

# PRACTICE EXAM 5: TRAIN OPERATOR SIMULATION

## (100 QUESTIONS)

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*This practice exam contains 100 multiple-choice questions modeled on the ability areas identified by MTA New York City Transit for the Train Operator examination. The official Notice of Examination requires a score of at least 70% to pass. MTA does not publish official domain percentages, a fixed question count, or a time limit in the cited notice; this simulation therefore uses an editorial distribution across the listed ability areas.*

1. Imagine an arrow pointing up with a dot on its right side. The entire figure is rotated 180 degrees. Where will the dot be relative to the arrow?

- A. At the arrow's tip
- B. Above the arrow
- C. On the arrow's right side
- D. On the arrow's left side

2. A train has 8 cars with 46 passengers in each car. How many passengers are aboard?

- A. 368 passengers
- B. 322 passengers
- C. 392 passengers
- D. 354 passengers

3. From a starting point, you move 30 feet north and then 30 feet south. Where are you relative to the start?

- A. 30 feet south
- B. At the starting north-south position
- C. 30 feet north
- D. 60 feet north

4. To prepare a report: first note the time, then identify the location, then describe what was observed, and finally record the action taken. Which item comes immediately after the location?

- A. Record the action taken
- B. Sign the report before describing anything
- C. Describe what was observed
- D. Note the time again

5. Track markers are 250 feet apart. How far apart are four marker intervals?

- A. 750 feet
- B. 1,500 feet
- C. 1,000 feet
- D. 1,250 feet

6. A passenger is standing beyond a marked safety line near the platform edge while looking away from an arriving train. What is the most immediate concern?

- A. The passenger is exposed to a platform-edge hazard
- B. The passenger may need a timetable
- C. The passenger may choose the wrong exit
- D. The passenger may miss an announcement

**7.** The train normally stops within a familiar distance under the same conditions. Today it requires noticeably more distance with the same braking input. What is the key concern?

- A. The cab window is cleaner
- B. The station name sign is faded
- C. The passenger count is lower
- D. Braking performance may be reduced

**8.** Steps A, B, C, and D must follow these rules: B occurs after A; D occurs after C; C occurs after B. Which order satisfies all rules?

- A. B, A, C, D
- B. A, B, C, D
- C. A, C, D, B
- D. C, D, A, B

**9.** A safety instruction says: 'If the cab display fails while the train is stopped, do not depart until the failure is reported and movement authority is received.' What is required before departure?

- A. Depart slowly if the track appears clear
- B. Report the failure and receive movement authority
- C. Restart the display and depart immediately
- D. Ask a passenger to verify the display

**10.** Water is dripping into the cab and collecting near an electrical control panel. What is the most important concern?

- A. The timetable may get wet
- B. The cab may feel cooler
- C. Water may affect electrical equipment
- D. The floor may look untidy

**11.** An operator completes 5 trips of 13 miles each. What total distance is covered?

- A. 52 miles
- B. 60 miles
- C. 70 miles
- D. 65 miles

**12.** You face north. You turn right, walk 20 feet, turn left, and walk 10 feet. In which direction are you facing at the end?

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

**13.** Rule: When two instructions conflict, the newer dated instruction controls unless it states otherwise. Instruction A is dated June 4; Instruction B is dated June 9. Neither states an exception. Which controls?

- A. Instruction A
- B. The shorter instruction
- C. Instruction B
- D. Both are ignored

**14.** A door closes, but a bag remains caught between the door edges. What condition should be recognized?

- A. The platform sign is outdated
- B. The doorway is obstructed
- C. The car temperature is low
- D. The train number is missing

**15.** Four actions must satisfy: P before R, Q before S, and R before Q. Which sequence works?

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

**16.** Rule: During Plan R, express trains stop at Elm only if Control specifically orders the stop. Plan R is active, and no order is issued. What should an express train do at Elm?

- A. Reverse direction at Elm
- B. Stop at Elm automatically
- C. Stop only if passengers wave
- D. Continue without making the special stop

**17.** Rule: A report is urgent if it involves smoke or an injured passenger. It is priority if it involves a disabled train but no smoke or injury. A disabled train has no smoke and no injuries. How is the report classified?

- A. Routine
- B. Urgent
- C. Priority
- D. No report is required

**18.** A notice says: 'The temporary platform extension is for 8-car trains only. Ten-car trains must use the normal stopping location.' Which train should use the temporary extension?

- A. A 10-car train
- B. Only an out-of-service train
- C. Any train arriving after dark
- D. An 8-car train

**19.** Which sentence most clearly states a completed action?

- A. The train, stopping, perhaps had Control being notified.
- B. Control was notified at 9:42 p.m., and the train remained stopped.
- C. Control is maybe notified while the train had remained stop.
- D. Control will have been notified if the train stayed stopped.

**20.** A passenger asks whether a train will definitely arrive in two minutes, but you do not have confirmed arrival information. What should you say?

- A. Say the exact arrival is unconfirmed and give verified information
- B. Promise it will arrive in two minutes
- C. Invent an arrival time to reassure the passenger
- D. Refuse to provide any information at all

**21.** A train is scheduled to arrive at 9:18 but arrives at 9:27. How many minutes late is it?

- A. 9 minutes
- B. 11 minutes
- C. 15 minutes
- D. 7 minutes

**22.** You face north with a signal on your right side. If you turn around to face south without moving, where is the signal relative to you now?

