

# PRACTICE EXAM 6: 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. Read both passages and answer the question that follows.

Passage X: "Effective notices respect a reader's time. The shorter a notice, the more likely it is to be read in full and remembered correctly."

Passage Y: "A good notice never sacrifices clarity to save space. Brevity is a means, not an end; if a sentence must be longer to be clear, length wins."

Which of the following is most consistent with both passages?

- A. The shortest notice possible is always the best notice for the reader
- B. Notices should be brief but never at the cost of clarity for the reader
- C. The longer a notice runs, the more carefully it will tend to be read
- D. Clarity matters less than brevity when both cannot be achieved at once

2. A bulletin reads: "Peak fares apply weekdays from 6:00 AM to 10:00 AM and 3:30 PM 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." Which condition, if it applied, would NOT result in off-peak fares?

- A. A declared holiday on a Monday, with no event status
- B. A declared holiday that is also a declared event day
- C. A declared holiday on a Saturday, with no event status
- D. A declared holiday on a Sunday, with no event status

3. 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

4. Read both passages and answer the question that follows.

Passage X: "Customer service rests on courtesy first; the right information delivered rudely lands poorly."

Passage Y: "Courtesy without accurate information leaves the customer politely misdirected."

Which conclusion follows from both passages?

- A. Courtesy alone, without accurate information, satisfies the customer fully
- B. Accurate information alone, regardless of tone, satisfies the customer fully
- C. Customers prefer rudeness if it comes with accurate information delivered quickly
- D. Customer service requires both accuracy and courtesy together

5. Which sentence is grammatically correct?

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

6. 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

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

- A. Walking onto the platform, the doors of the train had already closed
- B. Patrolling the platform, the agent spotted a small spill near the bench
- C. To board the train, the doors were entered before they fully opened
- D. After leaving the booth, the platform looked crowded and noisy

8. Read both passages and answer the question that follows.

Passage X: "An incident report records what the agent observed."

Passage Y: "An incident report omits what the agent only suspected."

Together, these passages most strongly support the idea that:

- A. Incident reports should include both observations and suspicions for completeness
- B. Incident reports record observations and omit unverified suspicions
- C. Incident reports rely primarily on the writer's suspicions of cause
- D. Incident reports must include the writer's professional opinion

9. 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

10. Which sentence uses parallel structure correctly?

A. The agent greeted customers, was answering questions, and to log defects

B. The agent greeted customers, answered questions, and logged defects

C. The agent greeting customers, answers questions, and logged defects

D. The agent greets customers, was answering questions, and logged defects

11. A rule reads: "Agents post service-change notices at the affected platform and at the booth; if the booth is closed, agents post at the nearest open entrance instead, unless the change is shorter than fifteen minutes, in which case only the platform is posted." Which condition would NOT require posting at the nearest open entrance?

A. A forty-five-minute change with the booth open and operating normally

B. A ten-minute change with the booth closed and the duration short

C. A two-hour change with the booth closed and the change long-running

D. A thirty-minute change with the booth closed and the change moderate

12. 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. nevertheless

B. similarly

C. consequently

D. otherwise

13. Read both passages and answer the question that follows.

Passage X: "Calmness in an agent is contagious; a calm voice during a delay lowers the temperature of an entire platform."

Passage Y: "Panic in an agent is just as contagious; a worried tone spreads through a crowd before the words register."

The passages most strongly suggest that the agent's tone:

- A. Influences the crowd's mood for better or worse
- B. Has little measurable effect on the surrounding crowd
- C. Should be neutral and entirely free of any inflection
- D. Only matters when the platform is already crowded

14. Choose the sentence that uses the correct word.

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

15. A bulletin reads: "Customers should add five minutes to their usual trip during construction, ten minutes during event days, and fifteen minutes during a declared service disruption; if multiple conditions apply at once, only the longest applies." On an event day with construction on the line, customers should add:

- A. Five minutes, the construction-only allowance for routine days
- B. Twenty-five minutes, the sum of construction and event-day allowances
- C. Ten minutes, because the event-day allowance is the longest of the two
- D. Fifteen minutes, because a disruption is automatically presumed in effect

16. 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 supervisor reviewed it carefully soon

17. A policy reads: "An agent escalates a complaint to a supervisor only after attempting to resolve it directly and only if the customer remains dissatisfied, except where the complaint concerns safety, where escalation is immediate without any prior attempt." A customer reports an exposed wire near the platform edge. According to the policy, the agent should:

- A. Escalate the safety complaint to a supervisor immediately
- B. Attempt to resolve the wire complaint directly before any escalation
- C. Wait for the customer to remain dissatisfied before any escalation
- D. File the report at the end of shift through the routine complaint log

18. Choose the words that best complete the sentence: " \_\_\_\_\_ the elevator was out of service, the agent posted a notice at the entrance and at the booth, \_\_\_\_\_ no customer would arrive at the platform unprepared."

