

Incident 1

Carrier: Alaska Airlines  
Flight: 19 (Orlando, FL to Seattle, WA)  
Date of incident: Sunday, January 13, 2013  
Time of incident: Approximately 9:38 P.M. PT

**Description of animal (including name):** A three-year-old, Male English bulldog, named Otis.

**Narrative description of incident:** Seattle ramp personnel reported to their manager that one of two dogs, traveling inside kennels, was unresponsive upon its arrival in Seattle, WA. The Alaska Airlines Manager on duty paged the customer and explained that her bulldog had passed during the flight. She immediately asked about her second dog, which was fine. The customer decided that she would continue on to her final destination of Fairbanks, AK with her other dog, but did not wish to transport her bulldog any further. The Alaska Airlines Manager on duty offered to personally take her bulldog's remains to the VCA Five Corners Animal Hospital in Burien, WA for cremation.

**Narrative description of the cause of the incident:** An English bulldog inside its kennel passed away sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's passing.

**Narrative description of any corrective action taken in response to the incident:**  
No corrective action was taken and no photographs were available.

Incident 1

Carrier: Alaska Airlines  
Flight: 242 (Los Angeles, CA to Guadalajara, MX)  
Date of incident: Saturday, February 2, 2013  
Time of incident: Approximately 5:53 A.M.

**Description of animal (including name):** A one-year old male American bulldog, named Gargoyle.

**Narrative description of incident:** An American bulldog inside its kennel was being collected at customs, when its owner noticed his dog was unresponsive and that there was blood splatter around the kennel. It was determined that the dog was deceased. There were no visible lacerations, or trauma to the dog. The bulldog was pronounced dead and picked up by the local pet cremation agency.

**Narrative description of the cause of the incident:** An American bulldog arrived deceased in Guadalajara, Mexico. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.

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

No action required.

**Incident 1**

Carrier: Alaska Airlines  
Flight: 892 (Honolulu, HI to San Diego, CA)  
Date of incident: April 16, 2013  
Time of incident: Approximately 8:17 P.M. PT

**Description of animal (including name):** A 4 year-old, English bulldog, named Chache, unknown sex.

**Narrative description of incident:** A customer was traveling with two dogs, in separate kennels. Ramp personnel noticed that one of the two dogs was unresponsive. The customer tried to wake up his English bulldog and the dog did not respond. The San Diego Customer Service Supervisor assisted the customer in the baggage claim area and the customer planned to take his dog home for burial.

**Narrative description of the cause of the incident:** An English bulldog passed inflight; and no signs of trauma were visible. 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.  
No photographs available

**Incident 2**

Carrier: Alaska Airlines  
Flight: 727 (Salt Lake City, UT to Seattle, WA)  
Date of incident: April 28, 2013  
Time of incident: Approximately 10:10 A.M. PT

**Description of animal (including name):** A Pit Bull, unknown age, sex, or name.

**Narrative description of incident:** Upon landing in Seattle, ramp agents found that a Pit bull dog had chewed through its kennel, sometime during the flight. Upon being released to walk, the pit bull appeared to be limping and had cuts to its mouth, from attempting to chew out of the kennel.

**Narrative description of the cause of the incident:** A dog arrived in Seattle with cuts to its mouth and appeared to have a slight limp, from attempting to chew through and escape its kennel.

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

No action required.  
No photographs available

**Incident 1**

Carrier: Alaska Airlines  
Flight: 62 (Sitka, AK to Ketchikan, AK)  
Date of incident: Saturday, May 4, 2013  
Time of incident: Approximately 12:45 P.M. AT

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

**Narrative description of incident:** Upon opening the forward cargo door Ketchikan ramp agents saw dog paws and immediately closed the cargo door to contain the dog inside. Agents contacted the dog's owner and he was escorted down to the ramp to put a leash on his dog. As ramp personnel removed the kennel from the aircraft, they could see blood splatter on the metal door and also on the bottom of the kennel; both areas were now broken from the dog chewing and escaping from the kennel. Agents believe the blood splatter came from the dog's mouth and paws; we were unable to verify the exact location of the injury.