- A. Directly behind
- B. Directly ahead
- C. On your left
- D. On your right

**23.** An operator notices a strong burning odor and sees interior lights dim at the same time. Which concern should receive the most attention?

- A. A minor seating issue
- B. A delayed schedule announcement
- C. A route-map printing error
- D. A possible electrical problem

**24.** Rule: If a platform is closed, trains may not board passengers there. If only an entrance is closed, trains may still board. The platform is open, but its west entrance is closed. What is permitted?

- A. The station must be bypassed
- B. Boarding may continue on the open platform
- C. Only employees may board
- D. All boarding must stop

**25.** A passenger asks a question while you are handling an urgent operational task. What is the best approach?

- A. Ignore the passenger for the rest of the trip
- B. Give an unverified answer while distracted
- C. Abandon the urgent task immediately
- D. Finish the urgent task safely, then assist the passenger

**26.** Which sentence is grammatically correct?

- A. The operator and conductor were notified of the change.
- B. The operator and conductor was notified of the change.
- C. The operator and conductor has been notify of the change.
- D. The operator, along with the conductor, were notify of the change.

**27.** A capital letter L is rotated 180 degrees on a page. Which statement is true?

- A. It becomes an exact mirror image only
- B. Its vertical and horizontal legs reverse their directions
- C. Only the horizontal leg moves
- D. It remains in the same orientation

**28.** A weather plan states: 'When heavy rain is declared, operators must expect reduced visibility, allow additional stopping distance, and report standing water.' What is the main purpose of the plan?

- A. To shorten all station dwell times
- B. To replace normal communication procedures
- C. To adjust operations for hazards caused by heavy rain
- D. To eliminate the need for reports

**29.** A three-step equipment check requires checking item X before Y and item Y before Z. Which order is valid?

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

**30.** A passenger is confused by two different route signs. What is the most helpful response?

- A. Tell the passenger the signs are obvious
- B. Walk away without responding
- C. Choose a route at random
- D. Clarify the applicable sign and explain the route clearly

**31.** Which sentence is the clearest way to report an uncertain cause?

- A. The rear cab definitely had an electrical fire, probably.
- B. Something burned in the rear cab, but who really knows what.
- C. A burning odor was noticed near the rear cab; the source was not determined.
- D. The source was obviously electrical even though it was never checked.

**32.** A bulletin reads: 'The south platform at Ridge is closed. All boarding and exiting will occur on the north platform until further notice.' What should an operator expect at Ridge?

- A. Passengers will use the north platform
- B. Passengers will use both platforms
- C. The station will be skipped
- D. Only exiting will occur on the south platform

**33.** A rider asks why a service change occurred, but the official notice gives only the revised routing. What should you do?

- A. Say the revised routing is probably incorrect
- B. Explain the routing change and avoid inventing a cause
- C. Create a likely explanation for the change
- D. Blame another department without evidence

**34.** A fault check requires: read the indicator, compare it with the reference, repeat the reading if they differ, then report the final result. If the first reading differs, what happens next?

- A. Skip the comparison
- B. Reset the schedule
- C. Report the final result immediately
- D. Repeat the reading

**35.** A rectangle has a circle centered along its bottom edge. The rectangle is rotated 180 degrees. Where is the circle afterward?

- A. At the right edge
- B. Centered along the bottom edge
- C. Centered along the top edge
- D. At the left edge

**36.** Which sentence is most concise without losing important information?

- A. At approximately the time of 3:05 p.m., the operator made a report to Control concerning an irregularity involving the signal.
- B. The operator, who was operating the train, made a report about the signal thing.
- C. There was a report, and the operator told Control something about a signal.
- D. The operator reported the signal irregularity to Control at 3:05 p.m.

**37.** A passenger asks where to transfer but you are not certain of the current service change. What is the best response?

- A. Acknowledge the question and direct the passenger to verified service information
- B. Guess the most likely transfer
- C. Tell the passenger to ask someone else without guidance
- D. State that service changes are not your concern

**38.** A route indicator shows Track 2, but the posted movement instruction for the train specifies Track 4. What is the main problem?

- A. The cab temperature is too low
- B. The passenger announcements are too long
- C. The routing information conflicts
- D. The train is necessarily on time

**39.** Which sentence uses the most precise wording for a maintenance note?

- A. The cab had a bad door situation that was annoying.
- B. The left cab door did not latch on the first closing attempt.
- C. There was some kind of problem with a door somewhere.
- D. The door acted strange when I tried it.

**40.** A report states: 'After arriving at Lake Junction, the operator secured the train, contacted Control, and then completed the incident form.' Which action occurred immediately before the incident form was completed?

- A. The operator contacted Control
- B. The operator departed Lake Junction
- C. The train arrived at Lake Junction
- D. The operator secured the train

**41.** Three equipment checks take 7 minutes each, and a final check takes 4 minutes. What is the total time?

- A. 28 minutes
- B. 25 minutes
- C. 21 minutes
- D. 18 minutes

**42.** A bulletin states: 'From 6:00 a.m. to 10:00 a.m., trains serving Harbor Station must stop at the temporary 8-car marker because the normal stop marker is inside the work zone.' What must a train serving Harbor Station do at 8:30 a.m.?

