

PRACTICE EXAM 5: STATION AGENT SIMULATION

Suggested time limit: 1 hour 30 minutes.

Choose the single best answer for each question. A numeric-only calculator is permitted.

1. A passage reads: "An agent's role is layered: customer-facing service, equipment monitoring, and records management run in parallel through every shift. Among these, customer-facing service is the most visible and the most easily lost track of when other duties press in. The visibility is not what protects it; the agent's discipline is." Based on the passage, what most protects customer-facing service?

- A. The role's layered structure across multiple duty types
- B. The agent's own discipline in keeping that duty primary
- C. The high visibility of the customer-facing service itself
- D. The presence of equipment monitoring as a parallel duty

2. A bulletin reads: "Off-peak fares apply weekdays from 10:00 AM to 3:30 PM and weekends from 6:00 AM to 8:00 PM, except on declared holidays, when off-peak fares apply all day, unless the holiday is also an event day, in which case peak fares apply system-wide regardless." On a declared holiday that is not an event day, fares at noon are:

- A. Peak rates, because noon falls within the standard peak window
- B. A mixed rate that blends peak and off-peak schedules
- C. Off-peak rates, because the holiday exception applies all day
- D. Peak rates, because event-day overrides cancel the holiday rule

3. A policy reads: "A refund is granted only when all four hold: the fare was charged in error, an agent confirmed the error within ten minutes, the customer has not yet exited the station, and no other working

payment method exists, unless the customer reports the error during a declared service disruption, in which case the time and exit conditions are waived but the other two still apply." Which is NOT a valid reason to deny a refund?

- A. The customer has a working contactless payment available
- B. A confirmed error was reported during a declared disruption from inside the station
- C. The customer exited the station before approaching the booth, with no disruption
- D. The fare was charged correctly, with no error confirmed at any time

4. Choose the words that best complete the sentence: "_____ the platform was crowded, the agent kept customers moving steadily, _____ no bottleneck would form near the stairs."

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

5. A passage reads: "Effective communication during disruptions depends on three habits: brevity, repetition, and clarity. Brevity respects the listener; repetition catches those who missed the first message; clarity prevents the misunderstandings that compound a problem." Based on the passage, which of the three habits prevents misunderstandings that compound a problem?

- A. Brevity, because it shortens the message a listener must absorb
- B. Repetition, because it allows the listener to hear it a second time
- C. Clarity, because it prevents the misunderstandings that follow a problem
- D. All three habits, applied equally and at the same time

6. Which sentence is grammatically correct?

- A. Each of the customers were waiting on their own platform side

- B. Each of the customers was waiting on the proper platform side
- C. Each of the customers are waiting on the proper platform side
- D. Each of the customers have been waiting on the proper side

7. A notice reads: "The northbound entrance closes Saturday from 10:00 PM to Sunday 5:00 AM for emergency repairs. Customers should use the southbound entrance during that window; if the southbound entrance is also closed, customers should use the side service door." On Sunday at 3:00 AM, the southbound entrance is also closed. A customer should:

- A. Use the side service door, since both main entrances are closed
- B. Wait until 5:00 AM, when the northbound entrance reopens
- C. Walk to a different station entirely for the duration of the closure
- D. Enter through the northbound entrance despite the closure notice

8. Which sentence is free of a misplaced or dangling modifier?

- A. Posted near the gate, the agent saw the new service notice clearly
- B. Walking onto the platform, the train had already left the station before
- C. After leaving the booth, the platform appeared crowded and noisy then
- D. To board the train, the doors were entered before they had fully opened

9. A passage reads: "An incident report's reliability rests on its restraint. Observations belong in; opinions do not. Sequence belongs in; conclusions about cause do not. The discipline is to record what happened, not what the writer suspects must have happened." A report writer who follows the passage's discipline will omit:

- A. The time at which observations were made during the incident
- B. The sequence in which the observed events actually unfolded
- C. The location at which the incident was directly observed
- D. Conclusions about why the incident happened, beyond observation

10. Choose the words that best complete the sentence: "The first announcement reached only the front of the platform; _____, the agent repeated it twice more, _____ no customer would miss the change."

- A. therefore / so that
- B. however / unless
- C. although / despite
- D. but / because

11. Which sentence uses parallel structure correctly?

- A. The agent greeted customers, was answering questions, and to log defects
- B. The agent greeted customers, answering questions, and logged defects
- C. The agent greeted customers, answered questions, and logged defects
- D. The agent greets customers, answered questions, and is logging defects

12. A rule reads: "When an entrance is closed, agents post a notice at the closed entrance and at the nearest open entrance, except when the closure is shorter than thirty minutes, in which case only the closed entrance is posted, unless the closure is part of a declared emergency, in which case the rule reverts to posting at both locations regardless of duration." Which is NOT required under the rule?

- A. Posting at the closed entrance during a one-hour planned closure
- B. Posting at the nearest open entrance during a one-hour planned closure
- C. Posting at the nearest open entrance during a ten-minute non-emergency closure
- D. Posting at both locations during a ten-minute closure tied to a declared emergency

13. Choose the word that best completes the sentence: "Customers gather near the front of the platform during the morning rush; _____, the rear cars often leave the station only partially full."

- A. consequently
- B. nevertheless

- C. similarly
- D. otherwise

14. A passage reads: "A useful notice carries three signals: a clear subject heading, the specific facts that change, and the time at which the change begins. A fourth element — the action customers should take — turns information into instruction. Notices that stop at three signals inform but do not guide." Based on the passage, what distinguishes a notice that guides from one that only informs?

- A. The presence of a clearly written and prominent subject heading
- B. The inclusion of every operational detail behind the change
- C. A fourth element naming the customer's recommended action
- D. The careful phrasing of the time at which the change begins

15. Choose the sentence that uses the correct word.

- A. The agent insured every customer received an accurate fare receipt
- B. The agent assured every customer received an accurate fare receipt
- C. The agent endured every customer received an accurate fare receipt
- D. The agent ensured every customer received an accurate fare receipt

16. A notice reads: "Reduced fares apply to seniors age 65 and older, customers with qualifying disabilities, and eligible students; identification is required at every purchase. Reduced-fare cards may not be transferred to another person under any circumstances." Which is NOT permitted by the notice?

