

INVENTORY - Redacted Pet Incident Reports Issued May 2005 - January 2015

Compiled by Bonnie Wagner-Westbrook, Ed.D. and the WHERE IS JACK? Inc. team.

WHERE IS JACK? Inc., c/o Mary Beth Melchior, Ph.D. 305-582-5884

Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss/Injury/ Found	3/20/2005 (reported May 2007)	Northwest	312/626	Feline-? "???" (Age ?)	Cat escaped from its kennel while in transit. Animal was easily captured upon arrival into MSP and placed in a loaner kennel. Cat had a scratch on its face	Cat was accepted in a collapsible kennel contrary to NW policy. The top of the kennel was open on arrival. No secondary kennel door ties were present.	Established.	Staff review: Pet acceptance procedures and acceptable kennel standards were reviewed at LAX staff meetings with front-line agents.
Loss	5/4/05	Northwest	300/454	Feline-? "Simbi" (Age ?)	The cat escaped from its kennel while being transferred from the cargo warehouse to the passenger terminal.	Poor kennel design. Insufficient locking mechanisms on the kennel caused the door to inadvertently open during normal handling. The kennel was not damaged in this incident.	None established.	NW sent a letter to the kennel manufacturer asking that the double-latch "vault" door found on some of its kennels be incorporated on all kennels throughout its product line.
Injury	5/10/05	Comair	5839	Canine-Sharpei "Dottie" (Age2)	A/C was inbound flight from IND (5389) Cargo bin was opened and blood was discovered in the pet container containing the above named animal as well as the floor of the a/c.	It appeared as if the animal was chewing on metal door and plastic of kennel causing injury to the dog's mouth. There was a significant amount of blood in the kennel and on the a/c floor.	None established.	The animal was taken to the Erlanger Veterinary Hospital where she was cleaned up and examined by the Veterinarian. It was determined by the vet that she injured herself by scratching at the door and sides of the kennel, tearing her ped and nails loose from her front paws which resulted in a loss of blood.
Death	5/11/05	American Airlines	640	Feline-Persian "Musafa" (Age 7)	Cat was scheduled to travel AUS-ORD-ROC. Cat was found deceased off AA Flight 640 (AUS-ORD) in which ORD was the intermediate station.	Autopsy inconclusive as to cause of death but revealed cat had pulmonary carcinoma, cardiomyopathy and pulmonary edema. Report stated the clinical effects of the heart disease could have been exacerbated by the stress of transportation.	None established.	None, as the cause of death could not be ascertained by autopsy.
Injury	5/12/05	Frontier	426	Feline-Cornish Rex "Mr. Baby" (Age ?)	On arrival on flight from Denver to Atlanta, animal was placed on baggage conveyor belt rather than being hand-carried for passenger pick-up. The cat suffered emotional trauma and was injured. Injuries included several broken nails and a cut on the nose.	The incident was caused by poor judgment on the part of Frontier employee.	The incident was caused by poor judgment on the part of Frontier employee.	The Atlanta Station Manager was contacted and employee was coached and disciplined. The animal's owner was compensated for all medical expenses, all transportation fees, all special medicines and equipment, and future veterinarian visit charges.
Loss, Injured, Found	5/13/05	Continental	No flight	Feline-DMH "Buffy" (Age 5.5)	The cat escaped from its kennel while being transported to the aircraft, was injured and subsequently was treated and recovered.	It appears that the cat was able to open its kennel door and escape during transport. During the escape, the cat inflicted injury upon itself by scraping its mouth on the kennel. Medical treatment was sought immediately for the animal, at Continental's expense, and after recovering from its injury, this animal was moved safely to its final destination and all transportation charges were waived.	None established.	Continental's policy already requires cable ties for the kennel door to prevent escapes and Continental intends to continue and reinforce this policy.
Death	5/15/05	Continental	14	Canine-Black Lab Mix "Cave" (Age 8.6)	Arrived off of Continental flight 14 from Honolulu to Newark Liberty deceased.	The dog died of natural causes, not because of transit. A necropsy was performed on the deceased animal immediately upon arrival into Newark (with the owner's approval). The necropsy stated that the animal appeared obese (87 lbs) and that it suffered from degenerative cardiomyopathy with chronic epicarditis. The animal also had acute congestion and edema of the lungs with plueritis. The examining veterinarian's statement on the necropsy stated the following: "This individual had a severe and degenerative heart problem. Acute cardiovascular collapse was the likely cause of death." This animal died of a pre-existing condition and death was not transit related.	None established.	None. Continental's policy was followed.
Death	5/18/05	Continental	683	Rat (no other ID)	The rat appeared to have died of natural causes, not because of transit. Rat was deceased upon arrival of the 1:15 flight between Houston, TX and McAllen, TX	Rat appeared to have died of natural causes, not because of transit. The other rat in the same cage was unaffected by transit and arrived without incident. The 2 rats flew from Honolulu to Houston (7:35 flight) and were observed in Houston and noted that both were fine. They made a 1hr 45min connection in Houston and were placed in bin 1 of the flight from Houston to McAllen. Upon arrival in McAllen, 1 of the 2 animals in the same cage was deceased. Determined not to be transit related.	None established.	None. Continental's policy was followed.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury/Death	5/19/05	US Airways	893	Canine-Sheltie "Kelly" (Age ?)	Ms. [redacted] checked two (2) dogs on the FRA-PHL-DCA flight. Upon arrival into DCA, the customer reported one of the two dogs did not look well. Ms. [redacted] reports the veterinarian ultimately advised her to put the animal to sleep after the autopsy showed the dog ingested a toxic substance. The customer's sister, [name redacted], reports the veterinarian indicated the poisoning most likely occurred during flight, and Ms. [redacted] described the poisoning substance as "antifreeze." Ms. [redacted] reports that the dog was "sticky" when she took it out of the kennel.	The cause of the incident cannot be ascertained despite a thorough follow up investigation, including the following: (a) [Name redacted], Supervisor – System Baggage Services, asked if the kennel had any sort of substance on it when they picked it up from US Airways. Ms. [redacted] indicated she did not know, that the owner had left the kennel outside overnight in the rain, and it was completely clean now. (b) Staff in Philadelphia and Washington was interviewed. None of the staff people interviewed could recall any abnormalities with the dogs or the condition of the kennels. (c) Maintenance Control was then contacted. Neither aircraft involved in the transportation of the dogs has had any abnormality related to spills, fluids or other substances in the cargo bins.	None established.	Since no evidence of malfunctioning aircraft systems or personnel mishandling were found, no corrective action is being taken.
Injury	5/20/05	Northwest	1057/321	Canine-Pit Bull "Noel" (Age ?)	Dog escaped from its kennel while in transit by chewing a hole through the side of kennel. Animal and owner were transported to local Veterinarian in MSP. In addition to injury to toenail, the dog's gums were visibly swollen and bleeding.	Dog injured itself while demonstrating a determined effort to escape its kennel.	None established.	No corrective action taken. Kennel was of acceptable construction and condition at time of acceptance. Kennel door was secure.
Death	5/21/05	Alaska Airlines	539	Feline-Abyssinian "Tango" (Age ?)	A large breed dog was placed in cargo hold with other animals. The dog escaped from its kennel, breached the cat's kennel and attacked and killed the cat.	The exact cause is unknown. A dog was transported in a kennel not strong enough to contain its level of aggression and placed in a cargo hold with other animals. Dog owner was taken into police custody.	None established.	Dog owner banned from Alaska Airlines for 12 months and the dog is banned permanently.
Loss (Twice)	5/23/05	Alaska Airlines	129	Feline-DSH "Tippy" (Age ?)	Cat was being transferred from a Phoenix through Seattle to Anchorage. Cat escaped from its kennel in Phoenix. It was caught and placed back in its kennel after reinforcing the kennel. While in holding area in Seattle, the cat escaped again.	Cat was placed in an insufficient kennel and it escaped.	None established.	Local station management worked with the Port of Seattle by setting traps to catch the cat. Attempted for approximately 2 weeks, but were unsuccessful. Reminder sent out to all stations clarifying what makes a kennel secure for transport.
Injury	5/24/05	Alaska Airlines	12	Canine-West Highland Terrier "Sputnik" (Age 7)	Dog was checked as baggage in kennel. Upon arrival in Boston passenger noticed blood and missing tooth.	Unknown	None established.	Cause is unknown therefore no corrective action taken.
Injury	6/5/05	Continental	633	Feline-Calico "?" (Age 9)	Cat arrived in Houston and agents noticed a small amount of blood on its paw and on its mouth. Animal was transported to local veterinarian for examination.	Cat was evidently attempting to escape kennel (not successful). This resulted in a self-inflicted injury.	None established.	None needed.
Death	6/9/05	United Airlines	251	Canine-English Bulldog "Buju" (Age 2)	Buju, an English Bulldog, was traveling with a companion dog in a separate kennel. The dogs were boarded in Pittsburgh with a scheduled stop in Denver where they would be transferred to a Portland Oregon flight. One of the dogs, Buju, was deceased upon arrival of United flight 251 in Denver.	A necropsy stated that death was due to pulmonary congestion and edema. No intercurrent or pre-existent disease was identified that predisposed to pulmonary changes and death, except for the abnormal morphology of the upper airway which is characteristic of the English Bulldog breed. The pathology report noted there was no evidence of trauma.	None established.	No corrective action was taken or warranted as United procedures were followed.
Death	6/11/05	Midwest Airlines	831	Canine-Pug "Phoebe" (Age ?)	On June 11, 2005 Midwest Airlines flight 831 arrived in Milwaukee, Wisconsin from Phoenix, Arizona. Upon arrival the cargo hold door was opened and agents unloading the aircraft observed in one of the four kennels on board a dog that was motionless. The dog was taken to the Baggage Service Office and the owner was paged. When the owner arrived at the Baggage Service Office she was advised of the situation. A Milwaukee County Sheriff Deputy transported the owner and animal to a local veterinary emergency clinic where the dog was declared deceased.	The cause of death is unknown. Prior to departure the owner applied a homeopathic spray to the animal, which, according to the owner, was designed to relax the dog. The owner had also placed a liquid-filled cushion in the kennel intended to regulate the animal's body temperature. The flight incurred a 3-hour departure delay, during which all animals traveling on the flight were kept in an air-conditioned room and offered water. Animals were loaded on the aircraft 15 minutes prior to departure. The other 3 animals on the flight arrived in good condition.	None established.	Revised procedures for the acceptance of snub-nosed animals, including more restrictive temperature guidelines.
Injury	6/14/05	Hawaiian Air	22	Canine-Pomeranian. "?" (Age ?)	Passenger went to the Baggage Claim 3 to claim his dog to take to AS 2314 when he noticed corner back left of kennel was damaged. There was blood in the kennel. This was verified by lead agent.	Unknown.	None established.	HA will assume costs of veterinarian bill and reimburse for damaged kennel.

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Injury	6/14/05	Hawaiian Air	383/22	Feline-? "???" (Age ?)	Passenger went to the Baggage Claim to claim his pets when he noticed blood on his cat, around her mouth, and in her carrier.	Unknown.	None established.	HA will assume costs of veterinarian bill.
Injury	6/23/05	Northwest	49	Canine-Golden Retriever "Henry" (Age ?)	Upon arrival, agent noted kennel damaged and latch broken. When dog was removed from the kennel, it was observed that his tooth was sticking out and later that four toenails were detached from his paw.	Kennel damaged. Cause unknown.	None established.	NW contacted vet and made arrangements for tooth to be extracted and toenails to be treated.
Death	6/27/05	United Airlines	455	Canine-Doberman "Jasmine" (Age 10)	Jasmine was boarded in Hartford with a connection in Chicago where she was to have been transferred to a Portland Oregon flight. Jasmine was deceased upon arrival of United flight 455 in Chicago.	The necropsy stated that a definitive cause of death could not be determined from either the gross necropsy or the histologic examination of the tissue. However, no external trauma was identified.	None established.	No corrective action was taken or warranted as United procedures were followed.
Loss/Death	6/29/05	Continental	159	Canine-Chow/Lab Mix "Redacted" (Age 3)	During flight from Washington, DC to Houston, this dog was able to bend the post of the kennel and she forced her way out of the kennel and was loose in the cargo hold of the aircraft. Upon arrival into Houston, the bin door was opened. The dog jumped from the plane, and seriously injured a Continental employee and began to run loose on the tarmac for approximately 1hour. Animal was transported to an emergency clinic where it died the next morning at 0530 from what the veterinarian diagnosed as heat exhaustion.	Animal was able to escape the kennel and upon arrival at Houston, it ran loose for more than an hour.	None established.	Necropsy performed along with Rabies tests (due to it biting the agent). Results still pending. Continental's policy already requires cable ties for the kennel door to prevent escapes and Continental intends to continue and reinforce this policy.
Death	7/1/05	Continental	784	Canine-Black "Casey" (Age 12)	Animal was deceased inside his kennel upon arrival of the aircraft at Portland, Oregon, aboard non-stop flight from Newark.	Customer admitted that the animal was ill with heart problems and that the Shipper had sedated the animal prior to tendering it to Continental by giving it an over-the-counter (human) allergy medication. The Shipper also falsely signed Continental's acceptance document which states that the "animal has not been sedated". Customer refused to allow Continental Airlines to perform a necropsy and no claim was filed.	None established.	Continental's policy, based on Veterinarian recommendation, is not to accept any animal that it knows has been sedated, and that policy will continue.
Loss/Injured	7/5/05	Continental	1022	Canine-Golden Retriever "Rocky" (Age 9)	The animal was accepted in New Orleans for a trip to Portland, Oregon. Cable ties were added to secure the kennel door by the agent in New Orleans. Upon arrival of the 1 hour flight from New Orleans to Houston, agents noticed that the animal had escaped his kennel (chewing through the cable ties), and the dog appeared ill. As a precaution, Rocky was transported to a local vet.	Veterinarian reported that the animal had vomited plastic/ cellophane cheese wrappers and that the animal broke a tooth during the escape. The animal's owner noted the dog had torn into the neighbor's garbage the night prior to shipping and that's where he ate the cheese wrappers. Continental Airlines paid the vet bill and the animal was forwarded on to the owner in Portland.	None established.	None needed.
Death	7/10/05	Delta	1100	Canine-Terrier Mix "Terrie" (Age 11)	Dog was observed alive when loaded onto flight # DL1100 in BWI and was reported deceased upon arrival in ATL.	This 11 year old dog died due to a pre-existing condition. Results from a necropsy reported a tumor on the spleen was a hemangiosarcoma that had metastasized to the lungs.	None established.	None. Delta policy was followed.
Injury	7/29/05	Alaska Airlines	115	Feline-?, "Cricket" (Age ?)	A small cat was loaded in the same cargo hold with dry ice. Upon arrival the cat was lethargic.	The original load plan for the cargo pits was changed. Dry ice was inadvertently loaded in the same cargo hold with a live animal.	Established.	Pet owner and cat were transported to a pet emergency hospital. Airport employees were disciplined and given additional training on proper loading requirements for live animals and dry ice.
Injury	7/29/05	Alaska Airlines	660	Canine-Boxer "???" (Age ?)	While loading the dog onto the plane its kennel turned upside down. The dog received scratches and the kennel was damaged.	Unknown.	Established.	Remedial training on kennel handling given to individuals involved in loading the dog.
Loss/Injury	8/1/05	Continental	605	Canine-Dalmatian/Blue Heeler Mix "Jenni" (Age 3)	Dog escaped kennel upon arrival in Houston (IAH).	Kennel was not secured with cable ties and dog was not properly acclimated to his kennel prior to flight. Animal was able to push door open and escape. While running loose on the airport tarmac, the animal injured his paws and he was treated by a local veterinarian at Continental's expense. Animal traveled to its final destination the next day.	None established.	Continental's policy already required cable ties for the kennel door and Continental intends to continue this policy.

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Death	8/2/05	Continental	220	Canine-Lab Retriever "Gollo" (Age 18 mo.)	Dog arrived Newark deceased.	Necropsy was performed and the examining veterinarian wrote the following regarding Gollo. He stated that "...death in this dog was likely caused by acute cardiovascular collapse... it was very likely a preexisting cardiovascular problem that was difficult to identify, it at all identifiable, when the animal was alive."	None established.	None needed.
Death	8/6/05	American Airlines	59	Canine-English Canine-Bulldog "Wilie" (Age 2)	Two dogs arrived off flight from JFK. One dog died shortly after arrival in SFO. Kennel had vomit on floor area and dog was observed to be breathing shallowly. Animal died shortly thereafter.	Dog was sent for an autopsy. Cause of death could not be determined as customer will not share the results with American Airlines.	None established.	None, as the cause of death could not be determined, and the investigation revealed all policies and procedures were followed.
Injury	8/13/05	Continental	218	Canine-German Pointer "Dianna" (Age 3)	Self-inflicted injury to the mouth which occurred when animal chewed through the kennel.	Animal was not acclimated to its kennel and tried to chew its way out. Slightly injured its mouth in doing so. Owner agreed to take the animal to her own vet at her expense.	None established.	None needed.
Death	8/21/05	Continental	148	Canine-Golden Retriever "Duke" (Age 8)	Duke flew on a non-stop flight from Newark, NJ to San Francisco, CA along with another pet from the same family (separate kennel). Upon arrival of the aircraft, Duke was deceased.	Necropsy results indicated that Duke died from a pre-existing cardiac disease that resulted in acute shock and cardiac failure.	None established.	None needed.
Death	8/22/05	American Airlines	2282	Canine-Cockapoo "Coco" (Age ?)	Dog was found deceased off AA Flight 2282 (STL-BWI).	Necropsy revealed this dog died of natural causes complicated by obesity and poor lung capacity. Vet found no fault with AA transport. Two other dogs traveled in same compartment and arrived safely.	None established.	None.
Injury	8/24/05	Horizon Air	2500	Canine-Bichon Frise "Happy" (Age ?)	Pet owner phoned Portland station on August 24, 2005 to claim her dog was limping and that she was going to take the dog to the vet.	Unknown.	None established.	No corrective action has been taken since incident is still under investigation.
Loss	8/30/05	US Airways	28	Feline-?, "Tommy" (Age ?) (There may have been 2 Felines involved here.)	Ms. [redacted] checked two cats in one kennel on flight 72, scheduled to operate from Seattle to Philadelphia. The cargo vendor at Seattle failed to load the cat onto the flight on which it was scheduled, and it instead rode on flight 28 to Charlotte, where it was to connect into Philadelphia. On arrival into Charlotte, as the aircraft cargo was being unloaded, the kennel fell apart and "Tommy" ran away.	There are two events at play: the failure to load the cats onto the correct flight and the eventual escape of the cat on arrival into Charlotte. The cause of the latter cannot be fully determined, although there are some contributing factors: (a) The kennel was not of adequate design. Instead of being constructed as one rigid unit, it was a "snap-together" unit that could be disassembled. (b) Ms. [redacted] checked large two cats in one kennel. Our staff in Seattle was not made aware that two cats were in the kennel, nor did they check. Our policy is to accept only one animal per kennel. (c) The ground handling vendor at Seattle, FSS, was interviewed and its personnel deny any mishandling of the kennel that might have contributed to its coming apart. Security personnel at Huntleigh assert the animals were cleared in a timely manner. FSS staff indicate the location in which kennels are placed for departing flights was checked 15 minutes before the departure of US72, and the cats were not present. (d) The ground handling staff at Charlotte were interviewed and deny any mishandling of the kennel that might have contributed to its coming apart.	None established.	The ground handling vendor and security staff at Seattle have been counseled on picking up cargo in a timely manner. It appears inadequate kennel design ultimately caused this event and it does not appear the fact that the cat missed its scheduled flight had anything to do with it ultimately becoming lost.
Injury	8/30/05	US Airways	127	Canine-Small Breed, "?" (Age ?)	Mr. [redacted] checked his dog to San Diego. While being loaded onto the connecting flight in Philadelphia, ground handlers incorrectly loaded the dog into the forward cargo compartment of the aircraft. On this aircraft type, only the aft cargo bin is heated. The animal arrived in San Diego very cold and shivering, but otherwise unharmed.	The ground handlers loaded the animal in the incorrect cargo bin. Additionally, they failed to enter the correct code in the computer that would have alerted the cockpit crew to the presence of an animal in the forward bin.	Established.	The employees in question have been retrained on the correct procedure and a reminder bulletin was issued to all ground staff.
Death	9/17/05	Continental	318	Canine-English Bulldog "Spanky" (Age 2)	Animal was deceased upon arrival (inside its kennel) at Oklahoma City.	According to the necropsy, veterinarian stated "...The trachea was noted to be collapsed along entire length on dorsal aspect, with rings only complete around ventral 2/3 aspect of trachea and muscle layer folded into lumen of trachea.... Presumable cause of death: Asphyxiation due to hypoplastic and collapsing trachea."	None established.	Death was not transit related or caused by Continental Airlines, so no corrective action necessary.