**Narrative description of the cause of the incident:** A German Shepherd dog escaped its kennel, sometime during the flight, causing injuries to its mouth and 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.  
No photographs available

**Incident 2**

Carrier: Alaska Airlines  
Flight: 645 (Phoenix, AZ to Seattle, WA)  
Date of incident: Thursday, May 9, 2013  
Time of incident: Approximately 2:07 P.M. PT

**Description of animal (including name):** A 7 year old, Female, Pug Dog, named Sophie.

**Narrative description of incident:** Upon arrival in Seattle, ramp personnel noticed that the dog inside a kennel was found to be unresponsive. The kennel was taken to the Manager on duty and the pet's owners, the pet owners were contacted. They decided to continue their travel along with their dog's remains to their final destination of Kenai, Alaska.

**Narrative description of the cause of the incident:** An 7 year old pug dog was found unresponsive upon arrival in Seattle. 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.  
No photographs available

**Incident 1**

Carrier: Alaska Airlines  
Flight: 176 (Juneau, AK to Seattle, WA)  
Date of incident: Tuesday, June 4, 2013  
Time of incident: Approximately 9:30 A.M. PT

**Description of animal (including name):** A 3-year-old, male bulldog, named Harley.

**Narrative description of incident:** Upon arrival into Seattle baggage claim, it was discovered that a three-year-old bulldog, was not breathing. A passenger performed pet cardiopulmonary resuscitation as a veterinarian was called. After providing detailed information to the veterinarian over the telephone and checking the dog for a heartbeat and any eye reactions, it was decided to stop cardiopulmonary resuscitation on the advice of the veterinarian. The dog's remains were transferred by Alaska Airlines representatives to a local veterinarian for cremation.

**Narrative description of the cause of the incident:** A three-year-old bulldog was discovered not to be breathing upon arrival at the Seattle baggage claim. No injuries were present and there was no apparent damage to the kennel. 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.  
No photographs available

### **Incident 1**

Carrier: Alaska Airlines  
Flight: 37 (Philadelphia, PA to Seattle, WA)  
Date of incident: Monday, July 1, 2013  
Time of incident: After 9:00 P.M. PT

**Description of animal (including name):** A 3-year-old, male ferret, unknown name.

**Narrative description of incident:** A customer shipped two animals and was picking them up at our Seattle Cargo office, when it was discovered that a 3-year-old male ferret was unresponsive and had passed away. A parrot belonging to the same customer arrived in good condition. The owner decided to transport the ferret home, for burial.

**Narrative description of the cause of the incident:** A 3-year-old, male ferret passed away while in transit. No injuries were present and there was no apparent damage to the kennel. 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.  
No photographs available

### **Incident 2**

Carrier: Alaska Airlines  
Flight: 37 (Philadelphia, PA to Seattle, WA)  
Date of incident: Wednesday, July 24, 2013  
Time of incident: Approximately 9:00 P.M. PT

**Description of animal (including name):** An 11-year-old, male Labrador mixed breed dog, unknown name.

**Narrative description of incident:** Customers were traveling with their 11-year-old, Labrador mix, and upon arrival in Seattle, WA the dog arrived unresponsive. The Manager on duty spoke to the Customers, and they requested assistance in taking their dog to VCA Five Corners Animal Hospital in Burien, WA for cremation and requested the remains be shipped to their son's address in Seward, AK.

**Narrative description of the cause of the incident:** An 11-year-old male Labrador mixed breed dog passed away while in transit. No injuries were present and there was no apparent damage to the kennel. 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.  
No photographs available

### Incident 1

Carrier: Alaska Airlines  
Flight: 9 (Orlando, FL to Seattle, WA)  
Date of incident: Saturday, August 12, 2013  
Time of incident: 12:12 A.M. PT

**Description of animal (including name):** A 7-year-old, male, Rottweiler mix named Kobe.

**Narrative description of incident:** Upon arrival in Seattle, ramp personnel advised supervisors that a 7-year-old, male, mixed breed Rottweiler dog in a kennel was unresponsive. A large amount of vomit was present in the kennel along with pieces of the kennel, apparently from the dog chewing on the plastic. Supervisors then notified the passenger that her dog had passed away sometime during the flight. The passenger asked to see her dog. She later called back requesting a necropsy be performed. The dog was taken to ACESS 24-hour animal hospital in Renton and the primary diagnosis was "aspiration pneumonia". Cremation later followed.

