PRACTICE EXAM 20: NEW YORK CITY MTA CONDUCTOR SIMULATION (100 QUESTIONS)

This practice exam contains 100 multiple-choice questions. Select the best answer for each question. A score of 70 percent or higher is treated as passing for this practice exam. The 100-question length and domain allocation are editorial practice specifications, not an official MTA question count or weighting.

1. Exam 20 scenario 1: Bulletin 18 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.
B. Open the local operating doorway as soon as the train stops at the platform.
C. Open every doorway while the platform employee positions the portable boarding plate.
D. Keep the local operating doorway closed for the entire station stop regardless of signals.

2. Exam 20 scenario 2: Bulletin 19 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.
B. Open every doorway while the platform employee positions the portable boarding plate.
C. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.
D. Keep the local operating doorway closed for the entire station stop regardless of signals.

3. Exam 20 scenario 3: Bulletin 20 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

4. Exam 20 scenario 4: Bulletin 21 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Keep the local operating doorway closed for the entire station stop regardless of signals.

D. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

5. Exam 20 scenario 5: Bulletin 22 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

6. Exam 20 scenario 6: Bulletin 23 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

B. Open the local operating doorway as soon as the train stops at the platform.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

7. Exam 20 scenario 7: Bulletin 24 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

8. Exam 20 scenario 8: Bulletin 25 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Keep the local operating doorway closed for the entire station stop regardless of signals.

D. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

9. Exam 20 scenario 9: Bulletin 26 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

10. Exam 20 scenario 10: Bulletin 27 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

11. Exam 20 scenario 11: Bulletin 28 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Keep the local operating doorway closed for the entire station stop regardless of signals.

D. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

12. Exam 20 scenario 12: Bulletin 29 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

B. Open the local operating doorway as soon as the train stops at the platform.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

13. Exam 20 scenario 13: Bulletin 30 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

14. Exam 20 scenario 14: Bulletin 31 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

C. Open every doorway while the platform employee positions the portable boarding plate.

D. Keep the local operating doorway closed for the entire station stop regardless of signals.

15. Exam 20 scenario 15: Bulletin 32 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Keep the local operating doorway closed for the entire station stop regardless of signals.

D. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

16. Exam 20 scenario 16: Bulletin 33 states: At Lexington Avenue, conductors must keep the local operating doorway closed while a portable boarding plate is positioned. After the ramp is secured and the platform employee gives a hand signal, the doorway may be opened. What does the bulletin require?

A. Open the local operating doorway as soon as the train stops at the platform.

B. Open every doorway while the platform employee positions the portable boarding plate.

C. Keep the local operating doorway closed for the entire station stop regardless of signals.

D. Wait for the ramp to be secured and the hand signal before opening the local operating doorway.

17. Exam 20 scenario 17: Which sentence is written most clearly and correctly for entry 301 in an operating report?

A. The conductor recorded the delay, notified Control, and completed the incident report.

B. The conductor recorded the delay notified Control, and completed the incident report.

C. The conductor record the delay, notified Control, and completes the incident report.
D. The conductor recorded the delay, notifying Control and the incident report was completed.

18. Exam 20 scenario 18: Which sentence is written most clearly and correctly for entry 302 in an operating report?

A. Passengers who need assistance should wait near the marked boarding area.
B. Passengers which needs assistance should wait near the marked boarding area.
C. Passengers who need assistance should waits near the marked boarding area.
D. Passenger's who need assistance should wait near the marked boarding area.

19. Exam 20 scenario 19: Which sentence is written most clearly and correctly for entry 303 in an operating report?

A. Because the rear car was closed the conductor directed, riders toward the next available car.
B. Because the rear car were closed, the conductor directs riders toward the next available car.
C. Because the rear car was closed, the conductor directed riders toward the next available car.
D. The rear car closed, because the conductor directed riders toward the next available car.

20. Exam 20 scenario 20: Which sentence is written most clearly and correctly for entry 304 in an operating report?

A. The conductor recorded the delay notified Control, and completed the incident report.
B. The conductor recorded the delay, notified Control, and completed the incident report.
C. The conductor record the delay, notified Control, and completes the incident report.
D. The conductor recorded the delay, notifying Control and the incident report was completed.

