

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
March 09, 2004

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16
of the Securities Exchange Act of 1934

For the month of March, 2004

RYANAIR HOLDINGS PLC
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office
Dublin Airport
County Dublin Ireland
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- _____

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR FEBRUARY 2004

Ryanair, Europe's No.1 low fares airline, today (8th March 04) released its customer service statistics for February 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No.1 for Customer Service.

- 92% of all Ryanair's 14 363 flights during the month of February arrived on time.
- CAA data for 2003 shows that 70% of flights in the UK arrived on time. In the US, the Department of Transport announced an overall US average punctuality of 82% for 2003. Ryanair, with an average punctuality of 91% has set the standard as the No.1 on-time low fares airline, beating both

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

the Major European Airlines and the Major US airlines

- Complaints registered at less than 1 (0.45) complaint per 1 000 passengers.
- Mislaid baggage registered at less than 1 (0.63) bag per 1 000 passengers.

| PASSENGER STATISTICS - FEBRUARY 04 | 2003 | 2004 |
|------------------------------------|------|------|
| On-time flights | 88% | 92% |
| Complaints per 1000 pax | 0.62 | 0.45 |
| Baggage complaints per 1000 pax | 0.65 | 0.63 |
| Complaints answered within 7 days | 100% | 100% |

Ends.

For further information:

Paul Fitzsimmons Pauline McAlester
Ryanair Murray Consultants
Tel: + 353 1 812 1228 Tel: + 353 1 4980 300

Ryanair Monthly Statistics Compared with Association of European Airlines

The following comparisons are based on the Association of European Airlines monthly performance statistics for our major competitors for the month of January 2004 and also figures published on other airline websites.

Ryanair's No 1 on-time performance compared with other Major airlines in Europe

| Airline | Ranking | % |
|-----------------|---------|------|
| Ryanair | 1 | 92.0 |
| Easyjet | 2 | 81.5 |
| Iberia | 3 | 80.9 |
| Air France | 4 | 79.6 |
| British Airways | 5 | 79.2 |
| SAS | 6 | 78.1 |
| Alitalia | 7 | 75.6 |
| Lufthansa | 8 | 75.3 |

% Flights arriving within 15 minutes of scheduled time

Source: Ryanair monthly stats compared to Association of European Airlines:
Jan 2004
Verified by the CAA in arrears

Ryanair No. 1 major airline for fewest lost bags

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

| Airline | Ranking | Baggage Missing Per 1 000 Passengers |
|-----------------|-------------------|---|
| Ryanair | 1 | 1.20 |
| SAS | 2 | 11.7 |
| Iberia | 3 | 12.0 |
| Alitalia | 4 | 16.6 |
| Air France | 5 | 20.8 |
| British Airways | 6 | 22.2 |
| Lufthansa | 7 | 23.5 |
| Austrian | 8 | 30.8 |
| easyJet | Refuse to Publish | |

Source: Ryanair monthly stats compared to Association of
European Airlines: Jan 2004

Ryanair No. 1 major airline for fewest cancellations

| Airline | Ranking | % flights completed |
|-----------------|-------------------|---------------------|
| Ryanair | 1 | 98.4 |
| Iberia | 2 | 98.1 |
| Alitalia | 3 | 97.6 |
| SAS | 4 | 97.5 |
| Lufthansa | 5 | 97.3 |
| British Airways | 6 | 96.8 |
| Austrian | 7 | 94.7 |
| Air France | Refuse to Publish | |
| easyJet | | |

Source: Ryanair monthly stats compared to Association of
European Airlines: Jan 2004

Ryanair / EasyJet Punctuality Comparisons

| | Week Ending | On Times Ryanair | Easyjet* | Ryanair Position |
|----|-------------|---------------------|----------|---------------------|
| 1. | 04-Jan | 90% | 73% | 1 |
| 2. | 12-Jan | 91% | 80% | 1 |
| 3. | 19-Jan | 95% | 84% | 1 |
| 4. | 26-Jan | 95% | 89% | 1 |
| 5. | 01-Feb | 85% | 64% | 1 |
| 6. | 08-Feb | 93% | 81% | 1 |
| 7. | 15-Feb | 95% | 84% | 1 |
| 8. | 22-Feb | 91% | 84% | 1 |
| 9. | 29-Feb | 89% | 69% | 1 |

*Source: www.ryanair.com and Easyjet website

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 09 March 2004

By:____/s/ Howard Millar____

H Millar
Company Secretary & Finance Director