**Narrative description of the cause of the incident:** A large amount of vomit was present in the kennel along with broken pieces of the kennel from the dog chewing on the plastic. The necropsy listed the cause of death as: aspiration pneumonia. 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.  
No photographs available

### Incident 2

Carrier: Alaska Airlines  
Flight: 123 (Seattle, WA to Fairbanks, AK)  
Date of incident: Sunday, August 11, 2013  
Time of incident: Approximately 4:30 P.M. AT

**Description of animal (including name):** An 8-year-old female, Bluetick Coonhound named Suki.

**Narrative description of incident:** An 8-year old dog arrived in Fairbanks in a 400 size kennel. The customer arrived at Seattle with a 300 size kennel, which Seattle personnel swapped out for a larger 400 size kennel. Fairbanks agents felt the 400 kennel was still slightly small and that the dog scraped its nose while attempting to turn around.

**Narrative description of the cause of the incident:** The dog didn't have room to completely stand, or turn inside its kennel and likely was the cause of the scrape to its nose. 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:**

Our kennel acceptance policy was shared with our Seattle agents  
No photographs available

### Incident 3

Carrier: Alaska Airlines  
Flight: 2543 (Edmonton, BC to Seattle, WA)  
Date of incident: Sunday, August 11, 2013  
Time of incident: Approximately 2:30 P.M. PT

**Description of animal (including name):** Unknown age, breed, sex, or name of the dog.

**Narrative description of incident:** A passenger who was transferring in Seattle, reported that she witnessed her dog inside its kennel, being offloaded from the belt loader and then onto the ground in a rough manner. A Seattle baggage supervisor was able to contact the passenger and she was escorted down to the ramp, to check on and walk her dog. They noticed that her dog was bleeding from the bottom of its right foot and that the kennel had two cracks in it.

**Narrative description of the cause of the incident:** A kennel was offloaded from the belt loader to the ground and possibly caused two cracks in the back of the kennel and scraping the dog's right foot.

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

Horizon Air Supervisor will address this Ramp Agents pet handling

No photographs available

### Incident 1

Carrier: Alaska Airlines  
Flight: 90 (Anchorage, AK to Seattle, WA)  
Date of incident: Thursday, October 3, 2013  
Time of incident: Approximately 6:05 PM PT

**Description of animal (including name):** An 11-year-old, Male, Golden Retriever, named Bailey.

**Narrative description of incident:** Upon arrival into Seattle, it was discovered that an 11-year-old Golden Retriever, had bloody paws. Agents immediately notified the owner of the dog's paws and she agreed to meet in the baggage claim area. The dog's owner mentioned that this had happened previously; she cleaned the dog's paws and took him on a walk, while ramp personal cleaned up the kennel. The dog appeared in good health, but apparently had been pawing at the kennel door; however no damage was sustained to the kennel.

**Narrative description of the cause of the incident:** An 11-year-old, Male, Golden Retriever, pawed at the kennel door, until his paws were bloody; no damage was reported to his 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

### Incident 2

Carrier: Alaska Airlines  
Flight: 102 (Anchorage, AK to Seattle, WA)  
Date of incident: Thursday, October 10, 2013  
Time of incident: Approximately 9:31 PM PT

**Description of animal (including name):** A 4-year-old male, Golden Retriever, named Shooter.

**Narrative description of incident:** Upon arrival into Seattle, our Supervisor was called to meet the dog's owner who was upset by the wire door of his dog's kennel being pulled inward. The dog's owner would not allow our Supervisor to examine the kennel, nor take photos of the kennel for our investigation. Our Supervisor noted that the latch was still attached but the wire kennel door was pulled inward and could see blood on the door, however the dog appeared okay.

**Narrative description of the cause of the incident:** A 4-year-old male, Golden Retriever, apparently pawed at the wire kennel door, pulling it inward. The kennel remained latched and some blood was present on the door. There is no evidence to suggest that the airline's handling contributed to the animal's kennel damage.

