

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
December 13, 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 December 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 NOVEMBER 2004.

Ryanair, Europe's No.1 low fares airline, today (Monday, 13th December 2004) released its customer service statistics for November 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-93% of all Ryanair's 15,167 flights during November arrived on time.

-Ryanair is the No.1 on-time airline beating Easyjet every week in 2003 and 48 weeks into 2004.

-Complaints registered at less than 1(0.44) complaint per 1000 passengers.

-Mislaidd baggage registered at less than 1(0.53) mislaidd bag per 1000

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

passengers.

CUSTOMER SERVICE STATISTICS NOVEMBER	2003	2004
On-time flights*	92%	93%
Complaints per 1 000 pax	0.44	0.44
Baggage complaints per 1 000 pax	0.54	0.53
Complaints answered with 7 days	100%	99%

\*Verified by the CAA 3 months in arrears

Ends: Monday, 13th December 2004

For further information:

Paul Fitzsimmons - Ryanair	Pauline McAlester - Murray Consultants
Tel: 00 353 1 812 1228	Tel: 00 353 1 4980 300

Ryanair monthly statistics compared with the Association of European Airlines follows:

Ryanair Monthly Statistics - Compared with Association of European Airlines  
The recently published on time statistics by the Association of European Airlines for the month October 04 again prove that Ryanair is the No.1 on-time major airline in Europe again.

Ryanair No. 1 on time major airline in Europe

Airline	Ranking	%
Ryanair	1	92.4
Air France	2	86.5
SAS	3	86.0
Easyjet	4	83.5
Lufthansa	5	82.3
Alitalia	6	80.6
Austrian	7	76.7
British Airways	8	72.0

% Flights arriving within 15 minutes of scheduled time

Major airlines for fewest lost bags\*

Airline	Ranking	Baggage Lost Per 1000 Passengers
Ryanair	1	0.53
SAS	2	9.9
Air France	3	10.6
Alitalia	4	13.7
British Airways	5	14.7
Austrian	6	14.8
Lufthansa	7	15.4
EasyJet	Refuse to Publish	

Major airline for fewest cancellations\*

Airline	Ranking	% flights completed
Ryanair	1	99.7
Lufthansa	2	99.1
Austrian	3	99.0
Air France	4	98.7
Alitalia	5	98.6
British Airways	6	98.6
SAS	7	98.4
Easyjet	Refuse to Publish	

\*Source: Ryanair monthly statistics compared to Association of European Airlines

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

- October 04

Punctuality statistics verified by the CAA 3 months in arrears

### Ryanair/Easyjet Punctuality Comparisons

	Week Ending	Ryanair	easyJet	Ryanair Position
1	04-Jan	90%	73%	1
2	12-Jan	91%	80%	1
3	19-Jan	95%	84%	1
4	26-Jan	95%	89%	1
5	01-Feb	85%	64%	1
6	08-Feb	93%	81%	1
7	15-Feb	95%	84%	1
8	22-Feb	91%	84%	1
9	29-Feb	89%	69%	1
10	07-Mar	93%	80%	1
11	14-Mar	93%	80%	1
12	21-Mar	92%	82%	1
13	28-Mar	95%	88%	1
14	04-Apr	94%	87%	1
15	11-Apr	93%	88%	1
16	18-Apr	95%	85%	1
17	25-Apr	96%	92%	1
18	2-May	94%	85%	1
19	9-May	93%	81%	1
20	16-May	95%	84%	1
21	23-May	94%	87%	1
22	30 - May	94%	86%	1
23	6 - June	80%	79%	1
24	13 - June	91%	85%	1
25	20 - June	96%	86%	1
26	27 - June	93%	75%	1
27	4 - July	93%	77%	1
28	11- July	91%	74%	1
29	18 - July	94%	79%	1
30	25 - July	89%	78%	1
31	1st - August	92%	78%	1
32	8 - August	88%	74%	1
33	15 - August	86%	75%	1
34	22 - August	91%	79%	1
35	29 - August	91%	82%	1
36	5 - Sept	93%	81%	1
37	12 - Sept	92%	78%	1
38	19 - Sept	93%	81%	1
39	26 - Sept	94%	81%	1
40	3 - Oct	94%	84%	1
41	10 - Oct	91%	84%	1
42	17 - Oct	94%	84%	1
43	24 - Oct	96%	82%	1
44	30 - Oct	90%	83%	1
45	7 - Nov	96%	85%	1
46	14 - Nov	94%	87%	1
47	21 - Nov	90%	82%	1
48	28 - Nov	92%	86%	1

Source: [www.ryanair.com](http://www.ryanair.com) and Easyjet website

SIGNATURES

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

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: 13 December 2004

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

H Millar  
Company Secretary & Finance Director