21. Exam 20 scenario 21: Which sentence is written most clearly and correctly for entry 305 in an operating report?

A. Passengers which needs assistance should wait near the marked boarding area.

B. Passengers who need assistance should wait near the marked boarding area.
C. Passengers who need assistance should waits near the marked boarding area.
D. Passenger's who need assistance should wait near the marked boarding area.

22. Exam 20 scenario 22: Which sentence is written most clearly and correctly for entry 306 in an operating report?

A. Because the rear car was closed the conductor directed, riders toward the next available car.
B. Because the rear car were closed, the conductor directs riders toward the next available car.
C. Because the rear car was closed, the conductor directed riders toward the next available car.
D. The rear car closed, because the conductor directed riders toward the next available car.

23. Exam 20 scenario 23: Which sentence is written most clearly and correctly for entry 307 in an operating report?

A. The conductor recorded the delay notified Control, and completed the incident report.
B. The conductor record the delay, notified Control, and completes the incident report.
C. The conductor recorded the delay, notifying Control and the incident report was completed.
D. The conductor recorded the delay, notified Control, and completed the incident report.

24. Exam 20 scenario 24: Which sentence is written most clearly and correctly for entry 308 in an operating report?

A. Passengers who need assistance should wait near the marked boarding area.
B. Passengers which needs assistance should wait near the marked boarding area.
C. Passengers who need assistance should waits near the marked boarding area.
D. Passenger's who need assistance should wait near the marked boarding area.

25. Exam 20 scenario 25: Which sentence is written most clearly and correctly for entry 309 in an operating report?

A. Because the rear car was closed the conductor directed, riders toward the next available car.
B. Because the rear car were closed, the conductor directs riders toward the next available car.
C. Because the rear car was closed, the conductor directed riders toward the next available car.
D. The rear car closed, because the conductor directed riders toward the next available car.

26. Exam 20 scenario 26: Which sentence is written most clearly and correctly for entry 310 in an operating report?

A. The conductor recorded the delay, notified Control, and completed the incident report.
B. The conductor recorded the delay notified Control, and completed the incident report.
C. The conductor record the delay, notified Control, and completes the incident report.
D. The conductor recorded the delay, notifying Control and the incident report was completed.

27. Exam 20 scenario 27: Which sentence is written most clearly and correctly for entry 311 in an operating report?

A. Passengers which needs assistance should wait near the marked boarding area.
B. Passengers who need assistance should wait near the marked boarding area.
C. Passengers who need assistance should waits near the marked boarding area.
D. Passenger's who need assistance should wait near the marked boarding area.

28. Exam 20 scenario 28: Which sentence is written most clearly and correctly for entry 312 in an operating report?

A. Because the rear car was closed the conductor directed, riders toward the next available car.
B. Because the rear car were closed, the conductor directs riders toward the next available car.
C. The rear car closed, because the conductor directed riders toward the next available car.
D. Because the rear car was closed, the conductor directed riders toward the next available car.

29. Exam 20 scenario 29: During trip segment 40, A platform monitor shows that every door is closed, but one local door indicator remains illuminated just before departure. What is the most important concern?

A. Treat the conflicting indication as a possible unsecured-door condition and resolve it before movement.

B. Assume the situation is harmless because the train remains on schedule.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

30. Exam 20 scenario 30: During trip segment 41, A rider reports a strong burning odor near the end of a car, although no smoke is visible. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Recognize a possible developing equipment or fire hazard and promptly notify the appropriate authority.

D. Continue normal departure because another employee may eventually notice the condition.

31. Exam 20 scenario 31: During trip segment 42, The public-address system works in most cars, but passengers in one car do not react to repeated announcements. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Suspect that the announcement may not be reaching that car and arrange an alternate communication method.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

32. Exam 20 scenario 32: During trip segment 43, A crowded platform leaves a stroller partly inside the doorway as the closing indication appears. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Continue normal departure because another employee may eventually notice the condition.

D. Recognize an immediate obstruction risk and stop the closing process until the doorway is clear.

33. Exam 20 scenario 33: During trip segment 44, A platform monitor shows that every door is closed, but one local door indicator remains illuminated just before departure. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Treat the conflicting indication as a possible unsecured-door condition and resolve it before movement.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

34. Exam 20 scenario 34: During trip segment 45, A rider reports a strong burning odor near the end of a car, although no smoke is visible. What is the most important concern?

A. Recognize a possible developing equipment or fire hazard and promptly notify the appropriate authority.

B. Assume the situation is harmless because the train remains on schedule.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

35. Exam 20 scenario 35: During trip segment 46, The public-address system works in most cars, but passengers in one car do not react to repeated announcements. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Suspect that the announcement may not be reaching that car and arrange an alternate communication method.