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

No action required.  
No photographs available

### Incident 3

Carrier: Alaska Airlines  
Flight: 895 (San Diego, CA to Honolulu, HI)  
Date of incident: Monday, October 21, 2013  
Time of incident: Approximately 12:00 PM PT

**Description of animal (including name):** An 8-year-old, Male Pit bull, unknown name.

**Narrative description of incident:** An 8-year-old Pit bull escaped its kennel prior to being loaded onto its flight out of San Diego. The Pit bull escaped again once inside the cargo area of the aircraft. The dog's owner and his travel companion were asked to come off the flight and retrieve their Pit bull. The dog was bleeding and had actually broken the kennel door lock.

**Narrative description of the cause of the incident:** An 8-year-old Pit bull escaped its kennel twice prior to its departure out of San Diego. The owners were asked to claim the dog in baggage claim as the dog was not going to fly. Blood was present inside the 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

### Incident 1

Carrier: Alaska Airlines  
Flight: 642 (Seattle, WA to Phoenix, AZ)  
Date of incident: Tuesday, November 26, 2013  
Time of incident: 11:35 AM MT

**Description of animal (including name):** A one-year-old female Pit bull named Bella.

**Narrative description of incident:** A one-year-old female pit bull arriving Phoenix inside its kennel, fell off the belt loader to the ground. A Phoenix baggage agent advised the pet owner of the incident and together they checked the dog for any injuries. The dog sustained a minor cut on her tail otherwise appeared fine.

**Narrative description of the cause of the incident:** The kennel fell off the belt loader to the ground.

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

A reminder to station Manager about proper pet handling was sent.  
No photographs available

### Incident 2

Carrier: Alaska Airlines  
Flight: 704 (Vancouver, BC to Los Angeles, CA)  
Date of incident: Monday, November 18, 2013  
Time of incident: 4:30 PM PT

**Description of animal (including name):** A female boxer mix dog, unknown age.

**Narrative description of incident:** Upon arrival into Los Angeles, ramp personnel opened the cargo door to find a female boxer loose in the cargo area. Supervisors contacted the pet's owner and escorted her planeside. The dog had chewed out of her kennel and had a small piece of metal stuck in the skin, next to her eye. The pet owner was able to flick the piece of metal out of her dog's skin. The pet owner put a leash on her dog and they were escorted back to baggage claim.

**Narrative description of the cause of the incident:** A female boxer arriving Phoenix had chewed out of her kennel during the flight and had a small piece of metal in her skin, otherwise she seemed okay. 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

### Incident 3

Carrier: Alaska Airlines  
Flight: 7 (Washington DC to Los Angeles, CA)  
Date of incident: Sunday, November 17, 2013  
Time of incident: 11:50 AM PT

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

**Narrative description of incident:** A female dog inside a kennel arrived Los Angeles with blood present inside the kennel. The dog's owner was contacted and she stated that the dog had not traveled for more than 3 years. Once the dog was cleaned up, the injuries to its front paws appeared to be minimal and the pet owner left with her dog.

**Narrative description of the cause of the incident:** A dog inside its kennel arrived Los Angeles with blood present inside its kennel. It appeared the dog was trying to escape the kennel, by pawing at the wire kennel door. 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

**Incident 4**

Carrier: Alaska Airlines  
Flight: 876 (Kona, Hawaii to Seattle, WA)  
Date of incident: Tuesday, November 19, 2013  
Time of incident: 6:21 AM PT

**Description of animal (including name):** An approximately two-year-old, female golden retriever dog, unknown name.

**Narrative description of incident:** A female dog arriving Seattle was found loose inside the aircraft cargo area. The dog apparently escaped by chewing out of its kennel, which caused damage to its own teeth. There was a small amount of blood near the bottom of the door on the kennel. The dog was in good spirits while with the owner and did not display any aggression or stress. Seattle Baggage agents gave the dog water after the owner arrived.

**Narrative description of the cause of the incident:** A dog escaped by chewing out of its kennel, causing damage to its own teeth. 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