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Death	10/3/05	American Airlines	1129	Canine-French Bulldog "Speck" (Age ?)	Dog died shortly after being unloaded off AA Flight 1129 (TUL-DFW).	Necropsy results revealed evidence of acute cardiovascular collapse, cause was not apparent.	None established.	None. There were no irregularities and other animals traveling in the same compartment arrived safely.
Death	10/5/05	United Airlines	1555	Canine-Beagle "Snoopy" (Age 8)	Passenger checked two dogs in separate kennels on Flight 1555 from IAD to MCO. Upon arrival in MCO one dog was motionless and appeared to be deceased. No autopsy was performed as owner opted to take the animal home. The kennel was in good shape with no evidence of damage. All procedures had been met.	No pathology report was requested or done.	None established.	No corrective action was taken or warranted as United procedures were followed.
Death	10/22/05	American Airlines	327	Canine-Boston Terrier "Baxter" (Age ?)	Dog was found deceased off AA Flight 0327 (DFW-SFO).	Necropsy results reveal the dog died of a pre-existing heart condition. The stress of flying caused the dog to hyperventilate and triggered a cardiac episode.	None established.	None.
Death (2)	10/25/05	Horizon Air	2309	Birds-Pocket Parrots "???" and "???" (Ages ?)	Birds were flown via Goldstreak (small package express) from San Diego, California to Portland, Oregon on Alaska Airlines flight 569. Birds were then placed on a connecting flight, Horizon Air 2309, to Eureka-Arcata, California. One bird was found deceased inside its kennel upon arrival of the aircraft in Eureka-Arcata. One more bird died within one hour of leaving the airport.	Unknown.	None established.	Incident has been reviewed with Eureka-Arcata Station Manager. No corrective action was taken since Horizon Air policy was followed.
Loss	11/8/2005 (reported Nov. Eagle 2007)	American	3597	Feline-? "Sweet Pea" (Age ?)	Cat escaped after unloaded from cart off AE Flight 3597 (DFW-CMH).	Ground handler lifted the kennel from baggage cart, hardware came apart, kennel door fell to the ground, and the cat escaped. Passenger advised airport personnel not to attempt recapture as the cat was wild and had previously injured the owner. Animal Control was called but unable to catch the cat.	None established.	None, kennel had loose screws and quick recapture was not advised.
Death	11/11/05	Sky West	3793	Canine-Chinese Crescent "???" (puppy)	Flight 3792 arrived at 12:42p. Cargo Agent scanned and transferred the shipment to the bag room to stage for flight 3785 to COS. At 1:30p when ramp agent loaded up the kennel which contained two Chinese Crescents Puppies- one male and one female-on a cart for the aircraft, he noticed one of the dogs wasn't moving.	According to the report from the veterinarian the "death of the male dog is presumed to be associated with hemorrhagic diarrhea and medical complications that commonly occur as a result of such a condition. Stress, as a result of travel, may have contributed to the condition. The cause of the diarrhea remains undetermined."	None established.	Shipper and Consignee were notified, as well as originating station. Authorization was given to take animals to a local Veterinarian.. An autopsy was done on deceased animal and test run on both. Female dog kept for two days at Veterinary Clinic for observation and later determined to be fit for travel.. No corrective action taken on behalf of SkyWest
Injury	12/3/05	Hawaiian Air	21	Canine-Boxer/Bulldog Mix "???" (Age ?)	Prior to loading, dog chewed through the plastic vent in the kennel causing injury to its mouth.	Owners advised that this is the first time dog has traveled and was not used to being in kennel. Animal was not sedated.	None established.	Owner will take pet to veterinarian for assessment on fitness to fly.
Loss	12/8/05	Delta	810	Feline =? "Morehouse" (Age ?)	The kennel containing the cat was removed from the aircraft and placed inside a conveyance. The cat escaped while being transferred from the ramp to the cargo warehouse.	Poor kennel design. Insufficient locking mechanisms on the kennel caused the door to inadvertently open during normal handling. There were no visible signs of damage to this kennel.	None established.	Local station worked with Airport Police, Fire Department and other Air Carriers at the airport in the search for this cat. A flyer has been distributed and posted including local veterinarians/kennels. Routine contact with owner is ongoing. In addition, communication was issued system-wide to review acceptance and handling procedures.
Death	1/10/06	Delta	125	Canine-Pug "Porkchop" (Age 2)	Passenger checked one dog on Flight 125 from BRU to ATL. Upon arrival in ATL the dog was motionless and appeared to be deceased. No autopsy was performed as passenger opted to take the animal home. The kennel was in good shape with no evidence of damage. All procedures had been met.	No pathology report was requested or done.	None established.	No corrective action was taken or warranted as Delta procedures were followed.
Injury	1/29/06	Continental	526	Canine-Australian Shepherd "Rosie" (Age 4)	The 70lb. was dog loose in the bin of the aircraft upon arrival into Houston. The Continental Agent noticed a very minimal amount of blood from a small cut on the dog's nose.	Rosie was not acclimated to her kennel and she chewed through the plastic crate during the flight. In the process of chewing and pushing through this opening, she incurred a self-inflicted (minor) cut on the nose.	None established.	Continental Airlines followed up with the owner regarding the animal's condition, and she was reported to be doing fine and never needed medical attention. No other follow-up or corrective action necessary by the airline.

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Loss	2/15/06	Delta	2027	Canine-Whippet "Vivi" (Age 3)	Passenger checked one dog to travel on Flight DL2027 from JFK to LAX. At acceptance, a visual inspection of the kennel did not reveal any defects. All locking pins appeared to be fully engaged. This kennel and two additional kennels were transported in a secured conveyance to the gate. When the driver disconnected the conveyance, the driver noticed that one dog was out of its kennel. Ramp agents attempted to secure the dog but were unsuccessful. Delta, with assistance from the Port Authority, provided additional resources for the search efforts.	A manual inspection revealed that the kennel's locking mechanism appeared defective, as it lacked adequate tension to keep the locking pins properly engaged.	None established.	System review of pet acceptance procedures, with an emphasis on kennel specifications. Additional procedures implemented requiring kennel doors to be secured with releasable cable ties where possible.
Death	5/14/06	Alaska Airlines	119	Canine-Cockapoo "Shep" (Age 14)	The dog was 14 years old, and was observed to be graying and missing patches of hair. Passenger traveled from Orange County through Seattle to Anchorage. Upon arrival in Anchorage, Alaska Airlines personnel observed that Shep did not appear to be breathing. They soon realized that the animal had passed away and so advised Ms. Flake.	The exact cause is unknown, though the dog's advanced age may have been a factor. All weather conditions were acceptable. There was no sign of damage or mishandling on the kennel. Other pets loaded in the same area arrived in Anchorage in good health.	None established.	Cause is unknown therefore no corrective action taken.
Death	5/28/06	Shuttle America	7599	Canine-Boxer "Popeye" (Age ?)	Popeye was traveling from Santa Ana, CA to New Orleans, LA. He was observed in Chicago when making the connecting flight, and appeared to be normal. Upon arrival of the aircraft in New Orleans the animal was found to be deceased inside the Kennel, which was located in the forward cargo bin of the aircraft.	Cause is not known - autopsy was inconclusive as to cause of death. Additional Autopsy requested. Results of Second Autopsy are not available as of this date.	None established.	No Corrective Action taken - All carrier procedures were followed.
Injury	6/3/06	Continental	1681	Canine-Golden Retriever "Skipper" (Age 7)	Upon arrival into Seattle from Newark, Skipper was lying in his kennel and had been bleeding. Continental personnel offered emergency medical treatment, but the customer elected to take him to her own vet after leaving the airport.	The customer reported later that evening that the animal had chewed and scratched in an effort to get out of his kennel until he had lost teeth, cut his gums and lost toe nails. Because of blood loss he incurred other complications and had an extended stay at her veterinarian's office for treatment.	None established.	None. The animal's injuries were self inflicted.
Loss	6/17/06	Delta	1606	Canine-Yorkie "?" (Age ?)	Dog accepted as cargo shipment in ORF on June 17, 2006 @ 1256, planned routing ORFATL-DFW, animal never arrived DFW.	Cause unknown, possible theft being investigated.	None established.	Interviewed ramp crews working applicable flights. Tracked aircraft equipment for possible override of animal. Issued all station communication to operations and management for search. Periodic follow up with customer to provide status updates.
Death	6/18/06	Continental	205	Canine-Pug "Buster" (Age 7)	Flight arrived into Houston and the animal was found deceased in its kennel.	A necropsy was performed and the cause of death was listed as 'acute cardiovascular collapse'.	None established.	None. The animal's death was not transit related.
Loss/Death?	6/24/06	Delta	4400	Feline-DSH Calico "?" (Age ?)	Passenger checked one kennel with two cats on flight DL4400 from ALB to ATL with a connecting flight to LAS. Upon transfer, in ATL, the ramp agent was picking up the kennel and the top half of the kennel separated from the lower half and the cats escaped. One cat was captured in the nearest bag room, the other cat was not immediately located. Agents searched for the cat without success. A short time later, the second cat was struck on the ramp by a tug traveling south on the odd gates side of C Concourse near the spine.	Poor kennel design. Insufficient locking mechanisms on the kennel caused the two kennel portions to separate. There were no visible signs of damage to this kennel.	None established.	Direct follow up with the Delta Station Manager at the origin which included the agent who accepted the kennel. Emphasis was on kennel specifications.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	6/24/06	Shuttle America	7546	Feline-? "Chili" (Age ?)	Chili was traveling from Rochester, NY to Washington, Dulles International Airport. He was checked in for the flight in a plastic approved kennel at the ticket counter in Rochester. After being taken to the aircraft on a baggage cart, with curtains closed, the cat escaped through a top door in the kennel. The cat was observed running across the ramp, but was unable to be located. Local authorities in Rochester will continue to look for the animal, and if discovered will notify the owner.	During the investigation it was noted that the top door of the kennel was forced open from the inside.	None established.	No Corrective Action taken - All carrier procedures were followed.
Death	6/26/06	United Airlines	754	Canine-Schipperke "Z" (Age 10.5)	Passenger checked in two kennels for transport of dogs as checked baggage from Seattle connecting in Chicago with a final destination of Atlanta. Both kennels were inspected and transported planeside. Prior to departure the customer requested to check on his dogs and he was escorted to ramp level. Upon inspection of both kennels it was discovered that the smaller of the dogs was not moving. The passenger checked the dog's breathing and pulse and all agreed the animal was deceased. Passenger advised his wish was to have the dog transported to a local veterinarian's office where he would arrange for disposition. Cause of death is unknown. The passenger then proceeded to travel. The kennel was in good shape with no evidence of damage. All procedures had been met	Same.	None established.	No corrective action was taken or warranted as United procedures were followed.
Death	7/8/06	Continental	422	Canine-Boston Terrier "Mr. Jiggs" (Age 12)	Upon arrival in LAX, the Ramp personnel who opened the bin noted that this animal was deceased inside its kennel.	An investigation showed that all procedures were followed and this animal was handled appropriately. It's important to note that two other animals arrived in the same bin with this animal, and were in excellent health. Customer agreed to a necropsy which showed some age-related conditions, but did not reveal a cause of death outside of natural causes.	None established.	None. The animal's death was not transit related.
Loss/Death	7/10/06	Continental	486	Canine-Mixed Breed "Joey" (Age 6)	This dog was discovered loose inside the cargo bin upon arrival of the aircraft, and was lying on its side. He had chewed and pushed out the side metal vent on his dog crate, and escaped the crate during flight. Animal was immediately rushed to a local veterinarian for care, and passed away several hours after arriving at the vet's clinic.	Veterinarian's necropsy stated that the cause of death was "acute moderate to severe pulmonary edema and congestion, moderate bilateral glomerulosclerosis and splenic siderotic plaques". These are indicative of preexisting conditions, and the report also stated that "the cause of death is not consistent with or related to the movement or transportation of the animal".	None established.	None. The animal's death was not transit related.
Injury	7/13/06	Continental	3	Feline-DSH "Bandit" (Age 2)	The customer checked in his cat at the Los Angeles cargo office and left to board the same aircraft from LAXHNL. The cat began to chew on the metal door of his crate, and a few minutes later the CO agent noticed the animal's mouth bleeding. The customer was contacted on board the aircraft prior to departure from Los Angeles, and brought back to the cargo facility where he and the cat were then transported by a CO Manager to a local veterinarian's office at the customer's request. The cat had self-inflicted injuries (lacerations) to his tongue. After recovering, the cat and the customer were transported on a later flight.	Injury was self inflicted from chewing on the metal kennel door.	None established.	None. The animal's injuries were self inflicted.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	7/18/06	Continental	90	Canine-Labrador Mix "Cody" (Age 14)	REDACTED was a passenger on the aircraft and traveled with this dog as well as a second Cocker Spaniel dog (which arrived in excellent condition). The flight from Los Angeles to Newark was delayed arriving into Newark due to weather and was diverted to Cleveland for 3 hours. During the time in Cleveland, the passenger was given access to his animals because Cody required medication and they appeared to be fine. Upon arrival into Newark, Cody was ill with diarrhea and the passenger worked with CO agents to remove him from his kennel and walk him. His crate was also cleaned out and he was given water. After the passenger left the office to catch their connecting flight, the animal was found lying in his kennel deceased.	The animal was very old and the passenger described him as ill (although he had been given a health certificate by the family's vet). The passenger refused to allow Continental to have a necropsy performed, and stated that he was sure that the animal died because of his age and general health conditions. He thanked the CO agents for their excellent care and concern along the way. An investigation showed that the animals were well protected at every station and temperatures in Cleveland were well within standards during the diversion.	Not established.	None. The animal's death was not transit related.
Death	7/30/06	Continental	617	Canine-American Bulldog "Madison" (Age 4)	The dog was shipped with a cat and upon arrival into Newark, the dog was deceased and the cat was fine.	All handling appears to be within standards. The necropsy performed on the deceased dog indicated that the animal "became agitated and this led to an extreme nervous state that led to her death". The veterinarian also reported that "the lungs showed signs of hemorrhage". He stated that the animal's death was not transit related.	None established.	None. The animal's death was not transit related.
Death	7/30/06	Continental	522	Canine-Cocker Spaniel "Swirl" (Age 8)	The dog arrived in Houston on the first leg of its journey and was found deceased in the aircraft upon arrival.	Handling in New Orleans appears to be within standard guidelines. The necropsy results "showed an age-related chronic glomerulonephropathy (kidney disease), pulmonary congestion and pulmonary edema. The report stated that the underlying chronic kidney disease may have contributed to the pets death".	None established.	None. The animal's death was not transit related.
Death	8/2/06	Continental	357	Canine-Pug "?" (Age ?)	Upon arrival in Reno, Nevada, the Ramp personnel who opened the cargo bin door of the aircraft noted that this animal was deceased upon arrival.	This animal was loaded into the aircraft bin in Houston alongside another dog and a shipment of baby chicks. Upon arrival into Reno, this pet was deceased. The other animals, riding next to this pet's crate, arrived in good health. The necropsy was performed by the Nevada Department of Agriculture and they noted that, "a cause of death in this animal was not determined histologically or on gross examination"....but also stated "...natural causes cannot be ruled out". An internal investigation showed that all handling was per established guidelines, and the aircraft was operating properly.	None established.	This animal's death was not transit related, so no corrective measures were taken.
Death	8/2/06	Continental	784	Canine-Shar-Pei "?" (Age 6)	Animal arrived into Portland, Oregon, from Newark, NJ, deceased upon arrival.	The necropsy reported that there was no evidence of any underlying condition that might predispose this animal to sudden and unexpected death, but it also stated that "it cannot be ruled out that this death was due to metabolic / chemical disturbances occurring at a sub-cellular level that do not result in visible changes." An internal investigation showed that all handling was per established guidelines, and that the aircraft was operating appropriately.	None established.	No action was taken, as the death was not transit related.
Death	8/5/06	American Airlines	31	Canine-Pomeranian "Fiona" (Age ?)	Dog was found deceased off AA Flight #31 (LAX -HNL).	Necropsy report states cause of death was <i>cirrhosis</i> of the liver, a pre-existing condition. Owner was traveling with two dogs in the same kennel and the other dog arrived safely and healthy.	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	8/9/06	United Airlines	345/265	Canine-Golden Retriever "?" (Age ?)	Passenger checked two kennels for 2 dogs - a Golden Retriever and a Poodle. Originating destination Richmond with a stop in ORD with final destination SLC. Flight was a thru flight so dogs never left the aircraft in ORD. Both dogs were boarded in the same pit of the aircraft. The Golden Retriever was found dead upon opening cargo compartment in SLC.	Owner indicated she felt the dog died due to fear of aircraft and flying. Owner did not want an autopsy and requested the dog be released to her.	None established.	No corrective action was taken or warranted as United procedures were followed.
Loss	8/16/06	ATA Airlines	4517	Bird-Timneh "Kayla" (Age 20 mo.)	Passengers arrived with pet bird in cabin from OAK to HNL. Pet bird was transferred to a vendor birdcage by the owner, who handed all documentation to an ATA gate agent. The ATA Gate Agent handed birdcage and documentation to Worldwide Flight Services (WFS) Ramp Lead Agent, Deones, to transport to the State of Hawaii Animal Quarantine for clearance and entry to Hawaii. Deones did not follow procedures and left the birdcage on the base of the belt loader and turned over responsibility to another WFS employee. About 15 to 20 minutes later, Deones discovered that the cage had fallen, the door was open, and saw the bird flying towards the roof area of the airport. ATA Management was notified an hour after the incident and the pet's owners were informed by ATA. A three-hour search for the bird was conducted with ATA Supervisor, Yvonne Tenn, 12 airport security guards, ramp control and the pet owners. The bird was not found.	Worldwide Flight Services Ramp Lead Agent Deones did not follow proper procedures to deliver the pet to the State of Hawaii Animal Quarantine immediately after acceptance. The animal should have been placed on a bag cart for safe transport; instead, the agent placed the cage on the base of a belt loader where it was not protected and exposed to danger on the ramp.	Established.	Worldwide Flight Services has been held by ATA as 100% responsible for this accident, not only for the loss of the pet, but for all expenses incurred by the pet's owners and ATA Airlines in this matter. Worldwide Flight Services has initialized retraining of all their agents on proper handling of animals and the State of Hawaii Animal Quarantine clearance procedures. Disciplinary action was promptly taken by WFS against their employee who accepted the pet from the passenger and ATA.
Loss	8/25/06	United Airlines	211	Feline=? "?" (Age ?)	Passenger checked kennel containing a large cat. Aircraft arrived and cat offloaded from UA 211 in Denver to be transferred to UA flight 43 Denver/Honolulu. Cat escaped kennel during ramp transfer in Denver. Ramp serviceman verified animal in kennel when offloaded from Flight 211.	The kennel was inspected and the door was found ajar. One locking post was found outside its socket and the second locking post was broken off which made kennel door unsecured. It was not determined if the second locking post was broken prior to flight or how the second locking post became ajar. The airworthiness of the kennel is in question.	None established.	No corrective action was taken or warranted as United procedures were followed.
Death	8/28/06	Hawaiian Air	25	Canine-German Shepherd "?" (Age 6)	Upon arrival, dog was found unresponsive and dead on arrival. Animal was taken to Quarantine in Honolulu and is scheduled for an autopsy.	Unknown.	Investigation is ongoing.	Corrective action: Investigation is ongoing and corrective action will be taken if necessary.
Loss	9/1/06	ATA Airlines	4757	Feline-Tabby "Haka" (Age ?)	Haka arrived in HNL as a Pet-In-Cabin. The Gate Agent received Haka from owner and proceeded down the ramp to deliver Haka to the Worldwide Flight Services (WFS) Ramp Lead. The Ramp Lead advised the Gate Agent to set the soft-sided kennel down, next to the belt loader, while he retrieved a golf cart to transport the kennel to quarantine. The Ramp Lead left the kennel unattended for few minutes. Upon return to the belt-loader, the ramp worker lifted the kennel and did not see the cat. The ramp worker called the ATA agent to verify if there was a cat in the kennel. Agent confirmed same. The Ramp Lead informed the Worldwide Flight Services Supervisor immediately. The WFS Supervisor noticed the top of the soft-sided Dan-carry (kennel), which is attached by Velcro, was open. We assume the cat pawed his way out through the Velcro opening and escaped.	The Pet-In-Cabin should not have been unattended at any time. The gate agent should have kept the pet carrier in the jet-bridge until the ramp worker retrieved it for transport to quarantine. In an event that the pet then escaped, it would have been easier to capture in a confined area. Because the pet was taken to the ramp and left unattended, it was probably frightened by all the activities and loud engines and therefore escaped the vicinity. ATA holds WFS entirely responsible for this series of events.	Established.	WFS initially assisted by escorting Ms. Souza on the ramp to locate her lost cat. The cat is still missing. WFS posted flyers regarding lost cat around the HNL International Airport. WFS has reiterated with their staff the proper procedures to handle pets being taken to quarantine, which were not followed in this case. ATA Airlines is tendering financial responsibility and liability entirely to Worldwide Flight Services (WFS) in this matter.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	9/7/06	Continental	127	Canine-Boston Terrier "Poco" (Age 8)	Upon arrival into Albuquerque, NM, the agents who opened the cargo bin door of the aircraft noted that this animal was lying down and was deceased upon arrival inside his crate.	The customer, who was a passenger on our aircraft, agreed to allow a Necropsy to be performed on Poco. The necropsy summary stated that, "...given the brachycephalic conformation of the patient and the swelling of the stomach, death by agitation, subsequent hyperventilation and hypoxia is suggested.." as the likely cause of death. Additionally, it noted that the animal also suffered from aerophagia, associated with the barking (agitation)and hyperventilation. An investigation of Continental's handling showed that all procedures were followed and the animal was handled appropriately and with great care.	None established.	This animal's death was not transit related, so no corrective measures were taken.
Injury	9/10/06	Midwest Airlines	16	Canine-Golden Retriever "Shadow" (Age ?)	Passenger presented dog for transport on flight 16 from New York LaGuardia airport to Milwaukee, Wisconsin. Prior to loading dog on the aircraft, a Midwest agent observed blood in the animal container. Passenger was advised of the dog's condition and brought to the dog. The passenger examined her dog. She informed the airline agent this had occurred before, the dog was a seasoned traveler and the dog would calm down with time. She insisted the dog is flight worthy and insisted we load the dog into the aircraft. The dog and container were cleaned and animal was loaded onto the aircraft with passenger observing the loading. At this time, the dog was given water and appeared calm. Upon arrival in Milwaukee, agents unloading the dog observed blood on the dog and in the container.	Injuries were sustained due to the dog clawing on door of shipping container.	None established.	Revise policies and procedures to ensure that acceptance personnel understand the need to observe pet behavior and deny boarding to any pet if blood is observed.
Death	9/26/06	Midwest Airlines	208	Canine-Golden Retriever "?" (Age ?)	Upon arrival of flight 208 from Fort Lauderdale to Kansas City, ramp personnel unloading the aircraft observed an animal motionless in its shipping container. The animal could not be revived and appeared deceased. Passenger was notified and advised of the situation. During a conversation with the passenger it was learned that on a flight from Panama City, Panama to Miami 3 days earlier, baggage fell on the animal's container causing it to fail and allowing the animal to run free in the aircraft baggage compartment. The animal was held for observation for 2 days and then cleared for transport by a veterinarian. Passenger provided 2 tranquilizers to the animal prior to departure from Fort Lauderdale. No unusual conditions were encountered during the flight to Kansas City.	Exact cause was not determined, as necropsy was not performed.	None established.	No action was taken, as exact cause of death could not be determined.
Death	10/9/06	American Airlines	545	Canine-Boxer "Hoss" (Age ?)	Dog was found deceased off AA Flight #545 (ORD-LAX).	Necropsy report revealed a pre-existing heart condition. Verified oxygen and temperature controls were working properly in the aircraft cargo compartment. The ground temperature ranged from 54F to 64F and was not a contributing factor.	None established.	None.
Death	10/13/06	Atlantic Southeast Airlines (Delta)	4288	Canine-Peek-a-Poo (Age 8 wk)	BOI Agent Kevin Burrell offloaded puppy upon arrival into BOI and noticed puppy not breathing. Flight arrived early so Consignee was not present. After contacting the Consignee and with their permission puppy was taken to the Animal Emergency Clinic for evaluation and Necropsy.	Necropsy report and subsequent consultation indicates puppy died due to Alveolar Histolytic Inflammation (Respiratory distress) that was pre-existing about 72 hours prior to shipment compounded by Dystrophic Mineralization (large amounts of minerals) causing hardening of the tissues possibly due to over-supplementation.	None established.	None.
Injury	10/19/2006 (reported 10/23/2006)	Frontier	505	Canine-Doberman Pincher "?" (Age 7 mo.)	Passenger reported injury 4 days after flight arrival. Passenger said dog was shivering after flight and vet had diagnosed hypothermia; passenger has not returned phone inquiries regarding dog's current condition.	Cause unknown; cargo bin temperatures were set correctly, according to flight captain; outside temperature within acceptable range.	None established.	None to date.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	10/29/06	American Airlines	1209	Canine-Pug "Buster" (Age 14)	Flight 1209/29OCT PBI-DFW scheduled for departure at 0915/EST incurred a 4.45 hr. delay for mechanical reasons. The aircraft's forward cargo door was opened and all the live animal cages on board were moved near the open door. Door remained open for the duration of the delay. Water was offered to all the animals on board at approximately 1130/EST. At 1401/EST the aircraft left the gate and arrived in DFW at 1559/CST. Buster was found dead on arrival in DFW.	Buster was sent for autopsy. The report states ".....death of this animal was due to age related and environmental stress factors". A subsequent histopathology report states Buster's diagnosis as "acute to subacute diffuse pulmonary congestion with etelectasis".	None established.	None, as the autopsy/histopathology report suggests death was due to age related causes and illness.
Death	11/14/06	United Airlines	855	Feline-?, "?" (Age 14)	Passenger checked a cat in a kennel on Flight 855 from Los Angeles (LAX) to Chicago. (ORD). Upon arrival in ORD the cat was discovered to be deceased. The owner shared that she was not surprised as veterinarian had advised her that the cat may not survive due to age and recent surgical procedures the cat had undergone. A necroscopy was performed.	Same as above.	None established.	No corrective action was taken or warranted as United procedures were followed.
Loss	11/15/06	Hawaiian Air	10	Feline- ? Black Feline, white paws) "?" (Age ?)	Upon arrival, the ramp agents opened up the aft bulk. After the doors were opened, the cat jumped out and started running toward the terminal. Ramp agents tried to catch the cat but were unsuccessful.	Unknown.	None established.	We contacted Centinella Pet Feed and Supply to obtain traps. We will lay the traps tonight in hopes of finding the cat. We are investigating possible causes of the incident.
Loss	11/30/06	Northwest	2798/422	Feline-? "Snowball" (Age ?)	The cat escaped from its kennel while being unloaded from the aircraft upon arrival at Orlando. An extensive search has failed to find the cat. The search continues, and Northwest has offered a reward.	The kennel door came unlatched during normal handling causing the door to open and the cat to escape. The kennel was not damaged. Supplementary door security ties were not applied to the kennel at origin as required by Northwest policy.	Established.	Reminded all personnel accepting and handling live animals of Northwest's existing policy requiring supplemental door security ties be applied to all pet kennels.
Death	12/3/06	Alaska Airlines	337	Canine-Bulldog "Ribeye" (Show dog) (Age ?)	Pug nose breed/found deceased in animal hold area. Dog arrived into Seattle, WA deceased. No issues were noticed at time of loading of the dog in Long Beach, CA.	Unknown / Autopsy results were not shared with the airlines.	None established.	No action required at this time.
Loss/Found (by civilian)	12/12/06	Northwest	158/458	Canine-? "Bailey" (Age ?)	The dog arrived at Memphis after an uneventful flight and was signed-off and released to the customer at Northwest's cargo facility. The customer wanted to place a leash on the dog, but the dog's collar was lying in the bottom of the kennel. The dog escaped when the Northwest agent opened the kennel door to allow the consignee to place the collar on the dog. An extensive search was conducted by Northwest and airport officials and a reward was offered. The dog remained at large until found by a local good Samaritan on January 7, 2007.	The dog escaped after the kennel door was opened by a Northwest agent assisting the customer.	Established.	Reminded all personnel accepting and handling live animals of Northwest's existing policy that kennel doors are not to be opened except when necessary to comply with existing regulations.
Injury	12/15/06	Alaska Airlines	76	Canine-"Small dog" "Hana" (Age ?)	Dog arrived into Seattle, WA where it got out of kennel. Dog was injured and taken to Vet, with broken leg and abrasions on its body.	Dog found outside of kennel on arrival to Seattle, then escaped aircraft, found running loose on the ramp.	Implied.	Agent Training: ensure that kennels are properly secured for flight, prior to accepting them.

