

**New York State
Department of Civil Service**

Committed to Innovation, Quality, and Excellence

A Guide to the Written Test

for the

Motor Vehicle Representative Series

(Grade 9)

Opportunities at work.



Andrew M. Cuomo
Governor

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INTRODUCTION

The New York State Department of Civil Service has developed this test guide to familiarize you with the written test for the Motor Vehicle Representative (Grade 9). This test guide provides a general description of the subject areas which will be tested and the different types of questions you will see on the test.

You will have up to **2½ hours** to finish the **65 questions** in the written test, which covers four different subject areas. The subject areas are:

1. **Coding/decoding Information** – These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.
2. **Reading comprehension** – These questions test for the ability to read and understand short passages. Everything you need to know to answer the questions is contained in the passages. No prior knowledge of the content of the passages is required.
3. **Providing good customer service** – These questions test for the ability to provide effective customer service. Questions will cover such topics as understanding and responding to customers with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the customer and reflects well on your agency.
4. **Arithmetic computations in a DMV Office context** – These questions test your ability to make calculations, including calculations involving money. Some of the information will be given in charts and tables. Some of the information will be given in the form of pictures of bills and coins. You will be asked to calculate fees, count money, compute change and do other calculations, or to recognize the amount of money pictured and to determine the correct amount of change. These calculations may be similar to the types of calculations made by employees working in motor vehicle offices.

Note: You may bring with you a hand-held battery- or solar-powered calculator for use on this test.

The remainder of this test guide explains how you will be tested in each of the subject areas listed above. A **TEST TASK** is provided for each subject area. This is an explanation of how a question will be presented and how to correctly answer it. Read each explanation carefully. This test guide provides at least one **SAMPLE QUESTION** for each subject area. The sample questions will be similar to what will be presented on the actual test. This test guide provides the **SOLUTION** and correct answer to each sample presented. You should study these in order to understand how the correct or best answers were determined.

At the end of this test guide we have included a **Practice Test** which includes additional examples of the types of questions you will see on the Motor Vehicle Representative Test. Answers are provided in the **Practice Test Key** so that you can see how well you have done.

SUBJECT AREA 1

CODING/DECODING INFORMATION: These questions test your ability to

- convert certain applicant information into letters or numbers and
- determine if applicant information already converted has been done so correctly.

TEST TASK: Each question is based on a set of coding rules. For some questions, you will be asked to **code information** by converting certain applicant information into letters or numbers. For other questions, you will be asked to **decode information** by determining if the applicant's information that has already been converted into letters or numbers is correct.

Information that will be **coded**:

- Name of applicant
- Birth date
- Gender
- License restrictions
- Zip code of applicant's residence

Coding Rules

The complete code will have 6 letters and 12 numbers in the order specified by the Coding Rules.

Sample applicant's information: Samuel Hillman, born in May 1962, male, license restrictions of full hand controls and a hearing device, resides in zip code 12208

Name of Applicant – 5 letters (positions 1-5)

Coding Rule 1: First 3 letters of last name followed by first 2 letters of first name.

Sample: Samuel Hillman

H	I	L	S	A													
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Month and Year of Birth – 6 numbers (positions 6-11)

Coding Rule 2: Month expressed in 2 digits (January=01; December=12) followed by all 4 digits of birth year.

Sample: May 1962

					0	5	1	9	6	2							
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

SUBJECT AREA 1 (Continued)

Gender – 1 letter (position 12)

Coding Rule 3: Enter M=male or F=female

Sample: male

											M						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

License Restrictions – 4 numbers (positions 13-16)

Coding Rule 4: There are 4 possible license restrictions.

1= daylight driving only

2= corrective lenses

3= full hand controls

4= hearing device

Enter the number of each restriction in numerical order.

If the applicant has fewer than 4 restrictions, fill in remaining positions (13-16) with 0 (zeros).

Sample: license restrictions of full hand controls and hearing device

												3	4	0	0		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Zip Code in which the Applicant Resides –2 numbers(positions 17 and 18)

Coding Rule 5: Enter the **first 2 numbers of the zip code** of applicant's residence.

Sample: the applicant resides in zip code 12208

																1	2
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Completed Code for Sample Applicant

The completed coding for **Samuel Hillman**, born in May 1962, male, full hand controls and hearing device license restrictions, and residing in zip code 12208 is:

H	I	L	S	A	0	5	1	9	6	2	M	3	4	0	0	1	2
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

SUBJECT AREA 1 (Continued)

1: Sample Coding Information question:

Applicant's Information: Jeffery Gatto, born in August 1971, male, requires corrective lenses and full hand controls, resides in Zip Code 14540

G	A	T	J	E	0	8	1	9	7	2	M	2	3	0	0	1	4
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Is the code given for this applicant's information correct or incorrect?

