**Read the text and answer the questions below.**

The world’s ﬁrst underground railway (the Tube) opened in London in January 1863. Today there are 11 lines serving 272 stations, the busiest of which, King’s Cross, sees the start and ﬁnish of around 70 million journeys a year. But the system is in crisis - mainly as a result of underinvestment. Overcrowding combined with poor reliability can lead to problems for travellers, particularly those who use the Tube during its busiest hours.

This report looks at service and safety on the Underground. It’s based on the ﬁndings of our survey of passengers. Last June we interviewed 1,698 Tube travellers outside 46 Underground stations in London; 517 regular travellers were contacted again and asked more detailed questions by phone.

Since 1981 the number of passengers using the Tube has increased by almost half. The increase in passengers has not been matched by an expansion of the Underground system and there is widespread congestion, particularly during the six peak hours when over 60 % of all journeys are made.

Forty-three per cent regular travellers mentioned graffiti, rubbish and generally dirty conditions as one of the aspects of the Underground’s service they disliked. The aim set by Government for train cleaning is that carriages should be cleaned internally every day they are in use. London Underground’s ﬁgures show it has come very close to achieving this. But there are no standards to deﬁne or measure how well trains have been cleaned.

Well over half of the regular travellers said they were dissatisﬁed with the information provided when something goes wrong on the system; 72 % of those who were dissatisﬁed complained that the information was wrong or given too late.

Most of this report reflects the experiences of regular Tube travellers but we also asked those who do not travel every day for their views. The most popular type of ticket was a one-day pass. Few appeared to have had problems finding their way around the system - 89 % said ﬁnding their way around was easy.

1. Seventy million trains stop at King’s Cross station every year. **T F**

2.There is enough money to spend on the development and expansion

 of London Underground. **T F**

3. What are the major problems faced by regular travellers?

­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. London Underground officials gave passengers outside Tube stations

 questionnaires to fill in. **T F**

5. How many hours a day are the trains overcrowded?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. A large quantity of passengers dislike drawings sprayed on station walls

 and underground coaches. **T F**

7. Carriages are cleaned every day. **T F**

8. What were more than 50 % of the regular travellers dissatisfied with?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. What were the main complaints about the public information system?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. Notices giving directions in the London Underground are difficult to follow. **T F**