- A. A senior age 67 buying with valid identification at the booth window
- B. An eligible student adding value to their own card with valid identification
- C. A senior buying with valid ID and then handing the card to their adult child
- D. A customer with a qualifying disability presenting valid identification

17. Which sentence is the clearest and most concise?

- A. The closure of the entrance was a thing that was carried out by the agent at 5:00 PM
- B. At 5:00 PM the entrance, which had been open, was closed by means of the agent
- C. The agent closed the entrance at 5:00 PM
- D. The entrance was closed at 5:00 PM by means of the agent's action then

18. A passage reads: "An agent's tone with a frustrated customer is itself a tool. The customer does not measure helpfulness only by the answer received; they measure it by how the answer arrives. A correct fact delivered curtly often lands worse than a partial answer delivered patiently." Based on the passage, what most shapes how a customer judges helpfulness?

- A. The combination of the correct answer and the tone in which it is delivered
- B. The accuracy of the factual content, independent of any tone
- C. Only the speed at which the agent's response is finally provided
- D. The customer's willingness to remain patient throughout the interaction

19. Which sentence avoids ambiguous pronoun reference?

- A. When the agent finished the report, the supervisor reviewed it carefully
- B. When she finished it, the supervisor reviewed it carefully right away
- C. When they finished, they reviewed it carefully and filed it after
- D. When she finished the report, the supervisor reviewed it carefully soon

20. Choose the sentence that uses the correct word.

- A. The customer brought less bags through the turnstile than expected today
- B. The customer brought lesser bags through the turnstile than expected today
- C. The customer brought fewer bags through the turnstile than expected today
- D. The customer brought few of bags through the turnstile than expected

21. A rule states: "An agent grants step-free assistance whenever an elevator or escalator is unavailable to a customer who needs step-free access; if both are unavailable and the agent cannot leave the booth, the agent calls for assistance and posts a notice; if both are unavailable and the agent can leave the booth, the agent assists personally." Which is NOT consistent with the rule?

- A. Refusing assistance because both the elevator and escalator are unavailable
- B. Assisting personally when both are unavailable and the agent can leave the booth
- C. Calling for assistance when both are unavailable and the agent cannot leave the booth
- D. Granting assistance when only the elevator is unavailable to the customer

22. An agent notices: the booth's heater has stopped, the lights remain on, and a colleague mentioned an HVAC technician was called in earlier today. The most reasonable conclusion is that:

- A. The booth's electrical system has failed completely across all equipment
- B. A scheduled HVAC service is the likely cause of the heater being off
- C. The heater is functioning normally despite producing no detectable heat
- D. The colleague is mistaken and no technician was called in at all

23. A rule states: "Lost service animals are returned to their owners after identity is verified; lost non-service animals are held only with supervisor approval, only if the animal is in a carrier, and only if the carrier is labeled with contact information." A customer reports finding a non-service animal in a carrier with a contact label, but supervisor approval has not yet been obtained. According to the rule, the agent should:

- A. Hold the animal until approval is obtained, despite the missing approval
- B. Decline to hold the animal until supervisor approval is actually obtained
- C. Release the animal back into the station area unattended for now
- D. Place the animal in the booth without further consideration of approval

24. An agent observes: ridership at the station drops sharply on every Federal holiday, drops moderately on observed-only holidays, and stays normal on regular weekdays. On the morning of an upcoming Federal holiday, the agent can reasonably expect ridership to:

- A. Drop sharply, consistent with the established Federal-holiday pattern
- B. Stay normal, the same as any regular weekday morning
- C. Spike higher than a regular weekday because of the holiday traffic
- D. Drop moderately, matching the observed-only holiday pattern

25. Three rules apply in this priority order: customer safety first, then declared service disruptions, then routine customer service, then administrative records. An agent updating administrative records sees a customer slip near a wet step while a declared service disruption notice still needs posting and other customers wait at the booth. According to the priority order, the agent should:

- A. Address the slip near the wet step first as a safety concern
- B. Post the declared service disruption notice before attending the slip
- C. Serve the customers waiting at the booth before any other action
- D. Finish updating the administrative records before responding at all

26. A rule states: "On crowded platforms, agents may close gates feeding the platform; gates remain closed only as long as crowd density warrants, and never longer than thirty minutes without supervisor approval, except during a declared safety incident, when the gate may remain closed for the duration of the incident regardless of any time cap." Which is NOT permitted by the rule?

- A. Closing a gate at the start of a sudden surge of crowd density
- B. Keeping a gate closed past thirty minutes during a declared safety incident
- C. Keeping a gate closed for fifty minutes with no declared incident and no supervisor approval
- D. Reopening a gate once the crowd density has finally subsided to a safe level

27. An agent observes that whenever the elevator is out of service, complaints about long lines at the accessibility gate rise sharply. The most reasonable conclusion is that:

- A. Customers complain about the lines regardless of the elevator's status
- B. Outages are likely contributing to the longer accessibility-gate lines
- C. Complaints and the elevator's status are entirely coincidental events

D. Lines at the accessibility gate cause the elevator to break down repeatedly

28. Two rules apply: "Agents accept lost items from customers and log them within fifteen minutes; if the item appears valuable, the agent calls a supervisor before logging, except during a declared emergency, when the agent secures the item and logs it later, regardless of value." During a declared emergency, a customer turns in a wallet that appears valuable. According to the rules, the agent should:

- A. Call a supervisor immediately, before securing the wallet at all
- B. Secure the wallet and log it later, regardless of its apparent value
- C. Refuse to take the wallet until the emergency has fully ended
- D. Wait until the end of the shift to log the wallet at all

29. An agent simultaneously notices: a routine fare question, a maintenance log due soon, water dripping onto a live electrical box, and a customer requesting directions. Which should the agent address first?

- A. The customer asking for directions, since it is the simplest task to handle
- B. The routine fare question, since it can be answered very quickly
- C. The maintenance log, since it has a fast-approaching deadline today
- D. The water dripping onto the live electrical box, an immediate hazard

30. A rule states: "Fare disputes are resolved at the booth when the issue can be confirmed on the spot; otherwise the customer receives a written reference number and is directed to customer service, except when the dispute concerns an obvious double charge visible in the agent's records, in which case the agent resolves it at the booth regardless." A customer disputes a charge that cannot be confirmed at the booth and is not visible as a double charge in the records. According to the rule, the agent should:

- A. Resolve the dispute immediately by waiving the charge personally
- B. Hold the customer at the booth until the issue is somehow confirmed
- C. Tell the customer there is no procedure for unconfirmed disputes
- D. Issue a written reference number and direct the customer to customer service

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

- A. The arrival board updates normally with the next two trains shown clearly
- B. The platform is filling far faster than arriving trains can clear it
- C. Customers tap their cards and pass through the turnstiles freely
- D. The booth's lighting is steady and at its usual brightness level

32. A rule states: "An agent reports a defect to the maintenance desk during the same shift; safety-critical defects are reported immediately by radio, except during a declared emergency, when only the emergency itself is communicated and defects are logged after the emergency ends." Which is NOT consistent with the rule?