- A. Correct
- B. Incorrect

SOLUTION: Positions 1 through 5 properly indicate the applicant's name by using the first 3 letters of last name (positions 1-3) followed by first 2 letters of first name (positions 4 and 5). Similarly, Positions 6 and 7 properly indicate that the applicant was born in August.

But because the applicant was born in 1971, and the two digit month must be followed by all 4 digits of the birth year, Positions 8, 9 and 10 are correct, but **Position 11, wrongly shows the digit 2, instead of the digit 1**, incorrectly indicating that the applicant was born in 1972, instead of 1971.

Therefore, the coded information in Position 11 is incorrect, and the correct answer to this sample question is **Choice B**.

2: Sample Decoding Information question:

S	A	R	T	H	1	2	1	9	6	6	F	1	3	0	0	1	2
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

The Code as entered indicates that this applicant is restricted to daylight driving and requires full hand controls.

- A. Correct
- B. Incorrect

SOLUTION: The numbers for each License Restriction must be listed in numerical order in Positions 13 through 16. Position 13 correctly shows that the applicant is restricted to daylight driving (using the code 1), and Position 14 shows that full hand controls are required (using the code 3). Because there are only two restrictions, the remaining positions (15 and 16) were filled-in with 0 (zeros).

Therefore, the coded information in Positions 13 through 16 is correct, and the correct answer to this sample question is **Choice A**.

SUBJECT AREA 2

READING COMPREHENSION: These questions test for the ability to read and understand short passages. Everything you need to know to answer the questions is contained in the passages. No prior knowledge of the content of the passages is required.

TEST TASK: You will be provided with brief reading selections covering subject matter that Motor Vehicle Representatives deal with on the job. Following each reading selection will be one or more statements about the selection. For each statement, you will indicate whether the statement is True or False.

Reading comprehension sample question:

According to Sections 600.1b and 600.2b of the Vehicle and Traffic Law, law enforcement officers at the scene of a motor vehicle accident should ask operators of the vehicles involved in an accident to exhibit their licenses and insurance identification cards. If there is more than one vehicle involved, the officers should make sure that the motorists exchange insurance information, as required by law, and assist in the exchange.

Officers should also make the involved motorists aware that in accordance with Section 605 of the Vehicle and Traffic Law, motorists involved in an accident in which someone is killed or injured, or in which damage to the property of any one person exceeds one thousand dollars, must file an accident report with the Department of Motor Vehicles even if the police prepare their own report.

Sample Statement 1:

Several sections of the Vehicle and Traffic Law specifically state what law enforcement officers should say or do at the scene of a motor vehicle accident.

- A. True
- B. False

Sample Statement 2:

Motorists involved in any motor vehicle accident that results in property damage must file a report with the Department of Motor Vehicles.

- A. True
- B. False

SOLUTION: To make the correct choice, you must compare the statement(s) to information in the selection. Then decide if the information matches (is true) or does not match (is false).

Sample Statement 1:

According to the selection, Sections 600.1b, 600.2b, and 605 of the Vehicle and Traffic Law outline what officers are to say and do at the scene of a motor vehicle accident. Therefore, the information in Statement 1 is True, **Choice A**.

Sample Statement 2:

According to the selection, motorists involved in a motor vehicle accident resulting in property damage exceeding one thousand dollars for any one person must file an accident report with the Department of Motor Vehicles. Statement 2 says that a report must be filed by motorists in **any** property damage accident. Therefore, the information in Statement 2 is False, **Choice B**.

SUBJECT AREA 3

PROVIDING GOOD CUSTOMER SERVICE: These questions test for the ability to provide effective customer service. Questions will cover such topics as understanding and responding to customers with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the customer and reflects well on your agency. There will be 15 questions in this subject area on the written test.

TEST TASK: You will be presented with situations in which you must apply knowledge of how to best serve your agency's customers.

A customer approaches you expressing anger about a recent action made by your agency. Which one of the following should be your **first** response to this customer?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your agency's action.
- C. Listen and express understanding that he has been upset by your agency's action.
- D. Give him an explanation of the reasons for your agency's action.

SOLUTION:

Choice A is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.

Choice B is not correct. Apologizing for your agency's action implies that the action was improper.

Choice C is the correct answer to this question. By listening and expressing understanding that your agency's action has upset him, you will learn about the details of the situation and demonstrate that you understand his point of view.

Choice D is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.

The correct answer to this sample question is **Choice C**.

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SUBJECT AREA 4

ARITHMETIC COMPUTATIONS IN A DMV OFFICE CONTEXT: These questions test your ability to make calculations, including calculations involving money. Some of the information will be given in charts and tables. Some of the information will be given in the form of pictures of bills and coins. You will be asked to calculate fees, count money, compute change and do other calculations, or to recognize the amount of money pictured and to determine the correct amount of change. These calculations may be similar to the types of calculations made by employees working in motor vehicle offices.