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Loss/Death	12/17/06	Alaska Airlines	60	Canine-Chow/Red Heeler Mix "7" (Age 8 mo.)	Narrative description of incident: A passenger traveled from Juneau to Seattle with her friend's dog. The dog was being transferred onto her connecting flight to Washington DC, when the lead ramp agent placed her kennel on the belt loader and turned back around, the dog was missing from the kennel. Upon inspection of the kennel the Lead Ramp Agent noticed that the right front pin was missing from the kennel, which would have allowed the door of the kennel to release and her to escape. The passenger stayed in Seattle to aide in the dog's search with the Port of Seattle for nearly 4 hours. The Port of Seattle biologist states that he had one failed net deployment and later setup traps to aide in the dog's capture. The dog moved from one end of the airport to the other and then eventually no sightings of the dog later into that evening. On Sunday, December 19, 2010 Alaska Airlines flew the dog's owner in from Reno to Seattle to aid in the dog's search, with no sightings of the dog. On Friday, December 31, 2010 Alaska Airlines brought a Private Pet Detective in to aid in the tracking of the dog's movements, she was tracked to an exterior airport gate on South 154th Street and the dog continued to track her scent headed East and it was the scent was lost at 26th Ave South and South 154th Street near the overpass of SR 518. On Thursday, January 6, 2011 The Missing Pet Partnership notified Alaska Airlines that the dog was found lifeless just off State Highway SR 518, near the 15 interchange, apparently hit by a car.	The dog was able to escape because a pin was missing from the kennel door assembly. The dog died when hit by a car.	None established.	No action required. No photographs available.
Injury	12/18/06	Alaska Airlines	2258/20	Canine-Greyhound "Gianna" (Age ?)	Pet chewed on kennel gate/injury to pet. Dog/Gianna arrived Seattle, WA where pet was found in hard-sided kennel with mouth/jaw stuck in/on front gate of kennel.	Dog/Gianna chewed on the front wire gate of kennel and got stuck.	None established.	No action required.
Loss	12/26/06	Delta	5297	Feline-?, "?" (Age ?)	A kennel containing a live cat was being offloaded from the cargo hold of the aircraft. While traveling down the conveyor an agent witnessed the cat reaching out with its paws from the side of the kennel door. The cat was able to force his way between the kennel door and side of the kennel and escaped onto the ramp. Immediate attempts to capture the cat were unsuccessful.	Bolt and lock nut securing two halves of the kennel located next to the door release was missing.	Implied.	Immediate attempt made by multiple ramp agents a crew members to capture the cat. Immediate notification to Port Authority Police on escape. Placed kennel in last known location with food in attempt to capture the cat. Direct follow up with the Delta Station Manager at the origin which included accepting agent on proper procedures for securing kennel doors and verify correct assembly of the kennel.
Injury	12/28/06	Alaska Airlines	584	Canine-? "?" (Age ?)	A dog (inside hard-sided kennel) arrived Denver airport with a scuffed/bleeding nose.	Apparently dog scuffed nose while inside of kennel, during flight.	None established.	No action required.
Loss/Injury	12/28/06	United Airlines	Lufthansa 4869/U 903	Feline-?, "?" (Age ?)	On December 28, 2006 passenger checked a cat in a kennel on Lufthansa Airlines from Manchester England to Munich with a connection to United's flight 903 to Washington Dulles. On arrival in Dulles the kennel door was ajar and the kennel was empty. The aircraft hold was checked as was adjoining areas of the aircraft. Further attempts to locate the cat on the airport grounds were ongoing. The cat was discovered on the same aircraft, on January 16, 2007 in Denver. The cat was immediately taken to a veterinarian hospital where she was treated for dehydration and released and delivered to the owner.	The kennel was in good condition and it cannot be determined when the kennel door became ajar.	Implied.	United procedures were followed and we continued in our efforts to locate the cat. Upon locating the cat we immediately provided care by taking the cat to a veterinarian. We are examining and analyzing our hold configuration and will implement any changes deemed necessary resulting from the analysis.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	1/6/07	United Airlines	167	Feline-? "?" (Age ?)	Cat was being shipped as Cargo. Upon attempting to load the kennel on the aircraft in IAD, the kennel door opened and the cat jumped out and ran across a taxiway. Attempts to locate the cat on the airport grounds are ongoing.	The kennel was in good condition and it cannot be determined when the kennel door became ajar.	None established.	None. United procedures were followed.
Death	1/11/07	Continental	No flight	Canine-Lab/Chow Mix "Chubs" (Age 10)	The animal was traveling with another family dog from Guam to Washington, D.C. This dog died at the animal quarantine station while on a layover in Honolulu.	The family reported that this dog had health problems including diabetes, and they feared that he could not make such a long trip. Continental asked for a necropsy to be performed to determine the cause of death, and it concluded that, "...the dog had severe underlying disease consistent with diabetes, chronic heart disease which is compounded by the diabetes and periodontal disease. In addition there is evidence of pylonephritis and ketoacidosis."	None established.	None. The death was not transit related. The animal died of a pre-existing condition.
Death	1/28/07	United Airlines	81	Canine-Pug "?" (Age ?)	Dog was checked by owner in LAX with destination HNL. Upon arrival in HNL the dog was deceased. Pathology reports on the dog provided information of pre-existing physical ailments.	Death of dog was of natural causes.	None established	None. All transportation procedures for animal carriage were followed.
Death	2/2/07	American Airlines	2213	Canine-English Bulldog "Beau" (Age ?)	Dog arrived ill off AA Flight #2213 (MIA-LAX) and subsequently expired.	Dog arrived with fever and very ill. Kennel, animal pillow and surroundings were very cool. The cause of death was due to heatstroke. The necropsy report states that death was likely complicated by brachycephalic syndrome/airway obstruction which is common for this breed. Thorough testing was performed on the aircraft's ventilation system and all systems performed properly. The animal was checked in approximately an hour prior to take-off and there were no ground delays. The ground temperature in Miami was 82F. This may have been a contributing factor given the sensitivity of bulldogs and snub-nosed animals in general. The ground temperature in LAX was 59F at arrival.	None established.	None.
Death	2/15/07	Alaska Airlines	7	Canine-Pug "?" (Age ?)	A pet dog traveling inside the cabin passed away in route due to unknown cause. The Flight Attendant tried administering oxygen and CPR, but was unable to revive pet.	Unknown cause.	None established.	No action required.
Loss	2/27/07	Continental	1	Feline-DSH "Milo" (Age 1)	Upon arrival of the flight into Guam, the agents noticed the cat's kennel was empty. He apparently escaped his crate at or near the aircraft upon loading in Honolulu. Additionally, Continental worked closely with U.S. Fish and Wildlife to search for Milo at Honolulu Airport after he was spotted in the area. Officials set traps for Milo and reward posters were distributed throughout the airport area. A reward of up to \$500 was offered for the return of the cat but attempts to capture him were unsuccessful. The owner was then flown from Guam back to Honolulu for the weekend at Continental's expense to search for her lost cat, but she was unable to find him. To date, no additional sightings have been noted and we are officially closing the file and compensating the customer for her loss.	The kennel door (top loading) were closed upon arrival into Guam. Apparently, the animal was able to push his way out of the crate by pushing on the kennel's door.	Implied.	Local agents were coached regarding watching crates carefully as they're loaded. All Continental policies appeared to have been followed, including the use of zip ties on the kennel's door (which were still in place upon arrival into Guam).
Death	3/9/07	Continental	360	Canine-Siberian Husky "Mr. King" (Age 10)	Continental transported the above animal on Flight #360 / 09 March which departed Newark, NJ late 5 minutes and arrived non-stop into San Antonio, TX early 11 minutes, but upon downloading of the aircraft the animal was observed lying deceased in its crate.	A necropsy was performed upon arrival into San Antonio which showed the following problems with this animal, "The most significant lesions in this case are the renal disease and urinary cystitis which appears to be enough to have resulted in some clinical signs. There is also some evidence of a degenerative cardiomyopathy..." Actual cause of death is listed as acute cardiovascular collapse.	None established.	None. The death was not transit related. The animal died of a pre-existing heart condition.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	3/27/07	Continental	1496	Feline-? "?" (Age 2)	The cat was accepted from the customer and transported to the aircraft where an agent noticed that the kennel was empty	The kennel door was still closed but the kennel was empty. The cat apparently escaped somewhere near the aircraft at the Las Vegas airport. Also, the animal had been obtained from a rescue shelter two days prior to the flight and was noted to be very timid and shy around people.	Established.	Agents were disciplined for not adhering to CO procedures to ensure zip ties were placed on the kennel doors to prevent escapes such as this. Live traps (humane traps) were set out in the ramp area for several weeks after the disappearance. Additionally, reward posters (up to \$500) were placed throughout the airport area but there were no sightings of this cat. The customer was also flown back to Las Vegas and accommodated for several days at Continental's expense, while he assisted in searching for the cat, but it could not be located.
Death	3/28/07	Continental	667	Feline-ASH "?" (Age 14)	Customer traveled with two cats (separate kennels) to Anchorage and upon arrival, one was deceased in its crate.	The customer refused to allow a necropsy be performed as she stated the cat was already being treated for cardiomyopathy and was 14 years old. Upon arrival, the customer agreed that Continental was not responsible for the death of the animal, due to the age and pre-existing condition of her cat.	None established.	None. The death was not transit related. The animal died of a pre-existing condition.
Death	3/28/07	United Airlines	861	Canine-Lhasa Apso "?" (Age ?)	Customer was traveling with two dogs, same breed Lhasa Apso. The dogs were checked-in at San Diego, connecting through Washington Dulles (IAD) with a final destination on United to Sao Paulo (GRU). Upon arrival in Sao Paulo one of the dogs was deceased. Brazilian authorities refused to release the dog through customs and demanded the dog be returned to the United States. Due to this delay upon arrival in IAD a veterinarian determined an autopsy would not be viable.	Without an autopsy cause of death could not be determined. Kennel was intact and other dog belonging to customer was healthy.	None established.	None. United procedures were followed.
Death	4/17/07	Alaska Airlines	215	Canine-? "Betsy" (Age 11)	The ramp lead observed Betsy with one eye partially closed and tearing up prior to the flight. A dog traveling in the animal hold, passed away during the flight, due to an unknown cause. When the owner was told of the pet's death, they mentioned that Betsy had been under stress during the family's move.	Unknown cause.	None established.	Absent known cause, no action required beyond appropriate communication with Betsy's owners.
Death	4/26/07	Continental	667	Canine-Bull Mastiff "Ethel" (Age 4)	Upon arrival into Seattle, which was a stopover on the way to Anchorage, Ms. Allen's 2 dogs were checked and we found the female deceased in her kennel.	Because there was no apparent cause, a necropsy was performed on the animal. The necropsy determined that, "...on evaluation of the heart muscle the primary histologic lesion found was multifocal myocardial fibrosis... which caused arrhythmias that could have contributed to the death of the animal."	None established.	None. The death was not transit related. The animal died of a pre-existing heart condition.
Loss/Injury/Found	4/28/07	Alaska Airlines	715	Canine-Poodle "Buddy" (Age ?)	A pet dog traveling in the animal hold escaped from a two-piece kennel and ran across Seattle ramp/runways and directly into large group of blackberry bushes. The owner and her granddaughter were able to call Buddy out of the blackberry bushes within seconds, however Buddy was bleeding from at least two paws and had a possible loss of one toenail.	Two-piece kennel allowed pet to escape during the connection flight/transfer in Seattle, WA	Implied.	We have reminded Ticket counter agents to inspect two-piece kennels prior to acceptance, to ensure animal will be secure. We will also continue to suggest that owners secure kennels with zip ties to ensure that they stay in the upright position during use.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	5/7/07	Continental	1190	Canine-Bulldog "Brutus" (Age 4)	The dog was traveling from Boston to Fort Lauderdale but upon arrival into Newark after the short flight from Boston, the animal was lying in his crate deceased.	There was no apparent cause for this animal's death. All procedures had been followed, temperatures were cool and the dog died after being in Continental's care for only a very short period. The customer consented to a necropsy which stated that "on gross physical examination, Brutus appeared normal. On internal examination, Brutus' lungs appeared somewhat abnormal with some areas air filled and some areas collapsed. Brutus' heart wall appeared thickened." "Diagnosis - Myocardium exhibiting localized peripheral fibrosis." Apparent cause of death was a heart attack but the veterinarian could not determine the reason for the heart condition.	None established.	None. The animal's death was not transit-related, and upon investigation all procedures were followed.
Loss/Death	5/8/07	Continental	476	Canine-Doberman "Doc" (Age 7)	The dog was traveling from San Juan to Newark. Upon arrival, it was found lying on the floor of the cargo bin deceased. He had chewed through several cable ties and bent / pushed open his kennel door and escaped his kennel during flight. There was no apparent cause of death.	The customer consented to a necropsy which stated that "Histopathology concluded that changes in the heart were consistent with myocardial fibrosis and myocardial fiber degeneration..... it can suggest prior cardiac injury or some form of fibrosing cardiomyopathy." The veterinarian's statement also said that "stress may have been a factor".	None established.	None. The animal's death was not transit-related and upon investigation, all procedures were followed.
Loss	5/10/07	Delta	152	Feline-? "7" (Age 6)	Passenger was traveling May 10, 2007 ATL-TLV with a cat as checked baggage. The cat was loaded in the bulk hold of the aircraft. When the cargo hold door was opened for final loading the cat had somehow escaped its kennel and darted past the loading agent. An immediate search was conducted by eight ramp agents and the flight crew in attempt to locate and capture the cat, this attempt was unsuccessful. The passenger was notified of the incident and offered the option of temporarily terminating his travel and hotel accommodations until a later date, the passenger elected to continue his travel. The search continued after dispatch of the aircraft and Airport Operations was advised. Kennel was inspected and did meet the IATA container requirements.	Unknown.	None established.	Airport Operations and airport tenants advised of the escape and requested to be on the lookout for the escaped cat.
Death	5/25/07	Alaska Airlines (Horizon Air)	2347/2064	Canine-Aussie "7" (Age 9 wk)	Puppy arrived Wenatchee, WA in poor condition. Station agents took to local vet and the vet kept the puppy over the weekend and the consignee did not want to take possession of sick puppy. According to vet report, the puppy was hypoglycemic. The puppy later died on 5/31/07.	According to vet report, the puppy was hypoglycemic.	None established.	No action required. No photographs available.
Death	5/29/07	Hawaiian Air	26	Canine-Collie "7" (Age 15)	Upon arrival, the lead ramp agent reported that the dog was not moving. Our chief agent informed the owners there was a problem with one of the two dogs they had transported. He put out a page for a veterinarian. A veterinarian responded to the page and pronounced the dog dead at 11:00 p.m. HA booked the customers at a hotel for the night, and the owners took the deceased dog to a nearby animal hospital for disposal	Unknown.	None established.	No corrective action taken.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss/Death	5/31/07	Delta	611	Canine-? "?" (Age 10)	Passenger was traveling May 15, 2007 FLL-ATL-SFO, on arrival in ATL it was discovered the dog chewed through the kennel and escaped in the cargo hold. The dog was captured and returned to the passenger. The passenger decided to return to FLL to have the dog examined and not continue her travel to SFO. Passenger resumed her travel to SFO on May 31, 2007. Passenger advised dog was administered two Acepromazine tablets as prescribed by her veterinarian. Dog was still agitated at check-in so the passenger administered two more tablets of Acepromazine, placed protective booties over the animal's paws and muzzled the dog before departure from FLL. On arrival in ATL loading personnel observed the dog appeared to be breathing heavily. The passenger was contacted to evaluate the condition of her dog. She administered another dose of sedative to the animal and requested re-boarding of the dog for continuation to SFO. On arrival in SFO the dog appeared to be deceased. The passenger was contacted and brought to the animal at which time CPR was attempted. Transportation was provided for the passenger and her dog to the nearest veterinarian hospital.	Awaiting necropsy report for cause of death.	None established.	Aircraft maintenance was contacted to verify temperature control system was operating correctly in the aircraft, all systems were confirmed to be operating properly.
Injury	6/13/07	Alaska Airlines	550	Canine-? "?" (Age 13 wk)	Consignee called to advise that the plastic zip-tie (which added by shipper to secure kennel door) was missing upon picking up her 13-week-old puppy. Since the puppy was limping, she took the puppy to her vet. The puppy's foot was broken. There are no instructions to the airline to open the puppy's cage for any reason en route. However, cage zip tie was missing and a blanket from inside the cage was reported missing.	Unknown cause of injury (broken leg).	None established.	No action required. No photographs available.
Death	6/20/07	Alaska Airlines	179	Canine-? "?" (Age ?)	Upon arrival of flight 179 on June 20, 2007 Alaska Airlines ramp lead found that the dog in the hold was deceased. We then notified Customer Service Manager. The Customer Service Manager informed the passenger that her dog had passed away en route to KTN. Customer Service Manager offered to have an autopsy performed at the airline's expense. The passenger declined this offer, stating that dog was elderly and had health problems and was on medication. The passenger took the deceased dog with her.	Death apparently caused by age and health complications of pet.	None established.	No action required. No photographs available