- A. Reporting a non-critical defect to the maintenance desk by shift's end
- B. Reporting a safety-critical defect immediately by radio in normal operations
- C. Logging a defect noticed during a declared emergency after it ends
- D. Reporting a safety-critical defect by radio during a declared emergency

33. An agent notices that lost-card reports cluster heavily at the end of school days but rarely on holidays or weekends. The most reasonable conclusion is that:

- A. End-of-school activity is likely associated with more lost cards
- B. Holidays cause more cards to be lost across the entire system
- C. Weekends consistently see more lost cards than school days
- D. Lost-card reports happen evenly throughout the year overall

34. A rule states: "An agent issues a delayed-train credit when a train was delayed more than ten minutes, the customer requests the credit before leaving the platform, and the customer can describe the delay accurately, except during a declared service disruption, when the platform condition is waived but the other two conditions still apply." Which is NOT a basis to grant the credit?

- A. Eleven-minute delay, request from the platform, accurate description
- B. Twelve-minute delay during a disruption, request from outside, accurate description
- C. Twenty-minute delay, request from the platform, accurate description
- D. Eight-minute delay, request from the platform, accurate description

35. An agent observes: the PA system has been silent for twenty minutes, a "test in progress" notice is posted at the booth, and a colleague said the audio team was running checks today. The most reasonable conclusion is that:

- A. The PA system has failed permanently and cannot be restored at all
- B. Scheduled audio testing is most likely causing the silence
- C. Customers are tampering with the PA system from the platform
- D. The silence has no relationship to any testing activity in the station

36. Which is the earliest indication that boarding flow is beginning to break down at a single train door?

- A. Trains arrive and depart precisely on their posted schedule
- B. Customers bunch at one door while other doors stand empty
- C. The platform holds a moderate, evenly distributed crowd as usual
- D. Boarding announcements play clearly at the usual intervals

37. A rule states: "An agent issues a courtesy re-entry only when a fare error was confirmed within five minutes, the customer has not exited the station, and no other working payment method exists, except during a declared service disruption, when the time condition is waived but the other two conditions still apply." During a declared service disruption, a fare error was confirmed within ten minutes, the customer remained inside the station, and the customer has no other working payment method. According to the rule, the agent should:

- A. Refuse the re-entry because the five-minute condition was not met initially
- B. Refuse the re-entry because re-entries never apply during a disruption
- C. Grant the re-entry only if the customer pays a partial replacement fare

D. Grant the courtesy re-entry because the disruption waives the time condition

38. An agent observes that whenever a major game ends at the nearby stadium, station traffic spikes for two hours after the final whistle and remains above normal for a third hour. Three hours after a major game ends, the agent can reasonably expect station traffic to be:

- A. Spiking sharply higher than during the first two hours after the game
- B. Already returned to a normal off-peak weekday level entirely
- C. Lower than the normal level for an extended off-peak period afterward
- D. Still above the normal level but tapering toward normal

39. A rule states: "Customers may not enter through the accessibility gate without need; agents open the gate only for customers with accessibility needs, large items that cannot fit the turnstile, or during a declared evacuation, when any customer may use the gate." During a routine shift with no declared evacuation, a customer with no accessibility need or large items asks to exit through the accessibility gate. According to the rule, the agent should:

- A. Open the gate as a courtesy to the customer who asked politely
- B. Direct the customer to the standard turnstile to exit the station
- C. Refer the customer to a supervisor before any decision is reached
- D. Open the gate because all gates remain open during routine shifts

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

- A. The booth telephone receives an ordinary routine call as usual today
- B. The arrival board lists the next trains on their normal schedule
- C. A burning smell is coming from behind the fare-machine panel right now
- D. Customers tap their cards and pass through the turnstiles freely

41. A rule states: "An agent posts a service-change notice at the affected platform, the booth, and the nearest open entrance; if any of those is closed, the agent posts an additional notice at the next nearest

open entrance instead, except when the change is shorter than fifteen minutes, in which case only the platform is posted." Which is NOT required under the rule?

- A. Posting at the platform during a forty-five-minute change with the booth closed
- B. Posting at the booth during a ten-minute change with the booth open
- C. Posting at the booth during a forty-five-minute change with the booth open
- D. Posting at the nearest open entrance during a forty-five-minute change

42. A frustrated customer raises their voice and accuses the agent of being unhelpful after a long delay. The best response is to:

- A. Walk away from the booth window until the customer leaves on their own
- B. Stay calm, acknowledge the frustration, and explain the next step
- C. Argue at length that the delay was not the agent's own fault at all
- D. Match the customer's tone so the customer hears the response clearly

43. A customer asks whether a single contactless tap covers both the train trip and a connecting bus transfer within the free-transfer window. The agent should explain that:

- A. Tap-and-go cannot be used for any kind of bus or rail connection whatsoever
- B. Bus connections always require a brand-new fare with no transfers permitted at all
- C. The customer must purchase a separate paper bus ticket at the station booth window
- D. The single tap covers the train trip and the connecting bus transfer within the window

44. A customer with limited English struggles to ask for directions to a hospital. The best approach is to:

- A. Speak much louder so the customer can hear the unfamiliar English words clearly
- B. Tell the customer to come back with someone who can translate the request
- C. Speak slowly, use simple words, draw on a map, and confirm understanding

D. Give the directions once briefly and turn to the next customer in line

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

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

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

- A. Provide the personal number so the customer feels supported and heard
- B. Politely decline and explain the official channel for the complaint follow-up
- C. Refuse the request rudely and tell the customer to leave the booth immediately
- D. Pretend not to hear the request and walk away from the booth window