- A. Stop at the temporary 8-car marker
- B. Stop at the normal stop marker
- C. Wait until 10:00 a.m. before entering
- D. Bypass Harbor Station entirely

**43.** You face east. After two successive right turns of 90 degrees each, which direction are you facing?

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

**44.** A schedule note states: 'Train 214 is due at Junction at 7:12. Train 219 is due at 7:14. If both trains reach Junction at the same time, Train 219 has priority.' If both arrive at 7:13, which train has priority?

- A. Train 214
- B. Whichever train is longer
- C. Train 219
- D. Neither train has priority

**45.** A startup procedure requires: inspect the cab before powering controls; power controls before testing indicators; test indicators before requesting movement. What must happen before indicators are tested?

- A. Movement must be requested
- B. The controls must be powered
- C. The cab inspection must be skipped
- D. The train must already be moving

**46.** Point R is 40 feet east of Point Q. Point S is 15 feet west of Point R. How far east of Point Q is Point S?

- A. 25 feet east
- B. 40 feet east
- C. 15 feet east
- D. 55 feet east

**47.** A shutdown procedure is: stop the train, secure it, switch off the cab controls, then complete the log entry. Which action is last?

- A. Stop the train
- B. Switch off the cab controls
- C. Secure the train
- D. Complete the log entry

**48.** A trip begins at 6:42 a.m. and ends 38 minutes later. What is the ending time?

- A. 7:20 a.m.
- B. 7:10 a.m.
- C. 7:30 a.m.
- D. 7:14 a.m.

**49.** A pattern is made of three connected squares in a straight row. The entire pattern is rotated 90 degrees. What remains unchanged?

- A. The middle square separates
- B. The row becomes four squares
- C. The three squares stay connected in a straight row
- D. The end squares exchange with new squares

**50.** A radio that normally receives clear messages suddenly produces heavy static on both available channels. What is the primary concern?

- A. The destination sign is too bright
- B. The platform is unusually clean
- C. Reliable communication may be unavailable
- D. The train is moving too slowly

**51.** A box has a label on its front face and is turned so the front face becomes the back face. What happens to the label?

- A. The label shifts to the top face
- B. The label moves with that face to the back
- C. The label disappears from the box
- D. The label stays floating in front

**52.** Procedure: (1) verify the train is secured, (2) contact Control, (3) record the defect, (4) await instructions. Which sequence is correct?

- A. Record, contact, verify, await
- B. Verify, record, await, contact
- C. Contact, verify, await, record
- D. Verify, contact, record, await

**53.** Rule: A package is accepted if it is sealed and labeled. If either condition is missing, it is rejected. A package is sealed but has no label. What follows?

- A. The package is accepted
- B. The package is rejected
- C. The package is automatically relabeled
- D. The package is accepted if it is light

**54.** A notification process is: identify the problem, state the location, state the train identification, then describe assistance needed. Which information is third?

- A. The train identification
- B. The problem
- C. The location
- D. The assistance needed

**55.** Rule: An employee may enter Area X only with a blue badge or with an escort. Lee has no blue badge but is accompanied by an authorized escort. May Lee enter?

- A. No, escorts are never allowed
- B. Yes, but only after the escort leaves
- C. Yes, because the escort satisfies the rule
- D. No, a blue badge is always required

**56.** A distance of 2,400 feet is divided into six equal sections. How long is each section?

- A. 450 feet
- B. 600 feet
- C. 300 feet
- D. 400 feet

**57.** You face south and turn 90 degrees counterclockwise. Which direction are you now facing?

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

**58.** Point B is directly north of Point A. Point C is directly west of Point B. Relative to Point A, Point C is in which direction?

- A. Northeast
- B. Southeast
- C. Southwest
- D. Northwest

**59.** You walk 12 feet south, 5 feet east, then 12 feet north. Relative to the starting point, where are you?

- A. 5 feet east
- B. 12 feet north
- C. 5 feet west
- D. 24 feet south

**60.** A triangle points right and has a mark near its top corner. After a 90-degree clockwise rotation, which way does the triangle point?

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

**61.** A shift includes 2 hours 35 minutes before a break and 3 hours 20 minutes after it. How much working time is that?

- A. 6 hours 5 minutes
- B. 5 hours 45 minutes
- C. 5 hours 55 minutes
- D. 6 hours 15 minutes

**62.** A route notice reads: 'Northbound Route K trains run express from Cedar to Union. They make local stops only when Control announces a local-service change.' When should a northbound Route K train make the intermediate local stops?

- A. Whenever the train is running late
- B. Whenever the platform is crowded
- C. Only after leaving Union Station
- D. Only after Control announces local service

**63.** A passenger says an announcement was difficult to hear. What is the best immediate response?

- A. Criticize the passenger for asking
- B. Politely repeat the important information clearly
- C. Tell the passenger to listen more carefully
- D. Say announcements are never repeated

**64.** You are facing west. A marker is directly to your left. In which compass direction is the marker?

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

**65.** A 90-minute task is completed in three equal stages. How long is each stage?

- A. 20 minutes
- B. 25 minutes
- C. 30 minutes
- D. 45 minutes

**66.** Rule: A train scheduled before 6:00 a.m. uses Track A; a train scheduled at or after 6:00 a.m. uses Track B. A train is scheduled for 6:00 a.m. Which track applies?

