

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
November 07, 2003

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 November, 2003

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 OCTOBER 2003

Ryanair, Europe's No.1 low fares airline, today (7th Nov 03) released its customer service statistics for October 2003. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-93.11%of all Ryanair's 14,894 flights during October arrived on time.

-Ryanair has set the standard as the No.1 on-time airline beating easyjet every week this year and as the No. 1 airline for the fewest cancellations.

-Complaints registered at less than 1(0.41) complaint per 1000 passengers.

-Mislaidd baggage registered at less than 1(0.62) mislaidd bag per 1000

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

passengers.

| PASSENGER STATISTICS - OCTOBER 2003 | 2002 | 2003 |
|-------------------------------------|--------|--------|
| On-time flights | 84.09% | 93.11% |
| Complaints per 1000 pax | 0.55 | 0.41 |
| Baggage complaints per 1000 pax | 0.90 | 0.62 |
| Complaints answered within 7 days | n/a | 100% |

Ends Friday 7th November 2003

| | | |
|--------------------------|--|--|
| For further information: | Paul Fitzsimmons Ryanair Tel: + 353 1 812 1228 | Pauline McAlester Murray Consultants Tel: + 353 1 4980 300 |
|--------------------------|--|--|

Ryanair Monthly Statistics Compared with Association of European Airlines

The following are based on the Association of European Airlines monthly performance statistics for our major competitors for the month September 2003 and figures published on airline websites.

Ryanair No. 1 on time airline in Europe

| Airline | Ranking | % |
|-----------------|---------|-------|
| Ryanair | 1 | 93.11 |
| SAS | 2 | 90.8 |
| Lufthansa | 3 | 85.4 |
| Air France | 4 | 85.1 |
| British Airways | 5 | 82.5 |
| Easyjet | 6 | 77.0 |
| Alitalia | 7 | 69.7 |

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

 % Flights
 arriving within
 15 minutes of
 scheduled time

Ryanair No. 1 airline for fewest lost bags

| Airline | Ranking | Baggage Lost Per 1000 Passengers |
|-----------------|---------|----------------------------------|
| ----- | ----- | ----- |
| Ryanair | 1 | 0.33 |
| ----- | ----- | ----- |
| SAS | 2 | 8.30 |
| ----- | ----- | ----- |
| Austrian | 3 | 14.20 |
| ----- | ----- | ----- |
| Air France | 4 | 15.50 |
| ----- | ----- | ----- |
| Lufthansa | 5 | 15.60 |
| ----- | ----- | ----- |
| British Airways | 6 | 16.60 |
| ----- | ----- | ----- |
| Alitalia | 7 | 23.30 |
| ----- | ----- | ----- |
| easyJet | | Refuse to Publish |
| ----- | | ----- |

Ryanair No. 1 airline for fewest cancellations

| Airline | Ranking | % flights completed |
|-----------------|---------|---------------------|
| ----- | ----- | ----- |
| Ryanair | 1 | 99.82 |
| ----- | ----- | ----- |
| Lufthansa | 2 | 99.50 |
| ----- | ----- | ----- |
| British Airways | 3 | 99.40 |
| ----- | ----- | ----- |
| Austrian | 4 | 99.30 |
| ----- | ----- | ----- |

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

| | | |
|------------|-------------------|-------|
| Alitalia | 5 | 99.20 |
| ----- | ----- | ----- |
| SAS | 6 | 98.30 |
| ----- | ----- | ----- |
| Air France | 7 | 98.80 |
| ----- | ----- | ----- |
| easyJet | Refuse to Publish | |
| ----- | ----- | |

Ryanair beats easyJet every week on punctuality

On Times

| Week Ending | Ryanair | easyJet | Ryanair Position |
|-------------|---------|---------|------------------|
| 06-Jan | 81% | 72% | 1 |
| 12-Jan | 84% | 76% | 1 |
| 19-Jan | 93% | 86% | 1 |
| 26-Jan | 97% | 88% | 1 |
| 02-Feb | 81% | 64% | 1 |
| 09 Feb | 90% | 63% | 1 |
| 16 Feb | 89% | 73% | 1 |
| 23-Feb | 86% | 72% | 1 |
| 02- Mar | 91% | 79% | 1 |
| 09-Mar | 88% | 81% | 1 |
| 16-Mar | 94% | 86% | 1 |
| 23-March | 86% | 82% | 1 |
| 30-March | 93% | 78% | 1 |
| 6-April | 92% | 68% | 1 |
| 13-April | 95% | 79% | 1 |
| 20-April | 93% | 78% | 1 |
| 27-April | 97% | 81% | 1 |
| 05 May | 91% | 75% | 1 |
| 11-May | 94% | 81% | 1 |

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

| | | | |
|---------|-----|-----|---|
| 18-May | 92% | 70% | 1 |
| 25-May | 91% | NA | 1 |
| 1-Jun | 90% | 63% | 1 |
| 8-Jun | 90% | 62% | 1 |
| 15-Jun | 95% | 77% | 1 |
| 22-Jun | 94% | 74% | 1 |
| 29-Jun | 92% | 72% | 1 |
| 06 Jul | 92% | 67% | 1 |
| 13 Jul | 96% | 78% | 1 |
| 20 Jul | 88% | 71% | 1 |
| 27 Jul | 94% | 71% | 1 |
| 03 Aug | 93% | ?? | 1 |
| 10 Aug | 89% | 75% | 1 |
| 17 Aug | 92% | 74% | 1 |
| 24 Aug | 95% | 78% | 1 |
| 31-Aug | 90% | 73% | 1 |
| 07-Sep | 93% | 69% | 1 |
| 14-Sep | 94% | 78% | 1 |
| 21-Sep | 96% | 80% | 1 |
| 28-Sep | 94% | 79% | 1 |
| 05-Oct | 94% | 79% | 1 |
| 12-Oct | 96% | 81% | 1 |
| 19- Oct | 95% | 77% | 1 |
| 26- Oct | 88% | 75% | 1 |

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 November 2003

By: ___/s/ Howard Millar___

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

H Millar
Company Secretary & Finance Director