

UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF NORTH CAROLINA  
CHARLOTTE DIVISION  
CIVIL ACTION NO. 3:11-CV-00371-RJC-DCK

US AIRWAYS, INC.,

Plaintiff,

v.

US AIRLINE PILOTS ASSOCIATION and  
MICHAEL J. CLEARY,

Defendants.

**SUPPLEMENTAL DECLARATION OF  
KERRY F. HESTER IN SUPPORT OF  
PLAINTIFF'S MOTION FOR  
PRELIMINARY INJUNCTION**

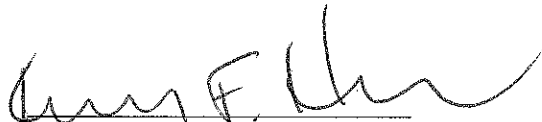
I, KERRY F. HESTER, declare and state as follows:

1. I am employed by US Airways, Inc. ("US Airways" or "the Company"), as Senior Vice President, Operations Planning and Support. In this position, I have responsibility for crew resources planning, operations engineering and analysis, customer relations, central baggage recovery, customer strategy (including airport technology and ancillary revenue programs), process design and performance measurements for the Company, and the Company's reservation call centers and airport clubs. I have personal knowledge of the facts set forth below and if called as a witness in this matter, I could and would competently testify thereto.

2. The Department of Transportation's ("DOT's") rankings for June 2011 were recently released. In those rankings, US Airways ranked last compared to other major network carriers with respect to both on-time arrivals and customer complaints. This is the first month that US Airways has ranked last relative to its primary competitors in on-time arrivals since January of 2010. This is the first time US Airways has ranked last relative to its primary competitors in terms of customer complaints since February of 2009.

3. Internal customer complaints for May and June 2011 have surged, with monthly year over year unique customer complaints up 26% and 31%, respectively. Specifically, complaints about delayed and cancelled flights were up 90% and 99%, and complaints about delayed baggage were up 29% and 24%, respectively.

Executed this 17th day of August, 2011, at Charlotte, North Carolina.



Kerry F. Hester

**CERTIFICATE OF SERVICE**

I hereby certify that the foregoing document has been duly served on Defendants US Airlines Pilots Association and Michael J. Cleary electronically via e-mail to the following counsel of record, and by utilizing the Case Management/Electronic Case Filing System, which will send notice electronically to the following counsel of record:

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This the 17<sup>th</sup> day of August, 2011.

/s/ Robert R. Marcus \_\_\_\_\_

Robert R. Marcus

*Attorney for Plaintiff*