

Incident 1

Carrier: Alaska Airlines
Flight: 866 (Kailua, HI to Seattle, WA)
Date of incident: January 4, 2012
Time of incident: Approximately 8:00 P.M. PT

Description of animal (including name): A 4 year-old male Pit bull, French Mastiff mix dog.

Narrative description of incident: A dog arrived at the baggage claim area with traces of blood around his mouth, nose and around the inside of its kennel. The dog appeared to be missing his two front teeth; however no other injuries were visible and the kennel appeared to be intact. The Seattle baggage supervisor and lead offered to take the dog to the 24-hour animal clinic in Burien, the passenger decided to take the dog to his personal veterinarian. The dog will require surgery to have the remnants of his two teeth removed at a later date.

Narrative description of the cause of the incident: A dog arrived with its two front teeth missing and traces of blood on its mouth, nose and around inside of its kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:

No action required.
No photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 2

Carrier: Alaska Airlines
Flight: 642 (Seattle, WA to Phoenix, AZ)
Date of incident: January 9, 2012
Time of incident: Approximately 11:10 P.M. MT

Description of animal (including name): A Husky-mix dog, unknown age, sex, or name.

Narrative description of incident: In Seattle, our passenger was advised that her dog had been chewing on its kennel door during flight 76 (Juneau, AK to Seattle, WA), Seattle Agents ensured the kennel door was secure with ties for her connecting flight into Phoenix, on Flight 642, the dog was found with blood on its mouth and paws from its continuous chewing on the kennel.

Narrative description of the cause of the incident: A dog arrived Phoenix with its mouth and paws bleeding from chewing at kennel door. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.

Narrative description of any corrective action taken in response to the incident:

No action required.
No photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 3

Carrier: Alaska Airlines
Flight: 368 (Seattle, WA to Sacramento, CA)
Date of incident: January 29, 2012
Time of incident: Approximately 10:10 A.M. PT

Description of animal (including name): A snub nosed Boston terrier dog, unknown age, or sex.

Narrative description of incident: A dog in its kennel was being transferred by our Cargo agent, when the kennel separated and the dog escaped. The dog ran across the airport access roads, under the airport perimeter fence and out onto the roadway. The dog was then struck by a car and a Good Samaritan stopped and took the dog to VCA Five Corners Animal Hospital in Burien, WA. The veterinarian confirmed that the dog had a broken jaw. The dog required surgery and was released on February 2, 2012.

Narrative description of the cause of the incident: A dog in its kennel was being carried when the kennel separated.

Narrative description of any corrective action taken in response to the incident:

No action required.

No photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253

Troy.Rimmelspacher@alaskaair.com

Incident 4

Carrier: Alaska Airlines
Flight: 851 (Seattle, WA to Honolulu, HI)
Date of incident: January 29, 2012
Time of incident: Approximately 2:15 P.M. HT

Description of animal (including name): a Bulldog, unknown age, or sex.

Narrative description of incident: A bulldog in its kennel was being transported to the Pet Quarantine facility by our agent, when the kennel separated and the dog escaped. The dog ran onto the ramp area and was found a short time later with injuries to its legs. The owners were notified and the dog was taken to the Animal Clinic in Waipahu, was treated and released.

Narrative description of the cause of the incident: A dog in its kennel was being carried when the kennel separated.

Narrative description of any corrective action taken in response to the incident:

No action required.

No photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253

Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 483 (San Diego, CA to Seattle, WA)
Date of incident: February 3, 2012
Time of incident: Approximately 3:15 P.M. PT

Description of animal (including name): A dog, unknown age, breed, sex, or name

Narrative description of incident: A dog inside its kennel arrived Seattle with traces of blood around its mouth. It appears that the dog cut its gums sometime during the flight. No signs of chew marks on kennel, or exterior damage to the kennel, to explain how the dog sustained injury to its mouth.

Narrative description of the cause of the incident: A dog inside its kennel arrived Seattle slightly bleeding from its gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 2

Carrier: Alaska Airlines
Flight: 203 (Puerto Vallarta, MX to Seattle, WA)
Date of incident: February 14, 2012
Time of incident: Approximately 7:50 P.M. PT

Description of animal (including name): A 7-month-old yellow lab, male dog.

Narrative description of incident: Upon arrival at Seattle, the pet owner noticed that her yellow lab, was limping. No damage to the kennel was present; however the Seattle Baggage Supervisor suggested that she take the dog to visit a veterinarian to ensure that no injury was present and that Alaska Airlines would reimburse her for those costs. After an X-ray, MRI and exam, the dog will go to physical therapy for 2 to 3 weeks, for left hind limb monoparesis.

