

Carrier:

Hawaiian Airlines

Flight Number:

7

Date & Time of Incident:

01/07/2022 12:00 AM

Type of Incident:

Death

Description of Animal:

Breed: Bulldog

Animal Name:

Tofu

Description of Incident:

Upon arrival off a flight from LAS, it was noted that Tofu was not breathing. After further inspection, it was determined that Tofu had passed away.

Cause of Incident:

Pending necropsy

Corrective Action Taken:

Carrier:

Hawaiian Airlines

Flight Number:

1

Date & Time of Incident:

04/08/2022 21:10 AM

Type of Incident:

Death

Description of Animal:

Breed: Tuxedo

Animal Name:

Nubis

Description of Incident: Cat was being transported from Los Angeles to Honolulu. Guest held up at TSA so Operation Agent informed ramp to remove the cat from the aircraft. Cat escaped while Ramp Agent was removing the straps that secured the kennel to the bulk floor of the aircraft and ran across the tarmac. Cat eventually located. During the attempt to capture the cat, it darted in front of an airport bus and was hit.

Cause of Incident: Kennel was not designed for cargo bulk transportation and not properly secured. **Corrective Action Taken:** HA issued disciplinary notice to the agent that accepted the kennel. All agents have been reminded that a complete check of all kennels must be done before accepting any animal. HA paid for cremation and for ashes to be sent to the owner in Honolulu.

Carrier:

Hawaiian Airlines

Flight Number:

HA51

Date & Time of Incident:

05/01/2022 12:00 AM

Type of Incident:

Loss

Description of Animal:

Breed: Other

Animal Name:

MR. GREY

Description of Incident:

Cat at HA Cargo at JFK. Loaded in cover cart to transport to plane side. Curtains were closed, pets secured in covered cart. Upon arrival to aircraft ramp noted cat was missing from kennel.

Cause of Incident:

Kennel had two doors including top load and cat was able to squeeze out of kennel.

Corrective Action Taken:

Agents have been reminded kennels must have 1 access door only. Dog continued to travel to HNL. Entire AWB was refunded, searches were conducted, no other compensation offered.

Carrier:

Hawaiian Airlines

Flight Number:

22

Date & Time of Incident:

06/07/2022 22:10

Type of Incident:

Death

Description of Animal:

Breed: English Bulldog

Animal Name:

Zeus

Description of Incident:

Dog was being transported in Cargo and was cautioned about the "breed" being transported. Prior to take off HNL station manager did raise concerns dog's labored breathing. Passenger signed a waiver to consent travel of dog – Zeus.

Cause of Incident:

Asphyxia, possibly due to the breed of dog, owner signed off on liability.

Corrective Action Taken:

HA reiterated the importance of vetting all AVIH, prior to acceptance; to include proper education to the owner and proper acceptance by our stations and agents. HA did provide our deepest condolences as well to the passenger.

Carrier:

Hawaiian Airlines

Flight Number:

HA 25

Date & Time of Incident:

07/24/2022 4:00 PM

Type of Incident:

Death

Description of Animal: Breed:

English Bulldog

Animal Name:

Dozer

Description of Incident:

Upon arrival of flight from PDX, it was noted that Dozer was not moving. After not responding to the Agent, upon further inspection, it was determined that Dozer had passed away.

Cause of Incident:

Unknown.

Corrective Action Taken:

Dozer was released from HNL Quarantine and was taken to a local pet hospital for further examination. A necropsy was performed, and results were provided directly to Dozer's owner. HA Cargo refunded shipping charges to the customer and will be taking care of costs related to the cremation, which the customer requested.

Carrier:

Hawaiian Airlines

Flight Number:

HA 90

Date & Time of Incident:

07/28/2022 7:10 AM

Type of Incident:

Death

Description of Animal: Breed:

English Bulldog

Animal Name:

Thor

Description of Incident:

Upon arrival of flight from HNL, it was noted that Thor was not being responsive. After further inspection by the Agent, it was determined that Thor had passed away.

Cause of Incident:

Unknown.

Corrective Action Taken:

Thor was taken to a local pet hospital for further examination. A necropsy was performed, and results are still pending. A Cargo refunded shipping charges to the shipper and will be taking care of costs related to the cremation, which the pet owner requested.

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.