

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
October 08, 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 October, 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 SEPTEMBER 2004.

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

- 93.51% of all Ryanair's 15,739 flights during September arrived on time.
- Ryanair is the No.1 on-time airline beating Easyjet every week in 2003 and 39 weeks into 2004.
- Complaints registered at less than 1(0.43) complaint per 1000 passengers.

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- Mislaid baggage registered at less than 1(0.74) mislaid bag per 1000 passengers.

| CUSTOMER SERVICE STATISTICS SEPTEMBER | 2003   | 2004   |
|---------------------------------------|--------|--------|
| On-time flights*                      | 94.20% | 93.51% |
| Complaints per 1 000 pax              | 0.52   | 0.43   |
| Baggage complaints per 1 000 pax      | 0.80   | 0.74   |
| Complaints answered with 7 days       | 100%   | 100%   |

\*Verified by the CAA 3 months in arrears

Ends: Friday, 8th October 2004

For further information:

Paul Fitzsimmons - Ryanair      Pauline McAlester - Murray Consultants  
Tel: 00 353 1 812 1228      Tel: 00 353 1 4980 300

Ryanair monthly statistics compared with the Association of European Airlines follows:

Ryanair Monthly Statistics - Compared with Association of European Airlines  
The recently published on time statistics by the Association of European Airlines for the month of August 04 again prove that Ryanair is the No.1 on-time major airline in Europe again.

Ryanair No. 1 on time major airline in Europe

| Airline         | Ranking | %    |
|-----------------|---------|------|
| Ryanair         | 1       | 93.5 |
| SAS             | 2       | 90.1 |
| Lufthansa       | 3       | 86.1 |
| Alitalia        | 4       | 85.4 |
| Air France      | 5       | 84.9 |
| Austrian        | 7       | 80.3 |
| Easyjet         | 8       | 80.2 |
| British Airways | 9       | 64.4 |

% Flights arriving within 15 minutes of scheduled time

Major airlines for fewest lost bags\*

| Airline         | Ranking | Baggage Lost Per 1000 Passengers |
|-----------------|---------|----------------------------------|
| Ryanair         | 1       | 0.78                             |
| SAS             | 2       | 12.1                             |
| Lufthansa       | 3       | 18.4                             |
| Air France      | 4       | 18.6                             |
| Austrian        | 5       | 19.0                             |
| Alitalia        | 6       | 24.1                             |
| British Airways | 7       | 31.2                             |
| EasyJet         |         | Refuse to Publish                |

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Major airline for fewest cancellations\*

| Airline         | Ranking           | % flights completed |
|-----------------|-------------------|---------------------|
| Ryanair         | 1                 | 99.9%               |
| Alitalia        | 2                 | 99.5%               |
| Lufthansa       | 3                 | 99.3%               |
| Austrian        | 4                 | 99.2%               |
| Air France      | 5                 | 99.1%               |
| SAS             | 6                 | 98.6%               |
| British Airways | 7                 | 96.9%               |
| Easyjet         | Refuse to Publish |                     |

\*Source: Ryanair monthly statistics compared to Association of European Airlines  
- August 04

Punctuality statistics verified by the CAA 3 months in arrears

Ryanair/Easyjet Punctuality Comparisons

|    | Week Ending | Ryanair | easyJet | Ryanair<br>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                   |
| 14 | 04-Apr      | 94%     | 87%     | 1                   |
| 15 | 11-Apr      | 93%     | 88%     | 1                   |
| 16 | 18-Apr      | 95%     | 85%     | 1                   |
| 17 | 25-Apr      | 96%     | 92%     | 1                   |
| 18 | 2-May       | 94%     | 85%     | 1                   |
| 19 | 9-May       | 93%     | 81%     | 1                   |
| 20 | 16-May      | 95%     | 84%     | 1                   |
| 21 | 23-May      | 94%     | 87%     | 1                   |
| 22 | 30 - May    | 94%     | 86%     | 1                   |
| 23 | 6 - June    | 80%     | 79%     | 1                   |
| 24 | 13 - June   | 91%     | 85%     | 1                   |
| 25 | 20 - June   | 96%     | 86%     | 1                   |
| 26 | 27 - June   | 93%     | 75%     | 1                   |
| 27 | 4 - July    | 93%     | 77%     | 1                   |
| 28 | 11- July    | 91%     | 74%     | 1                   |
| 29 | 18 - July   | 94%     | 79%     | 1                   |

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|    |              |     |     |   |
|----|--------------|-----|-----|---|
| 30 | 25 - July    | 89% | 78% | 1 |
| 31 | 1st - August | 92% | 78% | 1 |
| 32 | 8 - August   | 88% | 74% | 1 |
| 33 | 15 - August  | 86% | 75% | 1 |
| 34 | 22 - August  | 91% | 79% | 1 |
| 35 | 29 - August  | 91% | 82% | 1 |
| 36 | 5 - Sept     | 93% | 81% | 1 |
| 37 | 12 - Sept    | 92% | 78% | 1 |
| 38 | 19 - Sept    | 93% | 81% | 1 |
| 39 | 26 - Sept    | 94% | 81% | 1 |

\*Source:www.ryanair.com and Easyjet website

### 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: 8 October 2004

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

H Millar  
Company Secretary & Finance Director