47. A rider asks the agent why a planned route requiring two transfers is so complicated. The best response is to:

- A. Tell the customer the route is not actually complicated at all in practice
- B. Say there is nothing the agent can do to make the route any easier today
- C. Wave the customer off and ask them to look it up online instead
- D. Acknowledge the complexity, walk through the route step by step, and confirm understanding

48. A customer thanks an agent for help and asks one more brief question. The agent should:

- A. Tell the customer that one question is the booth's strict limit today
- B. Pretend not to hear the additional question and turn to the next customer
- C. Answer the additional question courteously and accurately before moving on

D. Refer the customer to the agency website instead of giving any answer

49. A customer complains that a different agent was rude earlier in the day. The most professional response is to:

- A. Listen, acknowledge the concern, and explain the feedback channel
- B. Defend the other agent and dismiss the complaint outright as untrue
- C. Agree that the other agent is rude to nearly every customer at all times
- D. Tell the customer there is no procedure for that kind of complaint at all

50. A customer using a walker and carrying packages cannot fit through the turnstile. The agent should:

- A. Assist the customer through the ADA-accessible gate with the packages
- B. Tell the customer the standard turnstile is the only entry available here
- C. Ask the customer to leave the packages outside the station entrance
- D. Send the customer to a different station with no turnstiles at all

51. A customer asks the fastest route to an airport requiring a transfer. The best response includes:

- A. A statement that the airport route is too complicated to describe at all
- B. Only the name of the first line to board at this station right now
- C. A suggestion that the customer should take a taxi instead of the train
- D. The lines, the direction of travel, the transfer point, and confirmation of understanding

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

- A. Hand the customer cash from the booth drawer to satisfy the demand quickly
- B. Acknowledge the frustration and explain the actual refund process calmly

- C. Argue at length that the delay was not the agent's own fault at all
- D. Tell the customer to take their complaint somewhere else right now

53. A customer asks who is eligible for a reduced fare. The agent should explain that reduced fares are generally available to:

- A. Any customer who simply asks for one at the station booth at any time
- B. Only customers who agree to ride during the off-peak hours
- C. Customers who buy more than a set number of rides at once
- D. Eligible seniors, customers with qualifying disabilities, and eligible students

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

- A. Address each customer in turn, calmly and courteously
- B. Answer only the loudest customer and ignore everyone else completely
- C. Stop responding to anyone until the crowd disperses on its own
- D. Tell all of the customers to come back at a much quieter hour

55. A new tourist asks for help reaching a major museum several stops away with one transfer. The best response is to:

- A. Give clear, step-by-step directions including the transfer and confirm understanding
- B. Send the tourist outside to find a taxi without giving any directions at all
- C. Tell the tourist the museum is simply too far to reach by train today
- D. Hand the tourist a map and turn back to the booth task at hand

56. A customer asks whether the OMNY system charges a flat fee for repeated taps within a short time. The agent should explain that:

- A. Repeated taps within a short time always charge a full fare each time
- B. The customer must call customer service to enable repeated-tap protection
- C. The reader simply rejects any rapid second tap as completely invalid
- D. Repeated taps within a short window are protected against duplicate charges

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

- A. Personally repairing the equipment that caused the emergency on the spot
- B. Directing customers to safe exits and requesting the proper assistance
- C. Leaving the station to find help on the street outside immediately
- D. Waiting at the booth until the emergency resolves itself eventually

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

- A. Clearing a stray receipt jammed in a fare-card reader slot
- B. Replacing a burned-out tunnel light fixture out on the tracks
- C. Rewiring the booth's electrical panel after a small power outage
- D. Repairing a cracked step on the station's main staircase

59. A customer thanks the agent and asks one more quick question before leaving. The agent should:

- A. Tell the customer that the booth is now closing to further questions
- B. Wave the customer along without answering the question at all
- C. Refer the customer to a website to find the answer alone
- D. Answer the question courteously and accurately before the customer leaves

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

- A. Raise their own voice in return in order to be heard over the noise clearly
- B. Remain calm, acknowledge the issue, and explain the next step
- C. Walk away from the booth until the customer finally leaves on their own
- D. Tell the customer that the error is entirely their own fault for using it

61. 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 9:00, (2) customer with a quick question at 9:02, (3) safety emergency at 9:06, (4) customer with a long dispute at 9:02. What is the correct order?

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

62. Order the steps for processing a reduced-fare card purchase: (1) Greet the customer and ask what they need. (2) Verify eligibility identification. (3) Accept the payment. (4) Add the reduced value. (5) State the new balance.

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

63. A rule says to sort booth-log entries by date ascending, then by time ascending, then by entry-type alphabetically. Entries: (a) 10/02 09:30 "Repair," (b) 10/01 16:00 "Audit," (c) 10/02 09:30 "Alert," (d) 10/01 09:00 "Notice." What is the correct order?

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

C. d, c, b, a

D. d, b, c, a

64. 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. 2, 3, 1, 4

B. 3, 2, 4, 1

C. 1, 2, 3, 4

D. 4, 3, 2, 1

65. 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, P, Q, R

D. R, Q, P, S

66. 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. 3, 2, 1, 4

C. 1, 4, 2, 3

D. 2, 3, 1, 4

67. 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. 2, 1, 4, 3

B. 1, 2, 3, 4

C. 4, 3, 2, 1

D. 3, 4, 1, 2

68. A rule says to rank entrances from busiest to least busy. Counts: Gate W 95, Gate X 220, Gate Y 110, Gate Z 140. What is the correct order?

A. Y, Z, W, X

B. X, Z, Y, W

C. Z, X, W, Y

D. W, X, Y, Z

69. 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

70. Order the steps for handling a customer whose card failed at the turnstile: (1) Greet and ask what happened. (2) Confirm the failure and the 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

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

72. Arrange these fare-card balances from highest to lowest: \$12.00, \$2.15, \$9.40, \$9.05.

- A. \$2.15, \$9.05, \$9.40, \$12.00
- B. \$9.05, \$9.40, \$12.00, \$2.15
- C. \$12.00, \$9.40, \$9.05, \$2.15
- D. \$9.40, \$12.00, \$9.05, \$2.15

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

- A. Maple, Oak, Elm, Center, Pine
- B. Oak, Maple, Center, Elm, Pine
- C. Pine, Elm, Center, Maple, Oak
- D. Center, Pine, Maple, Oak, Elm

74. Order the steps for handling a non-urgent maintenance request: (1) Receive the request and confirm the description. (2) Note the location and the time of the request. (3) Submit the request to the maintenance desk. (4) Log the submission for the shift record.

