Incident 1
Carrier: Alaska Airlines
Flight: AS19 (MCO-SEA)
Date of incident: Wednesday, November 12, 2008
Time of incident: 5:30 P.M. ET

Description of animal (including name): a female mixed breed dog, unknown age.

Narrative description of incident: While kennel was on the ramp waiting to be loaded into aircraft, the dog escaped from the kennel. The pet owner was contacted and brought down to the ramp to assist on capturing her dog. Airport authorities also assisted and after numerous attempts to capture the dog, we were unsuccessful and the dog crossed over to the access road and was hit and killed by a vehicle. Local airport authorities secured the remains.

Narrative description of the cause of the incident: A dog escaped from kennel, ran onto access road and was struck by a vehicle and killed. 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.

No photographs available
### Carrier and Flight Number
American Airlines Flight #2473 (MSP-DFW)

### Date and Time of the Incident
07 Nov 2008 at 7:19pm

### Description of the Animal, Including Name
Canine, English Setter named Rio

### Narrative Description of Incident
Dog was injured.

### Narrative Description of Cause of the Incident
Dog was injured when kennel overturned on a baggage oversized belt. The kennel was damaged in the incident and the dog got a hernia during the event. The owner took the pet to a private veterinarian for treatment.

### Narrative Description of any Corrective Action Taken in Response to Incident
A Pet Injury Handling Guide has been issued to all AA claim areas at DFW.
Carrier
Delta Air Lines

Flight Number
Flight #1273

Date and Time of Incident
November 26, 2008 – Approximately 0930

Type of Incident
Deceased

Description of Animal
Breed: Golden Retriever
Age: 4 yrs

Description of the Incident
On November 26, 2008, the shipper arrived at the Atlanta, GA (ATL) cargo facility to ship a four year old Golden Retriever, known as “Dusty” to Honolulu, HI (HNL). Shipper completed all the necessary paperwork and returned it to the acceptance counter for processing. After the kennel was inspected and secured, the shipper left the premises. According to the acceptance agent, Dusty began to bark “uncontrollably” shortly after the shipper departed the premises. Dusty was provided water in hopes of calming him down before boarding the flight. Approximately one hour prior to the flight’s departure, Dusty was loaded in a side cart and the driver headed west to the flight area. As the driver traveled west on the service road, another ramp driver that was headed east waved for Dusty’s driver to stop. Dusty was discovered lying motionless on the east side of the service road with external bleeding from his abdomen area and mouth. The driver immediately contacted the cargo supervisor, who promptly arrived to inspect and remove Dusty’s body from the service road. The shipper was also contacted and informed of the incident. The shipper provided us both oral and written authorization to perform an autopsy. Delta arranged for Dusty’s cremation and his remains were shipped to his owners in Hawaii.

Cause of the Incident
Dusty had a large puncture in his abdomen and his kennel was severely damaged. A review of the kennel shows several metal pieces removed from its front gate. The necropsy was performed at Delta’s expense by Tri-City Animal Hospital. According to the necropsy report, the “cause of death appear to be severe self trauma, in an attempt to release self from confinement.”
Corrective Action Taken
An immediate investigation was conducted. Results of the investigation determined the animal was properly cared for and the kennel met proper shipping requirements. No corrective actions were warranted.
Incident 1

Carrier: Horizon Air
Flight: 2163 (SEA/PDX)
Date of incident: November 6, 2008
Time of incident: Approximately 4:50 P.M. PT

Description of animal (including name): A male dog, six and half years old, Blue Heeler breed medium size weighing about 40-50lbs.

Narrative description of incident: Upon arrival into Portland, OR an employee noticed that the dog had been in it’s kennel for a while. She knew the dog had come from Anchorage, AK to Seattle, WA and then on to Portland, OR. The dog was scheduled to go on to Medford, OR. The employee opened the kennel to take him for a walk and the dog ran. The dog was missing until Monday, November 10\textsuperscript{th}, 2008 when his owners found him.

Narrative description of the cause of the incident: We take preventative measures by training all ground service employees of our policy, which is not to open kennels. If a kennel is in transit as baggage with a customer and our employee’s believe the pet needs attention our policy is to locate the owners, take the kennel to baggage claim, have the owners attend to the pet, and then re-check the kennel. This employee was trained on this policy, but was trying to be helpful and kind to the dog and opened the kennel.

Narrative description of any corrective action taken in response to the incident: Coaching with the employee that opened the kennel and reviewing the policy. In addition, we reminded all employees of this policy via a bulletin sent on November 17, 2008.

No photographs available
Cargo Incident Report #  1208-1

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<td>Location:</td>
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| Routing:           | NW 1447 Norfolk – Detroit  
|                    | NW 71 Detroit – Manila, Philippines |
| AWB:               | 012 ORF 42901294 |
| Description of Animal: | Death         |

Description of Incident:

On arrival at Manila local Animal Quarantine officials noted that one of the two parrots in kennel was deceased.

No problems were observed with either parrot during initial acceptance at Norfolk and while on the ground at Detroit.

Cause of the Incident:

The cause of death is unknown; a necropsy was not performed on the animal.

The customer shipped two African Grey Parrots in the same IATA-compliant kennel. The other parrot arrived healthy and without incident.

Corrective Action Taken:

None. The cause of death is unknown.
**Priority Pet Incident Report**

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<tr>
<td>Description of Animal:</td>
<td>Yellow Labrador retriever-3 years old- &quot;Lillie&quot; 67lbs</td>
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**Description of Incident:**

Passenger account: Dog traveled to FSD to hunt pheasant for first time. On arrival FSD, customer noticed water tray was frozen and was concerned dog may have been frost bitten enroute. Dog hunted for 4 days in snow flushing pheasant. Day after returning home (6 days later) dog was sick and could not get up. Vet advised that dog had impacted colon and that spleen was 1.5x normal size. Vet gave enema and reported that lab work did not lead to any specific course of treatment.

**Cause of the Incident:** Undetermined if transport related.

**Corrective Action Taken:**

Reminder to MSP Priority Pet Staff to adhere advisory sticker* to kennel when frozen water tray is added.

*NW Form #8-A920 “Your pet has been carefully attended to by Northwest Airlines’ Priority Pet Staff. A frozen water tray was added to this kennel to prevent spillage during takeoff and to ensure that your pet had water available throughout the flight.”