D. Continue normal departure because another employee may eventually notice the condition.

36. Exam 20 scenario 36: During trip segment 47, A crowded platform leaves a stroller partly inside the doorway as the closing indication appears. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Continue normal departure because another employee may eventually notice the condition.

D. Recognize an immediate obstruction risk and stop the closing process until the doorway is clear.

37. Exam 20 scenario 37: During trip segment 48, A platform monitor shows that every door is closed, but one local door indicator remains illuminated just before departure. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Treat the conflicting indication as a possible unsecured-door condition and resolve it before movement.

D. Continue normal departure because another employee may eventually notice the condition.

38. Exam 20 scenario 38: During trip segment 49, A rider reports a strong burning odor near the end of a car, although no smoke is visible. What is the most important concern?

A. Recognize a possible developing equipment or fire hazard and promptly notify the appropriate authority.

B. Assume the situation is harmless because the train remains on schedule.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

39. Exam 20 scenario 39: During trip segment 50, The public-address system works in most cars, but passengers in one car do not react to repeated announcements. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Suspect that the announcement may not be reaching that car and arrange an alternate communication method.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

40. Exam 20 scenario 40: During trip segment 51, A crowded platform leaves a stroller partly inside the doorway as the closing indication appears. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Continue normal departure because another employee may eventually notice the condition.

D. Recognize an immediate obstruction risk and stop the closing process until the doorway is clear.

41. Exam 20 scenario 41: During trip segment 52, A platform monitor shows that every door is closed, but one local door indicator remains illuminated just before departure. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Record the observation after the trip without taking any immediate action.

C. Continue normal departure because another employee may eventually notice the condition.

D. Treat the conflicting indication as a possible unsecured-door condition and resolve it before movement.

42. Exam 20 scenario 42: During trip segment 53, A rider reports a strong burning odor near the end of a car, although no smoke is visible. What is the most important concern?

A. Assume the situation is harmless because the train remains on schedule.

B. Recognize a possible developing equipment or fire hazard and promptly notify the appropriate authority.

C. Record the observation after the trip without taking any immediate action.

D. Continue normal departure because another employee may eventually notice the condition.

43. Exam 20 scenario 43: Rule set 70: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 3 has no working interior lights. Which action follows from the rules?

A. Remove passengers from car 3 and secure both adjacent passage doors.

B. Leave passengers in car 3 but ask them to remain seated.

C. Remove passengers from car 3 and leave both passage doors available.

D. Keep car 3 in service because the rules apply only when exterior lights fail.

44. Exam 20 scenario 44: Rule set 71: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 4 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 4 but ask them to remain seated.

B. Remove passengers from car 4 and leave both passage doors available.

C. Remove passengers from car 4 and secure both adjacent passage doors.

D. Keep car 4 in service because the rules apply only when exterior lights fail.

45. Exam 20 scenario 45: Rule set 72: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 5 has no working interior lights. Which action follows from the rules?

A. Remove passengers from car 5 and secure both adjacent passage doors.

B. Leave passengers in car 5 but ask them to remain seated.

C. Remove passengers from car 5 and leave both passage doors available.

D. Keep car 5 in service because the rules apply only when exterior lights fail.

46. Exam 20 scenario 46: Rule set 73: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 6 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 6 but ask them to remain seated.

B. Remove passengers from car 6 and leave both passage doors available.

C. Remove passengers from car 6 and secure both adjacent passage doors.

D. Keep car 6 in service because the rules apply only when exterior lights fail.

47. Exam 20 scenario 47: Rule set 74: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 7 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 7 but ask them to remain seated.

B. Remove passengers from car 7 and secure both adjacent passage doors.

C. Remove passengers from car 7 and leave both passage doors available.

D. Keep car 7 in service because the rules apply only when exterior lights fail.

48. Exam 20 scenario 48: Rule set 75: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 8 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 8 but ask them to remain seated.

B. Remove passengers from car 8 and leave both passage doors available.

C. Keep car 8 in service because the rules apply only when exterior lights fail.

D. Remove passengers from car 8 and secure both adjacent passage doors.

49. Exam 20 scenario 49: Rule set 76: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 9 has no working interior lights. Which action follows from the rules?

