversized items. Opening it for a customer with neither is the action the rule does not permit.

A — Life safety ranks above security, service, and records. A rider having a seizure is an immediate life-safety emergency and must be addressed before the bag, the fare line, or the records.

A — Greeting riders, reporting defects, and giving directions are agent duties, while laying and welding track belongs to other staff. Laying track is therefore the exception.

B — 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.

D — A collapsed rider who is not breathing normally is a clear emergency, while the other observations describe normal operation. That rider is the clearest signal of a problem.

B — Card-balance complaints spike right after a fare increase, and one has just taken effect. The agent should reasonably expect more such complaints, consistent with the pattern.

A — A defect blocking a fire exit is radioed at once regardless of its rating. Since the non-critical defect blocks a fire exit, the exception applies and the agent radios it immediately.

D — If no Platform C train is wheelchair-accessible and the 9:30 departs from Platform C, then the 9:30 is not wheelchair-accessible. This follows validly from the premises.

A — During a disruption the same-day condition is waived, and the delay exceeded fifteen minutes. With the only failing condition waived, the agent issues the credit.

A — An up escalator that has stopped with riders on it is a clear malfunction, while the other observations describe normal operation. That stopped escalator is the clearest indication of a problem.

B — Slips near the entrance rise on snowy days, and the entrance floor is uncovered. The most reasonable conclusion is that snow tracked onto the uncovered floor causes the extra slips.

B — 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.

C — A gas-like odor near a vent is a possible hazardous condition that outranks change-making, a fare question, and a routine log. The agent should address the odor first.

D — A single fare does not allow free re-entry; once the rider exits, a new fare is required. The agent should explain that re-entry is not free within the hour.

C — Fingertip maintenance covers small immediate tasks such as reloading a fare machine's receipt paper. Power splicing, tile replacement, and circuit rewiring require maintenance staff.

C — The earliest sign of printer trouble is smudging and skipped lines while it still prints. Clean receipts show no fault, and total failure is a later stage.

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.

D — Handling a hazard begins with recognizing and confirming it, then securing the area, then reporting it, then logging the action: 1, 2, 3, 4.

C — Five rides at \$2.30 cost \$11.50, leaving \$10.50 from the \$22.00 start. Adding \$15.00 brings the balance to \$25.50.

B — A 20% senior discount on a \$50.00 pass removes \$10.00, leaving \$40.00. The senior price is therefore \$40.00.

C — Adding 29 minutes to 9:48 AM passes the hour at 10:00 and continues 17 minutes further. The arrival time is 10:17 AM.

D — Eight turnstiles handle 720 riders, so each handles 90 per hour. Five turnstiles at that rate handle 450 riders.

B — At \$4.50 per ride, \$50.00 buys 11 full rides costing \$49.50, leaving \$0.50 remaining on the card.

D — The balance fell by \$28 from \$80. As a share of the original, $\$28 \div \$80 = 35\%$ of the value was used.

C — The added amount plus a 5% bonus equals \$63, so the amount is $\$63 \div 1.05 = \60.00 added before the bonus.

B — The \$30 added gains a 10% bonus, giving \$33.00 added to \$9.00 for \$42.00. Seven rides at \$2.50 cost \$17.50, leaving \$24.50, and adding \$10.00 yields \$34.50.

D — Adding 8 hours and 50 minutes to 5:35 AM gives 2:25 in the afternoon. The shift ends at 2:25 PM.

C — Adding $\$6.30 + \$4.20 + \$10.00 + \$3.95 + \$2.05$ gives a total of \$26.50.

D — Reports rose by 70 from a base of 280. The increase is $70 \div 280 = 25\%$.

B — The 22nd is 14 days after the 8th, which is exactly two weeks. Two weeks later is the same weekday, so the 22nd is also a Wednesday.

B — 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.

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.

A — Reduced fares are generally available to eligible seniors, riders with qualifying disabilities, and eligible students. Eligibility is category-based rather than open to anyone who asks.

B — 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.

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.

D — 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.

A — The best response to an angry refund demand is to acknowledge the frustration and explain the refund process calmly. Arguing, handing over cash, or deflecting are all inappropriate.

C — A core Station Agent duty is observing and reporting station conditions and unusual occurrences. Signal timing, structural repairs, and train operation belong to other roles.

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.

D — 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.

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.

A — 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.

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.

D — A folded bicycle is allowed off-peak, so the agent should permit it and advise keeping it clear of the aisles. Banning it outright or holding it at the booth is unnecessary.