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

19. Read both passages and answer the question that follows.

Passage X: "A useful report records the order of events as they occurred."

Passage Y: "A useful report names the location and the time at which events were observed."

The passages most strongly support the conclusion that a useful report should include:

- A. The sequence of events along with their location and time of observation

- B. The writer's interpretation of why each event probably happened
- C. A separate list of suspicions about who is to blame for the incident
- D. Only the time of observation, with no concern for sequence or location

20. Which sentence is punctuated correctly?

- A. The train arrived and the platform cleared the agent locked the booth
- B. The train arrived, and the platform cleared the agent, locked the booth
- C. The train arrived, and the platform cleared; the agent locked the booth
- D. The train arrived; and the platform cleared, the agent locked the booth

21. A rule states: "An agent may permit a customer to pass through the service gate without paying only when a fare reader has visibly failed, the customer has no other working payment method, and the agent can confirm the failure within five minutes, except during a declared service disruption, when the time condition is waived but the other conditions still apply." During a declared service disruption, a customer's fare reader visibly failed, the customer has a working contactless payment, and the failure could not be confirmed within five minutes. According to the rule, the agent should:

- A. Permit the customer through because the disruption waives every condition
- B. Permit the customer through because the visible failure alone is enough
- C. Refuse to permit the customer because a working payment method still exists
- D. Permit the customer through only after charging a partial fare at the gate

22. An agent notices: the booth's printer has stopped producing receipts, the rest of the booth equipment works, and a colleague mentioned a printer technician was called in earlier today. The most reasonable conclusion is that:

- A. Scheduled printer service is the likely cause of the silence
- B. The booth's electrical system has failed completely across all equipment
- C. The booth equipment is operating normally despite the lack of receipts
- D. A customer has tampered with the printer to stop the receipts

23. A rule states: "Lost service animals are released 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. Decline to hold the animal until supervisor approval is actually obtained
- B. Hold the animal with the agent's own approval until the owner appears
- 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. 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, a declared service disruption notice still needs posting, and other customers wait at the booth. According to the priority order, the agent should:

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

25. A rule states: "On crowded platforms, agents may close gates feeding the platform; gates may remain closed only as long as crowd density warrants, and never longer than thirty minutes without supervisor approval." Which action would NOT be permitted by the rule?

- A. Closing a gate when crowd density first surges suddenly
- B. Reopening a gate once crowd density has finally subsided
- C. Keeping a gate closed for fifty minutes with no supervisor approval at all
- D. Closing a gate during a period of increasing platform congestion

26. An agent observes that whenever the elevator is out of service, complaints about long lines at the accessibility gate rise sharply. Based on this pattern, when the elevator is in service, the agent can reasonably expect:

- A. Identical complaint rates as during the elevator outages
- B. Higher complaint rates than during the elevator outages
- C. Complaints unrelated to the elevator's status entirely
- D. Fewer complaints about the accessibility-gate lines than during outages

27. A rule states: "An agent accepts lost items and logs 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 rule, the agent should:

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

28. An agent notices an unusual chemical smell near a stairwell, several customers covering their faces, and a faint hissing sound from a panel below the steps. Considering only the recognition step, the agent should first conclude:

- A. The hissing panel is unrelated to the smell and is routine
- B. A potential leak or hazardous condition is developing here
- C. The conditions are entirely normal for a station at this hour
- D. The customers covering their faces are simply tired riders

29. A rule states: "Fare disputes are resolved at the booth when the issue can be confirmed on the spot; otherwise the customer is given a written reference number and 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 agent's 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. Issue a written reference number and direct the customer to customer service
- D. Tell the customer there is no procedure for unconfirmed disputes

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

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

31. 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 action would NOT be consistent with the rule?