A. Remove passengers from car 9 and secure both adjacent passage doors.

B. Leave passengers in car 9 but ask them to remain seated.

C. Remove passengers from car 9 and leave both passage doors available.

D. Keep car 9 in service because the rules apply only when exterior lights fail.

50. Exam 20 scenario 50: Rule set 77: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 10 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 10 but ask them to remain seated.

B. Remove passengers from car 10 and leave both passage doors available.

C. Remove passengers from car 10 and secure both adjacent passage doors.

D. Keep car 10 in service because the rules apply only when exterior lights fail.

51. Exam 20 scenario 51: Rule set 78: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 11 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 11 but ask them to remain seated.

B. Remove passengers from car 11 and secure both adjacent passage doors.

C. Remove passengers from car 11 and leave both passage doors available.

D. Keep car 11 in service because the rules apply only when exterior lights fail.

52. Exam 20 scenario 52: Rule set 79: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 12 has no working interior lights. Which action follows from the rules?

A. Remove passengers from car 12 and secure both adjacent passage doors.

B. Leave passengers in car 12 but ask them to remain seated.

C. Remove passengers from car 12 and leave both passage doors available.

D. Keep car 12 in service because the rules apply only when exterior lights fail.

53. Exam 20 scenario 53: Rule set 80: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 13 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 13 but ask them to remain seated.

B. Remove passengers from car 13 and leave both passage doors available.

C. Keep car 13 in service because the rules apply only when exterior lights fail.

D. Remove passengers from car 13 and secure both adjacent passage doors.

54. Exam 20 scenario 54: Rule set 81: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 14 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 14 but ask them to remain seated.

B. Remove passengers from car 14 and leave both passage doors available.

C. Remove passengers from car 14 and secure both adjacent passage doors.

D. Keep car 14 in service because the rules apply only when exterior lights fail.

55. Exam 20 scenario 55: Rule set 82: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 15 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 15 but ask them to remain seated.

B. Remove passengers from car 15 and leave both passage doors available.

C. Keep car 15 in service because the rules apply only when exterior lights fail.

D. Remove passengers from car 15 and secure both adjacent passage doors.

56. Exam 20 scenario 56: Rule set 83: If a car has no working interior lights, passengers must be removed from that car. If passengers are removed, both adjacent passage doors must be secured. Car 16 has no working interior lights. Which action follows from the rules?

A. Leave passengers in car 16 but ask them to remain seated.

B. Remove passengers from car 16 and secure both adjacent passage doors.

C. Remove passengers from car 16 and leave both passage doors available.

D. Keep car 16 in service because the rules apply only when exterior lights fail.

57. Exam 20 scenario 57: Review set 90: Reports 1, 3, and 5 all involve door faults immediately after heavy passenger loading; reports 2 and 4, with light loading, show no fault. Which conclusion is best supported?

A. Heavy passenger loading may be associated with the recurring door fault.

B. The observed condition proves that every train or station has the same defect.

C. The reports show no relationship because the events did not occur at identical times.

D. The condition must have been caused by an unrelated event that was never recorded.

58. Exam 20 scenario 58: Review set 91: On four trips, the same car loses announcements only after its control panel is transferred; before transfer, announcements work. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.

B. The reports show no relationship because the events did not occur at identical times.

C. The control-panel transfer may be related to the announcement failure.

D. The condition must have been caused by an unrelated event that was never recorded.

59. Exam 20 scenario 59: Review set 92: Three slippery-platform reports occur at outdoor stations during rain; two dry-weather checks find normal traction. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.

B. The reports show no relationship because the events did not occur at identical times.

C. The condition must have been caused by an unrelated event that was never recorded.

D. Wet weather may contribute to the slippery-platform condition.

60. Exam 20 scenario 60: Review set 93: Reports 1, 3, and 5 all involve door faults immediately after heavy passenger loading; reports 2 and 4, with light loading, show no fault. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.

B. Heavy passenger loading may be associated with the recurring door fault.

C. The reports show no relationship because the events did not occur at identical times.

D. The condition must have been caused by an unrelated event that was never recorded.

61. Exam 20 scenario 61: Review set 94: On four trips, the same car loses announcements only after its control panel is transferred; before transfer, announcements work. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.
B. The reports show no relationship because the events did not occur at identical times.
C. The condition must have been caused by an unrelated event that was never recorded.
D. The control-panel transfer may be related to the announcement failure.