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	6/23/07	Alaska Airlines	729	Canine-Pug "?" (Age ?)	<p>Passenger's dog traveling in animal hold was found deceased on arrival in SEA. The breed of dog appeared to be pug. No obvious signs of trauma to dog. Upon inspection of kennel it did appear that the latch was not properly closed with the pins in the retaining holes. The kennel door was held closed with TSA tape. A small amount of blood was visible on one of the pieces of tape. The Seattle Station Supervisor paged the owner of the dog and notified her that her dog had died at some point during her flight. He apologized for her loss and offered her the use of a quiet room if she wished. She declined access to the quiet room. She wanted to know why and how her dog had died. The Supervisor told her that there was no obvious reason. He asked her if the dog had any health issues or if it had been medicated for the flight. She did not answer. She walked away, obviously distraught over the loss of her pet. He left her to grieve for a few minutes then offered her Kleenex. She refused. He again apologized for her loss and asked if there was anything he could do for her. Owner requested that her dog continue to ANC so that she could make arrangements for its remains. The Supervisor ensured that the dog was onboard. He told her that he would contact ANC to have someone assist her on arrival to retrieve the remains of her dog. He was able to upgrade her to First Class for the flight to ANC and informed the flight attendant crew of her loss.</p>	Unknown cause of death.	None established.	No action required. No photographs available .
Death	7/3/07	Continental	586	Canine-English Bulldog "Hercules" (Age 3)	<p>The dog was traveling from Los Angeles to Orlando with a connecting flight in Houston. He appeared to be fine in Houston, but arrived deceased into Orlando.</p>	<p>There was no apparent cause for this animal's death. All procedures had been followed, and the temperatures were very mild as the dog flew on the overnight flight from LAX - IAH. The Houston ground time was short and there was low clouds / drizzle and the ambient temperatures were in the low 70's at 6:45am. The customer consented to a necropsy at their own vet, for which Continental paid, and the necropsy results were, "...terminal circulatory collapse/shock associated with Brachycephalic airway syndrome." It went on to say, "In this patient, there was also diffuse, severe, acute nasal and laryngeal congestion." The veterinarian concluded that, "Brachycephalic airway syndrome exacerbated by hyperthermia and stress is more likely to have resulted in the death of this dog."</p>	None established.	None. The animal's death was not transit-related.
Loss/Injury	7/3/07	Northwest	1153	Canine-? "?" (Age ?)	<p>The dog sustained a small cut injury to its right paw when it escaped from its kennel during ground handling at IAH. The dog was quickly recovered and placed back in it's kennel.</p>	<p>(1) <u>Poor kennel design.</u> The kennel met USDA requirements; however its overall flexibility allowed the door frame to deflect out of shape to the point that the locking pins could no longer secure the door. The dog sustained a cut to its paw when it slipped through the partially-opened door. (2) <u>Failure to comply with NW policy.</u> The accepting agent failed to follow established company policy to secure the kennel door with releasable plastic straps.</p>	Implied.	NW reiterated its kennel acceptance policy and procedures with all agents.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	7/25/07	Alaska Airlines	291	Canine-French Bulldog "7" (Age 9)	Flight 291 from PVR to LAX arrived with pet in cargo hold. While down loading the kennel, the ramp crew of Alaska's vendor Menzies discovered that the dog inside was not moving. The dog was a film dog and was in Mexico working on a movie set. The dog was traveling with two trainers the LAX Station Supervisor met both trainers in Customs and informed them of the situation. They explained that it had been very warm in PVR, which caused the dog to have a little trouble breathing. They believed the animal may have had a heart attack due to the heat and stress of the flight.	A nine-year-old French Bull dog arrived deceased. Death apparently caused by age and health complications of pet, possibly exacerbated by Mexican climate.	None established.	No action required. No photographs available.
Death	7/27/07	Continental	1494	Canine-Staffordshire Terrier :Beth" (Age 2)	The dog was accepted in Birmingham at 5:00am for the 6:00am flight to Houston. The animal arrived into Houston deceased.	The ambient temperature conditions on the ground and in the aircraft were cool and at no time was the animal exposed to any extreme temperatures, and all policies were followed. According to the necropsy, ".there were no external signs of trauma, scars, or other abnormalities." The veterinarian continued to say, "the stomach was destined with air and contains a small amount of firm plastic" but all other organs / systems within the animal was within normal limits. The Veterinarian stated that, "There was no obvious cause of death."	None established.	None. The animal's death was not transit related and all procedures were properly followed.
Loss/Death	7/28/2007 and Delta 8/6/2007		1877/28	Feline-DSH "" (Age 8)	Cat accepted in an IATA approved container as a cargo shipment in MIA on July 28, 2007 @ 0417, planned routing MIA-ATL-GSP. Agent arrived gate with cat @ 0445/28. The agent confirmed the cat was still in container and ok before departing gate. At 0505 ramp agent came out to load the aircraft and noticed the cat was not in the kennel. On August 6, 2007 around 5:00 pm Delta Operations received a phone call regarding the status of lost cat. The call made by MDAD stated they had noticed a cat sitting on top of the fence around the perimeter of the airport. MDAD wildlife management, Delta Operations supervisor, MDAD Ramp Security officer all attempted to capture the distressed cat from the outside of the fence to prevent the cat from running into Perimeter Road. The cat became agitated and lunged towards the outside officer, running down the fence line and across the ground. The cat ran across Perimeter Road and in front of an oncoming car, was struck by the car and continued across the roadway into the grass on the other side. Involved personnel drove outside the airport to where the cat was lying in the grass. The cat was not breathing and Wildlife Management officer declared the cat was deceased.	Cause unknown, still investigating	Implied.	Station manager conducted a training session with each employee to review the importance of assuring all kennel/container doors are shut, locked and secured with cable release ties.
Death	8/2/07	American Airlines	102	Canine-French Bulldog "Miles" (Age ?)	Dog was deceased upon arrival of AA Flight #102 (HNL-DFW).	Necropsy results were inconclusive. Other animals traveling in the same cargo hold arrived safe and healthy.	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	8/4/07	Alaska Airlines	235	Feline-Long haired "Tiger Lily" (Age 5)	Cat jumped out of kennel during loading process and is still missing in San Francisco. While our SFO ramp vendor was loading kennel onto the aircraft, the cat jumped out of kennel and disappeared onto the tarmac. Ramp personnel were not able to retrieve the cat. The SFO Airfield safety division personnel searched the area and were unable to locate the missing cat. The passenger was advised of the situation and boarded a flight to Portland, OR. Despite a thorough investigation, we were unable to gather any additional information on how the cat was able to escape from its cage. The passenger was advised that SFO had harm free traps set up in airfield and that they would check the traps each day for her missing cat. We refunded the passenger's ticket price (\$290.80) as a Customer Service gesture. Owner claims that cat will not come in contact with strangers, the only contact would be with her. The cat has not been located to date.	A cat was able to get out of its kennel for unknown reasons and could not be retrieved by ramp personnel.	None established.	No action required.
Death	8/11/07	Continental	208	Canine-Pekinese "Sidney" (Age 1.3)	The dog was traveling from Salt Lake City, UT to Portland, OR via Houston. The dog was found deceased in its crate upon arrival into Portland by ground crew personnel.	This animal was protected in Houston in an air conditioned van until near departure time and placed on the aircraft with 3 other animals/crates bound for Portland. All 4 animals were checked, watered and appeared to be fine. The flight taxied from the gate and departed Houston within 22 minutes. Upon arrival into Portland, this animal was deceased in its crate. The necropsy stated that "non-specific findings are indicative of cardiopulmonary collapse or hypoxia" more susceptible to dogs belonging to the brachycephalic breeds, but it did not state a definitive cause of death.	None established.	None. The animal's death was not transit-related.
Death	8/13/07	Continental	1795	Feline-DSH "Blue" (Age 7)	The cat was flying from Washington DC to Los Angeles via Houston, along with a second family cat and 2 other animals on the same flight. Upon arrival into LAX, the cat was deceased in his crate.	The medical diagnosis was that this animal suffered from several underlying and undiagnosed conditions, including feline asthma, Paribronchial Pneumonia, hypertrophic cardiomyopathy and abnormalities of the left and possibly right kidneys. The necropsy report actually states that, "...presumably feline asthma was the primary underlying cause of death."	None established.	None. The pet's death was not transit related.
Death	8/13/07	Continental	9554	Canine-Staffordshire Terrier "?" (Age 2)	The dog was placed on the aircraft in Houston and was found deceased upon arrival in Abilene approximately 1hr 15minutes later.	This animal was "in season" and was being shipped for breeding purposes. She spent the night in Houston and was placed on the aircraft a few minutes prior to departure. The flight left the gate in Houston at 2:52pm and departed the airport at 3:02pm. Upon arrival into Abilene at 4:17pm, the animal was deceased in its crate. The necropsy report stated that the animal had overheated, and the Veterinarian performing the necropsy stated that she was obviously sensitive to heat, and felt that hormonal changes due to her being 'in season' could've also contributed to her sensitivity.	None established.	None as all procedures were properly followed.
Loss	8/23/07	Delta	704	Feline-? "?" (Age 2.5)	A kennel containing a live cat was being transported to flight 704/23. The driver witnessed the cat jumping out of the cart from his mirror. Immediately, driver stopped and attempted to capture but, was unsuccessful. The kennel door was constructed of plastic and it did not meet the IATA container requirements #1. The locking pins were not made of metal. It appears the cat forced his way out through the bottom of the kennel door and escaped.	Bottom of kennel door was not secured with a releasable cable tie and kennel door was made of plastic.	Implied.	Los Angeles Police Department, FAA, TSA, Los Angeles World Airport, and other air carriers were notified to keep watch for the cat. Daily calls to the local animal shelters, flyers with pictures have been posted and a cage has been set up around the facility with food. A reminder letter sent system wide concerning proper acceptance and handling procedures. Direct follow up with the Delta Station Manager at origin which included briefing accepting agents on proper procedures for securing kennel doors.