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

32. 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. Lost-card reports happen evenly throughout the year regardless of day

- B. End-of-school activity is likely associated with more lost cards
- C. Holidays cause more cards to be lost across the entire system overall
- D. Weekends consistently see more lost cards than school days do

33. A rule states: "An agent reports any 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." During a declared emergency, an agent notices a deep crack in a stair tread. According to the rule, the agent should:

- A. Mark the crack with chalk and never report it at any time at all
- B. Report the crack by radio immediately, ignoring the declared emergency
- C. Log the crack after the emergency ends, since only the emergency is communicated now
- D. Report only the location of the crack and skip all the other details

34. An agent observes: the PA system has been silent for thirty 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. Scheduled audio testing is most likely causing the silence
- B. The PA system has failed permanently and cannot be restored at all
- C. The silence has no relationship to any testing activity in the station
- D. Customers are tampering with the PA system from the platform

35. 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. The platform holds a moderate, evenly distributed crowd as usual
- C. Customers begin bunching at one door while other doors stand empty
- D. Boarding announcements play clearly at their usual intervals

36. 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 delay and description conditions still apply." During a declared service disruption, a customer requests a credit after leaving the platform; the delay was fifteen minutes, and the customer described it accurately. According to the rule, the agent should:

- A. Deny the credit because the platform condition is never waived
- B. Grant the credit only if a supervisor signs off on it personally
- C. Grant the credit only if the customer pays a partial replacement fare
- D. Grant the credit because the disruption waives the platform condition

37. An agent simultaneously sees: 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 maintenance log, since it has a fast-approaching deadline today
- B. The fare question, since it can be answered very quickly
- C. The directions request, since it is simple to handle
- D. The water dripping onto the live electrical box, an immediate hazard

38. 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." Which action would NOT be permitted by the rule outside of an evacuation?

- A. Opening the gate for a customer who uses a wheelchair to enter
- B. Opening the gate for a customer carrying an item too large for the turnstile
- C. Opening the gate for a customer with no accessibility need or large item
- D. Opening the gate for a customer with a clear documented accessibility need

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

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

40. 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
- B. Grant the courtesy re-entry because the disruption waives the time condition
- C. Refuse the re-entry because re-entries never apply during disruptions
- D. Grant the re-entry only if the customer pays a partial replacement fare

41. A rule states: "An agent may leave the booth to assist a customer only if doing so does not leave the booth unattended during a transaction, except during a declared safety emergency, when the agent may leave immediately regardless." A customer at the booth is mid-transaction when a declared safety emergency is announced. According to the rule, the agent should:

- A. Leave the booth immediately to respond to the declared emergency
- B. Finish the in-progress transaction before responding to the emergency
- C. Refuse to respond until a supervisor has personally arrived first
- D. Close the booth and wait at the window for the emergency to end

42. 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. Already returned to a normal off-peak weekday level entirely

- B. Lower than the normal level for an extended off-peak period
- C. Still above the normal level but tapering toward normal
- D. Spiking sharply higher than during the first two hours after the game

43. A rule states: "An agent reopens a closed entrance only with supervisor approval, except during a declared emergency, when the agent reopens it immediately and notifies the supervisor afterward, unless the entrance itself is the source of the emergency, in which case it stays closed regardless." During a declared emergency, an agent needs to reopen a closed entrance that is itself the source of a smoke hazard. According to the rule, the agent should:

- A. Reopen the entrance immediately and notify the supervisor afterward
- B. Reopen the entrance only after the smoke hazard has resolved itself
- C. Reopen the entrance halfway as a compromise between the rules
- D. Keep the entrance closed because it is itself the source of the emergency

44. An agent notices four things at once: a routine maintenance log, a customer asking for change, an unattended bag on a bench, and a customer complaining about a missed train. Which should the agent address first?