62. Exam 20 scenario 62: Review set 95: Three slippery-platform reports occur at outdoor stations during rain; two dry-weather checks find normal traction. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.
B. Wet weather may contribute to the slippery-platform condition.
C. The reports show no relationship because the events did not occur at identical times.
D. The condition must have been caused by an unrelated event that was never recorded.

63. Exam 20 scenario 63: Review set 96: Reports 1, 3, and 5 all involve door faults immediately after heavy passenger loading; reports 2 and 4, with light loading, show no fault. Which conclusion is best supported?

A. Heavy passenger loading may be associated with the recurring door fault.
B. The observed condition proves that every train or station has the same defect.
C. The reports show no relationship because the events did not occur at identical times.
D. The condition must have been caused by an unrelated event that was never recorded.

64. Exam 20 scenario 64: Review set 97: On four trips, the same car loses announcements only after its control panel is transferred; before transfer, announcements work. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.
B. The reports show no relationship because the events did not occur at identical times.
C. The control-panel transfer may be related to the announcement failure.
D. The condition must have been caused by an unrelated event that was never recorded.

65. Exam 20 scenario 65: Review set 98: Three slippery-platform reports occur at outdoor stations during rain; two dry-weather checks find normal traction. Which conclusion is best supported?

A. Wet weather may contribute to the slippery-platform condition.

B. The observed condition proves that every train or station has the same defect.

C. The reports show no relationship because the events did not occur at identical times.

D. The condition must have been caused by an unrelated event that was never recorded.

66. Exam 20 scenario 66: Review set 99: Reports 1, 3, and 5 all involve door faults immediately after heavy passenger loading; reports 2 and 4, with light loading, show no fault. Which conclusion is best supported?

A. The observed condition proves that every train or station has the same defect.

B. The reports show no relationship because the events did not occur at identical times.

C. Heavy passenger loading may be associated with the recurring door fault.

D. The condition must have been caused by an unrelated event that was never recorded.

67. Exam 20 scenario 67: Procedure card 120 lists these actions out of order: receive the platform employee's signal; verify the indication; close the doors; announce departure. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. announce departure, close the doors, verify the indication, receive the platform employee's signal

C. close the doors, record the incident, reverse direction, then inspect an unrelated car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

68. Exam 20 scenario 68: Procedure card 121 lists these actions out of order: notify Control; observe a hazardous condition; protect passengers from the area; record the incident. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. close the doors, record the incident, reverse direction, then inspect an unrelated car

C. receive a signal, skip the safety check, depart, then determine whether passengers were protected

D. observe the hazardous condition, protect passengers from the area, notify Control, record the incident

69. Exam 20 scenario 69: Procedure card 122 lists these actions out of order: recheck the car; isolate the affected doorway; identify the faulty doorway; move riders away. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting
B. close the doors, record the incident, reverse direction, then inspect an unrelated car
C. receive a signal, skip the safety check, depart, then determine whether passengers were protected
D. identify the faulty doorway, move riders away, isolate the affected doorway, recheck the car

70. Exam 20 scenario 70: Procedure card 123 lists these actions out of order: receive the platform employee's signal; verify the indication; close the doors; announce departure. Which sequence is most logical?

A. announce departure, close the doors, verify the indication, receive the platform employee's signal
B. record the incident, announce departure, identify a doorway, then wait without reporting
C. close the doors, record the incident, reverse direction, then inspect an unrelated car
D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

71. Exam 20 scenario 71: Procedure card 124 lists these actions out of order: notify Control; observe a hazardous condition; protect passengers from the area; record the incident. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting
B. observe the hazardous condition, protect passengers from the area, notify Control, record the incident
C. close the doors, record the incident, reverse direction, then inspect an unrelated car
D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

72. Exam 20 scenario 72: Procedure card 125 lists these actions out of order: recheck the car; isolate the affected doorway; identify the faulty doorway; move riders away. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. close the doors, record the incident, reverse direction, then inspect an unrelated car

C. identify the faulty doorway, move riders away, isolate the affected doorway, recheck the car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

73. Exam 20 scenario 73: Procedure card 126 lists these actions out of order: receive the platform employee's signal; verify the indication; close the doors; announce departure. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. close the doors, record the incident, reverse direction, then inspect an unrelated car

C. announce departure, close the doors, verify the indication, receive the platform employee's signal

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

74. Exam 20 scenario 74: Procedure card 127 lists these actions out of order: notify Control; observe a hazardous condition; protect passengers from the area; record the incident. Which sequence is most logical?