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Death	8/27/07	Alaska Airlines	148	Feline-? "?" (Age ?)	(Pet passing during flight) The Horizon Air transfer agent noticed that the cat was not moving, at the Horizon connection flight point, the cat was not breathing and was found to be stiff. It appears that the cat had passed away some time during the flight. Seattle Manager on duty and Horizon Air Manager informed the passenger of her cat's passing at the Horizon Aircraft. The passenger did not seem to be overly shocked by news, although she certainly was distraught and began to cry. She told us it was not our fault. She continued onto Eugene, OR with her deceased cat. She was given the number to Customer Relations. I spoke with the ANC Customer Service Agent who checked in the cat and she stated that the cat seemed to be doing fine during the check in process in ANC and was "meowing". The kennel was loaded properly in cargo pit one and there was no cargo in the forward compartment. According to the load message, there were only 3 other bags loaded in pit one with the cat. All information gathered points to a natural cause of death.	Cat passed away during the flight to Seattle, apparently from natural causes.	None established.	No action required. No photographs available.
Death	9/5/07	Midwest Airlines	801	Canine-Miniature Pinscher "Pinguika" (Age ?)	Upon arrival of Midwest Airlines flight 801 at Milwaukee Wisconsin from Los Angeles, CA, ramp personnel unloading the forward cargo compartment observed a dog that was motionless. The dog was taken to the cargo facility and the owner notified.	The exact cause of death is unknown as a necropsy was not performed. Midwest offered to pay customer for the costs associated with the necropsy but the customer refused.	None established.	No corrective actions taken as the exact cause of the incident is unknown.
Death	9/22/07	Continental	739	Canine-English Bulldog "Loki" (Age 4)	The animal was tendered in Houston for a non-stop flight, and upon arrival into San Diego, the animal was deceased in his crate.	The Bulldog was tendered at 8:25am in Houston in the mild temperatures of late September, transported in an air-conditioned van to the aircraft and placed in the cargo hold of the aircraft where temperatures remained at approximately 50-70degrees while in flight. According to the necropsy report, "Widespread visceral congestion is taken as evidence of acute cardiovascular collapse; however, the underlying cause is not apparent." The necropsy diagnosis was, "possible heat stroke or aspiration of vomitus".	None established.	None. The animal's death was most likely a result of the inherent problems of this breed when they are stressed or over excited and the difficulty they have breathing / panting and expelling heat. As environmental conditions in this case were ideal during transport, there is no evidence that the animal's death was transit related.
Loss/Injury	10/1/07	Sky West	4068	Canine-Labrador Retriever "Louie" (Age ?)	When flight 4068 arrived in PDX the puppy was loose in the cargo compartment. The kennel had been damaged (cracked) allowing the puppy to get out of the kennel.	Possibly incorrect baggage and cargo loading in SLC or shifting of baggage and cargo in flight	Implied.	The puppy was caught and released to owner Pam Stafford. He appeared fine at the time of the release; however, once he arrived home he began to limp and was taken to the vet. An anti-inflammatory drug was prescribed to correct a muscle strain. The damage kennel was replaced This incident was forwarded to the attention of the ramp manager in Salt Lake City for his review and follow up training including memos and briefings for all SLC ramp employees.
Death	10/9/07	American Airlines	822	Canine-English Bulldog "Lady" (Age ?)	Dog was deceased upon arrival of AA Flight #0822 (PAP-MIA).	Necropsy results showed unremarkable tissue samples. The findings assume death to be related to breathing difficulties associated with the breed (soft palate interference). This likely resulted in hyperthermia and hypoxia. An investigation was conducted which showed climate controls were working properly in the aircraft cargo compartment.	None established.	None.
Injury	10/16/2007 (reported Jan. 2008)	American Airlines	NOT REPORTED (LINK MISSING)	Canine-? "?" (Age ?)	Data missing.	Data missing.	Data missing.	Data missing.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	10/22/07	Comair	4989	Feline-? "?" (Age ?)	A kennel containing a live cat was being transported to flight 4989. While walking the cat from the operations area to the aircraft, via the ramp, the agent noticed the cat becoming restless and moving about rapidly in the kennel. This agitation appeared to increase as the agent got closer to the aircraft where the APU was running. As the agent approached the aircraft (approximately 4 feet from the belt loader) the cat managed to break open the latch and jumped out of the kennel. Immediately, the cat ran by the First Officer assigned to the flight and ran straight for the runway. At this point the agent realized the cat was not able to be caught and instructed a ramp agent to notify the Lead Agent of the incident. The kennel door was constructed of metal and did meet the IATA container requirements #1. The locking pins were also made of metal and the plastic tee-wraps were secured between the door and the kennel. It appears the cat was able to break the latch from the kennel and force it's way out through the bottom of the kennel door and escaped.	As the cat was being carried towards the aircraft to be boarded, it became agitated and began scratching and clawing at the kennel, eventually disengaging the latch from the kennel door which allowed the escape	Implied.	A review of policies/procedures and proper inspection of kennels has been sent to all Stations that service Comair flights including MDT. The MDT Station set traps to retrieve the cat but were unsuccessful. Local airport police along with TSA and other airlines that serve the MDT airport were advised of the incident and also were alerted to be on the lookout for the cat. Comair Agents were escorted to remote areas of the airport to search for the cat, but those too, proved to be unsuccessful.
Injury	10/30/2007 (reported Jan. Air 2008)	Hawaiian	NOT REPORTED (LINK MISSING)	Canine-? "?" (Age ?)	Data missing.	Data missing.	Data missing.	Data missing.
Loss/Theft?	11/2/07	Delta	4752/530	Canine-Pug "?" (Age ?)	Dog accepted as a cargo shipment in SGF on November 2, 2007, planned routing SGF-ATL-LGA. Dog never arrived LGA. Kennel arrived in SAV empty at 2330.	Case undetermined, possible theft being investigated.	Still under investigation.	Interviewed ramp crews working applicable flights. Tracked aircraft equipment for possible override of animal. Issued all station communication to operations and management for search. Periodic follow up with customer to provide status updates.
Death	11/2/07	Delta	6174/02 and 1287/02	Feline-? "?" (Age 14.75)	When opening the cargo hold door on arrival in Tampa for unloading. The kennel was secure in the cargo hold. The aircraft load agent noticed the cat was not moving when unloading. Upon further inspection the cat appeared to be deceased. The aircraft load agent contacted the gate supervisor immediately. The gate supervisor notified the passenger of the incident. The passenger was asked to view her cat and refused. Passenger agreed to conduct a necropsy. Passenger requested the belongings of the kennel be brought to her.	Autopsy report indicates the cause of death is "cardiopulmonary collapse" contributed to by three pre-existing conditions of cardiac disease, liver disease, and kidney disease.	None established.	No corrective action taken.
Loss	11/5/07	Continental	551	Feline-DSH "Scramble" (Age 12)	The animal was tendered in Raleigh and was being transported to the aircraft when the crate's door popped open and the animal escaped.	The crate appears to be a cheaper, thinner plastic and did not withstand normal handling. The crate's door popped open which allowed the animal to escape.	Established.	Staff at Raleigh was reprimanded for not applying Continental's required zip-ties on the door of the crate, per Continental's policy, which would've prevented this escape. The cat's owner has been flown to back to Raleigh to assist in the search but the cat was not located; however, Continental personnel continue to keep live traps out and near the place of escape in hopes of capturing Scramble. The efforts are on-going.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	11/19/07	Alaska Airlines	537	Canine-? "?" (Age ?)	Upon opening the aircraft pit, Seattle ramp personnel found that the dog's paw was trapped between the lip of the kennel and its access door. Our Agent promptly freed the animal's paw. The dog stood up and began yelping as he licked his paw. It appears that this incident happened in flight and that the dog had been trying to escape. The dog appeared exhausted but was slowly regaining the use of his paw. The owners were in baggage claim to meet the dog and carried him out of the airport. This does not appear to be a handling incident but more likely a result of an energetic dog that simply wanted out of his kennel.	While attempting to free himself from his kennel during flight, the dog lodged his paw underneath the kennel door.	None established.	No action required. No photographs available
Death	11/20/07	Delta	914	Canine-Bulldog Terrier (Age 14 mo.)	At time of arrival the dog appeared to be sleeping. When the driver arrived to the cargo house with the dog the driver checked the dog and noticed the dog was not breathing. The station manager was contacted and the customer was informed of the incident. Customer permitted an autopsy to be performed.	Autopsy report indicates the dog had a preexisting heart condition. The stress of the flight possibly caused his death.	Implied.	No corrective action taken
Loss/Theft?	11/26/07	Delta	4642/26 and 4820/26	Canine-Great Dane (Age 8 wk)	Dog accepted as a cargo shipment in MGM on November 26, 2007, planned routing MGM-ATL-PVD. Dog never arrived PVD.	Case undetermined, possible theft being investigated.	Still under investigation.	Interviewed ramp crews/baggage service drivers working applicable flights. Tracked aircraft equipment for possible override of animal. Issued all station communication to operations and management for search. Periodic follow up with customer to provide status updates.
Injury	11/29/07	Alaska Airlines	154	Canine-? "?" (Age ?)	A dog inside the kennel arriving at Seattle baggage claim area was in a very distressed state. Upon further inspection we discovered that the dog's gums were bleeding. The dog was not cut and very little blood was excreting from the gums. It appeared that the dog had been chewing on kennel and scraped its gums in the process. Passenger was advised of the situation prior to the connecting flight.	Dog inside kennel appeared to be chewing on inside of kennel, as the dog arrived in baggage claim with gums bleeding and seemed to be distressed.	None established.	No action required. No photographs available
Loss	11/30/07	Delta	1409/30	Feline-? "?" (Age ?)	A kennel containing a live cat was being transported to flight 1409/30. The driver secured kennel before departing the cargo facility. Upon arrival to the departure gate, driver noticed the cat had escaped from the kennel. The cat escaped through top hatch during transport from the cargo facility to the gate area. The kennel did not meet IATA container requirements #1. The kennel did not have a solid roof.	The acceptance of a non-compliant kennel and not securing releasable cable ties to secure the kennel door.	Implied.	Cargo and ramp agents conduct search daily. Airport agents notified to keep watch for cat. Station manager contacted customer of incident. Direct follow up with Delta Station Managers at origin which included briefing accepting agents on proper procedures for securing kennel doors and IATA container requirements.
Loss/Found	12/5/07	Continental	1783	Canine-Corgi Mix "Daisy" (Age 5)	The animal was tendered in Phoenix and upon aircraft arrival in Houston, the animal had escaped from her crate and jumped from the aircraft when the agents opened the door. Continental agents gave chase and were able to safely capture the animal after a few minutes of running and after it bit 1 Continental employee. The dog's paw pads were scratched from running on the concrete. The animal was treated at a local vet at Continental's expense and released to its owner.	The crate couldn't secure the dog that wanted out despite Continental representatives in Phoenix adding zip ties to the crate's door.	None established.	Continental reminded Phoenix agents to take additional care when adding zip ties to a crate that houses an aggressive dog that does not appear acclimated to its crate, to help prevent future escapes.
Death	1/2/08	Alaska Airlines	67	Canine-? "?" (Age ?)	Upon opening the aircraft pit, Ketchikan ramp personnel found that Ms. Smith's dog had passed away. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in Ketchikan. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available

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Death	1/10/08	Northwest	2809/807	Feline-DSH "?" (Age ?)	The shipment was comprised of two adult pet cats in separate kennels. On arrival at MSP one of the cats appeared to be deceased. The cat was immediately removed from transport and delivered to a veterinary hospital where it was confirmed deceased. The shipper was notified and she advised NW that the cat "seemed to be ill this morning but the vet felt it was OK to travel." The other cat was forwarded on to the consignee and arrived without incident.	A necropsy was performed at NW expense by the University of Minnesota Veterinary Diagnostic Laboratory. According to the necropsy report, "The cause of death was most likely cardiovascular arrest secondary to hypertrophic cardiomyopathy. Hypertrophic cardiomyopathy tends to predominate in young to middle-aged cats (1-3 years). There are clusters of cases of hypertrophic cardiomyopathy in Persian, American shorthairs and Maine coon cat breeds."	None established.	None. The cat died of natural causes. The companion cat arrived safely.
Death	1/14/08	American Airlines	1480	Canine-Pug "Pugi" (Age ?)	Dog was deceased upon arrival of flight 1480 in MCO.	Necropsy results were neutral and suggest that a pre-existing condition may have attributed to the animals death. The owner had checked a 2 nd pug which traveled in the same compartment and arrived safely.	None established.	None.
Death	1/16/08	American Airlines	30	Canine-French Bulldog "Biggie" (Age 2)	The dog flew from LAX to JFK and upon arrival was not moving. He was taken to JFK Vetport where he was pronounced dead.	Cause unknown and the owner refused to have a necropsy performed. All systems on the aircraft were functioning properly and the flight was not delayed.	None established.	None since the cause of death could not be determined.
Loss/Injury	2/21/08	Continental	554	Canine-Australian Shepherd "Dingo" (Age 8)	After removing the animal's crate from the aircraft in Pittsburgh, Dingo became very scared and was jumping / wiggling inside his crate causing his kennel to roll off the baggage cart (where he was staged). Upon hitting the ground, the crate popped open and Dingo began running around the tarmac. After approximately 20-30 minutes, Dingo jumped into the open truck door of the agents chasing him. His only injury was to the pads of his feet from running on concrete. Dingo was immediately taken by his owner to the veterinarian and Continental paid for the initial vet visit and a follow-up. Dingo has fully recovered and his owner was pleased at how Continental handled the matter.	Dingo became scared and toppled his crate off the cart, and upon hitting the ground, his crate door popped open.	Implied.	Remind agents downloading animals that they should be placed on the ground until ready to move, and then must be in a PetSafe van or secured in another vehicle where the animal's crate cannot fall.
Loss/Death	2/27/2008 (reported Oct. 2008)	American Airlines	15	Canine-? "Bubu" (Age ?)	Canine escaped its kennel. Employees and airport police were trying to capture the animal when it escaped through an opening in a perimeter fence. It was stuck by a vehicle and died instantly.	Animal was able to escape its kennel.	Implied.	Additional training is being performed.
Death	3/2/08	Hawaiian Air	36	Canine-Poodle (Age 16)	Upon arrival of HA36, agent found the dog dead. Agent informed customer, and customer informed our agent that the dog was having heart problems for a while.	Unknown.	None established.	HA refunded the pet service fee of \$175.
Death	3/9/08	Delta	617/3873	Canine-English Bulldog "?" (Age 3)	At time of arrival of flight 617 ATL/SLC the ramp agent began unloading the dog from the cargo bin. He noticed the dog was not moving and seemed lifeless. The cargo runner immediately retrieved the dog and took it to the Salt Lake City Cargo facility. The driver and the supervisor both inspected the kennel and found the dog was deceased. The station manager was contacted and both shipper and consignee were both informed of the incident. Customer did permit an autopsy to be performed.	Autopsy report indicates the death was most likely caused by a possible heat stroke.	None established.	Immediate investigation was conducted. Results of the investigation determined the dog was properly loaded in the cargo bin, the on board circulation system was properly working; no hazardous material was loaded on the aircraft, the kennel met ventilation requirements. No corrective actions were warranted.
Loss/Injury	3/12/08	American Airlines	123	Canine-Pit Bull "Legion" (Age 7)	Upon off loading the flight in HNL, the dog was found outside his kennel. The kennel was chewed from the inside and the door was pulled inward. Attempts were made to put him back in his kennel, but he ran down the belt loader and fell onto the ramp. He ran into a ready room where he was finally placed back into his kennel. He had 3 nails that were bleeding. It is unclear if they were injured while attempting to get out of his kennel or when he fell onto the ramp. He was taken to the vet by the owner and is recovering nicely.	The dog did not want to be in his kennel so he chewed on it and managed to pull the door inward.	None established.	Remind DFW personnel to ensure kennels are well constructed and of sufficient strength for the type of animal inside and that releasable cable ties are required on all 4 corners of the kennel.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	3/19/08	American Airlines	492	Feline-? "Charlie" (Age 6)	The cat flew from ELP to DFW and was fine upon arrival as was dog from another shipment. When the crew went to load the cat on the flight to PHL, they noticed he was not moving.	The necropsy report shows the diagnosis as: "Lungs: pulmonary vascular congestion. Mild pulmonary edema. Heart: Cardiomyopathy. Liver: Hepatic centrilobular fibrosis. Hepatic and sinusoidal congestion. Subtle cellular changes are observed in the myocardium and the myocardial arterioles are thickened compatible with pre-existing cardiac disease. The mild pulmonary edema and centrilobular fibrosis in the liver are considered secondary to decrease in cardiac function."	None established.	None. No issues were identified with procedures or the aircraft.
injury	3/28/08	Alaska Airlines	555	Canine-Shar-Pei "?" (Age 12)	A dog (inside hard-sided kennel) arrived Seattle airport. Our Seattle ramp vendor was delivering this pet to the baggage claim area when he lost his grip of the kennel and it tumbled to the ground, as the owner watched. A 12-year-old Shar-Pei sustained a cut near her eye. The owner later informed us that she consulted with her veterinarian and was instructed to use antibiotics and pain medication from a prior veterinarian's visit to aid healing. Dog was not required to visit her veterinarian in connection with this event.	Apparently dog sustained a cut near eye from inside of kennel when kennel tumbled out of ramp vendor's hand upon delivery of kennel at the baggage claim area.	None established.	No action required. No photographs available
Death	4/2/08	American Airlines	15	Feline-? "Diablo" (Age ?)	Cat arrived deceased.	The owner had two cats and other arrived in good health. The owner said the cat was old and insisted on taking the cat home to bury her in the backyard.	None established.	None.
Death	4/2/08	American Airlines	2083	Canine-Mixed Breed "Sundi" (Age ?)	Dog arrived deceased.	Necropsy stated "suspect renal disease with possible mild cardiac disease and mild chronic emphysema, possible leading to respiratory distress."	None established.	None.
Death	4/9/08	Delta	1048	Canine-French Bulldog "Maggie" (Age 5)	Maggie was accepted for travel on DL1048 from SAN at 2019, Friday, April 9, 2010. All Delta's live animal acceptance procedures were followed. Flight 1048 departed SAN on-time at 2254. At the time of departure, the local temperature in SAN was 60F and upon arrival into ATL, the temperature was 47F, well below the established temperature limits. As agents were unloading the aircraft, Maggie was unfortunately discovered deceased inside her container.	A necropsy was performed by Athens Diagnostic Laboratory College of Medicine at the University of Georgia. The diagnosis was a "preexisting enteric" disease. The DVM noted the presence of alveolar histiocytosis that suggests subacute to chronic pulmonary edema and changes in the intestine. Also on board DL1048 was one other pet that arrived safely and without incident.	None established.	None warranted due to preexisting condition.
Death	4/9/08	Delta	790/1479	Bird-African Grey Parrot "?" (Age ?)	Upon arrival of flight 1479 ATL/SNA ramp agents began unloading the cargo bin. Agents inspected the bird shipment and informed management the parrot appeared lifeless. Agents immediately took bird to SNA Cargo facility. Consignee inspected the container and confirmed the bird was deceased. Bird was signed for and released to consignee. No autopsy was performed.	Bird arrived at destination city in a frozen state from transfer station.	Established.	An immediate investigation was conducted. Results of the investigation determined the bird was properly loaded at origination point. At transfer point agents failed to properly notify Captain via internal communication channels that a bird was loaded in Bin 4. Circulatory system was working properly. Dry ice was loaded in a separate bin. The kennel requirements were met. Corrective measures were addressed by ACS and Cargo management.
Injury	4/20/2008 (reported Aug. 2008)	Continental	426	Canine-Shih Tzu "Chewy" (Age 2)	The animal arrived into Baltimore with its jaw, teeth, etc. stuck in the crate's door.	The animal was apparently chewing on the metal crate door and managed to lodge his lower jaw and some teeth in the door. Agents on duty tried to free the animal and even tried to cut the plastic crate in order to allow him to free himself, but they were unsuccessful. The customer rushed the animal to a local veterinarian for emergency treatment. This resulted in a self-inflicted injury to his mouth, jaw and a lost tooth. Continental reimbursed the customer for the veterinarian expenses.	None established.	None. The injury was self inflicted.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	5/9/08	Continental	34	Canine-Pug "Gizmo" (Age 6)	This customer was shipping her dog to London and upon arrival at London's Gatwick Airport, the dog was found deceased in its crate when agents opened the aircraft bin door.	It was confirmed that all procedures were followed as it pertains to international travel and there were no equipment failures. There were also no external signs of trauma, etc. A necropsy was performed in London by a local veterinarian at Continental's expense. The necropsy revealed that, <i>"The dog was grossly overweight for the breed...Internal observations: large amount of fat....Heart: Large amount of pericardial fat surrounding the cardiac muscle. Overall, histological findings mirror the gross post mortem findings - severe pulmonary congestion, edema with patchy atelectasis and emphysema....these changes reflect cardiorespiratory effort, i.e. stress-related tachypnoea in an overweight, brachycephalic dog. Terminal visceral blood pooling could also be partially responsible."</i>	None established.	None. The death of this pet was not transit related.
Death	5/9/08	Continental	1410	Canine-Pekinese Mix "Harry" (Age 10)	This customer was traveling to France with her pet and upon arrival into Newark for her connecting flight, the dog was found deceased in its crate when agents opened the aircraft bin door.	Temperatures in Sarasota upon departure were in the low 80's and temperatures in Newark upon arrival were in the mid 50's. There were no signs of any trauma, so a necropsy was performed at Continental's expense. It concluded that, <i>"Harry was overweight And there was excess abdominal fat....The heart appeared mildly enlarged. Histopathology revealed degenerative cardiomyopathy as the cause of death. Cardiomyopathy is a progressive disease causing weakening of the heart muscle."</i>	None established.	None. The death of this pet was not transit related.
Loss	5/9/08	Continental	1566	Canine-Golden Retriever Mix "Sassy" (Age 6)	Sassy arrived SFO safely and was awaiting her owner to pick her up. Agents noticed that Sassy had vomit in her crate and was lying very still in the back of her crate (not moving, looked very lethargic or possibly dead). A well-meaning agent began to try to rouse her and see if she was alright. Because she was not responding to his efforts, the agent opened the cage door to attach a leash but Sassy jumped up and ran past the agent and out the front door of the baggage claim area.	The escape occurred because agent(s) were well-meaning and were trying to ensure the safety and well-being of this pet. Their error was not securing the crate in an office where Sassy could not escape our care if she ran out of the crate.	Established.	The agents involved were coached and disciplined for failing to secure the crate in an office prior to opening the door. The entire staff including Managers and Directors have searched the nearby fields and neighborhoods. Reward Posters (more than 100) have been posted to alert the community and offer a reward for the return of this pet, and the search still continues.
Injury	5/18/08	Alaska Airlines	571	Canine-Golden Lab(?) "?" (Age ?)	A dog inside the kennel arriving at Portland baggage claim area was in a distressed state. Upon further inspection we discovered that the dog's gums were bleeding and then moments later the dog's owner had discovered a tooth that the dog had lost inside kennel. The dog had some blood around its mouth and paws, also a small amount of blood splatter was found on their second kennel, which contained a cat owned by the same customer. It appeared that the dog had been chewing on kennel and scraped its gums in the process. Passenger was advised of the situation at Portland baggage claim, and offered the option to see a local veterinarian. The owner opted to wait and see a veterinarian at home in Seaside, Oregon. The customer asked the Alaska Airlines baggage agent to dispose of the Dog's kennel since it was older and the metal door was now partially pulled into the kennel. The owner put on the dog's leash and the now happy dog left with its owners.	Dog inside kennel appeared to be chewing on inside of kennel, as the dog arrived in baggage claim with gums bleeding and seemed to be distressed.	None established.	No action required. No photographs available