- A. Neither track
- B. Track A
- C. Either track
- D. Track B

**67.** A 600-foot distance is shortened by 15%. What is the new distance?

- A. 515 feet
- B. 510 feet
- C. 540 feet
- D. 490 feet

**68.** A passenger with limited English points to a destination on a map. What is the best response?

- A. Give unrelated directions to end the interaction
- B. Use simple directions and visual references to help explain the route
- C. Refuse assistance because conversation is difficult
- D. Speak faster using more complex words

**69.** A checklist says to close all cabinets before securing loose equipment, and secure loose equipment before requesting departure. What must happen first?

- A. Close all cabinets
- B. Secure loose equipment
- C. Begin moving
- D. Request departure

**70.** A supply cabinet contains 84 items. If 29 are removed, how many remain?

- A. 55 items
- B. 65 items
- C. 45 items
- D. 53 items

**71.** A pressure gauge normally remains steady while the train is secured. The reading begins falling continuously with no command applied. What does this most strongly suggest?

- A. A change in station lighting
- B. Improved braking efficiency
- C. A possible pressure loss or leak
- D. Normal gauge stabilization

**72.** Two official time displays that normally agree differ by four minutes. Which issue should be recognized?

- A. The doors must be malfunctioning
- B. The route must have changed
- C. The train must be four minutes late
- D. The reference times are inconsistent

**73.** While the train is moving, the speedometer suddenly reads zero even though motion is clearly continuing. What problem is most likely indicated?

- A. A station clock malfunction
- B. A speed-indication malfunction
- C. A passenger-door obstruction
- D. A platform lighting problem

**74.** An instruction reads: 'On arrival at the terminal, first secure the brakes, then place the control handle in neutral, and finally complete the cab check.' Which step comes second?

- A. Release the brakes
- B. Begin a new trip
- C. Complete the cab check
- D. Place the control handle in neutral

**75.** Before departure, all door indicators should show closed. One indicator remains open after the doors are commanded closed. What is the most important concern?

- A. A door may not be fully secured
- B. The interior lights may be too bright
- C. The train number may be incorrect
- D. The schedule may be one minute late

**76.** A newly issued written bulletin conflicts with an older instruction posted in the cab. What is the central problem?

- A. The schedule must be rewritten
- B. The train needs more passengers
- C. The operator has conflicting instructions
- D. The station lighting is too bright

**77.** Rule: If a defect affects braking, remove the car from service. If a defect affects only a seat, record it for repair. The defect affects braking. What action follows?

- A. Remove the car from service
- B. Ignore it until the end of the week
- C. Keep it in service without a report
- D. Record it only as a seat defect

**78.** Rule: A form requires supervisor signature when damage exceeds \$500. Damage is estimated at \$620. What follows under the rule?

- A. The form should be discarded
- B. A supervisor signature is required
- C. No signature is required
- D. A passenger signature is required

**79.** A visitor asks for an accessible route to the street. Which response is best?

- A. Tell the visitor to follow another passenger
- B. Suggest any exit without checking accessibility
- C. Give clear directions using the verified accessible route
- D. Point vaguely toward the nearest stairs

**80.** A yard instruction states: 'Before any movement, loose tools must be placed in the storage cabinet and the cabinet door must be latched.' Which condition violates the instruction?

- A. Tools are stored behind a latched door
- B. The train remains stopped while tools are secured
- C. The cabinet is closed after tools are stored
- D. A wrench remains loose on the cab floor

**81.** Rule: Any train with a red inspection tag must remain stopped. A train with a yellow tag may move only after supervisor approval. Train 52 has a red tag. What follows?

- A. Train 52 may move after supervisor approval
- B. Train 52 may move without restriction
- C. Train 52 must remain stopped
- D. Train 52 may move if it is on schedule

**82.** Rule: A train may enter Zone M only if both the route is set and permission has been received. The route is set, but permission has not been received. What follows?

- A. The train may enter at reduced speed
- B. The train may not enter Zone M
- C. The train may enter because the route is set
- D. The train may enter if it is empty

**83.** A train travels 18 miles on the first segment and 27 miles on the second. How far does it travel in all?

- A. 39 miles
- B. 54 miles
- C. 42 miles
- D. 45 miles

**84.** Which sentence best describes two events in a clear chronological order?

- A. The operator secured the train before contacting Control.
- B. Before afterward, the train was secured and Control was contacted.
- C. The train was secured; Control maybe received a call sometime.
- D. The operator contacted Control, which happened after before securing the train.

**85.** A shape has a notch on its lower-right edge. After a 180-degree rotation, where is the notch?

- A. Upper-right edge
- B. Upper-left edge
- C. Lower-right edge
- D. Lower-left edge

**86.** A terminal process is: unload passengers, confirm the car is clear, secure the doors, then move to the layup position. What must occur before the doors are secured?

- A. Confirm the car is clear
- B. Begin boarding new passengers
- C. Reverse the entire sequence
- D. Move to the layup position

**87.** Which sentence is the clearest and most objective incident-report statement?

- A. At around 7:18, something weird made us stop.
- B. The train stopped because the track situation was obviously terrible.
- C. At 7:18 a.m., the train stopped after the operator observed an object on the track.
- D. We had to stop, and everyone knows why that happened.

**88.** A train moves east from Point A to Point B, then north from Point B to Point C. Relative to Point A, where is Point C?

- A. Southeast
- B. Northwest
- C. Southwest
- D. Northeast

**89.** A trackside indicator that is normally steady begins flickering repeatedly while all nearby lighting remains stable. What is the most important observation?