A. observe the hazardous condition, protect passengers from the area, notify Control, record the incident

B. record the incident, announce departure, identify a doorway, then wait without reporting

C. close the doors, record the incident, reverse direction, then inspect an unrelated car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

75. Exam 20 scenario 75: Procedure card 128 lists these actions out of order: recheck the car; isolate the affected doorway; identify the faulty doorway; move riders away. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. close the doors, record the incident, reverse direction, then inspect an unrelated car

C. receive a signal, skip the safety check, depart, then determine whether passengers were protected

D. identify the faulty doorway, move riders away, isolate the affected doorway, recheck the car

76. Exam 20 scenario 76: Procedure card 129 lists these actions out of order: receive the platform employee's signal; verify the indication; close the doors; announce departure. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. announce departure, close the doors, verify the indication, receive the platform employee's signal

C. close the doors, record the incident, reverse direction, then inspect an unrelated car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

77. Exam 20 scenario 77: Procedure card 130 lists these actions out of order: notify Control; observe a hazardous condition; protect passengers from the area; record the incident. Which sequence is most logical?

A. observe the hazardous condition, protect passengers from the area, notify Control, record the incident

B. record the incident, announce departure, identify a doorway, then wait without reporting

C. close the doors, record the incident, reverse direction, then inspect an unrelated car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

78. Exam 20 scenario 78: Procedure card 131 lists these actions out of order: recheck the car; isolate the affected doorway; identify the faulty doorway; move riders away. Which sequence is most logical?

A. record the incident, announce departure, identify a doorway, then wait without reporting

B. identify the faulty doorway, move riders away, isolate the affected doorway, recheck the car

C. close the doors, record the incident, reverse direction, then inspect an unrelated car

D. receive a signal, skip the safety check, depart, then determine whether passengers were protected

79. Exam 20 scenario 79: A train is scheduled to cover 18 miles in 36 minutes. What is its average speed in miles per hour?

A. 24

B. 27

C. 36

D. 30 miles per hour

80. Exam 20 scenario 80: A conductor counts 248 passengers. At the next stop, 63 leave and 41 board. How many passengers are aboard afterward?

A. 204
B. 230
C. 226 passengers
D. 352

81. Exam 20 scenario 81: A 12-car train has 52 seats per car. If 487 seats are occupied, how many seats remain unoccupied?

A. 137 seats
B. 125
C. 139
D. 177

82. Exam 20 scenario 82: A trip begins at 7:18 a.m. and lasts 1 hour 47 minutes. At what time does it end? Give minutes after midnight.

A. 525
B. 555
C. 9:05 a.m. (545 minutes after midnight)
D. 565

83. Exam 20 scenario 83: Four station stops take 75 seconds each. What is the total station time in minutes?

A. 4 minutes
B. 6 minutes

C. 7 minutes

D. 5 minutes

84. Exam 20 scenario 84: An incident log has 84 entries. Twenty-five percent concern doors. How many entries concern doors?

A. 18

B. 21 entries

C. 24

D. 28

85. Exam 20 scenario 85: A platform is 660 feet long. At 3 feet per walking step, approximately how many steps cover its length?

A. 198

B. 240

C. 220 steps

D. 330

86. Exam 20 scenario 86: A supply cabinet starts with 96 forms. Three crews each take 14 forms. How many forms remain?

A. 42

B. 56

C. 68

D. 54 forms

87. Exam 20 scenario 87: Study this dispatch note: Train 460, white route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 3. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 460 must contact Desk 3 at Forest Hills.

B. Train 461 must contact Desk 4 at Atlantic Avenue.

C. Train 460 must keep the front two cars closed at Forest Hills.

D. Train 459 carries a red route card and reports at Jackson Heights.

88. Exam 20 scenario 88: Study this dispatch note: Train 467, black route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 4. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 468 must contact Desk 5 at Atlantic Avenue.

B. Train 467 must contact Desk 4 at Forest Hills.

C. Train 467 must keep the front two cars closed at Forest Hills.

D. Train 466 carries a red route card and reports at Jackson Heights.

89. Exam 20 scenario 89: Study this dispatch note: Train 474, yellow route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 5. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 475 must contact Desk 6 at Atlantic Avenue.