Note: You may bring with you a hand-held battery- or solar-powered calculator for use on this test.

TEST TASK: There are 4 different test tasks that you will deal with. They are briefly outlined below. On the next few pages, the test tasks are more fully explained and one or more sample questions are provided to help you understand each test task.

- **Test Task #1- Total Amount of Money:** You will be given a list indicating the number of each type of bill denomination, coin, and coin roll you have. You must determine the TOTAL AMOUNT of MONEY in the list. (3 questions)
- **Test Task # 2- Correct Change:** You will be given the amount a customer owes and a list of bills and coins the customer gives you. You must determine the CORRECT CHANGE to give back to the customer. (5 questions)
- **Test Task # 3- Correct Change (Pictures):** You will be given the amount a customer owes and shown a picture of the bills and coins the customer gives you. You must determine the CORRECT CHANGE to give back to the customer. (5 questions)
- **Test Task # 4- Charge for Services:** You will be given a table showing the vehicle registration fees for different types of motor vehicles, and a separate list showing additional fees, fines, and taxes for motor vehicles. You will also be given information about what services a customer needs (to register one or more motor vehicles, obtain license plates, etc.) You must determine the TOTAL CHARGE for the services. (7 questions)

SUBJECT AREA 4 (Continued)

TEST TASK # 1- TOTAL AMOUNT OF MONEY

Each question asks for the total amount of money in a list.

You will be shown a list with different numbers of each type of bill, coin, or coin roll. For example:

15 twenty-dollar bills
5 quarters
2 rolls of dimes (1 roll = \$5.00)

After the list are four choices: three choices are amounts of money and one choice is the statement, "none of the above."

You must calculate the total value of all the money listed, and then select either the choice which is the same as your calculation, or, if no choice matches your calculation, select "none of the above."

On the next page is a sample question and the solution to the question. Please read both the question and the solution carefully.

There will be three questions of this type on the written test.

SUBJECT AREA 4 (Continued)

SAMPLE QUESTION # 1:

What is the total amount of money listed below?

6 twenty-dollar bills
15 ten-dollar bills
36 one-dollar bills
10 five-dollar bills
2 rolls of half-dollars (1 roll = \$10.00)
5 rolls of quarters (1 roll = \$10.00)
6 rolls of dimes (1 roll = \$ 5.00)
10 quarters
25 dimes
12 nickels

- A. \$459.10
- B. \$461.60
- C. \$492.20
- D. none of the above

SOLUTION: *To answer this question correctly, you must calculate the value for each type of bill and coin listed, and then add all of the values together to find the total amount of money listed. For example, since there are 6 twenty-dollar bills, the value of all the twenty-dollar bills is $6 \times \$20 = \120 . Since there are 5 rolls of quarters and each roll is worth \$10, the value of the rolls of quarters is $5 \times \$10 = \50 .*

In this sample question there are:

6 twenty-dollar bills	6×20	=	\$120.00
15 ten-dollar bills	15×10	=	150.00
36 one-dollar bills	36×1	=	36.00
10 five-dollar bills	10×5	=	50.00
2 rolls of half-dollars	2×10	=	20.00
5 rolls of quarters	5×10	=	50.00
6 rolls of dimes	6×5	=	30.00
10 quarters	10×0.25	=	2.50
25 dimes	25×0.10	=	2.50
12 nickels	12×0.05	=	.60

Total = **\$461.60**

*The correct answer to sample question 1 is **Choice B**.*

NOTE: If the total amount is not one of the **A**, **B** or **C** choices listed, the answer would be **Choice D**, "none of the above."

SUBJECT AREA 4 (Continued)

TEST TASK # 2- CORRECT CHANGE

Each question asks you to calculate the correct change (the amount of money you should give back to the customer.)

You will be given an amount due (what a customer should pay) and a list of the bills and coins the customer gives you. For example:

Amount due: \$36.30

The customer gives you one \$20.00 bill, two \$5.00 bills, one quarter and one dime.
What is the correct change?

There are four choices: three choices are amounts of money and one choice is the statement, "none of the above."

You must calculate the correct change and then select either the choice which is the same as your calculation, or, if no choice matches your calculation, select "none of the above".

On the next page is a sample question and the solution to the question. Please read both the question and the solution carefully.

There will be five questions of this type on the written test.

SUBJECT AREA 4 (Continued)

SAMPLE QUESTION # 2:

Amount due: \$106.50

The customer gives you five \$20.00 bills, one \$10.00 bill, one \$1.00 bill and two quarters. What is the correct change?