A. 4, 3, 2, 1

B. 2, 1, 3, 4

C. 3, 4, 1, 2

D. 1, 2, 3, 4

75. A customer adds \$50.00 to a card and receives a 10% bonus on the amount added, then takes 4 rides at \$2.90 each. What is the remaining balance?

A. \$44.30

B. \$42.50

C. \$40.50

D. \$43.40

76. A \$5.00 charge is reduced by 20%. What is the reduced charge?

A. \$4.00

B. \$3.50

C. \$4.25

D. \$4.50

77. A card holds \$30.00. The customer takes 6 rides at \$2.90 each, then adds \$10.00. What is the new balance?

A. \$20.40

B. \$21.40

C. \$23.40

D. \$22.60

78. A customer buys 5 rides at \$2.90 each and pays a \$1.00 card fee, then pays with a \$20 bill. How much change is due?

A. \$5.40

B. \$6.50

C. \$4.50

D. \$4.00

79. A customer's card had \$80.00 and now has \$56.00. What percent of the original value has been used?

A. 35%

B. 40%

C. 30%

D. 24%

80. An agent records sales of \$3.50, \$2.90, \$7.00, \$4.10, and \$5.25 in one hour. What is the total?

A. \$22.75

B. \$21.75

C. \$22.50

D. \$23.50

81. A card balance increases from \$20.00 to \$26.00 after a bonus is added. What percent of the original value did the bonus add?

A. 30%

B. 35%

- C. 25%
- D. 40%

82. A customer has \$25.00 on a card and the fare is \$2.75 per ride. How many full rides can the customer take?

- A. 8
- B. 10
- C. 7
- D. 9

83. A customer adds \$30.00 and receives a 10% bonus, then takes 5 rides at \$2.90 each. What is the remaining balance?

- A. \$18.50
- B. \$17.50
- C. \$19.00
- D. \$20.00

84. Last month a station had 500 reports filed; this month it has 600 reports. By what percent did reports increase?

- A. 30%
- B. 20%
- C. 17%
- D. 25%

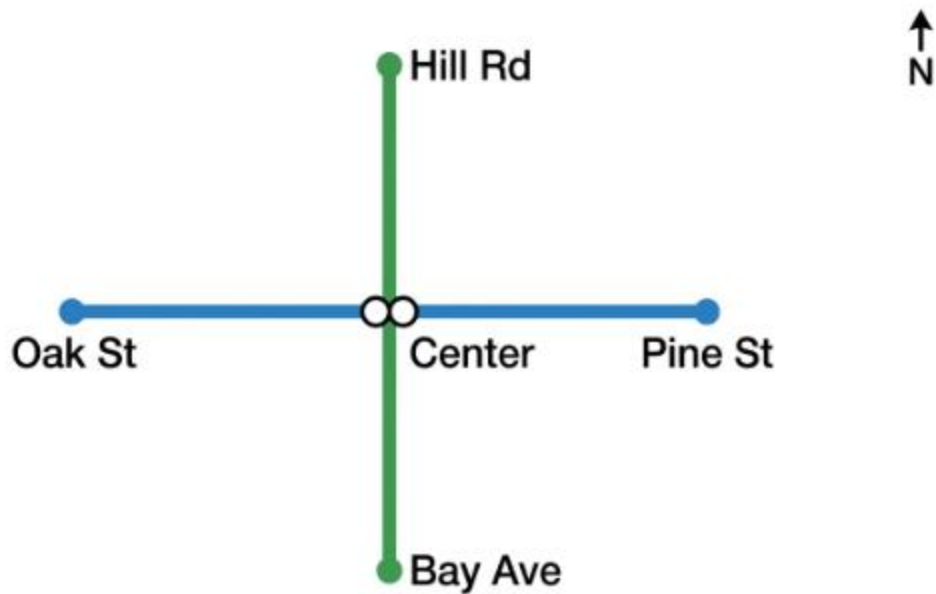
85. An agent starts facing north, turns 90 degrees right (now facing east), then turns 90 degrees right (now facing south), then turns 90 degrees right (now facing west), then turns 90 degrees left. Working each step in order, which direction is the agent now facing?

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

86. A bench is to the south of the booth, and a vending machine is to the west of the same booth. Standing at the booth and facing the bench (facing south), the vending machine is on the agent's:

- A. East side
- B. South side
- C. Right
- D. Front

87. Using the map below, a customer at Hill Rd must reach Pine St. Which route is correct?



- A. Ride the blue line directly from Hill Rd to Pine St without any transfer
- B. Ride the green line directly from Hill Rd to Pine St without any transfer
- C. Ride the green line south to Center, then transfer to the blue line east to Pine St

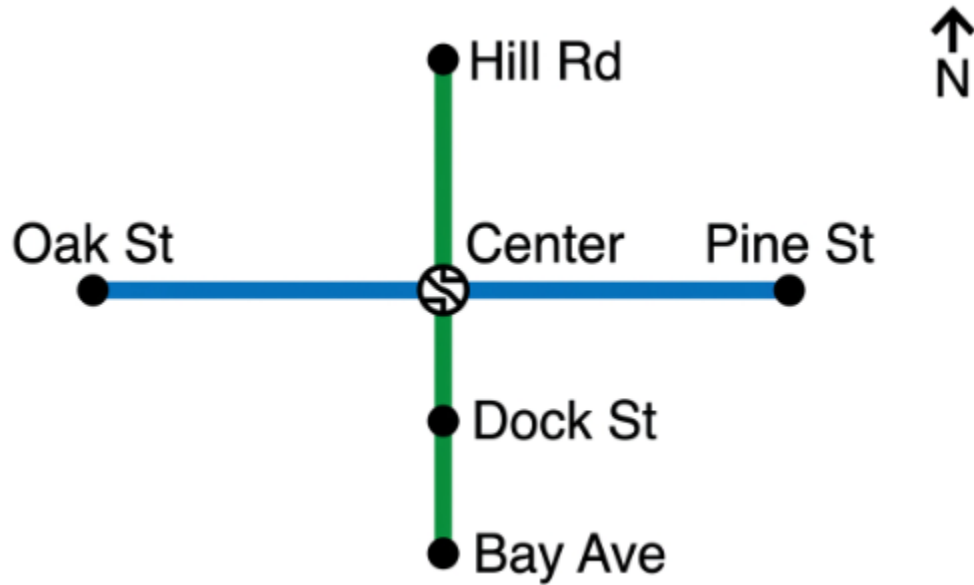
D. Ride the green line south to Bay Ave, then ride to Pine St on the blue line

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



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

89. Using the map below, how many stations will a customer pass through traveling from Oak St to Bay Ave, counting Bay Ave but not Oak St?