Narrative description of the cause of the incident: A dog arriving in Seattle was limping. No damage to the exterior of kennel was present. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 850 (Maui, HI to Oakland, CA)
Date of incident: March 14, 2012
Time of incident: Approximately 1:00 P.M. HT

Description of animal (including name): A male Pit-bull dog, unknown age.

Narrative description of incident: Prior to the flights departure, a Ramp agent noticed that the dog had chewed through the side of his kennel, his head was outside of the kennel and he was bleeding from the mouth. Local staff paged the customer and she deplaned to meet her dog in the baggage claim. They were re-booked to fly two days later. (See Incident 2)

Narrative description of the cause of the incident: A dog inside its kennel chewed through the side of its kennel and was bleeding from his gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:

No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 2 (same pet from Incident 1)

Carrier: Alaska Airlines
Flight: 850 (Maui, HI to Oakland, CA)
Date of incident: March 16, 2012
Time of incident: Approximately 1:00 P.M. HT

Description of animal (including name): A male Pit-bull dog, unknown age.

Narrative description of incident: A customer and her Pit-bull, attempted to once again travel, in a new kennel with metal air vents. Prior to being loaded on to the aircraft, the dog chewed out of the back of the kennel, and was bleeding from his gums. The customer and her dog were re-united in baggage claim and did not fly.

Narrative description of the cause of the incident A dog inside its kennel chewed through the back of its kennel and was bleeding from its gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:

No action required and no photographs available

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Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 894 (Kona, HI to San Jose, CA)
Date of incident: May 8, 2012
Time of incident: Approximately 9:10 P.M.

Description of animal (including name): a two year old male, pit-bull

Narrative description of incident: Upon the flight arrival in San Jose, CA ramp agents found the two year old male, pit-bull, deceased in his kennel. Airline personnel immediately notified the pet owner and brought him down to the ramp area. The Alaska Airlines Supervisor asked the pet owner if he wanted to take his dog to the veterinary hospital and he refused her offer and walked away. The pet owner was then escorted to the non-sterile area; the Alaska Supervisor then took the pit-bull to the emergency clinic and was in contact with the pet owner and the clinic during the next several days.

Narrative description of the cause of the incident: a two year old male, pit-bull, was inside a kennel passed away sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 2

Carrier: Alaska Airlines
Flight: 114 & 522 (Anchorage, AK to Seattle, WA to Burbank, CA)
Date of incident: May 12, 2012
Time of incident: Between 2:00 A.M. Alaska Time and 10:30 A.M. Pacific Time

Description of animal (including name): A three-year-old, Female, Devon Rex Cat

Narrative description of incident: On May 17, 2012 we received a call from a pet owner who reported that his wife traveled from Anchorage, AK with a connection in Seattle, WA and they continued on to Burbank, CA with her cat, inside a kennel, five days ago and that their cat had injuries to its mouth and lower teeth. No injuries were reported the day of travel, as there were no signs of damage to the kennel.

Narrative description of the cause of the incident: On May 17, 2012 a pet owner reported that their cat sustained injuries to its mouth and lower teeth sometime during the day of May 12, 2012. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 151 (Anchorage, AK; to Kotzebue, AK; to Nome, AK)
Date of incident: July 1, 2012
Time of incident: Approximately P.M.

Description of animal (including name): a pit-bull, unknown age, sex or name

Narrative description of incident: Upon the flight arrival in Kotzebue, AK and Nome, AK the ramp personnel noticed that a pit-bull, had chewed out of its kennel during each flight segment and had minor cuts to its mouth. Airline personnel immediately notified the pet owner in Kotzebue, with a verbal acknowledgement and then again in Nome, when they brought the passenger planeside to assist with the situation.

Narrative description of the cause of the incident: a pit-bull chewed out of its kennel sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 123 (Seattle, WA to Fairbanks, AK)
Date of incident: August 10, 2012
Time of incident: Approximately 4:00 P.M., PT

Description of animal (including name): A male, Black lab, unknown age

Narrative description of incident: A Black lab escaped from his kennel and then ran onto the Seattle ramp. Port of Seattle employees caught him and noticed all four of his paws were bloody. Alaska Airlines Cargo employees immediately took him to a local veterinarian where he was treated.

