

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.

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

PASSENGER STATISTICS - MARCH 04	2003	2004
-----	-----	-----
On-time flights	91%	93%
-----	-----	-----
Complaints per 1000 pax	0.95	0.49
-----	-----	-----
Baggage complaints per 1000 pax	0.60	0.64
-----	-----	-----
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 February 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
SAS	2	85.5
Lufthansa	3	81.6
British Airways	4	80.6
Air France	5	78.9
Iberia	6	78.7
easyJet	7	77.5
Alitalia	8	71.9

% Flights arriving within 15 minutes of scheduled time

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

Verified by the CAA in arrears

Ryanair No. 1 major airline for fewest lost bags

Airline	Ranking	Baggage Missing Per 1 000 Passengers
Ryanair	1	0.63
Iberia	2	9.2
Alitalia	3	10.2

## Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

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](http://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: 7 April 2004

By:\_\_\_/s/ Howard Millar\_\_\_

H Millar  
Company Secretary & Finance Director