

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
April 07, 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 April, 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 MARCH 2004

Ryanair, Europe's No.1 low fares airline, today (7th April 04) released its customer service statistics for March 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No.1 for Customer Service.

- 93% of all Ryanair's 15 798 flights during the month of March arrived on time.
- Complaints registered at less than 1 (0.49) complaint per 1 000 passengers.
- Mislaidd baggage registered at less than 1 (0.64) bag per 1 000 passengers.

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| | | |
|-----------------|-------------------|------|
| SAS | 4 | 10.6 |
| Air France | 5 | 12.6 |
| British Airways | 6 | 14.2 |
| Lufthansa | 7 | 17.9 |
| Austrian | 8 | 20.2 |
| easyJet | Refuse to Publish | |

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

Ryanair No. 1 major airline for fewest cancellations

| Airline | Ranking | % flights completed |
|-----------------|-------------------|---------------------|
| Ryanair | 1 | 99.4 |
| British Airways | 2 | 98.9 |
| SAS | 3 | 98.7 |
| Lufthansa | 4 | 98.2 |
| Iberia | 5 | 98.0 |
| Austrian | 6 | 97.3 |
| Alitalia | 7 | 94.9 |
| Air France | Refuse to Publish | |
| easyJet | | |

Source: Ryanair monthly stats compared to Association of European Airlines: Feb 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 |
| 10. | 07- Mar | 93% | 80% | 1 |
| 11. | 14-Mar | 93% | 80% | 1 |
| 12. | 21-Mar | 92% | 82% | 1 |
| 13. | 28 - Mar | 95% | 88% | 1 |

*Source: www.ryanair.com and Easyjet website

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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: 7 April 2004

By:___/s/ Howard Millar___

H Millar
Company Secretary & Finance Director