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RYANAIR HOLDINGS PLC  
Form 6-K  
May 07, 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 May, 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 APRIL 2004

Ryanair, Europe's No.1 low fares airline, today (Friday, 7th May 2004) released its customer service statistics for April 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

-94.3% of all Ryanair's 15,254 flights during the month of April arrived on time.

-Ryanair has set the standard as the No.1 on-time airline beating easyjet every week in 2003 and continues into 2004 as the No. 1 airline for the fewest cancellations.

-Complaints registered at less than 1(0.68) complaint per 1000 passengers.

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-Mislaid baggage registered at less than 1(0.83) mislaid bag per 1000 passengers.

PASSENGER STATISTICS - APRIL 2004	2003	2004
On-time flights	95%	94.3%
Complaints per 1000 pax	0.99	0.68
Baggage complaints per 1000 pax	0.61	0.83
Complaints answered within 7 days	100%	100%

Ends. Friday, 7th May 2004

For further information:	Paul Fitzsimmons	Pauline McAlester
	Ryanair	Murray Consultants
	Tel: + 353 1 812 1228	Tel: + 353 1 4980 300

Ryanair Monthly Statistics Compared with Major airlines in the Association of European Airlines

The following are based on the Association of European Airlines monthly performance statistics for our major competitors for the month of March 2004 and also figures published on other airline websites.

Ryanair No. 1 on time major airline in Europe

Airline	Ranking	%
Ryanair	1	93.0
SAS	2	90.6
Air France	3	84.7
Lufthansa	4	83.6
Easyjet	5	82.5
British Airways	5	80.5
Alitalia	7	75.5

% Flights arriving within 15 minutes of scheduled time

Source: Ryanair monthly stats compared to Association of European Airlines:  
March 04  
Verified by the CAA in arrears

Ryanair No. 1 airline for fewest lost bags

Airline	Ranking	Baggage Lost Per 1000 Passengers
Ryanair	1	0.64
SAS	2	10.0
Alitalia	3	11.6
Air France	4	12.8
British Airways	5	16.7
Lufthansa	6	16.9
Austrian	7	17.4
EasyJet	Refuse to Publish	

Source: Ryanair monthly stats compared to Association of European Airlines:  
March 2004.

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Ryanair No. 1 airline for fewest cancellations

Airline	Ranking	% flights completed
Ryanair	1	99.7
British Airways	2	99.0
Lufthansa	3	98.8
SAS	4	98.8
Austrian	5	98.0
Alitalia	6	97.7
Air France	7	97.6
EasyJet	Refuse to Publish	

Source: Ryanair monthly stats compared to Association of European Airlines: March 2004.

Ryanair / EasyJet Punctuality Comparisons 2004.

	Week Ending	On Times		Ryanair Position
		Ryanair	easyJet	
1.	4-Jan	90%	73%	1
2.	11-Jan	91%	80%	1
3.	18- Jan	95%	84%	1
4.	25- Jan	95%	89%	1
5.	1- Feb	85%	64%	1
6.	8- Feb	93%	81%	1
7.	15- Feb	95%	84%	1
8.	22-Feb	91%	76%	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.	4- April	94%	87%	1
15.	11- April	93%	88%	1
16.	18-April	95%	85%	1
17.	25- April	96%	92%	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.

RYANAIR HOLDINGS PLC

Date: 07 May 2004

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

H Millar  
Company Secretary & Finance Director