

Carrier: Hawaiian Airlines

Flight Number: 9

Date & Time of Incident: 02/29/2016

Type of Incident: Death

Description of Animal: Breed: Great Dane

Description of Incident:

Upon arrival of HA9 on February 29, our ramp agent found the dog unresponsive.

Cause of Incident:

Unknown

Corrective Action Taken:

We refunded pet fee in full and will be conducting necropsy to find cause of death.

Carrier: Hawaiian Airlines

Flight Number: 50

Date & Time of Incident: 07/06/2016 12:00 AM

Type of Incident: Death

Description of Animal: Breed: Bulldog

Animal Name: Jax

Description of Incident:

Upon arrival in Cargo we found that Jax, the bulldog, was deceased. Our HA Cargo operations manager, Bill Clark, and JetBlue lead agent, Lauren Simko, met with the dog's owner, Jason Cleath to inform him of his dog's passing. Bill offered to transport the dog to the animal clinic and have a necropsy performed, which Jason agreed to. It was agreed that the dog collar would be recovered and sent to them via FedEx. Necropsy and cremation was performed by Howard Beach Animal Clinic and services totaling \$970 paid for by Hawaiian Airlines.

Cause of Incident:

According to the results of the necropsy, the most likely cause of death was heatstroke.

Corrective Action Taken:

Full refund of cargo transport fee. Necropsy paid for by Hawaiian Airlines. All Hawaiian Airlines cargo procedures were followed; no corrective actions taken.

Carrier: Hawaiian Airlines

Flight Number: 30

Date & Time of Incident: 08/09/2016 12:00 AM

Type of Incident: Death

Description of Animal: Breed: Bull Terrier

Animal Name: Bella

Description of Incident:

Upon arrival of HA30 on August 9, 2016, our ramp team found the dog unresponsive. Chief Agent, Melia Hopkins, was notified and met with the owners to advise them that their dog had passed.

Cause of Incident:

Unknown

Corrective Action Taken:

We refunded the pet fee in full and referred the owners to a nearby facility which cremates animals (Bluepearl). We also provided round trip transportation vouchers so they could take their animal to the facility, as well as return to their hotel.