- A. The indicator is behaving abnormally
- B. The train has changed routes
- C. All lighting has failed
- D. The station is closed

**90.** Rule: Cars 1 through 4 are opened at short platforms; cars 5 through 8 remain closed. The train has eight cars at a short platform. Which cars should remain closed?

- A. All eight cars
- B. Cars 1 through 4
- C. Cars 5 through 8
- D. Cars 2 through 5

**91.** A square has a star in its upper-left corner. The square is rotated 90 degrees clockwise. Where does the star move?

- A. Lower-left corner
- B. Lower-right corner
- C. It remains upper-left
- D. Upper-right corner

**92.** Rule: If the radio fails, use the backup unit. If both the radio and backup fail, remain stopped and use the emergency contact method. Both units fail. What follows?

- A. Use the backup unit as if it worked
- B. Remain stopped and use the emergency contact method
- C. Depart without communication
- D. Continue using the failed radio

**93.** A passenger is upset about a delay and speaks sharply. Which response is most professional?

- A. Match the passenger's tone to end the discussion
- B. Remain calm, acknowledge the concern, and provide available information
- C. Argue that the delay is not your fault
- D. Ignore the passenger completely

**94.** A normally smooth car develops a vibration that becomes stronger as speed increases. Which observation is most significant?

- A. The seats are the same color
- B. The route map is correctly posted
- C. The station clock is visible
- D. The vibration is increasing with speed

**95.** A maintenance notice states: 'A temporary restriction begins at marker 12+50 and ends at marker 15+00. The restriction remains in effect until a cancellation bulletin is issued.' Which statement is supported?

- A. The restriction ends automatically at midnight
- B. The restriction may be ignored after one trip
- C. The restriction applies between the two listed markers until canceled
- D. The restriction applies only at marker 12+50

**96.** Which sentence avoids unnecessary blame while documenting a passenger complaint?

- A. A passenger reported that the announcement could not be heard clearly in the third car.
- B. The terrible announcement upset a passenger in the third car.
- C. A passenger complained because the crew did not care about volume.
- D. The conductor failed badly to make a decent announcement.

**97.** A passenger complains that a previous employee was rude. What is the best response?

- A. Insult the passenger for criticizing staff
- B. Listen respectfully, avoid arguing, and provide information on the appropriate complaint process
- C. Defend the other employee without hearing the concern
- D. Tell the passenger complaints are pointless

**98.** Rule: If a signal test fails twice, stop testing and notify maintenance. The first test fails and the second test also fails. What is the next action?

- A. Reset the schedule and depart
- B. Ignore both failures
- C. Perform a third test before reporting
- D. Stop testing and notify maintenance

**99.** A platform notice reads: 'Elevator B is out of service. Passengers needing a step-free route should use Elevator A at the east end of the mezzanine.' What should a passenger who needs a step-free route use?

- A. Elevator A at the east end
- B. Any escalator on the platform
- C. The nearest stairway
- D. Elevator B at the west end

**100.** For a passenger announcement: determine the correct information, select the appropriate announcement, make the announcement, then listen for further instructions. Which step precedes making the announcement?

- A. Record the passenger count
- B. End the trip
- C. Select the appropriate announcement
- D. Listen for further instructions

## Practice Exam 5: Answer Key and Explanations

**1. D** — A 180-degree rotation turns the arrow and the attached dot together. The dot that began on the figure's right side appears on the left after the half-turn. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**2. A** — Multiplying 46 passengers by 8 cars gives 368 passengers in total. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**3. B** — The second movement exactly cancels the first along the same north-south line, returning you to the original north-south position. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

- 4. C** — The stated sequence places the observation description directly after identifying the location and before recording the action taken. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.
- 5. C** — Four equal intervals of 250 feet require multiplication: 4 times 250 equals 1,000 feet. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.
- 6. A** — The passenger's position beyond the safety line near an arriving train creates the clearest immediate hazard. The other possibilities are service inconveniences rather than urgent safety concerns. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.
- 7. D** — A longer stopping distance under otherwise similar conditions indicates a change in braking response. That difference matters more than unrelated cosmetic or passenger-count details. The best choice identifies the abnormal condition with the clearest safety or operating consequence. The distractors focus on minor details, normal conditions, or issues that do not explain the warning sign described in the stem.
- 8. B** — The dependencies form one chain: A must precede B, B must precede C, and C must precede D. Only A-B-C-D satisfies all three conditions. The distractors move at least one action before its prerequisite or after the point when it is required. Sequence questions are solved by respecting prerequisites before convenience.
- 9. B** — The instruction contains two prerequisites before departure: the failure must be reported and movement authority must be received. Both conditions must be satisfied. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.
- 10. C** — Water collecting near electrical equipment creates a direct risk to controls and electrical components. The concern is not appearance or comfort but the possibility that moisture affects equipment function. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.
- 11. D** — Five trips at 13 miles each require multiplication: 5 times 13 equals 65 miles. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**12. A** — Starting north, the first right turn points east. The later left turn from east points north, and walking does not change the facing direction. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**13. C** — The rule says the newer dated instruction controls when there is a conflict and no exception is stated. June 9 is later than June 4. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**14. B** — An object trapped between closing door edges means the doorway is not clear and the door may not be safely secured. That condition directly affects departure readiness. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**15. A** — Combining the three conditions gives P before R, R before Q, and Q before S. That produces the complete order P-R-Q-S. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**16. D** — Under Plan R, the special stop depends on a specific order from Control. No order was issued, so the condition that would create the stop is absent. The other choices skip a condition, reverse a rule, or assume permission that was never granted. Apply every stated condition exactly. No additional facts should be invented beyond the stated rules.

