

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.

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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.

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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.

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