

REDACTED

AMERICAN AIRLINES / MAY 2013

DOT PET INCIDENT REPORT

Carrier and Flight Number

American Airlines Flight #246

Date and Time of the Incident

22 May 2013 @ 1956

Description of the Animal, Including Name

Feline, named Jazz

Narrative Description of Incident

While removing the cat from his kennel to assist with the TSA security screening, the cat jumped out of the arms of the employee that was assisting with this process.

Narrative Description of Cause of the Incident

The ticket counter employee, in an attempt to expedite the screening process for the customer who left to return her rental car, removed the cat from its kennel for TSA inspection. The cat jumped from the arms of the employee and escaped.

Narrative Description of any Corrective Action Taken in Response to Incident

The employee responsible for this incident and all KOA agents have been briefed on the protocol for pet acceptance with a focus on the importance of never having direct contact while receiving an animal for transportation.

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AMERICAN AIRLINES / AUGUST 2013

DOT PET INCIDENT REPORT

Carrier and Flight Number

American Airlines Flight #2111

Date and Time of the Incident

28 August 2013 @ 0530

Description of the Animal, Including Name

Canine, named Ace

Narrative Description of Incident

During the off loading, the crew noticed a dog was deceased in its kennel. Local authorities, SENASA "Servicio Nacional de Sanidad Agraria", quarantined the pet and had the customer sign a release to have the remains cremated.

Narrative Description of Cause of the Incident

The exact cause of death will not be known; government authorities required that the deceased remains be cremated.

Narrative Description of any Corrective Action Taken in Response to Incident

No immediate corrective action has been taken.