**17. C** — The scenario satisfies the stated priority condition: the train is disabled, and neither of the urgent triggers—smoke or an injury—is present. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**18. D** — The notice limits the temporary platform extension to one specific train length: eight cars. Ten-car trains are explicitly directed elsewhere. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**19. B** — The correct sentence uses consistent past tense and clearly connects the completed notification with the train's continued stopped condition. The alternatives mix tenses or introduce uncertainty. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**20. A** — The professional response is transparent about what is not confirmed while still offering verified information. A false promise may mislead the passenger. A professional customer-service response should acknowledge the passenger, provide useful information, and remain respectful without arguing or making unsupported promises. The other responses are dismissive, speculative, or unnecessarily confrontational and therefore do not resolve the request effectively.

**21. A** — The time difference from 9:18 to 9:27 is 9 minutes, found by subtracting the minute values within the same hour. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**22. C** — Turning around reverses your facing direction while the signal stays fixed in place. What was on your right when facing north becomes left when facing south. The distractors reverse left and right, omit a turn, or use the wrong reference point. Keep one consistent frame of reference. Using one fixed reference frame prevents accidental reversal of direction.

**23. D** — A burning odor combined with dimming lights is a meaningful cluster of warning signs associated with an electrical abnormality rather than a routine service issue. The best choice identifies the abnormal condition with the clearest safety or operating consequence. The distractors focus on minor details, normal conditions, or issues that do not explain the warning sign described in the stem.

**24. B** — The rule distinguishes a platform closure from an entrance closure. Only the west entrance is closed, so the condition that prohibits boarding is not present. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**25. D** — Operational safety takes priority, but the passenger's request should still be addressed when attention can be given safely. The correct response balances both responsibilities. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**26. A** — The compound subject 'operator and conductor' requires the plural verb 'were,' and 'notified' is the correct past participle. The correct sentence satisfies both requirements. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**27. B** — A half-turn rotates every part of the L together, reversing the directions of both legs. That is a rotation, not a reflection across a mirror line. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**28. C** — Each listed action addresses a rain-related hazard: visibility, stopping distance, and standing water. Together they show that the plan modifies operations to manage weather risks. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**29. B** — The two ordering rules create a single required chain: X precedes Y, and Y precedes Z. Only X-Y-Z satisfies both relationships. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**30. D** — The passenger needs the conflict resolved, so the best response identifies the applicable information and explains it clearly. Dismissal or guessing leaves the confusion unresolved. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**31. C** — The correct sentence separates what was observed from what was unknown. It reports the odor without claiming a cause that was not established. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**32. A** — The bulletin closes the south platform and explicitly transfers both boarding and exiting to the north platform. It does not close the entire station. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**33. B** — The reliable response is to provide what the official notice actually confirms and avoid speculation about a cause that is not stated. A professional customer-service response should acknowledge the passenger, provide useful information, and remain respectful without arguing or making unsupported promises. The other responses are dismissive, speculative, or unnecessarily confrontational and therefore do not resolve the request effectively.

**34. D** — The procedure inserts a repeat reading specifically when the initial indicator and reference do not agree. Reporting follows only after that repeat step. The distractors move at least one action before its prerequisite or after the point when it is required. Sequence questions are solved by respecting prerequisites before convenience.

**35. C** — A 180-degree rotation swaps top with bottom and left with right. A point centered on the bottom edge therefore moves to the centered top edge. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**36. D** — The correct sentence retains the actor, action, subject, recipient, and exact time while removing unnecessary wording. It is concise but still complete enough for a record. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**37. A** — When information may have changed, the best service response is to acknowledge the request and connect the passenger with a reliable source rather than guess. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**38. C** — Two sources that should agree are giving different routing information. The conflict itself is the important warning because acting on the wrong route could create an operating error. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**39. B** — The correct sentence identifies the exact door, the specific failure, and when it occurred. That level of detail is useful for troubleshooting and later review. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**40. A** — The sentence gives an explicit three-step sequence after arrival: secure the train, contact Control, then complete the incident form. Contacting Control is therefore immediately before the form. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**41. B** — The three equal checks take 21 minutes altogether, and adding the 4-minute final check gives a total of 25 minutes. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**42. A** — Because 8:30 a.m. falls inside the stated 6:00-to-10:00 window, the temporary stop instruction is in effect and directly governs where the train must stop. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**43. D** — The first right turn from east points south, and the second right turn from south points west. Two quarter-turns equal a half-turn. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**44. C** — The normal scheduled arrival times do not control the stated tie condition. When both trains arrive at the same time, the note explicitly gives Train 219 priority. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**45. B** — The dependency chain is inspection, then power, then indicator test, then movement request. Powering controls is therefore the immediate prerequisite for testing indicators. The distractors move at least one action before its prerequisite or after the point when it is required. Sequence questions are solved by respecting prerequisites before convenience.