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

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

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

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

- A. North

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

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

- A. 10:00
- B. 2:00
- C. 4:00
- D. 12:00

93. Read and remember: "Agent Lee covers booths 1 and 2 from 6:00 AM to 11:00 AM, booth 3 from 11:00 AM to 1:00 PM, and booth 5 after 1:00 PM. Agent Diaz covers booth 4 all day, and Agent Park covers booths 6 and 7 after 2:00 PM." At 12:30 PM, which booth does Agent Lee cover?

- A. Booth 5
- B. Booths 1 and 2
- C. Booths 6 and 7
- D. Booth 3

94. Remember this announcement: "The downtown express departs at 3:14, the local at 3:08, the limited at 3:10, and the rush special at 3:05, all from the same platform." Which train departs last?

- A. The local at 3:08
- B. The rush special at 3:05
- C. The limited at 3:10
- D. The express at 3:14

95. Remember this notice: "Weekend track work affects the Red line between Center and Elm, the Blue line at Pine St only, and the Green line not at all this weekend." On the weekend, which line is affected near Pine St?

- A. The Green line near Pine St
- B. The Red line near Pine St
- C. The Blue line near Pine St
- D. Both the Red and Blue lines near Pine St

96. Remember this stop order: Oak, Birch, Cedar, Dale, Elm, Fir, Grove. Which stop is three stops after Cedar?

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

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

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

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

- A. TIXE, the letters reversed in order
- B. EXIT, identical to the original word

- C. ETIX, an alternative spelling
- D. XETI, a different rearrangement

99. Five boxes sit in a row labeled V, W, X, Y, Z 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. V, W, X, Y, Z
- B. Z, V, W, X, Y
- C. Y, Z, V, W, X
- D. X, Y, Z, V, W

100. A T-shaped piece has its long arm pointing up and its short cross-arm at the top. After rotating the piece 180 degrees, the long arm points:

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

Practice Exam 5: Answer Key and Explanations

1. B — The agent's discipline protects customer-facing service. The passage explicitly states that visibility does not protect it; the agent's discipline does. Two sentences must be read together to reach the answer.
2. C — Off-peak rates apply all day. The declared-holiday exception puts off-peak in effect for the whole day, and the event-day override does not apply because the holiday is not an event day. Reading the layered conditions identifies the controlling clause.
3. D — A correctly charged fare with no error is never the basis for a refund; the refund rule requires that the fare have been charged in error. The other options each describe a single condition that has failed, which the policy does treat as a denial reason. A correct charge is outside the policy's scope entirely.

4. A — "Although" then "so that." The first blank concedes the crowded platform, and the second states the purpose of keeping movement steady. Concession followed by purpose fits the sentence's logic.
5. C — Clarity prevents the misunderstandings that compound a problem. The passage assigns each habit a distinct effect, and clarity is paired with preventing misunderstandings. Reading the three pairings carefully identifies the right one.
6. B — "Each ... was waiting" with singular noun. "Each" is singular and takes a singular verb. The other versions break agreement.
7. A — Use the side service door. The notice's chained condition is: northbound closed → southbound; if southbound also closed → side service door. Both main entrances are closed, so the side door applies.
8. A — The modifier correctly attaches to the agent. "Posted near the gate" describes the notice the agent saw, and the agent is the subject performing the action. The other versions point the modifier at the wrong subject.
9. D — Conclusions about why the incident happened. The passage explicitly excludes conclusions about cause beyond observation. The other elements (time, sequence, location) are required by the discipline.
10. A — "therefore" then "so that." Repeating the announcement is the result of the partial reach, and the second clause states its purpose. Result followed by purpose fits the sentence.
11. C — Three parallel past-tense verbs. "Greeted, answered, and logged" share the same form. The other versions mix tenses or shift to a non-finite form.
12. C — Posting at the nearest open entrance during a ten-minute non-emergency closure is not required, because the short-duration exception reduces posting to the closed entrance only. The other options describe required postings under the rule.
13. A — "consequently" signals result. Front-of-platform crowding causes partially full rear cars, a cause-and-effect link. Similarity or contrast words would misstate the relationship.
14. C — A fourth element naming the customer's recommended action. The passage names this element as what turns information into instruction. The other options describe the first three signals that only inform.
15. D — "ensured" means made certain. "Ensure" is the verb for guaranteeing an outcome; "insure" relates to insurance, "assure" reassures a person, "endured" means tolerated. Word meaning fixes the choice.
16. C — A senior handing the card to their adult child is not permitted because the notice forbids transferring a reduced-fare card to another person under any circumstances. The other options describe permitted transactions with valid identification.
17. C — The direct active sentence. It states the actor and action in the fewest words. The other versions inflate the same meaning with passive or redundant phrasing.
18. A — The combination of the correct answer and the tone in which it is delivered. The passage explicitly states that the customer measures helpfulness by how the answer arrives as well as the answer itself. The other options name only one factor.
19. A — Repeats the noun to avoid pronoun ambiguity. Naming the agent and the supervisor explicitly removes any unclear pronoun reference. The other versions leave the antecedent unclear.
20. C — "fewer" with countable bags. Bags are countable, so "fewer" is correct. "Less," "lesser," and "few of" do not fit a count noun.

