

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
July 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 JULY, 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 JUNE 2003

Ryanair, Europe's No.1 low fares airline, today (4th July 03) released its customer service statistics for June 2003. 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 14,363 flights during June 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 complaint per 1000 passengers.

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

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

|                                   |      |        |
|-----------------------------------|------|--------|
| On-time flights                   | 71%  | 92.47% |
| Complaints per 1000 pax           | 1.02 | 0.49   |
| Baggage complaints per 1000 pax   | 1.51 | 0.72   |
| Complaints answered within 7 days | N/A  | 99.9%  |

Ends 4th July 2003

|                          |                                                      |                                                                 |
|--------------------------|------------------------------------------------------|-----------------------------------------------------------------|
| For further information: | Paul Fitzsimmons<br>Ryanair<br>Tel: + 353 1 812 1228 | Pauline McAlester<br>Murray Consultants<br>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 Jan-May 2003 and figures published on airline websites.

Ryanair No. 1 on time airline in Europe

|                 |               |    |
|-----------------|---------------|----|
| Ryanair         | 1             | 91 |
| SAS             | 2             | 88 |
| Lufthansa       | 3             | 84 |
| British Airways | 4             | 79 |
| Air France      | 5             | 78 |
| Easyjet         | 6             | 76 |
| Alitalia        | 7             | 65 |
| Aer Lingus      | Not Published |    |

% Flights  
arriving within  
15 minutes of  
scheduled time

Ryanair No. 1 airline for fewest lost bags

|           |   |       |
|-----------|---|-------|
| Ryanair   | 1 | 0.74  |
| SAS       | 2 | 11.16 |
| Lufthansa | 3 | 13.64 |
| Austrian  | 4 | 15.18 |

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

|                 |   |               |
|-----------------|---|---------------|
| British Airways | 5 | 16.16         |
| Alitalia        | 6 | 18.60         |
| Air France      | 7 | 20.56         |
| easyJet         |   | Not Published |
| Aer Lingus      |   | Not Published |

Ryanair No. 1 airline for fewest cancellations

|                 |   |               |
|-----------------|---|---------------|
| Ryanair         | 1 | 99.29%        |
| Lufthansa       | 2 | 99.23%        |
| Austrian        | 3 | 98.48%        |
| Alitalia        | 4 | 98.48%        |
| SAS             | 5 | 98.46%        |
| British Airways | 6 | 98.46%        |
| Air France      | 7 | 97.88%        |
| easyJet         |   | Not Published |
| Aer Lingus      |   | Not Published |

Ryanair beats easyJet every week on punctuality

|     | Week Ending | On Times |         | Ryanair<br>Position |
|-----|-------------|----------|---------|---------------------|
|     |             | Ryanair  | easyJet |                     |
| 1.  | 06-Jan      | 81%      | 72%     | 1                   |
| 2.  | 12-Jan      | 84%      | 76%     | 1                   |
| 3.  | 19-Jan      | 93%      | 86%     | 1                   |
| 4.  | 26-Jan      | 97%      | 88%     | 1                   |
| 5.  | 02-Feb      | 81%      | 64%     | 1                   |
| 6.  | 09 Feb      | 90%      | 63%     | 1                   |
| 7.  | 16 Feb      | 89%      | 73%     | 1                   |
| 8.  | 23-Feb      | 86%      | 72%     | 1                   |
| 9.  | 02- Mar     | 91%      | 79%     | 1                   |
| 10. | 09-Mar      | 88%      | 81%     | 1                   |
| 11. | 16-Mar      | 94%      | 86%     | 1                   |
| 12. | 23-Mar      | 86%      | 82%     | 1                   |
| 13. | 30-Mar      | 93%      | 78%     | 1                   |
| 14. | 6-April     | 92%      | 68%     | 1                   |
| 15. | 13-Apr      | 95%      | 79%     | 1                   |
| 16. | 20-Apr      | 93%      | 78%     | 1                   |
| 17. | 27-Apr      | 97%      | 81%     | 1                   |
| 18. | 05 May      | 91%      | 75%     | 1                   |
| 19. | 11-May      | 94%      | 81%     | 1                   |
| 20. | 18-May      | 92%      | 70%     | 1                   |
| 21. | 25-May      | 91%      | NA      | 1                   |

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

|     |        |     |     |   |
|-----|--------|-----|-----|---|
| 22. | 1-Jun  | 90% | 63% | 1 |
| 23. | 8-Jun  | 90% | 62% | 1 |
| 24. | 15-Jun | 95% | 77% | 1 |
| 25. | 22-Jun | 94% | 74% | 1 |
| 26. | 29-Jun | 92% | 72% | 1 |

Ryanair No. 1 in US Punctuality Comparison

|                |    |      |
|----------------|----|------|
| 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 |
| 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

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: 4 July 2003

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

H Millar  
Company Secretary & Finance Director