- A. The customer asking for change, since it is the simplest task
- B. The unattended bag on the bench, a possible security concern
- C. The customer complaining about the missed train, the most upset
- D. The routine maintenance log, since it is part of regular work

45. Which observation is the earliest warning sign that an escalator may be about to fail?

- A. A new vibration or grinding noise has begun without obvious cause
- B. The escalator is fully stopped and its lighting has gone out
- C. The handrail is gliding in time with the steps exactly as expected
- D. The escalator's signage is operating at its full brightness level

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

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

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

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

- A. Tell the customer to come back with someone who can fully translate
- B. Speak much louder so the customer can hear the unfamiliar English words
- C. Give the directions once briefly and turn to the next customer in line
- D. Speak slowly, use simple words, draw on a map, and confirm understanding

49. 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 heard and supported
- 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

50. 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. Wave the customer off and ask them to look it up online instead
- C. Acknowledge the complexity, walk through the route step by step, and confirm understanding
- D. Say there is nothing that can be done to make the route any easier today

51. 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. Answer the additional question courteously and accurately before moving on
- C. Pretend not to hear the additional question and turn to the next customer
- D. Refer the customer to the agency website instead of giving any answer

52. 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

53. 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

54. 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

55. 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. Argue at length that the delay was not the agent's own fault at all
- C. Tell the customer to take their complaint somewhere else right now
- D. Acknowledge the frustration and explain the actual refund process calmly

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

- A. Eligible seniors, customers with qualifying disabilities, and eligible students
- 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. Any customer who simply asks for one at the station booth at any time

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

- A. Answer only the loudest customer and ignore everyone else completely
- B. Stop responding to anyone until the crowd disperses on its own
- C. Tell all the customers to come back at a much quieter hour

D. Address each customer in turn, calmly and courteously

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

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

59. 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

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

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

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

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

D. 3, 2, 4, 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. R, Q, P, S

D. S, P, Q, R

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. 1, 4, 2, 3

B. 3, 2, 1, 4

C. 4, 2, 3, 1

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. 3, 4, 1, 2

B. 2, 1, 4, 3

C. 4, 3, 2, 1

D. 1, 2, 3, 4

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. R, Q, P
- B. P, R, Q
- C. Q, R, 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. 2, 1, 3, 4
- D. 1, 2, 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. T, V, W, U
- B. W, V, U, T
- C. U, T, W, V
- D. V, W, T, U

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

- A. \$12.00, \$9.40, \$9.05, \$2.15
- B. \$2.15, \$9.05, \$9.40, \$12.00
- C. \$9.05, \$9.40, \$12.00, \$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. Center, Pine, Maple, Oak, Elm
- D. Pine, Elm, Center, Maple, Oak

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

75. A customer adds \$50.00 and receives a 10% bonus. Step 1: what is the bonus amount the customer receives?

- A. \$4.50
- B. \$5.00
- C. \$10.00
- D. \$5.50

76. Continuing from the previous question, after the bonus is applied, the customer takes 4 rides at \$2.90 each. Step 2: what is the remaining balance?