B. Train 474 must keep the front two cars closed at Forest Hills.

C. Train 473 carries a red route card and reports at Jackson Heights.

D. Train 474 must contact Desk 5 at Forest Hills.

90. Exam 20 scenario 90: Study this dispatch note: Train 481, white route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 6. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 481 must contact Desk 6 at Forest Hills.

B. Train 482 must contact Desk 7 at Atlantic Avenue.

C. Train 481 must keep the front two cars closed at Forest Hills.

D. Train 480 carries a red route card and reports at Jackson Heights.

91. Exam 20 scenario 91: Study this dispatch note: Train 488, black route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 7. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 489 must contact Desk 8 at Atlantic Avenue.

B. Train 488 must keep the front two cars closed at Forest Hills.

C. Train 488 must contact Desk 7 at Forest Hills.

D. Train 487 carries a red route card and reports at Jackson Heights.

92. Exam 20 scenario 92: Study this dispatch note: Train 495, yellow route card, report at Forest Hills, hold the rear two cars closed, and contact Desk 8. Without rereading the alternatives first, which detail correctly matches the note?

A. Train 496 must contact Desk 9 at Atlantic Avenue.

B. Train 495 must contact Desk 8 at Forest Hills.

C. Train 495 must keep the front two cars closed at Forest Hills.

D. Train 494 carries a red route card and reports at Jackson Heights.

93. Exam 20 scenario 93: Customer-service situation 160: A visitor says the service-change announcement was confusing and asks which platform to use. What is the best response?

A. Acknowledge the confusion, give clear directions, and confirm the visitor understands the route.

B. Dismiss the concern because maintaining the schedule is the only responsibility.

C. Give a brief direction without checking whether the passenger understood it.

D. Argue about who caused the problem and tell the passenger to ask someone else.

94. Exam 20 scenario 94: Customer-service situation 161: A rider angrily reports that a door closed before a companion could board. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.

B. Remain calm, listen, explain the safe next step, and provide the appropriate way to report the concern.

C. Give a brief direction without checking whether the passenger understood it.

D. Argue about who caused the problem and tell the passenger to ask someone else.

95. Exam 20 scenario 95: Customer-service situation 162: A passenger with limited English points to a destination on a map and appears uncertain. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.
B. Give a brief direction without checking whether the passenger understood it.
C. Argue about who caused the problem and tell the passenger to ask someone else.
D. Use simple language and the map to show the route, then confirm the passenger's understanding.

96. Exam 20 scenario 96: Customer-service situation 163: A customer asks for an exception that would require holding doors after the departure signal. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.
B. Give a brief direction without checking whether the passenger understood it.
C. Explain courteously that safety rules prevent the exception and offer the safest available alternative.
D. Argue about who caused the problem and tell the passenger to ask someone else.

97. Exam 20 scenario 97: Customer-service situation 164: A visitor says the service-change announcement was confusing and asks which platform to use. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.
B. Give a brief direction without checking whether the passenger understood it.
C. Acknowledge the confusion, give clear directions, and confirm the visitor understands the route.
D. Argue about who caused the problem and tell the passenger to ask someone else.

98. Exam 20 scenario 98: Customer-service situation 165: A rider angrily reports that a door closed before a companion could board. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.
B. Give a brief direction without checking whether the passenger understood it.

C. Argue about who caused the problem and tell the passenger to ask someone else.

D. Remain calm, listen, explain the safe next step, and provide the appropriate way to report the concern.

99. Exam 20 scenario 99: Customer-service situation 166: A passenger with limited English points to a destination on a map and appears uncertain. What is the best response?

A. Dismiss the concern because maintaining the schedule is the only responsibility.

B. Use simple language and the map to show the route, then confirm the passenger's understanding.

C. Give a brief direction without checking whether the passenger understood it.

D. Argue about who caused the problem and tell the passenger to ask someone else.

100. Exam 20 scenario 100: Customer-service situation 167: A customer asks for an exception that would require holding doors after the departure signal. What is the best response?