- A. \$4.50
- B. \$5.00
- C. \$5.50
- D. none of the above

SOLUTION: *To answer this question correctly, you must calculate the value for each type of bill and coin listed, and then add all of the values together to find the total amount of money the customer has given you. Then you must subtract the amount due from the amount the customer has given you to calculate the correct change.*

The customer has given you:

5 \$20.00 bills	5 x 20	=	\$100.00
1 \$10.00 bill	1 x 10	=	10.00
1 \$ 1.00 bill	1 x 1	=	1.00
2 quarters	2 x .25	=	.50
			<hr/>
			\$111.50
Subtract amount due	=		- 106.50
			<hr/>
			\$ 5.00 change

*The correct answer to sample question 2 is **Choice B**.*

NOTE: If the correct change is not one of the **A**, **B** or **C** choices listed, **or if the customer does not give you enough money to pay the amount due**, the answer would be **Choice D**, "none of the above."

SUBJECT AREA 4 (Continued)

TEST TASK # 3 - CORRECT CHANGE (PICTURES)

Each question asks you to calculate the correct change.

You will be given a fee (amount a customer should pay) and shown pictures of the bills and coins the customer gives you.

After these pictures are four choices: three choices are pictures of bills and coins and one choice is the statement, “none of the above.”

You must calculate the correct change and then select either the choice which shows a picture of the same amount as your calculation, or, if no choice matches your calculation, select “none of the above.”

On the next page is a sample question and the solution to the question. Please read both the question and the solution carefully.

There will be five questions of this type on the written test.

SUBJECT AREA 4 (Continued)

SAMPLE QUESTION # 3:

A customer handed you the money shown below to pay a \$3.70 fee. What is the correct change?



A.



B.



C.



D. none of the above

SOLUTION: To answer this question correctly, you must first recognize the amount of money the customer has given you: \$5.00. Then you must calculate the correct change by subtracting the amount of the fee from the amount given. $\$5.00 - \$3.70 = \$1.30$. Then select the choice which shows the correct change: \$1.30.

The correct answer to sample question 3 is **Choice A**.

NOTE: If the correct change is not one of the **A**, **B** or **C** choices listed, the answer would be **Choice D**, "none of the above."

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SUBJECT AREA 4 (Continued)

TEST TASK # 4 - CHARGE FOR SERVICES

There are two sample questions, # 4 and #5, starting on the pages following this description of Test Task # 4.

Each question asks what the total charge is (the total amount a customer should pay) for a specific group of services

You will be given a table with the registration fees for passenger and commercial vehicles in various weight classes. (See **PART A- SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES** on the next page.)

You will also be shown a list of additional fees and fines and a list of taxes for different counties. (See **PART B- ADDITIONAL FEES/FINES AND COUNTY VEHICLE USE TAX** on the next page.)

You will then be given information about one or more services required by a customer.

- For some questions the only information given is about vehicles to be registered. Only PART A is necessary to calculate the amount to be charged.

Sample question # 4 is an example of a question which only gives information about vehicles to be registered, and only requires looking at Part A.

- For other questions the services will include information about vehicles to be registered and whether license plates are needed, loans are owed, etc. For these questions both PART A and PART B are necessary to calculate the amount to be charged.

Sample question # 5 is an example of a question which gives information about additional fees, fines or use taxes as well as information about vehicles to be registered. The information in Part A and the information in Part B are both necessary in order to answer this question.

After the information on the services are four choices; three choices are amounts of money and one choice is the statement, "none of the above."

You will need to calculate the total charge for the services, then select either the choice which is the same as your calculation, or, if no choice matches your calculation, select "none of the above."

On the next few pages are two sample questions and the solutions to the questions. Please read both the questions and the solutions carefully.

There will be two questions on the test which only require PART A information and five questions which require both PART A and PART B information.

SUBJECT AREA 4 (Continued)

PART A - SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES

Passenger/Suburban Vehicles		Commercial Vehicles	
Weight (in pounds)	Fee \$	Weight (in pounds)	Fee \$
0 - 1800	32.00	0 - 2000	23.75
1801 - 2200	39.00	2001 - 4000	47.25
2201 - 2600	46.00	4001 - 6000	71.00
2601 - 3000	52.00	6001 - 8000	94.75
3001 - 3400	60.00	8001 - 10,000	118.50
		10,001 - 12,000	142.00
3401 - 3800	68.50	12,001 - 14,000	165.75
3801 - 4200	78.50	14,001 - 16,000	189.50
4201 - 4600	89.00	16,001 - 18,000	213.00
4601 - 5000	99.50		
5001 - 5400	109.50	The fee for commercial vehicles weighing OVER 18,000 lbs. is calculated as follows:	
5401 - 5800	120.00		
5801 - 6200	128.50		
6201 - 6600	140.00	\$50.00 plus 1cent/lb. (\$.01)	
6601 - 7000	153.50		
7001 and over	169.00	Example: a commercial vehicle which weighs <u>43,650 lbs.</u> is charged a fee of <u>\$486.50</u> . [\$50.00 + (43,650 x \$.01) = \$50.00 + \$436.50 = \$486.50]	
The Motorcycle Registration Fee is \$13.50.			