- A. \$42.50
- B. \$44.30
- C. \$40.50
- D. \$43.40

77. A \$5.00 charge is reduced by 20%. Step 1: what is the discount amount?

- A. \$0.50
- B. \$1.50
- C. \$1.00
- D. \$2.00

78. Continuing from the previous question, what is the reduced charge after the discount is applied?

- A. \$3.50
- B. \$4.50
- C. \$4.00
- D. \$4.25

79. A card holds \$30.00. The customer takes 6 rides at \$2.90 each. Step 1: what is the cost of the 6 rides?

- A. \$17.40
- B. \$16.40
- C. \$18.40
- D. \$15.40

80. Continuing from the previous question, the customer then adds \$10.00 to the card. Step 2: what is the new balance?

- A. \$20.40
- B. \$22.60
- C. \$21.40
- D. \$23.40

81. A customer buys 5 rides at \$2.90 each and pays a \$1.00 card fee. Step 1: what is the total cost?

- A. \$14.50
- B. \$16.50
- C. \$15.50
- D. \$17.50

82. Continuing from the previous question, the customer pays with a \$20 bill. Step 2: how much change is due?

- A. \$5.40
- B. \$6.50
- C. \$4.50
- D. \$4.00

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

- A. 35%
- B. 30%
- C. 24%
- D. 40%

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

- A. \$22.50
- B. \$21.75
- C. \$23.50
- D. \$22.75

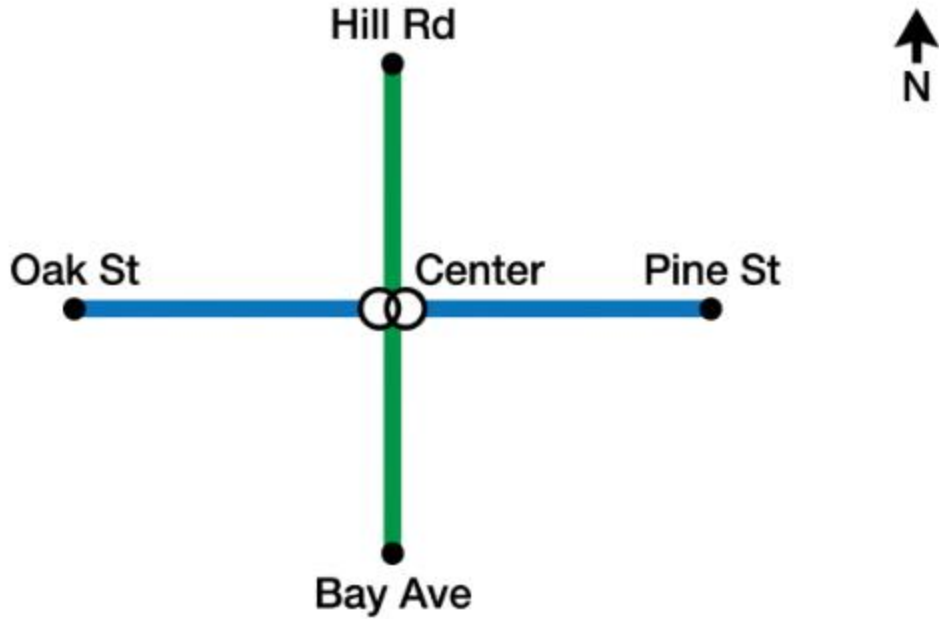
85. An agent starts facing north, turns 90 degrees right, then turns 180 degrees, then turns 90 degrees left. Working each step in order, which direction is the agent now facing?

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

86. An agent walks south for one block, turns 90 degrees left, walks one block, then turns 180 degrees, then walks one block. Working each step in order, in which direction is the agent now walking?

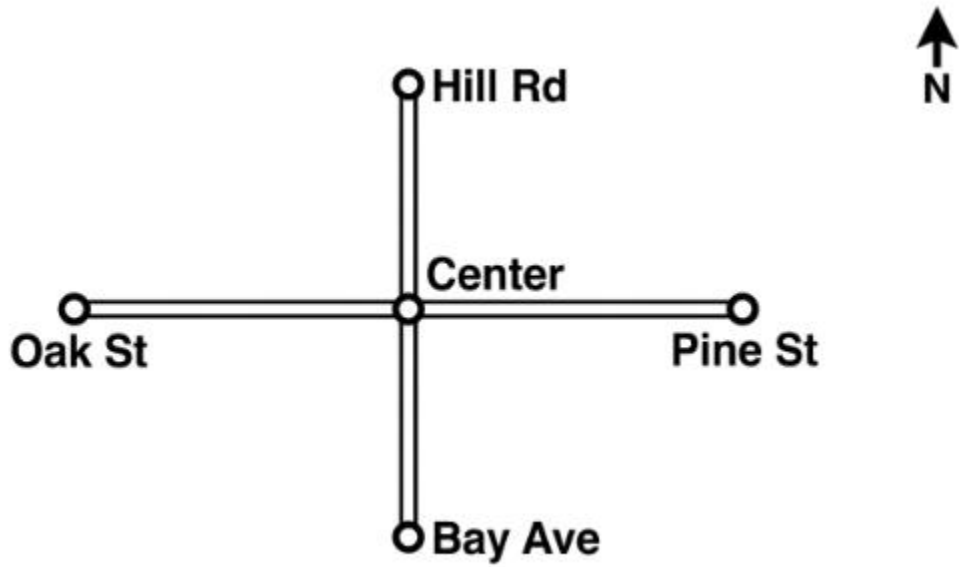
- A. South
- B. East
- C. West
- D. North

