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RYANAIR HOLDINGS PLC
Form 6-K
August 06, 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 August, 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 JULY 2003

Ryanair, Europe's No.1 low fares airline, today (6th August 03) released its customer service statistics for July 2003. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-92.67% of all Ryanair's 14,747 flights during July 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.

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-Complaints registered at less than 1(0.35) complaints per 1000 passengers.

-Mislaid baggage registered at less than 1(0.55) mislaid bag per 1000 passengers.

| Passenger Statistics - July 2003 ----- | 2002 ----- | 2003 ----- |
|--|---------------|---------------|
| On-time flights ----- | 64.95% | 92.67% |
| Complaints per 1000 pax ----- | 0.72 | 0.35 |
| Baggage complaints per 1000 pax ----- | 1.71 | 0.55 |
| Complaints answered within 7 days ----- | - | 100% |

Ends 6th August 2003

For further information:

Paul Fitzsimmons Pauline McAlester

Ryanair Murray Consultants

Tel: + 353 1 812 1228 Tel: + 353 1 4980300

Ryanair Monthly Statistics Compared with Association of European Airlines

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

Ryanair No. 1 on time airline in Europe

| Airline ----- | Ranking ----- | % ----- |
|------------------|------------------|------------|
| Ryanair | 1 | 92.5 |
| SAS | 2 | 92.2 |
| Lufthansa | 3 | 86.5 |
| British Airways | 4 | 79.3 |
| Air France | 5 | 72.4 |

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| | | |
|------------------------------|---------------------------------|---|
| ----- Easyjet ----- | ----- 6 ----- | ----- 71.7 ----- |
| ----- Alitalia ----- | ----- 7 ----- | ----- 67.3 ----- |
| ----- Aer Lingus ----- | ----- Not Published ----- | |
| | | ----- % 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 ----- | ----- 0.5 ----- |
| ----- SAS ----- | ----- 2 ----- | ----- 9.7 ----- |
| ----- Austrian ----- | ----- 3 ----- | ----- 12.8 ----- |
| ----- Lufthansa ----- | ----- 4 ----- | ----- 15.3 ----- |
| ----- Air France ----- | ----- 5 ----- | ----- 19.2 ----- |
| ----- British Airways ----- | ----- 6 ----- | ----- 20.6 ----- |
| ----- Alitalia ----- | ----- 7 ----- | ----- 21.7 ----- |
| ----- easyJet ----- | ----- Not Published ----- | |
| ----- Aer Lingus ----- | ----- Not Published ----- | |

Ryanair No. 1 airline for fewest cancellations (Jan- Jun 03)

| Airline | Ranking | % flights completed |
|---------------------------|---------------------|-------------------------|
| ----- Ryanair ----- | ----- 1 ----- | ----- 99.24 ----- |

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| | | |
|-----------------|---------------|-------|
| Lufthansa | 2 | 99.24 |
| ----- | ----- | ----- |
| SAS | 3 | 98.65 |
| ----- | ----- | ----- |
| British Airways | 4 | 98.57 |
| ----- | ----- | ----- |
| Austrian | 5 | 98.55 |
| ----- | ----- | ----- |
| Alitalia | 6 | 98.15 |
| ----- | ----- | ----- |
| Air France | 7 | 97.77 |
| ----- | ----- | ----- |
| easyJet | Not Published | |
| ----- | ----- | |
| Aer Lingus | Not Published | |
| ----- | ----- | |

Ryanair beats easyJet every week on punctuality

| Week Ending | On Times | | Ryanair Position |
|-------------|----------|---------|---------------------|
| | Ryanair | easyJet | |
| 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-Mar | 86% | 82% | 1 |
| 30-Mar | 93% | 78% | 1 |

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| | | | |
|---------|-----|-----|---|
| 6-April | 92% | 68% | 1 |
| 13-Apr | 95% | 79% | 1 |
| 20-Apr | 93% | 78% | 1 |
| 27-Apr | 97% | 81% | 1 |
| 05 May | 91% | 75% | 1 |
| 11-May | 94% | 81% | 1 |
| 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 |
| 6-Jul | 92% | 67% | 1 |
| 13-Jul | 96% | 78% | 1 |
| 20-Jul | 88% | 71% | 1 |
| 27-Jul | 94% | 71% | 1 |

Ryanair No. 1 in US Punctuality Comparison (May 03)

| | | |
|--------------------------------|---------------------|------------------------|
| ----- Ryanair ----- | ----- 1 ----- | ----- 91.0 ----- |
| ----- Southwest ----- | ----- 2 ----- | ----- 90.1 ----- |
| ----- JetBlue ----- | ----- 3 ----- | ----- 90.1 ----- |
| ----- Alaska ----- | ----- 4 ----- | ----- 87.4 ----- |
| ----- Continental ----- | ----- 5 ----- | ----- 86.7 ----- |
| ----- America West ----- | ----- 6 ----- | ----- 85.9 ----- |
| ----- Northwest ----- | ----- 7 ----- | ----- 85.8 ----- |

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| | | |
|-------------------------|-------------|---------------|
| United ----- | 8 ----- | 85.4 ----- |
| American ----- | 9 ----- | 84.7 ----- |
| American Eagle ----- | 10 ----- | 84.4 ----- |
| Delta ----- | 11 ----- | 83.8 ----- |
| US Airways ----- | 12 ----- | 80.7 ----- |

Source: US DOT
Consumer Report
for May 2003

END

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: 6 August, 2003

By:___/s/ Howard Millar___

H Millar
Company Secretary & Finance Director