A — The natural sequence is greet, verify eligibility, accept payment, load the value, then state the balance: 1, 2, 3, 4, 5.

C — 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.

C — The logical order is confirm payment, open the gate, guide the customer through, then close the gate: 1, 2, 3, 4.

D — Ranked busiest to least: Y (230), Z (165), W (120), X (80). That gives Y, Z, W, X.

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.

C — Emergency handling begins with recognizing and confirming, then a calm announcement, then directing customers to exits, then requesting help: 2, 3, 1, 4.

D — A found wallet is received, the location and time noted, the description logged, then forwarded to lost property: 1, 2, 3, 4.

D — Highest to lowest: \$18.00, \$9.90, \$9.45, \$5.20. Note that \$9.90 exceeds \$9.45, placing it ahead.

C — Reversing Oak, Pine, Cedar, Maple, Birch gives Birch, Maple, Cedar, Pine, Oak from last to first.

D — The agent greets and asks, confirms the failure and cause, opens the gate, then advises resolving the balance: 1, 2, 3, 4.

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.

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.

D — 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.

B — The request is received and confirmed, the location and time noted, the request submitted, then the submission logged: 1, 2, 3, 4.

C — Five slips take 8 minutes, so each takes 1.6 minutes. Fifteen slips at that pace take 24 minutes.

A — Twelve percent of 400 riders is $400 \times 0.12 = 48$. Forty-eight riders used the elevator.

C — The four counts total 400, and $400 \div 4 = 100$. The average count per hour is 100.

B — Six rides at \$2.30 total \$13.80, plus a \$1.20 fee is \$15.00. From a \$20 bill the change due is \$5.00.

D — The \$10 added gains a 10% bonus of \$1, so \$11 is added to \$28.00 for \$39.00. Five rides at \$2.60 cost \$13.00, leaving \$26.00.

B — From 2:14 PM to 2:33 PM is 19 minutes. The train arrived 19 minutes late.

B — Four agents serve 80 riders, so each serves 20 in that time. Six agents at that rate serve 120 riders.

D — The wait rose by 2 minutes from a base of 8 minutes. The increase is $2 \div 8 = 25\%$.

A — Nine rides at \$2.90 cost \$26.10, leaving \$33.90 from the \$60.00 start. Adding \$20.00 brings the balance to \$53.90.

B — Splitting \$48.00 evenly among six riders gives $\$48.00 \div 6 = \8.00 each.

B — Adding 80 minutes to 11:40 PM passes midnight and lands at 1:00 AM. The closure ends at 1:00 AM.

C — A 50% discount on a \$42.00 pass removes \$21.00, leaving \$21.00. The promotional price is \$21.00.

A — Adding $90 + 115 + 85 + 70$ gives a total of 360 riders.

C — The 20th is 14 days after the 6th, which is exactly two weeks. Two weeks later is the same weekday, so the 20th is also a Sunday.

B — Facing west, a left turn faces south, and a second left turn faces east. The agent ends facing east.

D — Walking north, a left turn faces west, and a second left turn faces south. The agent is now walking south.

D — A mirror reflects clock positions so the actual time is 12:00 minus the shown time. A mirror reading of 8:00 corresponds to an actual time of 4:00.

A — Facing north, the agent sees the exit to the east on the agent's right. A customer facing the opposite way (south) sees that same eastern exit on their left.

C — Starting pointing up, a 90-degree counterclockwise rotation points it left; a top-to-bottom flip leaves a horizontal arrow unchanged, so it still points left.

A — Shifting each box two positions right wraps N and O to the front, producing N, O, K, L, M from left to right.

D — A direct mirror reverses the left-to-right order of the letters, so "NET" reads as TEN.

D — Counting two stops before Fir: Elm is one before and Dale is two before. The stop two before Fir is Dale.

A — Lee covers booth 2 from 6:00 AM to 10:00 AM. At 9:30 AM that period is in effect, so Lee is at booth 2.

B — The departure times are 8:06, 8:11, 8:14, and 8:20. The earliest is the local at 8:06, which departs first.

B — The notice places the Blue line at Center. Among the listed lines, the Blue line is the one affected at Center this weekend.

C — Each term triples the one before it: 2, 6, 18, 54, and then 162. The next number is 162.

C — The gaps between letters grow by one each step: E (+2) G (+3) J (+4) N (+5). Adding five letters to N gives S.

D — A pilot operates a plane just as an engineer operates a train. The analogy pairs each vehicle with the person who runs it, making "engineer" correct.