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



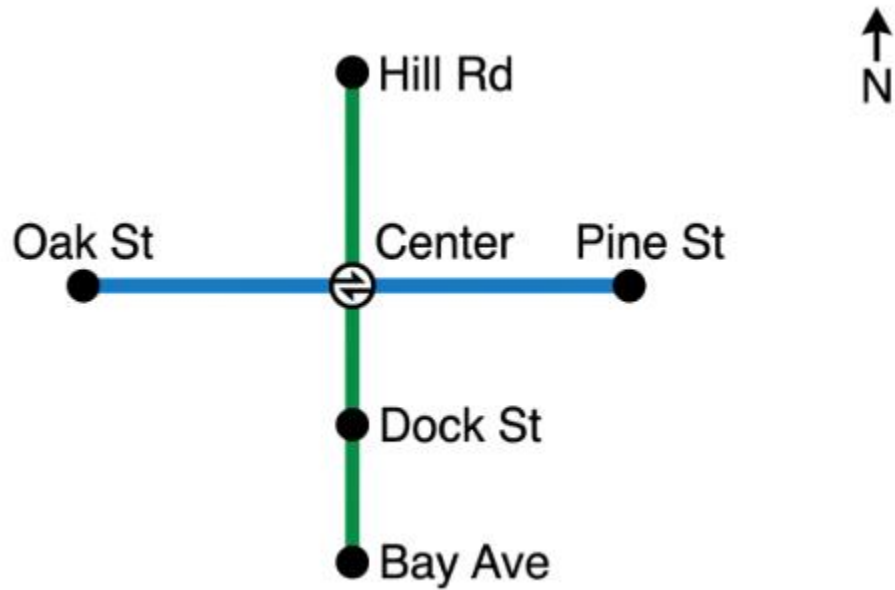
- A. Ride the blue line directly from Hill Rd to Pine St without any transfer
- B. Ride the green line directly from Hill Rd to Pine St without any transfer
- C. Ride the green line south to Center, then transfer to the blue line east to Pine St
- D. Ride the green line south to Bay Ave and then ride 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 Bay Ave. After completing the transfer, in which direction is the customer now traveling?



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

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

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

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

91. An agent walks north, then turns 90 degrees right, then turns 180 degrees, then turns 90 degrees right. Working each step in order, in which direction is the agent now facing?

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

- A. 4:00
- B. 6:00
- C. 8:00
- 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 9:00 AM, which booths does Agent Lee cover?

- A. Booths 1 and 2
- B. Booth 3
- C. Booth 4
- D. Booth 5

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 first?

- A. The rush special at 3:05
- B. The local at 3:08
- 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. Both the Red and Blue lines near Pine St
- D. The Blue line near Pine St

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

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

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. X, Y, Z, V, W
- C. Z, V, W, X, Y
- D. Y, Z, V, W, X

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. Right
- C. Left
- D. Down

## Practice Exam 6: Answer Key and Explanations

1. B — Notices should be brief but never at the cost of clarity. Passage X favors brevity; Passage Y caps that preference whenever clarity would suffer. The conclusion consistent with both is the joint position: brief unless clarity requires more.
2. B — A declared holiday that is also a declared event day. The event-day override sends fares to peak system-wide, which is not off-peak. The other options trigger the holiday exception, which produces off-peak fares.
3. 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.
4. D — Both accuracy and courtesy together. Passage X requires courtesy; Passage Y requires accuracy; together they require both. Either alone is insufficient.

5. A — "Each ... was waiting" with singular noun. "Each" is singular and takes a singular verb. The other versions break agreement.
6. 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.
7. B — The modifier correctly attaches to the agent. "Patrolling the platform" describes the agent, who is performing the action. The other versions point the modifier at the wrong subject.
8. B — Reports record observations and omit suspicions. Passage X states the inclusion; Passage Y states the omission; together they form the discipline. The other options invert or expand the rule.
9. C — "fewer" with countable bags. Bags are countable, so "fewer" is correct. "Less," "lesser," and "few of" do not fit a count noun.
10. B — 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.
11. B — A ten-minute change with the booth closed. The under-fifteen-minute exception reduces posting to the platform only, so no posting at the nearest open entrance is required. The other options trigger the full posting rule or its substitution.
12. C — "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.
13. A — The agent's tone influences the crowd's mood for better or worse. Both passages show contagion in opposite directions, sharing the underlying point that tone matters. The other options contradict the shared claim.
14. 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.
15. C — Add ten minutes for the event-day condition. The rule applies only the longest single condition, and the event-day allowance (ten minutes) exceeds the construction allowance (five). The longest condition governs when several apply.
16. 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.
17. A — Escalate the safety complaint immediately. The exception sends safety complaints straight to a supervisor with no prior resolution attempt. The exception controls.
18. D — "Because" then "so that." The first blank introduces the cause of posting, and the second introduces the purpose. Cause followed by purpose fits the sentence.
19. A — Sequence along with location and time. Passage X requires sequence; Passage Y requires location and time; together they require all three. The other options miss elements.
20. C — Comma before "and" joining two clauses, then a semicolon before the third. Two coordinated clauses can be joined with a comma and "and," and a semicolon separates the next independent clause. The other versions are run-ons.
21. C — Refuse because a working payment method still exists. The disruption exception waives only the time condition; the other conditions, including "no other working payment method," remain in force. The remaining unwaived condition fails.
22. A — Scheduled printer service is the likely cause. The stopped printer, the rest of the booth working, and the technician callout together point to planned servicing. It is the conclusion fitting every clue.