PART B - ADDITIONAL FEES/FINES AND COUNTY VEHICLE USE TAX

ADDITIONAL FEES/FINES

- Loan Fee - \$3.00 per loan - only if there is a loan on the vehicle
Parking Fine - \$15.00 per ticket
Plate Fee - \$6.50 per 2-plate set for passenger/suburban and commercial vehicles or \$4.00 per 1 plate for motorcycles or trailers
Title Fee - \$5.00 per title - only if a title is issued.

COUNTY VEHICLE USE TAX

For Residents of Manchester, Narrows, Parsons and Brown Counties:

- Passenger/Suburban vehicle weighing 3,600 lbs. or less \$10.00
Passenger/Suburban vehicle weighing over 3,600 lbs. \$16.00
Commercial vehicle - all weights \$20.00
Motorcycle no vehicle use tax

For Residents of Sunrise, Baldwin and Oyster Counties:

- Passenger/Suburban vehicle - all weights \$30.00
Commercial vehicle - all weights no vehicle use tax
Motorcycle no vehicle use tax

Residents of other counties are not charged Vehicle Use Tax.

SUBJECT AREA 4 (Continued)

DIRECTIONS FOR SAMPLE QUESTION # 4: Refer to the information on the previous page to determine the AMOUNT DUE for each service below. You must then determine the total charge (total amount due) for all of the services together.

READ THE QUESTIONS CAREFULLY TO DETERMINE WHAT IS REQUIRED. USE ONLY THE INFORMATION GIVEN ON THE PREVIOUS PAGE. THE FEES, FINES AND USE TAXES IN THE TEST MATERIAL ARE NOT ACTUAL DEPARTMENT OF MOTOR VEHICLES CHARGES.

SAMPLE QUESTION # 4

Vehicles to be registered:

<u>Class</u>	<u>Weight</u>
suburban vehicle	6,840 lbs.
commercial vehicle	52,750 lbs.

What is the total charge for the above services?

- A. \$153.50
- B. \$366.50
- C. \$681.00
- D. none of the above

SOLUTION: *The only information given is about vehicles to be registered. Therefore, the only part of the previous page which is relevant for this question is PART A- SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES.*

*The first vehicle to be registered is a suburban vehicle weighing 6,840 lbs. The left side of the table in PART A shows the registration fees for passenger and suburban vehicles. The weight of this vehicle is 6,840 lbs.; this is between 6,601 and 7,000 in the table. Therefore, the fee for registering the first vehicle is **\$153.50***

The second vehicle to be registered is a commercial vehicle weighing 52,750 lbs. The right side of the table in PART A shows the registration fees for commercial vehicles. The weights in the table only go up to 18,000 lbs. However, there is an explanation in the table of how to calculate the registration fee for a commercial vehicle weighing more than 18,000 lbs. You must apply the formula: \$50 plus 1 cent per lb. For a commercial vehicle weighing 52,750 lbs, the calculation is:

$$\$50 + \$0.01 \times 52,750 = \$50 + \$527.50 = \mathbf{\$577.50}$$

After determining the individual vehicle registration fees you must add them together to calculate the total charge for registering both vehicles.

$$\mathbf{\$153.50 + 577.50 = \$731.00}$$

Look at choices A, B, and C. None of them is \$731.00, the fee we calculated.

*The correct answer to sample question 4 is **Choice D**, none of the above.*

SUBJECT AREA 4 (Continued)

PART A - SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES

Passenger/Suburban Vehicles		Commercial Vehicles	
Weight (in pounds)	Fee \$	Weight (in pounds)	Fee \$
0 - 1800	32.00	0 - 2000	23.75
1801 - 2200	39.00	2001 - 4000	47.25
2201 - 2600	46.00	4001 - 6000	71.00
2601 - 3000	52.00	6001 - 8000	94.75
3001 - 3400	60.00	8001 - 10,000	118.50
		10,001 - 12,000	142.00
3401 - 3800	68.50	12,001 - 14,000	165.75
3801 - 4200	78.50	14,001 - 16,000	189.50
4201 - 4600	89.00	16,001 - 18,000	213.00
4601 - 5000	99.50		
5001 - 5400	109.50	The fee for commercial vehicles weighing OVER 18,000 lbs. is calculated as follows:	
5401 - 5800	120.00	\$50.00 plus 1cent/lb. (\$.01)	
5801 - 6200	128.50		
6201 - 6600	140.00	Example: a commercial vehicle which weighs <u>43,650 lbs.</u> is charged a fee of <u>\$486.50</u> .	
6601 - 7000	153.50	[\$50.00 + (43,650 x \$.01) =	
7001 and over	169.00	\$50.00 + \$436.50 = \$486.50]	
The Motorcycle Registration Fee is \$13.50.			

