

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
February 11, 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 February 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 JANUARY 2004

Ryanair, Europe's No.1 low fares airline, today (11th Feb 04) released its customer service statistics for January 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No.1 for Customer Service.

-92% of all Ryanair's 14 283 flights during the month of January arrived on time.

-Ryanair has set the standard as the No.1 on-time low fares airline, beating Easyjet every week in 2004 and is the No.1 low fares airline for the fewest cancellations.



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SAS	2	10.9
Alitalia	3	17.4
Air France	4	18.0
Lufthansa	5	18.5
Austrian	6	21.9
British Airways	7	23.0
easyJet		Refuse to Publish

Source: Ryanair monthly stats compared to Association of European Airlines: Dec 2003  
 Ryanair weekly published performance statistics-[www.Ryanair.com](http://www.Ryanair.com)

Ryanair No. 1 major airline for fewest cancellations

Airline	Ranking	% flights completed
Ryanair	1	99.5
SAS	2	99.1
Lufthansa	3	99.0
British Airways	4	98.4
Air France	5	97.8
Alitalia	6	97.4
Austrian	7	96.4
easyJet		Refuse to Publish

Source: Ryanair monthly stats compared to Association of European Airlines: Dec 2003  
 Ryanair weekly published performance statistics-[www.Ryanair.com](http://www.Ryanair.com)

Ryanair / EasyJet Punctuality Comparisons

Week Ending	On Times		Ryanair Position
	Ryanair	Easyjet*	
04-Jan	90%	73%	1
12-Jan	91%	80%	1
19-Jan	95%	84%	1
26-Jan	95%	89%	1

\*Source: [www.ryanair.com](http://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: 11 February 2004

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

H Millar  
Company Secretary & Finance Director