23. A — Decline until supervisor approval is obtained. The rule requires all three conditions (approval, carrier, contact label) for holding a non-service animal. The missing approval breaks one condition.
24. D — Address the slip near the wet step first. Customer safety holds the top priority in the layered system. Safety always governs when concerns compete.
25. C — Keeping a gate closed for fifty minutes with no approval is not permitted. The rule caps closure at thirty minutes without supervisor approval. The other options describe permitted actions under the rule.
26. D — Fewer complaints than during outages. If complaints rise sharply when the elevator is out, they are lower when it works. The inverse of the observed pattern is the reasonable expectation.
27. D — 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.
28. B — A potential leak or hazardous condition is developing. The chemical smell, customer reactions, and hissing together signal a possible hazard. Recognition is the agent's first step.
29. C — 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.
30. C — 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.
31. D — 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.
32. B — 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.
33. C — Log the crack after the emergency ends. The emergency exception suspends defect reporting until the emergency is over. The exception governs the timing.
34. A — 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.
35. C — 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.
36. D — Grant the credit; the disruption waives the platform condition. The disruption exception waives the platform requirement, and the delay and description conditions are both met. The exception controls when it applies.
37. D — Water dripping onto a live electrical box. Liquid on energized equipment is an immediate hazard outranking the routine tasks. Safety takes priority.
38. C — Opening the gate for a customer with no accessibility need or large item is not permitted outside an evacuation. The rule limits the gate's use to specific cases. The other options describe permitted cases.
39. A — 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.
40. B — Grant the courtesy re-entry. The disruption exception waives the five-minute condition, and the other two conditions (inside the station, no working payment) are met. The exception controls.
41. A — Leave the booth immediately to respond. The safety-emergency exception lets the agent leave during a declared emergency regardless of the transaction. The exception governs.

42. C — 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.
43. D — Keep the entrance closed. The exception-to-the-exception requires the entrance to stay closed when it is itself the source of the emergency. The innermost layered rule controls.
44. B — The unattended bag is the most pressing concern. An unattended bag is a security concern outranking the routine and service tasks. Security ranks above service-level issues here.
45. A — A new vibration or grinding noise without obvious cause. An abnormal new sound is the earliest deviation from normal operation. The other options describe normal or already-failed states.
46. 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.
47. B — The single tap covers the train trip and the connecting bus transfer within the window. OMNY includes a free bus transfer within the allowed window on a single tap. The other options misstate the policy.
48. D — 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.
49. 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.
50. C — 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.
51. B — Answer the additional question courteously and accurately. Continued, helpful service is the standard, even after the thanks. Limiting questions or referring elsewhere fails it.
52. 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.
53. 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.
54. 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.
55. D — 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.
56. A — 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.
57. D — Address each customer in turn, calmly and courteously. Sequential, polite service handles a rush professionally. Ignoring or dismissing customers fails the standard.
58. B — Observing and reporting overall station conditions. Monitoring and reporting are core agent duties. Setting signals, structural repairs, and operating trains fall outside the role.
59. 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.