PART B - ADDITIONAL FEES/FINES AND COUNTY VEHICLE USE TAX

ADDITIONAL FEES/FINES

Loan Fee	- \$3.00 per loan - only if there is a loan on the vehicle
Parking Fine	- \$15.00 per ticket
Plate Fee	- \$6.50 per 2-plate set for passenger/suburban and commercial vehicles or \$4.00 per 1 plate for motorcycles or trailers
Title Fee	- \$5.00 per title - only if a title is issued.

COUNTY VEHICLE USE TAX

For Residents of Manchester, Narrows, Parsons and Brown Counties:

Passenger/Suburban vehicle weighing 3,600 lbs. or less	\$10.00
Passenger/Suburban vehicle weighing over 3,600 lbs.	\$16.00
Commercial vehicle - all weights	\$20.00
Motorcycle	no vehicle use tax

For Residents of Sunrise, Baldwin and Oyster Counties:

Passenger/Suburban vehicle - all weights	\$30.00
Commercial vehicle - all weights	no vehicle use tax
Motorcycle	no vehicle use tax

Residents of other counties are not charged Vehicle Use Tax.

SUBJECT AREA 4 (Continued)

DIRECTIONS FOR SAMPLE QUESTION # 5: Refer to the information on the previous page to determine the AMOUNT DUE for each service below. You must then determine the total charge (total amount due) for all of the services together.

READ THE QUESTIONS CAREFULLY TO DETERMINE WHAT IS REQUIRED. USE ONLY THE INFORMATION GIVEN ON THE PREVIOUS PAGE. THE FEES, FINES AND USE TAXES IN THE TEST MATERIAL ARE NOT ACTUAL DEPARTMENT OF MOTOR VEHICLES CHARGES.

SAMPLE QUESTION # 5

Vehicles to be registered:

<u>Class</u>	<u>Weight</u>
motorcycle	---
passenger vehicle	2,780 lbs.

Additional Fees, Fines or Use Taxes, if any:

- Plates are needed for both vehicles.
- There is a loan on the passenger vehicle only.
- The customer resides in Duncan County.

What is the total charge for the above services?

- A. \$72.50
- B. \$76.00
- C. \$79.00
- D. none of the above

SOLUTION:

1. *PART A - "SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES" shows the registration fees for the motorcycle (\$13.50) and the passenger vehicle weighing 2,780 lbs (2780 lbs. is between 2601 and 3000 lbs. This charge is \$52.00.*

2. *PART B - "ADDITIONAL FEES/FINES" shows the charge for plates (motorcycle plate = \$4.00; passenger/suburban plates = \$6.50). Also, since the passenger vehicle has a loan on it, a "loan fee (\$3.00) is due.*

3. *PART B - "VEHICLE USE TAX" lists the counties which add a Vehicle Use Tax to the registration fee. Since the customer resides in Duncan County, which is not among the counties with a Vehicle Use Tax, there is no additional charge for use tax.*

4. *The total charge is the total of the following amounts:*

<i>motorcycle registration</i>	<i>=</i>	<i>\$13.50</i>
<i>passenger vehicle (2,780 lbs.)</i>	<i>=</i>	<i>52.00</i>
<i>plates (\$4.00 + \$6.50)</i>	<i>=</i>	<i>10.50</i>
<i>loan fee on passenger vehicle</i>	<i>=</i>	<i>3.00</i>
<i>Total</i>	<i>=</i>	<i>\$79.00</i>

*The correct answer to sample question 5 is **Choice C**.*

NOTE: *If the total charge is not one of the **A**, **B** or **C** choices listed, the answer would be **Choice D**, "none of the above."*

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PRACTICE TEST

On the following pages are additional examples of the types of questions that will be on the Motor Vehicle Representative Test. The answers are given on page **35**. Good luck!

Coding/decoding Information

Direction: Questions 1 and 2 will test your ability to code and decode information.

Coding Rules

The complete code will have 6 letters and 12 numbers in the order specified by the Coding Rules.

Name of Applicant – 5 letters (positions 1-5)

Coding Rule 1: First 3 letters of last name followed by first 2 letters of first name.

Month and Year of Birth – 6 numbers (positions 6-11)

Coding Rule 2: Month expressed in 2 digits (January=01; December=12) followed by all 4 digits of birth year.

Gender – 1 letter (position 12)

Coding Rule 3: Enter M=male or F=female

License Restrictions – 4 numbers (positions 13-16)

Coding Rule 4: There are 4 possible license restrictions.

1= daylight driving only

2=corrective lenses

3=full hand controls

4=hearing device

Enter the number of each restriction in numerical order.