21. A — Refusing assistance because both are unavailable is inconsistent with the rule, which requires either personal assistance or a call for help in that situation. The other options describe actions explicitly permitted by the rule.
22. B — Scheduled HVAC service is the likely cause. The stopped heater, working lights, and reported technician call together point to planned servicing. It is the conclusion fitting every clue.
23. B — Decline to hold until supervisor approval is obtained. The rule requires all three conditions (approval, carrier, contact label) to hold non-service animals. The missing approval breaks one condition.
24. A — Drop sharply, consistent with the Federal-holiday pattern. The reliable pattern predicts a sharp drop on Federal holidays. The conclusion stays within what the pattern supports.
25. A — Address the slip near the wet step first. Customer safety holds the top priority in the layered system. Safety always governs when concerns compete.
26. C — Keeping a gate closed for fifty minutes with no incident and no supervisor approval is not permitted; the rule caps closure at thirty minutes outside a safety incident, requiring supervisor approval to extend. The other options describe permitted actions.
27. B — Outages are likely contributing to the longer lines. Complaints rise specifically when the elevator is out, indicating that relationship. The conclusion stays within what the pattern supports.
28. B — Secure the wallet and log it later. The emergency exception suspends the supervisor-call requirement and permits later logging regardless of value. The exception governs.
29. D — Water dripping onto a live electrical box. Liquid on energized equipment is an immediate hazard outranking the routine tasks. Safety takes priority.
30. D — Issue a written reference number and direct to customer service. The general rule routes unconfirmable disputes that are not visible double charges to the reference-number path. The double-charge exception does not apply here.
31. B — Platform filling faster than trains clear it. A growing crowd outpacing service is a clear deviation and a developing problem. The other options describe routine operations.
32. D — Reporting a safety-critical defect by radio during a declared emergency is not consistent with the rule, which directs that during an emergency only the emergency itself is communicated and defects are logged afterward. The other options describe rule-consistent actions.
33. A — End-of-school activity is associated with more lost cards. Reports cluster at the end of school days and not on holidays or weekends, pointing to that association. The conclusion stays within what the pattern supports.
34. D — An eight-minute delay does not qualify because the rule requires more than ten minutes. The other options describe situations where the delay-and-description conditions are met (option B benefits from the disruption waiver of the platform condition).
35. B — Scheduled audio testing is most likely causing the silence. The silent PA, the posted notice, and the colleague's comment together point to testing. It is the conclusion consistent with every clue.
36. B — Customers bunching at one door while others stand empty. Uneven distribution at one door is the earliest sign boarding flow is faltering. The other options describe normal operations.
37. D — Grant the re-entry because the disruption waives the time condition. The disruption exception waives the five-minute condition, and the other two conditions (inside the station, no working payment) are met. The exception controls when it applies.
38. D — Still above normal but tapering toward normal. Traffic spikes for two hours and remains above normal into the third hour. Three hours in, traffic is still elevated and beginning to taper.

39. B — Direct the customer to the standard turnstile. Outside an evacuation, customers without accessibility need or large items must use the standard turnstile. The rule explicitly limits the accessibility gate's use.
40. C — A burning smell from the fare-machine panel. An abnormal burning smell is a clear sign something is wrong. The other options describe normal operations.
41. B — Posting at the booth during a ten-minute change is not required, because the under-fifteen-minute exception reduces posting to the platform alone. The other options describe required postings under the rule.
42. B — Stay calm, acknowledge, and explain the next step. De-escalation requires recognizing the feeling and providing a constructive path forward. Arguing, walking away, or matching tone fails the standard.
43. D — The single tap covers the train trip and the connecting bus transfer. OMNY includes a free bus transfer within the allowed window on a single tap. The other options misstate the policy.
44. C — Speak slowly, use simple words, draw on a map, and confirm understanding. Patient, multi-channel communication serves a customer with limited English. Sending the customer away or speaking faster does not help.
45. C — Observing and reporting station conditions and unusual occurrences. Monitoring and reporting are core agent duties. Setting signals, structural repairs, and operating trains fall outside the role.
46. B — Politely decline and explain the official channel. The agent protects personal information while pointing the customer to the proper follow-up path. Providing the number or being rude is inappropriate.
47. D — Acknowledge the complexity and walk through the route step by step. Complex routes deserve a complete, patient explanation with a check for understanding. Dismissing or refusing the help fails the standard.
48. C — Answer the additional question courteously and accurately. Continued, helpful service is the standard, even after the thanks. Limiting questions or referring elsewhere fails it.
49. A — Listen, acknowledge, and explain the feedback channel. The professional response validates the concern and provides the path to follow up. Defending or dismissing the complaint is inappropriate.
50. A — Assist through the ADA-accessible gate with the packages. The accessible gate exists for customers who cannot use the turnstile, and assisting is the agent's duty. Sending the customer away is incorrect.
51. D — Lines, direction, transfer point, and confirmation. A complete transfer answer requires all four pieces. Partial answers leave the customer unable to finish the trip.
52. B — Acknowledge the frustration and explain the refund process calmly. De-escalation means recognizing the feeling and giving the proper process. Improvising a refund or arguing is wrong.
53. D — Eligible seniors, customers with qualifying disabilities, and eligible students. These are the standard reduced-fare groups. The other options describe people who do not automatically qualify.
54. A — Address each customer in turn, calmly and courteously. Sequential, polite service handles a rush professionally. Ignoring or dismissing customers fails the standard.
55. A — Give clear, step-by-step directions including the transfer and confirm understanding. A tourist needing a transfer deserves a complete, helpful walkthrough. Brushing the customer off or sending them away fails the standard.