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Injury	5/25/08	Sky West	3873	Canine-? "?" (Age 1)	The kennel the animal was traveling in fell apart when the ramper picked it up in the bag transfer area and the dog fell out and scraped his nose and ran under the bag cart where he must have also hurt his eye. Exhibit "A".	When the kennel arrived in SLC there were several parts and fasteners already missing, they kennel was not an "airline approved kennel".	Implied.	Cargo Director spoke with the ASA Cargo Department about their acceptance procedures. They will go over them with the FAY manager and the agents so this does not happen again. They are only to accept kennels that are strong enough to withstand the rigors of airline transportation not poorly constructed ones.
Death	5/28/08	United Airlines	162	Canine-English Bulldog "?" (Age ?)	The dog and kennel were shipped as Cargo. The dog was discovered deceased upon arrival of aircraft. No signs of distress on the animal and kennel was intact.	Undetermined – autopsy not performed. Owner left with his animal.	None established.	Review of incident determined United procedures were followed.
Death	5/30/08	Continental	1751	Canine-English Bulldog Mix "?" (Age 3)	This customer was shipping this dog to Charlotte, NC but upon arrival at Houston (IAH), the dog was found deceased in its crate when agents opened the aircraft bin door.	The animal was lying deceased inside its crate and there were no signs of trauma, etc. A necropsy was performed at Continental's expense to determine the cause of death. The Histopathology revealed, <i>"It is likely that the pulmonary lesion was caused by cardiovascular collapse prior to death... He may have gotten excited during transportation causing him to become dyspneic resulting in a cardiovascular collapse."</i>	None established.	None. The death of this pet was not transit related.
Death	6/4/08	Alaska Airlines	81	Canine-? "?" (Age ?)	Upon opening the aircraft pit, Anchorage ramp personnel found that a dog had passed away. It is not clear at what point the animal perished while in the airline's custody. Alaska Airlines Anchorage Station Operations Supervisor visited with the dog's owner and informed him of his dog's passing. The dog's owner said that his dog had just come from the vet and was heavily sedated, but upon inspection of his dog he understood that his dog had passed. He said the dog was old and was returning to Anchorage to live out the last few years of his life there.	A dog arrived deceased in Anchorage. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available
Death	6/6/08	Continental	576	Feline-DSH "Beau Bear" (Age 2)	This customer was traveling with her 5 cats in 5 separate kennels. Upon arrival at the destination, one cat was found deceased in its crate when agents opened the aircraft bin door.	A necropsy was performed and the medical diagnosis was that <i>"Beau Bear had 138 ml of milky fluid in his chest and was very obese."</i> It went on to state that the cause of death for this cat was that it <i>"...had cardiomyopathy and death is attributed to this condition."</i>	None established.	None. The death of this pet was not transit related.
Death	6/27/08	Continental	647	Canine-Rottweiler "Ass" (Age 5)	The customer was shipping 2 large Male Rottweilers on the same flight. Upon arrival at Houston (IAH), the 1 dog was found deceased in its crate when agents opened the aircraft bin door.	The animal was lying deceased inside its crate while the second dog was sitting next to it in his crate and was fine. A necropsy is currently being performed at Texas A&M University's Veterinary School. Results are forthcoming but it appears to have died of natural causes.	None established.	None. The death of this pet was not transit related.
Death	7/3/08	Alaska Airlines	5	Canine-American Bulldog "?" (Age 4)	Upon opening the aircraft pit in Los Angeles, CA ramp personnel found that the dog had passed away. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in San Francisco, CA. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available

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Loss	7/10/08	United Airlines	932	Canine-? "Jedda" (Age ?)	Jeddah and her kennel were to travel in cargo hold with owners traveling in cabin. After normal inspection of the kennel by the TSA, the kennel and Jeddah were released back to customer and United. Jeddah's kennel was placed on a baggage cart with two other kennels to be delivered to the gate for flight 932. The net to the baggage cart was closed. The kennels were in fact delivered to the aircraft. Upon delivery the baggage cart net was still closed. Upon loading the kennels on the aircraft Jeddah's kennel was found empty. At some point during the transit Jeddah escaped. Jeddah was spotted in the airport outside of United's luggage claim area immediately after finding the kennel empty and United personnel tried to catch her. However, Jeddah ran away and remains missing today.	No interior or exterior damage to the kennel was found. The kennel door however, was found ajar.	None established.	A thorough investigation has been made with all employees involved and a review of incident determined United and TSA procedures were followed.
Injury	7/11/08	Northwest	752/803	Canine-? "???" (Age ?)	On arrival at LAX a small amount of blood was observed near the kennel door and side ventilation openings. The dog did not appear to be bleeding, but was observed to be favoring its right paw. The kennel was not damaged in the incident. The cargo compartment air conditioning systems operated normally during the flight. The flight itself was uneventful.	The consignee stated that the dog always favors his right paw and that the blood appeared to be from the dog chewing the side of the kennel. The consignee refused our offer to have the dog examined by a veterinarian at our expense and further stated that the dog "was fine".	None established.	None. The injury was self-inflicted.
Death	7/12/08	Delta	4907/12 and 067/12 and 063/12	Canine-Southern White "Machine" (Age 2)	The dog "Machine" was traveling on flight 4907/12 arriving late into Atlanta at 1628. This caused Machine to miss his connecting flight departing at 1637. Machine was taken to the next flight destined to Dallas Fort Worth, TX. Flight 063/12 was scheduled to depart Atlanta at 1910 from gate B16. Machine was transported in a container to B16 at approximately 1715-1720. Flight 063 gate changed to A20 around 1745. Machine was then transferred from B16 to A20 at approximately 1750-1805. The curtain was lifted on the container for ventilation during the time Machine was sitting on the gate. The flight making up the outbound flight 063/12 arrived A20 around 1825. After unloading the aircraft, the gate crew immediately started loading the outbound flight. The ramp agent in charge of loading the aircraft went to load "Machine" on the aircraft and he noticed the dog appeared motionless. The ramp agent notified the cargo supervisor. The cargo supervisor arrived at A20 within 10 to 15 minutes after receiving the call. He removed Machine from the gate area and upon opening the kennel he announced the dog was deceased. He then took Machine to the cargo facility and immediately contacted the local kennel company for transport to the nearest veterinary hospital. The shipper and consignee were also notified. The shipper gave permission for a necropsy to be conducted by the veterinary hospital.	A necropsy was performed at Delta's expense by Tri City Animal Hospital. According to the necropsy report, "Due to the degree of external bruising, etc., it appears that the pets' death was due to struggling resulting in cyanosis and collapse. Brachycephalic breeds that are confined to small places are prone to respiratory compromise due to over exertion." We remain fully aware of our responsibility and obligation to ensure a safe, protective environment for each live animal transported. Delta relied upon the health certificate that was presented at the time of tender and unfortunately it did not reflect Machine as being a brachycephalic breed. Per the health certificate, Machine could withstand temperatures range from 30 degrees to 100 degrees.	Established.	An immediate investigation was conducted. Communication was re-distributed to all stations regarding the policy which excludes snubbed nosed breeds from being transported when the ambient temperatures are above 70 degrees. Origin station management reviewed and stressed to cargo agents policies and procedures, acclimation statements, health certificates and overall safety for transporting live animals. Live Animal Safety Briefing and Bulletin was published for the ground handling agents and Pet First agents. Ground handling agents were advised never to use containers to transport or hold animals while in transit. Due to the sensitive relationship between Machine and his owner, Delta took immediate action in resolving the matter including, providing for Machine's cremation.

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WHERE IS JACK? Inc., c/o Mary Beth Melchior, Ph.D. 305-582-5884

Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss/Injury(?)/Death	7/19/08	United Airlines	872	Feline-Tabby "?" (Age ?)	Passengers checked two cat kennels. Upon loading the kennels on the belt loader a strong wind blew one of the kennels to the ground, despite railings on the belt. The fall caused the kennel's door to open and cat escaped. Ramp serviceman retrieved the cat and returned him to the kennel. The kennel was secured and loaded onto the aircraft. Upon arrival into San Francisco the cat was found to be deceased.	Autopsy results are not available at this time.	Implied.	The incident prompted a thorough investigation and review of procedures in boarding the kennels by TPE management.
Death	8/4/08	Continental	250	Canine-Great Pyrenees "Sister" (Age 2)	This customer flew 2 dogs (1 Golden Retriever age 5 yrs and 1 Great Pyrenees age 2 yrs) from Reno to Raleigh Durham with a connection in Houston. Upon arrival into Raleigh Durham, the Great Pyrenees was deceased in its crate.	A necropsy was performed at Continental's expense and the pathologist noted that "sloughed epithelium in the bronchi". These changes may have compromised the dogs respiratory function, contributing to its death. He also reported that there was 8cc of fluid in the pericardial sac. The usual amount of fluid should be 1-3cc's. A pericardial effusion in sufficient quantity, may compromise the functioning of the heart, causing cardiovascular restrictions and subsequent death. This would also help explain why the companion animal in the second crate and other customers animals on the same flight arrived without incident.	None established.	None. The death of this pet was clearly a pre-existing condition and not transit related.
Loss/Injury	8/6/08	Northwest	166/138	Feline-? "Katya" (Age ?)	Passenger checked four cats in four kennels. On arrival one kennel was empty. Cat was found later same day at SEA airport and returned to owner next day 07Aug2008. Owner reported Katya had cut lip, chipped tooth and grease on back.	Unknown	Implied.	General reminder to stations on use of newly developed Pet Acceptance Packet/Checklist.
Death	8/16/08	Alaska Airlines	120	Canine-French Bulldog "?" (Age 4)	Upon opening the aircraft pit in San Diego, CA ramp personnel found that one of the two dogs being transported had passed away. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in San Diego, CA. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available
Death	8/30/08	Continental	1622	Canine-Pug "Sissy" (Age 10)	Upon arrival of the flight into Portland, OR the Pug was found lying in her crate deceased.	A necropsy was performed at location in Oregon at Continental's expense and the Pathologist noted that the final diagnosis was "Tracheal hypoplasia, a slipped femur and arthrosis". The Pathologist noted that the slipped femur and arthrosis were chronic conditions that were unlikely to have caused the dog's demise; however, they noted that Sissy likely died from "respiratory insufficiency, which is an inherent problem for brachiocephalic dogs."	None established.	None. The death of this pet was clearly a pre-existing condition and not transit related.
Death	10/13/08	United Airlines	87	Canine-English Bulldog, "Bradley" (Age ?)	Bradley was traveling with owners and was discovered deceased upon arrival of aircraft. No signs of distress on the animal and kennel was intact.	Autopsy was performed and it was determined death was due to natural causes.	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	10/15/08	Delta	1231/15 and 034/15	Feline-DSH "Sylvia" (Age 9)	On October 14, 2008, the shipper appeared at the Charleston, SC (CHS) airport expecting to transport three cats as checked baggage to Johannesburg, South Africa (JNB). Because this international destination does not accept pets as checked baggage, the shipper was escorted to the CHS Cargo facility where he was assisted with booking the cats to travel as cargo. Due to last minute booking arrangements, the three cats had to overnight in CHS. They were scheduled to travel the following morning from CHS to ATL via DL1231. On the morning of October 15 th at approximately 0200 Sylvia's kennel was cleaned. All three cats were provided food and water and they appeared to be in good condition. At approximately 0800, the CHS Cargo supervisor announced Sylvia had expired. The shipper was immediately notified and he provided written and verbal permission for a necropsy to be conducted at the nearest veterinary hospital. Two remaining cats arrived in JNB as scheduled without incident. Due to the long term relationship enjoyed by Sylvia and her owners, Delta arranged for Sylvia's cremation and the remains were shipped to JNB.	A necropsy was performed at Delta's expense by Dorchester Veterinary Clinic. According to the necropsy report, "Sylvia most likely passed due to untreated thyroid and renal disease. The degree of dehydration noted on the necropsy indicates a chronic rather than acute onset."	None established.	An immediate investigation was conducted. Results of the investigation determined the cats were properly cared for. No corrective actions were warranted.
Injury	10/22/08	Horizon Air	2318	Feline-? "?" (Age ?)	Upon arrival into Flagstaff, AZ, it was discovered that the cat's kennel was broken and the cat had scratches on his nose.	The airline is researching where this incident took place and how this happened. It was not discovered until they arrived in Flagstaff, AZ. The cat and owner flew from Fairbanks, AK to Los Angeles, CA. and then on to Flagstaff, AZ with a stop in Prescott, AZ.	Implied.	Additional training of personnel in Prescott, AZ and Flagstaff, AZ on what actions need to be taken upon discovery of kennel damage and incidents involving animals. No photographs available
Loss	11/6/08	Horizon Air	2163	Canine-Blue Heeler "?" (Age ?)	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 th , 2008 when his owners found him.	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.	Implied.	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
Injury	11/7/08	American Airlines	2473	Canine-English Setter "Rio" (Age ?)	Dog was injured.	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.	None established.	A Pet Injury Handling Guide has been issued to all AA claim areas at DFW.
Loss/Death	11/12/08	Alaska Airlines	19	Canine-? "?"n(Age ?)	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.	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.	None established.	No action required. No photographs available
Death	11/14/08	Northwest	1447/71	Bird-African Grey Parrot "?" (Age ?)	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.	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.	None established.	None. The cause of death is unknown.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury ("alleged")	11/20/08	Northwest	AEX-MEM-MSP FSD	Canine-Yellow Labrador "Lillie" (Age 3)	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 en route. 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.	Undetermined if transport related.	None established.	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."
Death	11/26/08	Delta	1273	Canine-Golden Retriever "Dusty" (Age 4)	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.	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."	None established.	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.
Death	12/1/08	American Airlines	905	Canine-English Bulldog "Blake" (Age ?)	Dog was deceased upon arrival in GIG and immediately taken to local vet for necropsy. Immediate results of tissue samples were negative for rabies and parasites. The final results of the report were not conclusive as to the exact cause of death.	The dog was discovered deceased upon arrival in GIG. The dog was immediately transported to a veterinary hospital where the exact cause of death remains unknown.	None established	Because the exact cause of death is unknown, there is no immediate action necessary in response to this incident.
Injury	1/6/09	Sky West	4543	Canine-Golden Retriever "Bella" (Age 6 mo.)	CSR took the claim, Kennel was cracked. Debbie looked the animal over and she appeared to be fine, She was on a leash and appeared active. Passenger/Owner was upset because he indicated the dog was shaking so agent authorized/offered for passenger to take dog to vet clinic.	Agents discovered kennel damage on arrival into IDA. Dog may have fallen against the corner of the kennel.	None established.	Unsure of how damage occurred however, review of loading/unloading procedures was completed with agents. Vet examination revealed no physical injury however, pet was prescribed with mild anti anxiety medication. No follow up exam required as all appeared to be fine. Pax reimbursed for new kennel and vet fees.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	2/15/09	Delta	1635/1193	Feline-DSH "?" (Age 10.68)	On February 15, 2009, two domesticated cats were presented for travel at the cargo facility in Baltimore, Maryland (BWI). The cats were destined for Anchorage, AK (ANC) via Salt Lake City, UT (SLC). They were presented in two separate kennels, one male and one female. They were processed, inspected and both kennels met the IATA container requirements. The cats were placed in a cart for delivery to their departing flight. Once the ramp driver arrived at the gate he proceeded to unload the kennels. He noticed one kennel was empty and that the cat had escaped; however the front door of the kennel was still closed. Immediate steps were taken to locate the escaped feline. The shipper was notified of the incident and calls were also made to the airport police and the Airport Wildlife Biologist group, who bought out traps to assist with its capture. We are continuing our efforts to retrieve the escaped animal, including the distribution of alert posters in the breakroom areas, as well as the non-public contact TSA Offices.	Unknown.	Established.	It was determined the acceptance agent handling this shipment failed to apply releasable cable ties to the front door as per Delta's internal policies for Live Animal shipments. Agent was placed on administrative action.
Death	2/24/09	American Airlines	5055	Feline-Short hair "Pyzon" (Age ?)	Pyzon was discovered deceased upon arrival in SJU by AA ramp personnel. Customer was notified of loss and wanted to continue itinerary to SEA with deceased pet. SEA was notified that the deceased cat would be on aircraft and upon arrival, Pyzon was taken to Burien Animal Hospital in SEA. Currently awaiting results of necropsy.	Exact cause of death is unknown at this time.	None established.	No corrective action necessary at this time.
Injury	3/9/09	Alaska Airlines	15	Canine-Australian Shepherd "?" (Age 7)	A dog inside the kennel arriving at Seattle baggage claim area appeared to holding up one of its front paws. After further inspection, the baggage agent observed that dog's paw was swollen and had been bleeding a little. There was no visible damage to the kennel.	Dog inside kennel not putting weight on paw, upon further inspection, the dog had a swollen paw with a little blood on paw. We assume that dog had been pawing at the kennel door during the flight.	None established.	No action required. Pet Fee refunded as a Customer Service Gesture. No photographs available
Death	3/15/09	American Airlines	940	Canine-Pug "Pugcasso" (Age ?)	Pugcasso was discovered deceased upon arrival at DFW; this was one of two pets checked by the customer. There were no apparent injuries to the pet and it was taken to the Metroplex Veterinary Center for a gross necropsy.	The results of the necropsy identified pre-existing heart disease resulting in pulmonary congestion and edema.	None established.	No corrective action is necessary. The pet had a pre-existing heart condition that contributed to it's death.
Death	3/20/09	Delta	NOT REPORTED (LINK MISSING)	Canine-? "?" (Age ?)	Data missing.	Data missing.	Data missing.	Data missing.
Death	5/10/09	American Airlines	1351	Primate-Marmoset Monkey "?" (Age ?)	A MIA ticket agent unknowingly checked a Marmoset Monkey on 10 MAY 2009, for Flight 1531 MIA/LAS. The marmoset was not loaded on Flight 1531 and remained overnight in the MIA Bag Room. The pet monkey was then forwarded on Flight 299 MIA/LAX the next morning, which departed at 08:15 and arrived in LAX at 10:43. When the flight arrived in LAX, the Marmoset was unresponsive, and upon closer inspection was found to be deceased. The customer insisted that the monkey be transported to his private vet in MIA for a necropsy.	The customer has not shared the results of the necropsy with AA.	Established.	The ticket agent involved was coached and counseled and appropriate corrective action was immediately taken. MIA has also revised Bag Room Policies regarding Pets and transferring them to aircraft. Refresher training of all Passenger Service Agents on the proper procedures for acceptance of live animals at the ticket counter is currently on-going. MIA is also in the process of informing contractors and the TSA of AA's pet acceptance policy and who to contact if pets other than domestic canines and felines are observed in our baggage areas.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	5/25/09	TransStates Airlines	8049	Canine-English Bulldog "Sergeant Major" (Age 2.67)	Customer was traveling with her dog, Sergeant Major. The dog was checked in at the ticket counter in Richmond, VA (RIC) connecting in Chicago, IL (ORD) and Los Angeles (LAX) with a final destination of Yuma, AZ (YUM). Ms. Brittany Ericson advised the agent in RIC that her veterinarian stated that Sergeant Major could be excitable and recommended that she give him a Benadryl tablet prior to the flight which she did. Upon arrival in Chicago, IL (ORD) Sergeant Major was deceased. Ms. Brittany Ericson was notified and declined an autopsy and asked that we send Sergeant Major back to Richmond, VA. with her.	Autopsy was refused therefore cause of death is unknown.	None established.	None. Trans States procedures were followed.
Death	5/31/09	American Eagle	3738	Feline-Tabby "Jasper" (Age ?)	Cat escaped out of kennel and ran on the tarmac and runway.	Unknown.	Unknown.	Airport Ops enlisted Airport Police and Airport CFR and FAA control tower to help
Death	6/2/09	Northwest	626/210/1098	Canine-? "Samson" (Age ?)	The shipper's pet dog was tendered to NW at 6:15PM on June 1 for a 9:10PM flight to Seattle. At approximately 8:00PM the dog was observed by NW Cargo personnel to be drooling and growling and was given water. A call was placed to the shipper to advise them of our observations and concerns. The shipper advised that this was normal behavior for Samson and that he was fit for travel. The shipper called NW at 9:00PM to make sure Samson was loaded on the flight. The cargo compartment door was closed at 9:11PM. The flight departed the gate at 9:13PM and took off for Seattle at 9:34PM. The temperature in Honolulu at the time of departure was 82F and was within NW and USDA guidelines. On arrival at Seattle Samson was found to be deceased. Three other animals onboard arrived healthy and without incident. A necropsy was performed at the Washington Animal Disease Diagnostic Laboratory at Washington State University. Unfortunately the results of the necropsy were inconclusive. The cause of death could not be determined.	Unknown.	None established.	None. This pet was accepted and handled in accordance with NW policies and procedures.
Death	6/10/09	Continental	1010	Canine-Golden Retriever "Max" (Age 5)	Max, a 5 yr old Golden Retriever resides with the owner's minor son in West Jordan, UT. The son and dog were travelling to Toronto. On a flight from Houston to Newark, the Golden Retriever, "Max", was deceased upon arrival into Newark at 10:34pm.	A necropsy was performed at Continental's expense and the pathologist noted that "the findings were inconclusive" but that they noted that Max had "...mild right atrial and pulmonic valve dilatation"... which "may have caused cardiac compromise under stressful circumstances". Two Veterinarians analyzing the necropsy agreed that the dog had the "beginnings of heart disease in that he had heart valvular defects that compromised cardiac function during the stress of transport." Max was watered and observed in Houston prior to departure and was standing up in his crate and appeared normal. All normal precautions and policies were followed in Houston.	None established.	None. The death of this pet appears to contributed to a pre-existing condition and not transit related.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	6/18/09	Delta	131/18 and 1975/18	Feline-? "Sophie" (Age ?)	Delta flight 131 arrived from Munich (MUC) at approximately 1417 on June 18, 2009. Upon arrival into Atlanta (ATL), flight 131 was met by our pet van drivers. As the agent began to unload the animal from the aircraft he noticed the animal appeared to be in distress. He immediately contacted the supervisor on duty who instructed the agent to bring the animal to the cargo facility. The domestic feline, also known as "Sophie" was immediately transported to the local veterinary hospital. The hospital was contacted at approximately 2001 to check on Sophie's status. We were informed that although Sophie's condition appeared to be improving, the hospital wanted to keep her overnight for further observations. By morning we received word from the hospital that Sophie had passed. The owner was notified and we received authorization to perform a necropsy. Once the owner was advised of Sophie's unfortunate demise, she also commented that Sophie had breathing problems in the past. Additionally, Sophie's owner had two other cats on flight 131. All three kennels were loaded in the same cargo bin. On June 19 th , the owner reported the other two cats arrived as scheduled and in "good shape."	A necropsy was performed at Delta's expense by Tri City Animal Hospital. On evaluation there was significant mucopurulent nasal discharge and the abdominal cavity contained large amounts of fatty tissues. The doctor concluded that Sophie was deceased due to heat stroke and that her condition was further complicated by "an existing upper respiratory condition and excessive fat accumulation."	None established.	An investigation was conducted. Results of the investigation determined the feline was properly loaded in the cargo bin and the on board circulation system was properly working. No hazardous materials were loaded on the aircraft and the kennel met ventilation requirements. No corrective actions were warranted.
Loss/Injury/Found	6/23/09	American Airlines	1937	Canine-Mixed Breed "Koqui" (Age ?)	The kennel was being moved to a shaded area, after being offloaded in SJU, and when it was lifted by the kennel handle, the kennel door opened and the dog escaped. The dog was captured and taken to a local veterinarian for treatment to its two front paws. The tarmac in SJU was extremely warm and the dog developed ulcers on its two front paws.	The customer had intended to carry the kennel on-board and was advised at the gate that it had to be gate checked. The agent at the gate did not have any zip ties to secure the kennel door. As a result, when it was off loaded in SJU and lifted by the kennel handle, the door opened and the dog escaped.	Implied.	Zip ties were not available at the gate in BOS. Our BOS station management was made aware of this event and measures to avoid a similar incident have been taken. For example, pet procedures were reviewed with the agents involved and zip ties will be made available at the gate/ramp areas.
Death	6/28/09	Continental	1595	Canine-French Bulldog "Norman" (Age 3)	"Norman" was being transported with another family dog (Basset Hound) from Fort Lauderdale to Los Angeles. On the flight from Houston to Los Angeles, Norman was found deceased in LAX while the Basset Hound and 3 other customer's animals all arrived safely and without incident.	A necropsy was performed at the customer's Veterinarian at Continental's expense and the Pathologist noted that the final diagnosis was "there appears to be a component of hypoxia ..." and "...likely resulting in arrhythmia and/or cardiac arrest. The short and distorted nasal and nasopharyngeal anatomy of brachiocephalic dogs undoubtedly contributes to this occurrence." The handling of these 2 animals during their connection in Houston was efficient and exceeding carrier standards, as the team was pre-alerted to the French Bulldog's vulnerability (as is the nature of this breed) and air-conditioned vans were promptly dispatched to the inbound and outbound aircraft and these dogs were not exposed to hot temperatures for any amount of time. The connection was between 10am- 10:40am and temperatures remained at or below 86 degrees.	None established.	None. The death of this pet is more related to the natural problems occurring with this breed and all procedures were followed.
Death	7/3/09	Continental	499	Canine-Yellow Labrador "Dakota" (Age 2)	Dakota arrived in Denver lying in his crate deceased.	A necropsy was performed at Continental's expense and the pathologist noted that Dakota suffered from a condition called "Disseminated Intravascular Coagulation (DIC)" which caused Dakota to suffer hemorrhaging. Cardio myopathy (abnormality of the heart muscle) was also noted and contributed to the death of this animal.	None established.	None. The death of this pet was not transit related.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	7/10/09	American Airlines	513	Canine-Mixed Breed "Danilo" (Age ?)	Ramp personnel discovered the deceased pet upon arrival of flight 513 from TPA. There were no obvious signs of any trauma to the kennel or the pet and the pet was taken to the Condado Animal Hospital in San Juan for a necropsy.	The necropsy report determined that chronic renal failure was suspected with acute pulmonary edema, possibly due to cardiac failure.	None established.	No corrective action is necessary.
Loss/Injury/Found	7/13/09	Alaska Airlines	86	Canine-? "?" (Age ?)	A dog inside a kennel, while being transferred to another flight, escaped his kennel. The dog jumped out of a bag cart, through a small curtain window normally covered with clear plastic. With the assistance of the pet owner, the Port of Seattle caught the dog a few hours later after running across the Seattle ramp and runways. The pet owner mentioned that he might take the dog to see a Veterinarian at his final destination, being that the dog had a bloody rear paw, mouth and nose.	A dog inside a kennel escaped out of its kennel and the baggage cart during transfer, it ran across the Seattle ramp and runways until its capture hours later, the dog was bleeding from its mouth, nose and one rear paw.	None established.	No action required
Loss	7/14/09	Hawaiian Air	2	Feline-Tabby "Moya" (Age ?)	Passenger checked in at 10:47 a.m. At 10:57 a.m., the porter took the kennel to the bag room. Cat escaped in the bag room and the porter did not report it. Cat was not discovered as missing until the flight was airborne to LAX.	Kennel was not properly secured after TSA inspection.	Established.	Corrective action: Disciplinary action has been taken with the porter and he will not be allowed to work on HA contract. \$225 pet fee was refunded to passenger.
Injury	7/18/09	Alaska Airlines	697	Canine-? "?" (Age ?)	A dog inside a kennel arrived Seattle, it appeared that the dog had been trying to dig out of its kennel during the flight, cutting his front left paw. The dog's paw was bleeding, blood was found inside the kennel. The dog was taken to Flight AS 61 and the dog was checked by owner prior to continuing its travel.	Dog inside kennel appeared to have been trying to dig out its kennel, injuring its front left paw.	None established.	No action required
Death	7/29/09	American Eagle	4404	Canine-Maltese "Snowball" (Age 9 wk)	Puppy was being shipped from FWA to EWR. In Chicago, puppy was very weak and minimally responsive. It was vomiting and had diarrhea. In ORD, AA contacted the Shipper and Consignee, and also consulted with a vet to determine if the animal could be shipped from ORD to EWR	Puppy died before it could be transported from ORD to EWR; hence, a necropsy was performed. The results showed the dog had pneumonia.	None established.	No corrective action taken; Shipper was consulted and elected euthanasia of the puppy (because of the acute renal failure and other problems that had occurred
Death	8/5/09	Continental	1868	Canine-Golden Retriever "Buddy Bear" (Age 9)	Buddy Bear arrived Jacksonville, FL deceased.	A necropsy was performed at Continental's expense and it stated "...severe hyperthermia and pulmonary edema, most likely secondary to seizures". The veterinarian determined that the animal's death was not related to Continental transport.	None established.	None. The death of this pet was not transit related.
Death	8/14/09	American Airlines	1273	Canine-Pomeranian "?" (puppy)	The shipper stated: "...because it was such a small puppy, it rode up front with the driver to the airport so we could evaluate it as to whether it was strong enough to make the flight to its new home...By missing its flight, it sat an additional two hours without supplements. This is when the puppy crashed and died a few hours later....We do want to acknowledge and thank your employee that noticed the puppy was in distress and took immediate action...."	AA employee noticed the puppy looked ill, thus, the Shipper was contacted. AA took the puppy to a local vet where it died.	None established.	None.
Death	8/29/09	Delta	1065	Canine-English Bulldog "Gary" (Age 3)	The pet was found to be deceased during unloading at San Francisco. Further investigation revealed that the dog was on several topical medications and was also on oral Metacam® for pain. The health certificate did not disclose that the dog was medicated; it simply stated that the pet was "sufficiently healthy for shipment on this date." The temperature at Atlanta and San Francisco were well within Delta's limits. The aircraft's cargo environmental control systems were tested and found to be operating normally.	Unknown. Permission to have a necropsy performed at Delta's expense was denied by the pet's owner.	None established.	None. This pet was accepted and handled in accordance with DL policies and procedures.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	9/3/09	Northwest	52	Canine-English Bulldog "Ulysses" (Age 2)	Dog arrived FRA deceased. No damage to kennel. Animal brought to Giessen for necropsy.	Undetermined, awaiting vet necropsy report	Still under investigation.	Investigation still underway pending review of Vet statement
Death	9/7/09	American Airlines	905	Canine-? "Tulip" (Age ?)	Ramp personnel discovered the deceased pet upon arrival of flight 905 from MIA. There were no obvious signs of any trauma to the kennel or the pet and the pet was taken to local airport authority veterinarian for a necropsy.	The necropsy report is not yet complete. The Office of the Veterinarian Services Office with the Brazilian Airport Authority is conducting the necropsy. At the time of this report, the findings have not yet been published.	None established.	No corrective action is necessary.
Loss/Injury/Death	9/11/09	Northwest	5748/393	Canine-Chocolate Labrador "Dixie" (Age 4.5)	Dixie was accepted by Northwest's contract cargo handler, Worldwide Flight Services-WFS (a USDA registered intermediate handler) in their facility at the Charlotte airport. She escaped from her kennel while being transported between the cargo facility and the aircraft. Immediate attempts were made to capture her, but she escaped under the airport perimeter fence. Northwest, Delta and WFS continued to search for her daily and posters of Dixie were distributed in the area. Dixie was found on September 22 by a local Animal Control officer who shot her with a tranquilizing dart to subdue her. The dart unfortunately hit several vital organs. Despite emergency surgery to remove her spleen and to repair the damage caused by the dart, Dixie died later that evening.	Upon further investigation, several bolts were found missing from the kennel. In addition, the WFS agent failed to follow Northwest's standard procedure of further securing the kennel door with removable zip ties. The probable cause of Dixie's escape was the accidental opening of the kennel door due to weakening of the door and kennel structure caused by the missing hardware. The cause of her death was a combination of the tranquilizing drugs and the severity of her injuries caused by the dart itself.	Established.	The agent responsible for inspecting the kennel at acceptance was reprimanded. All WFS employees at Charlotte were thoroughly re-trained on Northwest's live animal acceptance and handling policies and procedures.
Death	9/21/09	Continental	1420	Canine-Boston Terrier "Buddy" (Age 5)	Buddy arrived Atlanta, GA deceased.	A necropsy was performed at Continental's expense and the Veterinarian noted after the gross necropsy that Buddy's heart was enlarged and looked suspicious. The necropsy noted that histologic lesions were insufficient to determine the underlying cause of death. However, another Veterinarian reviewing the necropsy stated that "Buddy sustained heart failure probably related to respiratory distress... his heart could not pump enough blood to sustain life."	None established.	None. The death of this pet was not related to Continental's handling or equipment.
Death	11/2/09	American Airlines	711, 1526	Canine-Pit Bull "Buddy" (Age ?)	The dog appeared to be in good health when it was received in FLL; however, according to AA employee, the dog seemed a bit sedate when they loaded him on the aircraft. Animal found deceased at ORD.	Per Veterinarian, there was no obvious cause of death.	None established	None
Death	11/16/09	United Airlines	68	Canine-? "Buddy" (Age ?)	Dog was traveling in cargo hold and traveling with owners. Upon landing it was determined that Buddy was deceased.	The owners advised they were not surprised of Buddy's death as he had a pre-existing medical problem- enlarged heart and had been ill. Results of necroscopy not available at this submittal.	None established.	None - United procedures were followed.
Injury	11/21/09	Alaska Airline	645	Canine-? "?" (Age ?)	A dog in a kennel arrived in Seattle in a distressed state. Seattle ramp agents discovered that the dog had blood around its mouth and there was blood splatter inside the kennel. It appeared that the dog had been chewing on the kennel and had scrapped its gums in the process. Passenger was immediately advised of the situation at Seattle baggage claim.	Dog inside kennel appeared to be chewing on the kennel when the dog arrived in baggage claim. The dog's gums appeared to be bleeding. The dog seemed to be distressed.	None established.	No action required. No photographs available
Death	11/27/09	American Airlines	1839	Canine-? "?" Puppy	There were other live animal shipments on this flight; however, this was the only live animal that perished. Animal was found to be deceased at DFW. The temperature upon arrival was 39F and there was no apparent reason for the death. The puppy was taken for necropsy, even though a final report has not been obtained at this time.	Still pending.	Still under investigation.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	12/3/09	Delta	2098	Canine-English Bulldog "Bogart" (Age 2)	Bogart was accepted for transport in accordance with Delta's live animal acceptance policies and procedures at 10:23PM on December 2, 2009. Flight 2098 departed Los Angeles 24 minutes late at 12:19AM December 3, and arrived in Atlanta 11 minutes late at 7:22AM local time on December 3. The temperature in Los Angeles at the time of departure of 55F, and the temperature upon arrival in Atlanta was 45F. These temperatures were well within Delta's limits. Unfortunately, Bogart was found to be deceased while being unloading from the aircraft in Atlanta.	A necropsy was performed by the Athens Diagnostic Laboratory College of Veterinary Medicine at the University of Georgia. The diagnosis was "acute heart failure". The pathologist further stated, "findings noted in the heart are indicative of significant myocardial disease of an undetermined etiology and likely played a major contributory role in the sudden death of this animal". Twenty-three birds and two cats were also onboard flight 2098. These animals arrived in Atlanta healthy and without incident.	None established.	None. Bogart died of natural causes.
Death	12/7/09	American Airlines	48	Canine-American Staffordshire Terrier "Smokey" (Age ?)	Ramp personnel were off loading the kennel and found that the canine was deceased. CDG personnel arranged to have the pet transported to a local vet for a necropsy. No visible trauma was evident at the time the kennel was off-loaded. All ventilation in the hold where the pet was located was operational during the flight.	The necropsy report from the veterinary office in Franconville France indicates that the dog had an "infectious illness" and listed it as the cause of death.	None established.	No corrective action is necessary.
Injury	12/31/09	Alaska Airlines	503	Canine-? "?" (Age ?)	A dog inside a kennel arriving at Seattle appeared to have tried to dig out of front of its kennel to escape. Seattle Lead Agent paged the passenger and advise her the kennel door and her dog's front paws were both bloody but her dog appeared to be okay and that a Supervisor would be meeting her shortly in the baggage claim area along with her dog. Passenger stated it was the dogs first flight and the veterinarian did not recommend sedatives, however the veterinarian advised to use 1.5 tablets of Benadryl instead. The dog appeared to be in a distressed state and had bloody front paws from digging at the kennel door.	Dog inside kennel appeared to try to dig it's way out the front of its kennel during its flight to Seattle; however did not succeed. The kennel door and the dog's front paws were both bloody.	None established.	No action required. No photographs available
Death	1/9/10	Alaska Airlines	76	Canine-English Bulldog "?" (Age ?)	Upon opening the aircraft cargo pit in Seattle ramp personnel found that the passenger's dog had passed away. The bulldog was found not breathing, lying on its side, with some blood inside the kennel. The passenger and her travel companion were called back to the gate and escorted to see her dog and then later transported to a nearby veterinarian clinic. The passenger stated that her dog had been given some medication before leaving Juneau. She did not tell us the name or purpose of the medication, or mention whether the animal was advanced in age or ill. The passengers returned to the Seattle Airport to continue their flight on to Spokane. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in Seattle. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established	No action required. No photographs available
Death	2/2/10	United Airlines	964	Canine-French Bulldog "?" (Age ?)	Dog was traveling in cargo hold and traveling with owner's mother. The dog was found unresponsive upon arrival in Moscow but mother refused veterinary service. The dog was deemed to be alive by the mother and subsequently refused to file a claim at that time. We later learned from the owner the dog died within an hour of leaving the airport.	Due to no necroscopy no definitive cause of death can be determined.	None established.	United procedures were followed and there was no apparent reason for the dog to have fallen ill while inflight.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	2/18/10	Delta	51	Canine-Dogue de Bordeaux "?" (Age 7)	Three kennel/carriers were accepted as checked baggage in Paris France from passenger Darwin Esalva. Two adults were in separate kennels and two puppies in the third. The aircraft for flight 51 pulled into the gate at 7:48 PM. When unloading kennel/carrier from aircraft the agent noticed that the pet was not moving. The agents believed her to be asleep. The pet was then moved to the lobby to be released to the passenger. The agent in charge of completing this task noticed that the pet was not moving and when he attempted to awaken it, determined that it was unconscious or expired. The agent opened the kennel for the passenger who removed the animal and determined it was not alive. The animal was taken to a local veterinary clinic for necropsy.	The necropsy indicated that a cause of death was undetermined.	None established.	An immediate investigation was conducted. Results of the investigation determined the dog was properly loaded in the cargo/baggage bin of the aircraft and the onboard circulation system was working properly. No dangerous goods were loaded on this flight. Three dogs receiving similar handling and loading arrived without incident indicating external causes contributing to the death of the pet were not present. No corrective action is warranted.
Death	2/20/10	Alaska Airlines	152	Canine-? "?" (Age ?)	Upon opening the aircraft cargo pit in Anchorage ramp personnel found that a dog inside its kennel had passed away. Upon meeting the customer receiving the cargo shipment, she advised that prior to shipment, a car in Kotzebue, Alaska had struck the dog and since the dog was having difficulties breathing, they were flying their dog into Anchorage to seek Veterinarian care. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in Anchorage. This appears to be a natural death, or related to its previous injuries suffered from being struck by a car. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available
Injury	3/14/10	Delta	1287	Feline-? "?" (Age ?)	Cat was observed suffering effects of cold temperatures and bleeding from mouth on arrival at Portland Oregon from Atlanta Georgia. Pet was released to owner who transported to 24 hour veterinary hospital. On follow up by carrier, owner reported that vet stated the pet did not suffer any apparent long term effect from the cold exposure and the injury to the tongue appeared to be self inflicted possibly due to stress. Owner did not anticipate any lasting effects from wound. Follow up noted pet was stowed in incorrect compartment with minimum temperatures in the forty degrees Fahrenheit.	Wound to tongue was self inflicted. No evidence exists to indicate compartment conditions led to injury.	Established.	An immediate investigation was conducted. Results of the investigation determined that the cat was improperly loaded into a bin maintained with lower temperatures than the specified bins. Notification was given to the Station Manager and Director for follow up with parties responsible for incorrect loading.
Death	4/1/10	American Airlines	1789	Canine-English Bulldog "Tyler" (Age ?)	Eric Clark/AA Agent accepted the dog on air waybill 28911046. The English Bulldog appeared to be healthy and was acting normal at acceptance. When the Set-up Crew was preparing to plan the shipment for the connecting flight, the CSM observed the dog was having difficulty breathing. The temperature was 69F. A call was made to the Shipper to inquire if the dog had been sedated, or had health issues. The Shipper advised that he did not have health issues and was not sedated, and asked to "hose him down." We explained we did not do that. AA then made a decision to transport the animal to VCA animal hospital in Irving, TX; however, the animal died in route. A necropsy was performed but the report is not available yet.	Unknown.	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	4/2/10	Delta	33	Canine-French Bulldog "Grindell" (Age ?)	While unloading three animal kennels, the agent noticed that this pet was not moving or responding to the kennel movement. The pet was determined to have expired during transportation. The passenger was contacted and permission obtained to have a local vet perform a necropsy.	A necropsy was performed at Delta's expense by Vetport JFK on 03 April 2010. The vet indicated that the tissue samples exhibited moderate autolytic change which obscured tissue detail and limited evaluation. No cause of death could be determined from the necropsy findings. The pets in two other kennels arrived without incident. The pets were loaded correctly in AMM. The aircraft HVAC system functioned properly.	None established.	No corrective action taken.
Loss/Injury	4/16/10	Alaska Airlines	19	Canine-? "?" (Age ?)	Preflight in Orlando, Florida, ramp personnel found that a dog had escaped its kennel, by chewing a hole and jumping out. The dog was captured and was returned planeside, with scratches to its mouth and head as a result of chewing through and jumping out of the small opening. The customer was immediately advised and that his dog's kennel was not suitable for travel and the passenger and dog were rebooked to travel the next day.	A dog departing Orlando, Florida chewed through kennel and escaped through that hole in kennel, the dog was captured and returned planeside preflight.	None established.	No action required. No photographs available.
Death	4/16/10	Delta	1074	Canine-English Bulldog "Fat Boy" (Age ?)	Fat Boy was accepted for travel on DL1074 from SFO at 2041, Friday, April 16, 2010. All Delta's live animal acceptance procedures were followed. Flight 1074 departed SFO on-time at 2245. At the time of departure, the local temperature in SFO was 52F and upon arrival into ATL, the temperature was 61F, well below the established temperature limits. As agents were unloading the aircraft, Fat Boy was unfortunately discovered deceased inside his container.	A necropsy was performed by Athens Diagnostic Laboratory College of Medicine at the University of Georgia. The cause of death could not be determined. The DVM noted, "although the numerous bacteria in the lungs were at least partly due to postmortem overgrowth, perimortem aspiration is considered likely." On board DL1074 were four other live animals that arrived safely without incident.	None established.	None warranted.
Death	4/27/10	American Airlines	84	Canine-American Bulldog "P-Kay" (Age ?)	Ramp personnel were off-loading the kennel and found that the canine was deceased. FRA personnel arranged to have the pet transported to a local vet for a necropsy. No visible trauma was evident at the time the kennel was off-loaded. All ventilation in the compartment where the pet was located was operational during the flight.	The necropsy results are not finalized from the veterinary office in Germany at this time.	None established.	No corrective action is necessary.
Death	4/30/10	American Eagle	3487	Canine-English Bulldog "Matilda" (Age ?)	Dog appeared healthy with no issues; however, the AA Agent in FAT called and stated the animal had died in transit. The animal was taken to a vet. A necropsy was performed but the report is not available yet.	Unknown.	None established.	None.
Loss	5/3/10	Delta	512	Canine-? "Paco" (Age ?)	Pet escaped from kennel prior to being boarded on MEX/DTW flight. Kennel was placed in shade of aircraft prior to loading. When the unit was placed on ground the door came open and pet escaped.	The cause of the kennel door opening has not been determined. The kennel appeared to be in serviceable condition. It was not mishandled, dropped, or intentionally opened.	None established.	A nearby employee tried to capture Paco immediately after the escape but he stated that the dog tried to bite him and he did not feel safe confining the pet alone. Other employees joined the search. Another employee located the pet and tried to corner him, but Paco jumped the airport perimeter fence. Delta agents and supervisors searched the area outside the airport perimeter by automobile. Posters with Paco's picture, contact phone numbers and reward offering were distributed to the area surrounding the airport.
Death	5/26/10	Continental	1796	Canine-Pug "Pixie" (Age 6)	Pixie arrived deceased in San Jose, Costa Rica	A necropsy is being performed at Continental's expense and the Veterinarian has noted in the gross necropsy that Pixie had "a smaller than normal trachea and went into respiratory distress resulting in pulmonary edema and swelling to her breathing tubes". Histopathology reports are pending at this time but the apparent cause of death does not appear to be related to the handling of Continental Airlines, but is more breed related.	None established.	None. The death of this pet was not related to Continental's handling or equipment