If the applicant has fewer than 4 restrictions, fill in remaining positions (13-16) with 0 (zeros).

Zip Code in which the Applicant Resides –2 numbers (positions 17 and 18)

Coding Rule 5: Enter the **first 2 numbers of the zip code** of applicant's residence.

Completed Code for Sample Applicant

The completed coding for **Samuel Hillman, born in May 1962, male, full hand controls and hearing device license restrictions, and residing in zip code 12208** is:

H	I	L	S	A	0	5	1	9	6	2	M	3	4	0	0	1	2
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

1. Applicant's Information: Jenifer Johnson, born in January 1967, female, requires corrective lenses and a hearing device, and resides in Zip Code 12209

J	O	H	J	E	0	1	1	9	6	7	F	2	3	0	0	1	2
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Is the code given for this applicant's information correct or incorrect?

- A. Correct
- B. Incorrect

2.

B	O	W	H	E	1	2	1	9	7	3	M	1	0	0	0	1	3
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

The Code as entered indicates that this applicant was born in December 1973, is restricted to daylight driving only, and resides in Zip Code 13667.

- A. Correct
- B. Incorrect

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Reading comprehension

You should be careful in classifying ambulance and medical vehicle registrations. An ambulance (AMB-51) is a vehicle designed, equipped, and used to provide emergency health care and transport for sick or injured persons. The ambulance may have a body of a different make from that of the chassis. Use the body make to register such an ambulance. An ambulette is a van used to carry wheelchair patients and must be registered as an OML, OMS, or OMT if it is used for hire; otherwise, it is registered as COM. An animal ambulance must be registered as a commercial vehicle (COM).

3. An ambulette registered as an OML is used for hire.
 - A. True
 - B. False

4. The COM registration is used for animal ambulances only.
 - A. True
 - B. False

Non-driver photo identification cards (NDID) can be issued to New York State residents of any age who do not hold a valid New York State driver license. A New York State NDID may also be issued to the following applicants: New York State residents whose license is revoked or suspended and out-of-state residents who do not have a valid NYS driver license or permit. It is acceptable for the applicant to also have a license, permit, or NDID from his/her state of residence.

5. A New York State resident with a suspended license can be issued a New York State NDID.
 - A. True
 - B. False

6. Out-of-state residents who are in possession of a valid NYS driver license are eligible for the New York NDID.
 - A. True
 - B. False

Providing good customer service

7. A customer asks you a question. You are not sure if you understand what information she is asking for. Which one of the following is the **best** response?
 - A. Ask her to repeat the question.
 - B. Tell her you do not know the answer.
 - C. Answer the question you believe she asked.
 - D. Tell her what you think she said and ask if that is correct.

Arithmetic computations in a DMV Office context

DIRECTIONS: The next 2 questions require you to calculate the total amount of money listed.

8. What is the total amount of money listed below?

12 twenty-dollar bills
14 five-dollar bills
19 one-dollar bills
8 ten-dollar bills
11 quarters
15 dimes
9 nickels
3 rolls of half-dollars (1 roll = \$10.00)
6 rolls of nickels (1 roll = \$ 2.00)
7 rolls of quarters (1 roll = \$10.00)
13 rolls of dimes (1 roll = \$ 5.00)

- A. \$525.70
- B. \$590.70
- C. \$638.70
- D. none of the above

9. What is the total amount of money listed below?

17 ten-dollar bills
6 five-dollar bills
25 twenty-dollar bills
32 one-dollar bills
15 rolls of nickels (1 roll = \$ 2.00)
6 rolls of half-dollars (1 roll = \$10.00)
21 rolls of dimes (1 roll = \$ 5.00)
2 rolls of quarters (1 roll = \$10.00)
18 quarters
7 dimes
19 nickels
5 half-dollars

- A. \$ 555.65
- B. \$ 852.75
- C. \$1049.70
- D. none of the above

DIRECTIONS: The next 2 questions require you to make change. Read the amount due and determine whether the amount given by the customer is large enough to pay the amount due. If it is, determine the correct change, if any, to give back to the customer.

NOTE: If the correct change is not one of the **A**, **B**, or **C** choices listed **or if the customer does not give you enough money to pay the amount due**, select choice **D**, “none of the above.”

10. Amount due: \$37.35

The customer gives you one \$20.00 bill, one \$10.00, two \$5.00 bills and two quarters. What is the correct change?

- A. \$2.35
- B. \$2.50
- C. \$3.15
- D. none of the above

11. Amount due: \$109.30

The customer gives you four \$20.00 bills, two \$10.00 bills, one \$5.00 bill, two \$1.00 bills, five quarters, and one nickel. What is the correct change?

