

Carrier:
Hawaiian Airlines

Flight Number:
HA50

Date & Time of Incident:
10/21/2022 12:00 AM

Type of Incident:
Death

Description of Animal:
Breed: French Bulldog

Animal Name:
BALOO

Description of Incident:
Upon arrival on HA50 on October 21st, it was discovered that Baloo was unresponsive. It was determined he had passed away.

Cause of Incident:
Pending necropsy

Corrective Action Taken:
The Cargo Agent spoke to the customer and advised that HA would arrange for a necropsy and other services, but the customer declined. Customer stated they would follow up with a vet on their own. Currently working to process a refund to the customer for shipping charges. Customer has also inquired about other costs related to vet bills, necropsy, etc. Customer was advised that someone from HA would be in contact with them to discuss this matter further.

Carrier:

Hawaiian Airlines

Flight Number:

HA82

Date & Time of Incident:

10/18/2022 12:00 AM

Type of Incident:

Injury

Description of Animal:

Breed: Other

Animal Name:

MAX

Description of Incident:

Negligence by GHA agent and leadership in not communicating to HA Cargo Mgr on this incident to seek immediate support and resolution to customer Dog-Max paws show injuries of peeling skin. Possible dog may have been pawing from his kennel to get out as he was contained from 23:28 until 05:20am next day 10/18/22

Cause of Incident:

Agent that was there for the HA AVI's left before all of the AVI's were picked up. The agent put the dog in a lit office and gave them water then left. The Agent tried to call other staff members, but it was late, and we did not hear him call us. The agent said they did not know the animal had to have someone with them and thought the dog was fine in the office with water. The agent left at 23:28 and we did not have an agent until the morning at 5:20. The customer showed up at 7:20 to pick up the AVI. The customer called and complained that he was charged double from what he was told. He was wanting money to cover the extra costs, or he would file a complaint. Every agent was talked with about making sure that they are with the animal at all times or to reach other staff members so we can arrange it to go to the kennel we use down the street. We have planned for a trainer come and start Hawaiian training with the staff.

Corrective Action Taken:

All agents at AUS Air General will be briefed by Air General Mgr and trained HA TTT Trainer on SOP and Communication of all cargo responsibility and irregularity matters which most importantly for all live animals to ensure their safety first, must be picked up and not left alone under no circumstances to be left unattended, must remain on duty until all live animals are released to customer. Recommendation: Refund the consumer fully for cargo transport and invoice Air General for loss. Hold Air General responsible for any further charges of transportation and vet medical care to his pet paw.