

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
March 20, 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 March, 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 ANNOUNCES  
Ryanair's Customer Service Statistics for February 2003

Ryanair, Europe's No. 1 low fares airline, today unveiled its customer service performance for February 2003. Ryanair, as part of its Customer Charter, is committed to publishing its customer service statistics each month, unlike the high-fare airlines that have shied away from revealing their performance figures.

88% of all Ryanair's 9,895 flights during February arrived on time. No other high-fares airline is delivering this type of performance, month after month. If

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

they were, they would accept the Ryanair challenge and publish their performance statistics every month (and not just on the rare occasion they approach Ryanair standards of service delivery).

Ryanair has consistently proved that if you pay attention to efficient turnaround times, and being clear about check-in and departure times, then punctuality becomes the standard. And it's Ryanair that's setting the standard as the No 1 on-time airline in 24 of the last 27 weeks.

Complaints per 1,000 passengers against February 2002 have improved by 25% and baggage claims have improved by 30%. Both baggage and complaint figures are the best for 5 years.

### Passenger Statistics - February

2002

On-time Flights	78%
Complaints (per 1,000 passengers carried)	.84
Baggage complaints (per 1,000 passengers carried)	.90
Complaints answered within 7 days	N/A

As part of the Ryanair Passenger Charter we respond to our customers complaint, baggage and refund letters in 7 working days compared to Easyjet, who will endeavour to get a written response back to customers in 20 working days.

For full details of Ryanair's industry leading service commitments, take a look at our Customer Service Charter on <http://www.ryanair.com/charter/commitment.html>

ENDS 20TH MARCH 2002

For Further Information:

Paul Fitzsimmons, Ryanair, Tel: +353 1 8121212

Pauline McAlester, Murray Consultants, Tel: +353 1 8121212

### Ryanair Flight Comparisons - US and Europe

In the United States all airlines have to provide statistics relating to flight punctuality, flight cancellations, customer complaints and baggage claims.

In Europe this is not required yet Ryanair, as part of its customer charter, publishes monthly customer service statistics relating to punctuality, complaints and baggage claims.

We already compare our punctuality against Easyjet, beating them 24 out of 27 weeks.

However, there is no similar statistic for flight cancellations. But if Ryanair compares itself to the US carriers we would be ranked 1st as being the carrier with the fewest cancellations. Once again showing why we are the No 1. low fares airline in Europe.

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

Airline	Position	% flights cancelled
RYANAIR	1	0.1
UNITED	2	0.8
CONTINENTAL	3	0.9
AMERICA WEST	4	1.0
SOUTHWEST	5	1.4
AMERICAN	6	1.5
NORTHWEST	7	1.5
DELTA	8	2.2
ALASKA	9	2.2
US AIRWAYS	10	2.2
AMERICAN EAGLE	11	4.2

December 2002: US Department of Transport on overall % of flights cancelled by carrier....(Ryanair has the fewest cancellations)

Ryanair / EasyJet Punctuality Comparisons							
	Week Ending	Ryanair				easyJet	Ryanair Position
		On	W. 60	On	W. 60		
		Time		time			
1.	08-Sep	79%	97%	70%	92%	1	
2	15-Sep	77%	97%	75%	93%	1	
3	22-Sep	84%	98%	83%	97%	1	
4	29-Sep	85%	98%	78%	93%	1	
5	06-Oct	89%	99%	Not Published		1	
6	13-Oct	87%	99%	84%	94%	1	
7	20-Oct	84%	99%	80%	96%	1	
8	27-Oct	78%	95%	68%	90%	1	
9	03-Nov	86%	98%	81%	95%	1	
10	10-Nov	89%	99%	82%	95%	1	
11	17-Nov	87%	98%	79%	93%	1	
12	24-Nov	85%	97%	86%	97%	2	
13	01-Dec	84%	96%	80%	93%	1	
14	08-Dec	87%	98%	83%	97%	1	
15	15-Dec	75%	95%	78%	96%	2	
16	22-Dec	65%	90%	83%	94%	2	
17	29-Dec	83%	97%	75%	94%	1	
18	06-Jan	81%	97%	72%	92%	1	
19	12-Jan	84%	98%	76%	92%	1	
20	19-Jan	93%	99%	86%	97%	1	
21	26-Jan	97%	99%	88%	98%	1	
22	02-Feb	81%	94%	64%	84%	1	
23	09 Feb	90%	98%	63%	85%	1	
24	16 Feb	89%	99%	73%	92%	1	
25	23-Feb	86%	96%	72%	90%	1	
26	02- Mar	91%	99%	79%	96%	1	
27	09-Mar	88%	97%	81%	96%	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.

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC

Date: 20 March 2003

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

H Millar  
Company Secretary & Finance Director