**46. A** — Starting 40 feet east of Q and moving 15 feet back west leaves a net position 25 feet east of Q. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**47. D** — The listed procedure ends with the log entry after the train is stopped, secured, and the cab controls are switched off. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**48. A** — Adding 38 minutes to 6:42 first reaches 7:00 after 18 minutes, leaving 20 more minutes. The ending time is therefore 7:20 a.m. The distractors come from using the wrong operation, interval, or intermediate value. A reasonableness check supports the computed result. A quick reasonableness check also confirms the scale of the result.

**49. C** — Rotation changes orientation but not the number of squares, their connections, or their straight-line arrangement. The row simply points in a different direction. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**50. C** — Heavy static on both channels indicates that the operator may not be able to receive or transmit dependable information. That communication issue has direct operating importance. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**51. B** — The label is attached to the face, so turning the box carries the label with that same face. When the front becomes the back, the label becomes rear-facing. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**52. D** — The procedure already gives a fixed four-step order. The correct choice preserves each step exactly from securing verification through waiting for instructions. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**53. B** — Acceptance requires both listed conditions. Because the package lacks a label, it fails one necessary condition and must be rejected under the rule. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**54. A** — The sequence places train identification after the problem and location but before the description of needed assistance. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**55. C** — The rule provides two alternative ways to qualify for entry: a blue badge or an authorized escort. Lee satisfies the second condition. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**56. D** — Dividing the total 2,400 feet by six equal sections gives 400 feet per section. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**57. C** — A counterclockwise quarter-turn from south rotates the facing direction to east. A clockwise quarter-turn would instead point west. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**58. D** — Point C is above Point A because B is north of A, and left of Point A because C is west of B. That combination is northwest. The distractors reverse left and right, omit a turn, or use the wrong reference point. Keep one consistent frame of reference. Using one fixed reference frame prevents accidental reversal of direction.

**59. A** — The 12-foot south and 12-foot north movements cancel each other. The only remaining displacement is the 5-foot movement to the east. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**60. B** — Rotating a right-pointing triangle 90 degrees clockwise turns its point downward. The mark rotates with the triangle rather than remaining fixed in space. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**61. C** — Adding 2 hours 35 minutes and 3 hours 20 minutes gives 5 hours and 55 minutes because the minutes total 55 without carrying another hour. The distractors come from using the wrong operation, interval, or intermediate value. A reasonableness check supports the computed result. A quick reasonableness check also confirms the scale of the result.

**62. D** — The notice establishes express operation as the default and names one specific exception: an announcement from Control changing the service to local. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**63. B** — Repeating the important information clearly addresses the passenger's need directly and keeps the interaction courteous. Blame or refusal adds conflict without solving the communication problem. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**64. A** — When facing west, the left-hand side points south. The marker's location is determined from your current orientation, not from a north-facing reference. Tracking each movement from the stated starting direction leads to this result. The distractors reflect common orientation errors such as reversing left and right, forgetting a turn, or describing the location from the wrong reference point.

**65. C** — Dividing 90 total minutes by three equal stages gives 30 minutes for each stage. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**66. D** — The boundary condition is explicit: times at or after 6:00 a.m. use Track B. A schedule time of exactly 6:00 a.m. therefore belongs to that category. The other choices skip a condition, reverse a rule, or assume permission that was never granted. Apply every stated condition exactly. No additional facts should be invented beyond the stated rules.

**67. B** — Fifteen percent of 600 feet is 90 feet. Subtracting 90 from 600 leaves a new distance of 510 feet. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**68. B** — Simple language and visual references make the information easier to understand without being dismissive. The goal is effective communication using available cues. A professional customer-service response should acknowledge the passenger, provide useful information, and remain respectful without arguing or making unsupported promises. The other responses are dismissive, speculative, or unnecessarily confrontational and therefore do not resolve the request effectively.

**69. A** — The dependencies require cabinet closure before equipment is secured, and equipment security before departure is requested. Cabinet closure is therefore first. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**70. A** — Subtracting the 29 removed items from the original 84 leaves 55 items in the cabinet. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**71. C** — A continuously falling reading when pressure should remain steady is an abnormal trend. The pattern most strongly points to pressure being lost somewhere in the system. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**72. D** — The immediate fact is that two time references that should agree are inconsistent. The difference alone does not prove which clock is correct or that the train is late. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**73. B** — The mismatch between actual motion and a zero speed display shows that the indication cannot be trusted. That specifically points to a speed-indication problem. The best choice identifies the abnormal condition with the clearest safety or operating consequence. The distractors focus on minor details, normal conditions, or issues that do not explain the warning sign described in the stem.

**74. D** — The instruction states the order directly: secure the brakes first, place the control handle in neutral second, and perform the cab check last. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**75. A** — An open door indicator when all doors should be closed directly signals that at least one door may not be secured, creating an immediate operating concern. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**76. C** — Two instructions that direct different actions create uncertainty about which requirement governs. The problem is the conflict itself, not unrelated operating conditions. The best choice identifies the abnormal condition with the clearest safety or operating consequence. The distractors focus on minor details, normal conditions, or issues that do not explain the warning sign described in the stem.