- A. Customer gave the correct amount. There is no change due.
- B. \$.70
- C. \$4.00
- D. none of the above

DIRECTIONS: The next 2 questions require you to make change. Each question includes the fee to be charged and a picture of the money handed to you by the customer. You are to calculate the amount of change to give back.

NOTE: If the correct change is not one of the **A**, **B**, or **C** choices listed, select choice **D**, “none of the above.”

12. A customer handed you the money shown below to pay an **\$8.40** fee. What is the correct change?



A.



B.



C.



D. none of the above

13. A customer handed you the money shown below to pay a \$36.90 fee. What is the correct change?



A.



B.



C.



D. none of the above

PART A - SCHEDULE OF MOTOR VEHICLE REGISTRATION FEES

Passenger/Suburban Vehicles		Commercial Vehicles	
Weight (in pounds)	Fee \$	Weight (in pounds)	Fee \$
0 - 1800	32.00	0 - 2000	23.75
1801 - 2200	39.00	2001 - 4000	47.25
2201 - 2600	46.00	4001 - 6000	71.00
2601 - 3000	52.00	6001 - 8000	94.75
3001 - 3400	60.00	8001 - 10,000	118.50
		10,001 - 12,000	142.00
3401 - 3800	68.50	12,001 - 14,000	165.75
3801 - 4200	78.50	14,001 - 16,000	189.50
4201 - 4600	89.00	16,001 - 18,000	213.00
4601 - 5000	99.50		
5001 - 5400	109.50	The fee for commercial vehicles weighing OVER 18,000 lbs. is calculated as follows: \$50.00 plus 1cent/lb. (\$.01) Example: a commercial vehicle which weighs <u>43,650 lbs.</u> is charged a fee of <u>\$486.50.</u> [\$50.00 + (43,650 x \$.01) = \$50.00 + \$436.50 = \$486.50]	
5401 - 5800	120.00		
5801 - 6200	128.50		
6201 - 6600	140.00		
6601 - 7000	153.50		
7001 and over	169.00		
The Motorcycle Registration Fee is \$13.50.			

PART B - ADDITIONAL FEES/FINES AND COUNTY VEHICLE USE TAX

ADDITIONAL FEES/FINES

- Loan Fee - \$3.00 per loan - only if there is a loan on the vehicle
- Parking Fine - \$15.00 per ticket
- Plate Fee - \$6.50 per 2-plate set for passenger/suburban and commercial vehicles or \$4.00 per 1 plate for motorcycles or trailers
- Title Fee - \$5.00 per title - only if a title is issued.

COUNTY VEHICLE USE TAX

For Residents of Manchester, Narrows, Parsons and Brown Counties:

- Passenger/Suburban vehicle weighing 3,600 lbs. or less \$10.00
- Passenger/Suburban vehicle weighing over 3,600 lbs. \$16.00
- Commercial vehicle - all weights \$20.00
- Motorcycle no vehicle use tax

For Residents of Sunrise, Baldwin and Oyster Counties:

- Passenger/Suburban vehicle - all weights \$30.00
- Commercial vehicle - all weights no vehicle use tax
- Motorcycle no vehicle use tax

Residents of other counties are not charged Vehicle Use Tax.

DIRECTIONS: The next 2 questions require you to refer to the information on the previous page to determine the AMOUNT DUE for each of several services. You must then determine the total charge (total amount due) for all of the services together.

14. **Note:** When answering this question, use **only PART A** of the information presented on the previous page.

Vehicles to be registered:

<u>Class</u>	<u>Weight</u>
passenger vehicle	3,410 lbs.
suburban vehicle	6,000 lbs.
commercial vehicle	19,580 lbs.

What is the total charge for the above services?

- A. \$385.30
- B. \$392.80
- C. \$442.80
- D. none of the above

15. **Note:** When answering this question, refer to **BOTH PART A AND PART B** of the information presented on the previous page.

Vehicles to be registered:

<u>Class</u>	<u>Weight</u>
motorcycle	-----
passenger vehicle	4,350 lbs.
commercial vehicle	17,400 lbs.

Additional Fees, Fines, or Use Taxes, if any:

- Plates are needed for the passenger vehicle.
- Two parking tickets need to be paid.
- There is a loan on the commercial vehicle.
- A title needs to be issued for the passenger vehicle.
- The customer lives in Manchester County.

What is the total charge for the above services?

- A. \$360.00
- B. \$396.00
- C. \$406.50
- D. none of the above

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with what the test will cover.
- Study and review the subject areas to be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other **allowed** materials.
- Do **NOT** bring this test guide to the test site.

At the test site ...

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

PRACTICE TEST KEY

(1) – B

(2) – A

(3) – A

(4) – B

(5) – A

(6) – B

(7) – D

(8) – B

(9) – D

(10) – C

(11) – D

(12) – B

(13) – A

(14) – C

(15) – B

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