56. D — Repeated taps within a short window are protected against duplicate charges. OMNY guards against duplicate charges when the same card taps repeatedly in a short window. The other options misstate the system.
57. B — Directing customers to safe exits and requesting the proper assistance. The agent's emergency role is guiding customers and calling for proper help, not repairing equipment or leaving the station. This keeps customers safe within the role.
58. A — Clearing a stray receipt jammed in a fare-card reader slot. Fingertip maintenance is light upkeep like clearing a fare-slot jam, which falls within the agent's duties. Replacing fixtures, rewiring, and repairing steps require maintenance staff.
59. D — Answer the question courteously and accurately before the customer leaves. Continued, accurate help is the customer-service standard. Refusing or ignoring the follow-up question fails that standard.
60. B — Remain calm, acknowledge the issue, and explain the next step. Courtesy under hostility plus a clear path forward defines good service. Matching the customer's volume or walking away is unprofessional.
61. C — 3, 2, 4, 1. The 9:06 emergency goes first; within the 9:02 tie, the shorter task (quick question) precedes the long dispute (neither being a safety concern, shorter task wins); admin paperwork at 9:00 comes last because lower priority outranks earlier arrival here. Priority, then arrival, then shorter-task tie-breaker, fixes the order.
62. A — 1, 2, 3, 4, 5. Greet, verify eligibility, accept payment, add value, state the balance. This follows the transaction's natural sequence with payment before value is added.
63. D — d, b, c, a. 10/01 entries come first (d at 09:00, then b at 16:00), then 10/02 entries at 09:30 sorted alphabetically by entry type ("Alert" before "Repair"). The three-tier sort fixes the order.
64. C — 1, 2, 3, 4. Confirm payment, open the gate, guide through, then close. The procedure follows the task's natural sequence.
65. D — R, Q, P, S. R, Q, and P all share high urgency and 9:00; among them, "Alarm" precedes "Cable" alphabetically, and within the "Alarm" tie, location 2 (R) precedes location 7 (Q). S has lower urgency and comes last.
66. D — 2, 3, 1, 4. Recognize the emergency, announce calmly, direct to exits, then request help. The order matches the emergency workflow.
67. B — 1, 2, 3, 4. Receive the wallet, note where and when found, log the description, then forward to lost property. This follows the handling workflow.
68. B — X, Z, Y, W. Ranked busiest to least (220, 140, 110, 95), the gates fall in this descending order. Reading the sort direction is essential.
69. C — R, Q, P. All arrived at 8:00; the spill (safety) goes first, then the shorter directions task, then the long fare dispute. The layered tie-breakers set the order.
70. C — 1, 2, 3, 4. Greet, confirm the failure and cause, open the gate, then advise resolving the balance. The sequence follows the interaction's logic.
71. A — W, V, U, T. The three Monday notices precede the Tuesday notice; within Monday, "Closure" (W, V) precedes "Detour" (U); within the "Closure" tie, location 4 (W) precedes location 9 (V). The four-tier sort fixes the order.
72. C — \$12.00, \$9.40, \$9.05, \$2.15. Sorted highest to lowest, the balances fall in this order. Comparing the close decimals carefully avoids misordering.
73. C — Pine, Elm, Center, Maple, Oak. Listing from last to first reverses the travel order. Respecting the reversed direction gives the sequence.

74. D — 1, 2, 3, 4. Receive and confirm, note location and time, submit, then log the submission. This follows the routine maintenance workflow.
75. D — \$43.40. A 10% bonus on \$50.00 gives \$55.00, and four rides at \$2.90 total \$11.60, leaving \$43.40. Applying the bonus before subtracting fares yields the balance.
76. A — \$4.00. A 20% reduction of \$5.00 is \$1.00, leaving $\$5.00 - \$1.00 = \$4.00$. Subtracting the discount gives the reduced charge.
77. D — \$22.60. Six rides at \$2.90 cost \$17.40, leaving \$12.60 from \$30.00; adding \$10.00 gives \$22.60. Working the steps in order yields the balance.
78. C — \$4.50. Five rides at \$2.90 cost \$14.50, plus the \$1.00 fee equals \$15.50; $\$20.00 - \15.50 leaves \$4.50. The change is the bill minus the total owed.
79. C — 30%. The card dropped by \$24.00 from \$80.00, and $24 \div 80 = 0.30$, or 30%. Dividing the amount used by the original gives the percentage.
80. A — \$22.75. Adding \$3.50, \$2.90, \$7.00, \$4.10, and \$5.25 totals \$22.75. Keeping the decimals aligned prevents an addition error.
81. A — 30%. The bonus added \$6.00 to the original \$20.00, and $6 \div 20 = 0.30$, or 30%. Dividing the bonus by the original value gives the percentage added.
82. D — 9 rides. Dividing \$25.00 by the \$2.75 fare gives 9 full rides with \$0.25 remaining. The whole-number quotient is the count.
83. A — \$18.50. A 10% bonus on \$30.00 gives \$33.00, and five rides at \$2.90 total \$14.50, leaving \$18.50. Applying the bonus before subtracting fares yields the balance.
84. B — 20%. Reports rose by 100 from 500, and $100 \div 500 = 0.20$, or 20%. Dividing the increase by the original value gives the percent increase.
85. D — South. Facing north, three right turns yield east, south, west; a left turn from west faces south. Working each turn in order yields south.
86. C — Right. Facing south toward the bench, west lies to the agent's right. Anchoring the facing direction places the vending machine on the right.
87. C — Green south to Center, then blue east to Pine St. No direct line connects Hill Rd to Pine St; the transfer at Center connects them. Riding the green line to Center and the blue line east is the correct route.
88. B — North. Hill Rd sits at the top of the map, so traveling toward it means heading north. The north arrow fixes the direction.
89. C — 3 stations. After Oak St, the customer passes Center, Dock St, and Bay Ave, which is three stations counting the destination. Excluding the start gives the count.
90. C — Right. The exit lies to the north; a customer facing west sees north on their right. The fixed exit appears on the right from the customer's facing.
91. C — West. Walking north, a right turn faces east, another right faces south, and a third right faces west. The fourth leg is walked while facing west, the current direction of travel.
92. A — 10:00. A mirror reverses left and right around the vertical axis, so hands that look like 2:00 in a reflection are actually at 10:00. The reflection maps the 2-position to the 10-position around the clock face.
93. D — Booth 3. From 11:00 AM to 1:00 PM, Agent Lee covers booth 3, and 12:30 PM falls inside that window. Recalling the time-banded assignment gives the answer.
94. D — The express at 3:14. Among the four departures (3:05, 3:08, 3:10, 3:14), 3:14 is the latest. Holding all four times identifies the last to leave.
95. C — The Blue line near Pine St. The notice places weekend Blue-line work at Pine St only. Matching the location to the remembered schedule gives the answer.

96. B — Fir. Counting forward from Cedar: Dale (one after), Elm (two after), Fir (three after). Reading the sequence carefully fixes the stop three after Cedar.
97. B — Down. Rotating a right-pointing arrow 90 degrees clockwise yields a down-pointing arrow, and a horizontal flip (left-right) leaves a vertical arrow unchanged. The arrow still points down after both operations.
98. A — TIXE, the letters reversed in order. A mirror reverses the order of letters, so "EXIT" appears as "TIXE." The reversal applies to the sequence of characters.
99. C — Y, Z, V, W, X. Each box shifts two to the right; Y and Z wrap to the front in order, leaving Y, Z, V, W, X. Performing the shift produces the new arrangement.
100. B — Down. Rotating a T-piece with its long arm up by 180 degrees turns the long arm to point down. A half-turn reverses each arm's direction.