**77. A** — The braking condition directly matches the rule requiring removal from service. The separate seat-only rule does not apply to a braking defect. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**78. B** — The estimated damage exceeds the stated \$500 threshold, so the condition requiring a supervisor signature is met. No other signature rule is supplied. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**79. C** — The passenger asked for a specific accessibility need, so the useful response is accurate, clear directions to a verified route that meets that need. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**80. D** — The instruction prohibits loose tools before movement and requires storage in a latched cabinet. A wrench left loose on the floor fails that requirement. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**81. C** — The red-tag rule is absolute: a red-tagged train must remain stopped. The yellow-tag approval rule does not apply because Train 52 is not described as yellow-tagged. The other choices skip a condition, reverse a rule, or assume permission that was never granted. Apply every stated condition exactly. No additional facts should be invented beyond the stated rules.

**82. B** — Entry requires two conditions at the same time: a set route and received permission. Having only the route set is insufficient because the second requirement is missing. The other choices skip a condition, reverse a rule, or assume permission that was never granted. Apply every stated condition exactly. No additional facts should be invented beyond the stated rules.

**83. D** — Adding the two segment distances, 18 miles plus 27 miles, gives a total of 45 miles. The arithmetic uses only the quantities given in the stem and the required operation. The distractors reflect common errors such as adding instead of subtracting, using the wrong interval, or stopping the calculation before all required steps are completed.

**84. A** — The correct sentence clearly identifies both actions and uses 'before' to show their order without ambiguity. The other choices contain contradictory timing, awkward wording, or uncertainty. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**85. B** — A 180-degree rotation maps lower to upper and right to left at the same time. The lower-right notch therefore appears at the upper-left edge. The distractors mirror instead of rotate, change adjacency, or move a feature that should stay attached. Rotation preserves those relationships. Rotation preserves shape and adjacency even when orientation changes.

**86. A** — The process requires confirmation that the car is clear after unloading and immediately before the doors are secured. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.

**87. C** — The correct sentence gives a specific time, identifies the observable event, and avoids emotion or speculation. It tells a later reader what happened and why the stop occurred. The other choices are vague, grammatically weak, emotionally loaded, or unclear about sequence. Effective reports are neutral, specific, and easy to follow.

**88. D** — Moving east and then north places the final point both to the right and above the starting point, which is northeast relative to Point A. The distractors reverse left and right, omit a turn, or use the wrong reference point. Keep one consistent frame of reference. Using one fixed reference frame prevents accidental reversal of direction.

**89. A** — Because surrounding lighting remains stable, the repeated flicker is localized to the indicator and represents an abnormal condition that deserves attention. The best choice identifies the abnormal condition with the clearest safety or operating consequence. The distractors focus on minor details, normal conditions, or issues that do not explain the warning sign described in the stem.

**90. C** — The short-platform rule divides the eight-car train into two groups. Cars 1 through 4 open, while cars 5 through 8 are explicitly required to remain closed. The other choices skip a condition, reverse a rule, or assume permission that was never granted. Apply every stated condition exactly. No additional facts should be invented beyond the stated rules.

**91. D** — A clockwise quarter-turn carries the original upper-left corner into the upper-right position while preserving the star's attachment to that corner. Mentally rotating or rearranging the object while preserving the relationships among its parts leads to this choice. The distractors change a relative position, mirror the object instead of rotating it, or move a feature that should remain attached.

**92. B** — The second rule applies specifically when both communication units fail. That condition is met, so remaining stopped and using the emergency contact method follows directly. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**93. B** — A calm acknowledgment and useful information address the concern without escalating the interaction. Arguing, mirroring anger, or ignoring the rider does not help resolve the situation. The other responses are dismissive, speculative, or confrontational. Effective service provides useful information calmly without making unsupported promises. The goal is useful information delivered calmly and courteously.

**94. D** — A vibration that intensifies with speed is an abnormal mechanical symptom and a meaningful trend. The other observations are normal conditions unrelated to the developing problem. The distractors emphasize minor details or normal conditions rather than the warning sign with the clearest operating consequence. Recognizing the earliest meaningful warning supports a timely response.

**95. C** — The notice defines both the geographic limits and the ending condition. It applies from marker 12+50 through marker 15+00 and continues until a cancellation bulletin changes it. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**96. A** — The correct sentence records the passenger's report and the location without assigning motive or fault. It keeps the description factual and useful. The strongest report wording is precise, neutral, and easy to understand. The other choices are less effective because they are vague, grammatically weak, emotionally loaded, or arranged so the sequence of events is unclear.

**97. B** — A respectful response acknowledges the concern without deciding facts that have not been investigated and gives the passenger a constructive next step. A professional customer-service response should acknowledge the passenger, provide useful information, and remain respectful without arguing or making unsupported promises. The other responses are dismissive, speculative, or unnecessarily confrontational and therefore do not resolve the request effectively.

**98. D** — Two consecutive failed tests satisfy the exact trigger in the rule. Once that condition is reached, further testing is not the prescribed next step. The conclusion follows only from the rules supplied in the question. The other choices skip a condition, reverse the rule, or assume permission that was never granted. Deductive reasoning requires applying every stated condition exactly.

**99. A** — The notice directly identifies Elevator A at the east end as the alternative step-free route while Elevator B is unavailable. The remaining choices either contradict a stated detail, confuse the sequence, or add information that the passage never provides. Careful reading means using only the language and conditions actually given.

**100. C** — The stated sequence places selecting the proper announcement immediately before delivering it. Listening for further instructions comes afterward. The correct sequence preserves every stated dependency and puts each required step after its prerequisite. The distractors move at least one action too early or too late, which breaks the procedure even if the other steps appear reasonable.