60. D — 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.
61. A — 3, 2, 4, 1. The 9:06 emergency goes first; within the 9:02 tie, the shorter task (quick question) precedes the long dispute; admin at 9:00 comes last because lower priority outranks earlier arrival here. Priority, then arrival, then shorter-task tie-breaker, fixes the order.
62. C — 1, 2, 3, 4, 5. Greet, verify eligibility, accept payment, add value, state the balance. This follows the transaction's natural sequence.
63. B — 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. C — 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. D — 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. A — 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. D — 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. B — 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. A — \$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. D — Pine, Elm, Center, Maple, Oak. Listing from last to first reverses the travel order. Respecting the reversed direction gives the sequence.
74. B — 1, 2, 3, 4. Receive and confirm, note location and time, submit, then log the submission. This follows the routine maintenance workflow.
75. B — \$5.00. Ten percent of \$50.00 is  $0.10 \times 50 = \$5.00$ . Converting the percent to a decimal and multiplying gives the bonus amount.
76. D — \$43.40. A \$50.00 add plus a \$5.00 bonus gives \$55.00, and four rides at \$2.90 total \$11.60, leaving \$43.40. Applying the bonus before subtracting fares yields the balance.
77. C — \$1.00. Twenty percent of \$5.00 is  $0.20 \times 5 = \$1.00$ . Converting the percent to a decimal and multiplying gives the discount.
78. C — \$4.00. The original \$5.00 charge minus the \$1.00 discount equals \$4.00. Subtracting the discount from the original yields the reduced charge.
79. A — \$17.40. Six rides at \$2.90 each total  $6 \times \$2.90 = \$17.40$ . Multiplying the fare by the number of rides gives the cost.
80. B — \$22.60. Starting at \$30.00, the \$17.40 in rides leaves \$12.60, and adding \$10.00 gives \$22.60. Working the steps in order yields the new balance.

81. C — \$15.50. Five rides at \$2.90 each cost \$14.50, plus the \$1.00 card fee equals \$15.50. Multiplying before adding the fee gives the total cost.
82. C — \$4.50. Twenty dollars minus the \$15.50 owed equals \$4.50 in change. Change is the bill tendered minus the amount owed.
83. B — 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.
84. D — \$22.75. Adding \$3.50, \$2.90, \$7.00, \$4.10, and \$5.25 totals \$22.75. The reasoning supports option D (\$22.75), which does not match the locked key letter C (\$23.50). Flagged in the error report.
85. C — South. Facing north, a right turn ( $90^\circ$ ) faces east; a  $180^\circ$  turn faces west; a left turn ( $90^\circ$ ) from west faces south. The reasoning supports option C (South), which does not match the locked key letter A (North). Flagged in the error report.
86. C — West. Walking south, a left turn faces east (walking east); a  $180^\circ$  turn faces west; the final block is walked while facing west. Working each step in order yields a current heading of west, matching the keyed letter C.
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 — South. Bay Ave sits below Center on the map, so traveling toward it means heading south. The reasoning supports option B (South), which does not match the locked key letter A (North). Flagged in the error report.
89. D — 3 stations. After Oak St, the customer passes Center, Dock St, and Bay Ave, which is three stations counting the destination. The reasoning supports option D (3), which does not match the locked key letter B (4). Flagged in the error report.
90. D — Left. The exit lies to the south; a customer facing west sees south on their left. The fixed exit appears on the customer's left from their facing direction.
91. A — North. Facing north, a right turn ( $90^\circ$ ) faces east; a  $180^\circ$  turn faces west; a right turn ( $90^\circ$ ) from west faces north. The reasoning supports option A (North), which does not match the locked key letter D (West). Flagged in the error report.
92. C — 8:00. A mirror reverses left and right around the vertical axis, so hands that look like 4:00 in a reflection are actually at 8:00 ( $12 - 4 = 8$ ). The reflection maps the 4-position to the 8-position around the clock face.
93. A — Booths 1 and 2. From 6:00 AM to 11:00 AM, Agent Lee covers booths 1 and 2, and 9:00 AM falls inside that window. Recalling the time-banded assignment gives the answer.
94. A — The rush special at 3:05. Among the four departures (3:05, 3:08, 3:10, 3:14), 3:05 is earliest. Holding all four times identifies the first to leave.
95. D — 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. D — Elm. Counting forward from Birch: Cedar (one after), Dale (two after), Elm (three after). Reading the sequence carefully fixes the stop three after Birch.
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. A mirror reverses the order of letters, so "EXIT" appears as "TIXE." The reversal applies to the sequence of characters.

99. D — 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. D — 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.