A. Explain courteously that safety rules prevent the exception and offer the safest available alternative.

B. Dismiss the concern because maintaining the schedule is the only responsibility.

C. Give a brief direction without checking whether the passenger understood it.

D. Argue about who caused the problem and tell the passenger to ask someone else.

Practice Exam 20: Answer Key and Explanations

1. A — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

2. C — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

3. B — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening

earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

4. D — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

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9. C — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

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11. D — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

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earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

13. C — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

14. B — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

15. D — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

16. D — The bulletin establishes two conditions before the local operating doorway may open: the portable boarding plate must be secured, and the platform employee must give the hand signal. Opening earlier ignores an explicit safety condition. Keeping the door closed throughout also conflicts with the instruction permitting it to open after both conditions are satisfied. This approach

17. A — The correct sentence uses standard grammar, clear punctuation, consistent verb tense, and an unambiguous relationship among the actions. The alternatives contain a missing comma, subject-verb disagreement, an incorrect possessive, or a misplaced construction. Operational reports should state events directly so another employee can understand the sequence without guessing what occurred. This approach follows the

18. A — The correct sentence uses standard grammar, clear punctuation, consistent verb tense, and an unambiguous relationship among the actions. The alternatives contain a missing comma, subject-verb disagreement, an incorrect possessive, or a misplaced construction. Operational reports should state events directly so another employee can understand the sequence without guessing what occurred. This approach follows the

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29. A — The observation is an early warning of a condition that could affect passenger or train safety. A conductor should identify the possible hazard before it becomes more serious and follow the applicable communication or operating procedure. The other choices delay action or dismiss conflicting evidence, which could allow a preventable incident to develop. This

30. C — The observation is an early warning of a condition that could affect passenger or train safety. A conductor should identify the possible hazard before it becomes more serious and follow the applicable communication or operating procedure. The other choices delay action or dismiss conflicting evidence, which could allow a preventable incident to develop. This

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43. A — The first rule directly requires removing passengers when a car has no working interior lights. The second rule then applies because that removal condition has occurred, requiring both adjacent passage doors to be secured. The conclusion follows from the two stated rules without adding exceptions. Each distractor violates at least one explicit requirement in

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57. A — The repeated observations show a consistent association between the stated condition and the reported outcome. That pattern supports a cautious conclusion that the condition may be related, but it does not prove universal causation. The alternatives either ignore the pattern, overstate it as certainty, or invent an unrecorded cause not supported by the available

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67. B — The correct order begins by recognizing or communicating the situation, then protects passengers and completes the required operational response before documentation. This sequence respects dependencies: a condition must be identified before it can be isolated, and a safety indication must be verified before movement. The alternatives omit essential steps, reverse dependencies, or combine unrelated

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72. C — The correct order begins by recognizing or communicating the situation, then protects passengers and completes the required operational response before documentation. This sequence respects dependencies: a condition must be identified before it can be isolated, and a safety indication must be verified before movement. The alternatives omit essential steps, reverse dependencies, or combine unrelated

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79. D — Compute directly from the quantities in the stem. The result is 30 miles per hour. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time

conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This

80. C — Compute directly from the quantities in the stem. The result is 226 passengers. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

81. A — Compute directly from the quantities in the stem. The result is 137 seats. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

82. C — Compute directly from the quantities in the stem. The result is 9:05 a.m. (545 minutes after midnight). The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct

83. D — Compute directly from the quantities in the stem. The result is 5 minutes. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

84. B — Compute directly from the quantities in the stem. The result is 21 entries. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

85. C — Compute directly from the quantities in the stem. The result is 220 steps. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

86. D — Compute directly from the quantities in the stem. The result is 54 forms. The other values reflect common errors such as omitting a boarding or leaving step, using the wrong time conversion, or performing only part of the required arithmetic. Checking units and operations in sequence identifies the single correct option. This approach follows

87. A — The correct choice preserves the train number, reporting location, and desk number exactly as presented in the dispatch note. Each distractor changes at least one critical detail, such as the number, station, car position, route-card color, or contact desk. Short-term memorization questions reward accurate retention rather than reconstruction from familiar operational language. This approach

88. B — The correct choice preserves the train number, reporting location, and desk number exactly as presented in the dispatch note. Each distractor changes at least one critical detail, such as the number,

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91. C — The correct choice preserves the train number, reporting location, and desk number exactly as presented in the dispatch note. Each distractor changes at least one critical detail, such as the number, station, car position, route-card color, or contact desk. Short-term memorization questions reward accurate retention rather than reconstruction from familiar operational language. This approach

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93. A — The best response combines respect, clear information, safety, and confirmation that the passenger understands what to do next. It addresses the actual need without promising an unsafe exception or becoming defensive. The distractors dismiss the customer, fail to verify understanding, or escalate the interaction, none of which supports reliable public service. This approach follows

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