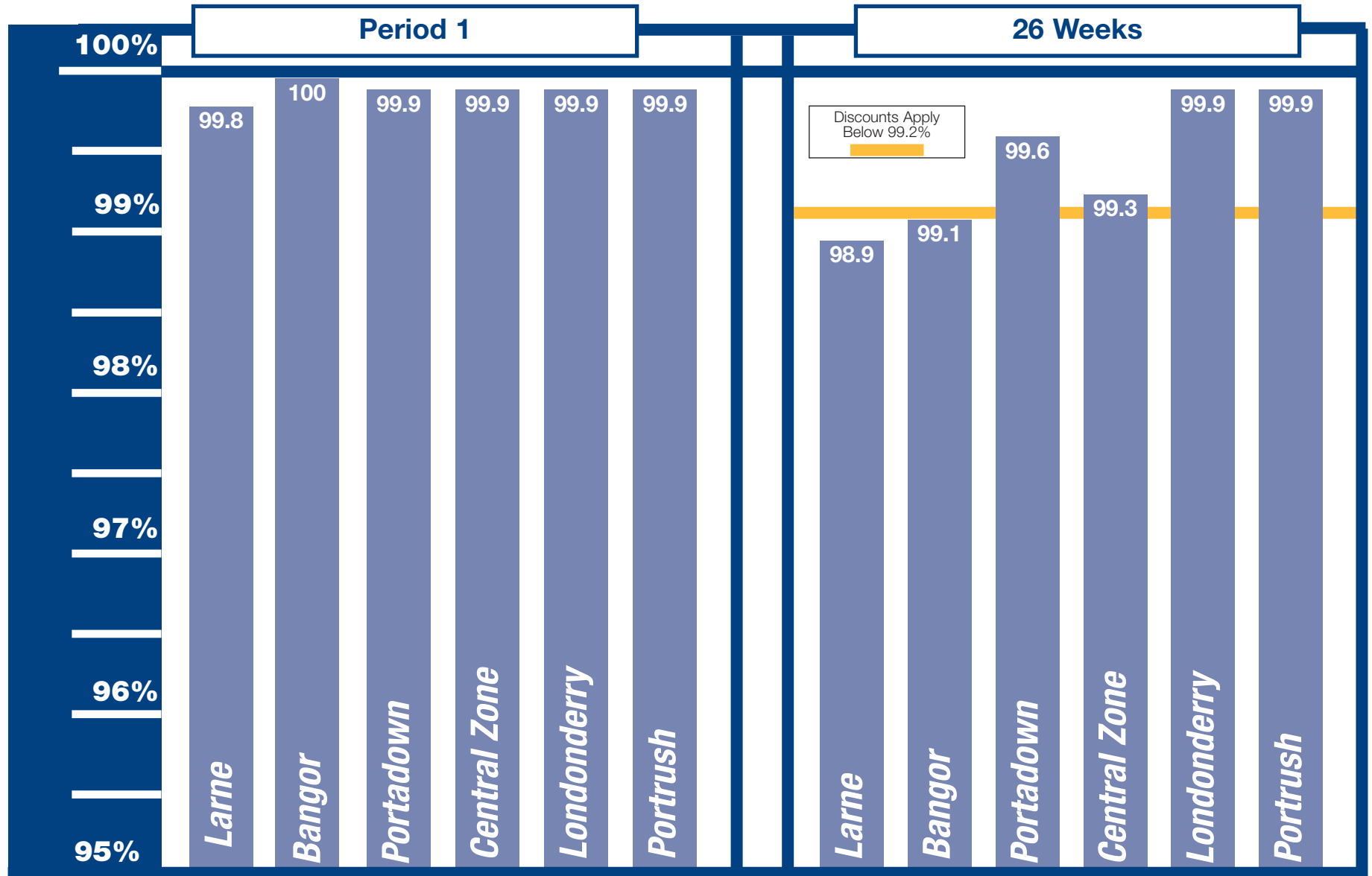


# Reliability

**Delay Repay Performance - applicable for Monthly & Annual tickets purchased up to the 19th June 2011**



**Target: 99.2% will run as planned on the NIRailways Local Network.**

A 10% discount will be applied automatically to all monthly tickets on the Bangor Line and Larne Line for one month from 20th May 2011, as we fell below our targets. This was due to a number of mechanical engineering issues affecting mainly our older fleet, meaning we have had to reallocate available trains to maintain services across the network. Bangor Line and Larne Line annual ticket holders will also be entitled to a 1% discount off their next purchase for each month that the reliability targets are not achieved.

**The Reliability threshold target was achieved on all other lines.**