Narrative description of the cause of the incident: A Black lab was able to force his way out of his kennel and ran onto the Seattle ramp. The dog was caught and taken to a local veterinarian to be treated for bloody paws. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 138 (Anchorage, AK to Chicago-O'Hare, IL)
Date of incident: Tuesday, October 16, 2012
Time of incident: Approximately 10:50 A.M. ET

Description of animal (including name): A female eight-year-old American bull dog/pit-bull mix.

Narrative description of incident: Upon the arrival of the baggage cart planeside, the Anchorage ramp agent found, an eight year old dog, out of her kennel and loose inside the baggage cart. Airline personnel immediately tried to block each side of the baggage cart while a third agent went to notify the pet's owner, and to ask her to help get the dog back into her kennel. During this time the dog escaped from the baggage cart and ran for over an hour prior to being caught. The dog and her owner were both rebooked for same flight the next day. It appeared that the dog scraped her nose during her kennel escape and agents found some blood inside the kennel.

Narrative description of the cause of the incident: An eight year old dog escaped from her kennel. She was later found with a scrape to her nose. The customer told the ramp staff that the last person to secure the kennel was the TSA agent. The customer also said she told the TSA agent that she knew that her dog could open the kennel door, but she didn't have anything to secure the kennel door with. There is no evidence to suggest that the airline's handling contributed to the animal's escape.

Narrative description of any corrective action taken in response to the incident:
No action required and no photographs available

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 1

Carrier: Alaska Airlines
Flight: 20 (Seattle, WA to Chicago, IL)
Date of incident: Saturday, December 29, 2012
Time of incident: Approximately 2:34 P.M. ET

Description of animal (including name): A dog, unknown: age, breed, or sex.

Narrative description of incident: A dog in its kennel was being delivered to the baggage claim area, the ramp agent released his hold of the kennel, and the kennel went down a slide and tipped over. Upon inspection of dog after the incident, the customer found that the dog sustained a cut to its head, which was bleeding. The customer stated that her dog was fine during her follow-up call on January 4, 2013.

Narrative description of the cause of the incident: A dog inside its kennel slid down a baggage slide and tipped over. The dog sustained a cut to its head.

Narrative description of any corrective action taken in response to the incident:

The Chicago Alaska Airlines Customer Service Manager was advised to review our pet handling policy with her team, to ensure this would not occur again. No photographs available.

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 2

Carrier: Alaska Airlines
Flight: 27 (Ft. Lauderdale, FL to Seattle, WA)
Date of incident: Friday, December 28, 2012
Time of incident: Approximately 11:25 A.M. PT

Description of animal (including name): A dog, unknown: age, breed, or sex.

Narrative description of incident: Upon arrival in Seattle, WA, ramp workers noticed that a dog in its kennel arrived with its upper and lower teeth stuck on the metal mesh of the kennel door. Some blood was present around the dog's mouth. An Alaska Airlines maintenance technician was able to cut a few of the wires of the kennel door, to free the dog's mouth. The customer stated that they have had other situations with their dog, as it suffers from extreme separation anxiety and that they would be taking their dog to their veterinarian, to have its mouth examined.

Narrative description of the cause of the incident: A dog arrived in Seattle, WA with its mouth stuck on the metal wires of the kennel door. After cutting a few of the wires of the kennel door, the dog's mouth was then freed. There is no evidence to suggest that the airline's handling contributed to the animal's injury.

Narrative description of any corrective action taken in response to the incident:

No action required and no photographs available.

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com

Incident 3

Carrier: Alaska Airlines
Flight: 19 (Orlando, FL to Seattle, WA)
Date of incident: Friday, December 28, 2012

Time of incident: Approximately 9:55 P.M. PT

Description of animal (including name): A male, English bull-dog, unknown: age.

Narrative description of incident: An English bull-dog was delivered to baggage claim appearing to be unconscious and having difficulty breathing. Blood was later noticed in the dog's water dish, however no physical lacerations were noted, nor any structural damage to the kennel. The owner and dog were taken to the nearest evening veterinarian service, ACCES animal hospital. The customer stated that she had given her dog a Xanax prior to departure in Orlando. The animal hospital stated that the dog later passed.

Narrative description of the cause of the incident: Upon arrival to Seattle, an English bull-dog in its kennel was unresponsive. The pet and owner were taken to ACCES animal hospital, where the dog later passed away. There is no evidence to suggest that the airline's handling contributed to the animal's death.

Narrative description of any corrective action taken in response to the incident:

No action required and no photographs available.

Troy Rimmelspacher, Alaska Airlines, Manager, Baggage Services, (877) 815-8253
Troy.Rimmelspacher@alaskaair.com