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Loss	5/31/10	American Airlines	84	Feline-? "Bastian" (Age ?)	Ramp personnel were off-loading the kennel at DFW gate D28 and transporting it to its continuation flight on AA1928 at gate A15 where it was discovered missing. The ramp service clerk remembers seeing the cat when she loaded it on the cart, however, when she arrived at the aircraft for AA1928, it was not in the kennel. Efforts to locate the cat have not been successful to date and photographs of BASTIAN have been posted in ramp locations and awareness of the incident has been made to DFW ramp employees and the Airport Authority.	The kennel door became opened in the transportation process from one gate to another and the cat escaped somewhere in the vicinity of gates A24 and A15.	Established.	The agent that checked in the pet and passenger in BUR failed to secure the kennel door with zip ties. Appropriate corrective action has been taken by the general manager of BUR.
Death	6/3/10	American Airlines	917	Canine-English Bulldog "Max" (puppy)	Ramp personnel were off-loading the kennel at Lima, Peru and discovered that the puppy was deceased. The puppy was released to airport officials (SENSA) for the necropsy. The results of the necropsy concluded that the dog passed away of congestive heart failure. The owner indicated that she used a tranquilizer on the pet and was not able to provide the name or the dose given to the dog.	A possible overdose of the "unknown" tranquilizer may have contributed to the congestive heart failure.	None established.	No corrective action is necessary.
Death	6/7/10	Alaska Airlines	671	Canine-Pug "?" (Age 7)	Upon opening the aircraft cargo pit in Seattle, ramp personnel found that a dog had passed away. The Passenger was located in the baggage claim area and was brought to the baggage office and met by two Seattle Supervisors, who escorted the passenger and his pug to The Pet Hospital located in Tukwila. It is not clear at what point the animal perished while in the airline's custody.	A dog arrived deceased in Seattle. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required. No photographs available
Death	6/13/10	Continental	319	Canine-Boston Terrier "?" (Age 2)	Pet was deceased upon arrival into Newark, NJ	A necropsy was performed at Continental's expense. The Veterinarian's report included the following statement, "The intestinal lesions could suggest an underlying inflammatory bowel disease". She also noted that, "it is possible that breed related respiratory issues could have contributed to the death of this pet." It was also important to note that the temperature in Tampa upon departure was 79 degrees F and the temperature in Newark upon arrival was 76 degrees F and all handling was per Continental's policies.	None established.	None. The death of this pet was not related to Continental Airlines' handling or equipment.
Death	6/19/10	American Airlines	30	Canine-English Bulldog "Cena" (Age 3.4)	Upon arrival at JFK, the kennel was unloaded from the belly. The dog was not moving, and, upon further investigation, the Line Cargo CSM determined the dog was deceased.	The animal was taken to a vet and "a full necropsy was performed. The mucous membranes were blue in color and there was a small amount of phlegm/vomitus in the oral cavity. No other abnormalities were noted. Due to the animal on presentation and the breed, the dog passed away from a brachycephalic episode. The animal suffered acute respiratory distress and passed away from sustained lack of oxygen."	None established.	None.
Death	6/24/10	Continental	1123	Canine-Pug "Buster" (Age 8)	Buster arrived deceased in Las Vegas, NV	A necropsy was performed at Continental's expense and the Veterinarian noted in the gross necropsy that Buster was obese and had a tumor on his spleen and abnormal tissue in his lungs. She noted "no trauma to the body" and thinks that Buster died in his sleep based on her examination. While the Histopathology report stated that a cause of death was not apparent, it noted that this "breed of dog has conformational changes that affect air movement through the upper respiratory system...Thermoregulation in dogs is primarily achieved via panting and the combination of the conformational abnormalities of the Pug breed and the overconditioned nature of this dog may have made it more sensitive or less able to adapt."	None established.	None. The death of this pet was not related to Continental Airlines' handling or equipment.

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Death	6/29/10	Continental	616	Canine-Pug "Loki" (Age 7)	The pet Pug arrived deceased in Minneapolis, MN	The customer chose the University of Minnesota's College of Veterinary Medicine to complete the necropsy at Continental's expense and the Veterinarian noted in the following: "This dog did have many of the macroscopic findings associated with Brachycephalic airway syndrome (e.g.: stenotic nares, elongated soft palate, averted laryngeal sacculae, epiglottal entrapment and dorsoventral flattening of the tracheal membrane) which can cause airway obstruction. Given the lack of other significant necropsy findings, the elongated soft palate, and the entrapped epiglottis, it is likely that respiratory compromise contributed to the sudden, unexpected death of this dog."	None established.	None. The death of this pet was not related to Continental Airlines' handling or equipment.
Injury	8/14/10	Continental	Non-flight	Canine-Lab/Shepherd Mix "Daisy" (Age 4)	The pet began limping on its left leg. It was treated with anti-inflammatory drugs by a Veterinarian.	It's unclear how the animal injured itself but it appears to be self-inflicted	None established.	None.
Injury	8/30/2010 (reported Nov. 2010)	Alaska Airlines	6	Canine-Shih Tzu "" (Age ?)	The customer had contacted the Department of Transportation about the injury to her Shih Tzu dog and Alaska Airlines was advised of this pet injury on September 15, 2010. The customer advised that she noticed blood around the kennel, she yelled to the ground service agent stating that her dog was bleeding, but evidently the agent did not hear her. The customer let her dog out of the kennel and noticed that his paws were covered in blood and still bleeding and he was in a distressed state. The dog was seen at the local Pet Hospital on August 31, 2010 to clean and flush his paw wounds.	A dog arrived at the Washington National Airport in a distressed state, with bloody paws evidently from trying to dig out of kennel. There is no evidence to suggest that the airline's handling contributed to the animal's condition.	None established.	No action required. No photographs available
Injury	8/30/2010 (reported Nov. 2010)	Frontier	367	Canine-? "Maggie" (Age ?)	On arrival of flight into DEN, animal appeared to have developed an eye infection. Dog was seen by veterinarian on arrival in Colorado and treated with antibiotics.	Unknown. Possibly the animal was injured by nearby baggage in the cargo bin during flight.	???	???
Death	9/1/10	Delta	131/1867	Canine-Pug "Duke" (Age 3)	Three pets were accepted for transport in Munich, Germany. Upon arrival at Ontario CA, the kennel containing Duke was unloaded from the aircraft and it was noted that he was not moving inside. Upon further investigation, the Below Wing Supervisor determined the dog was deceased. The other dogs appeared to be in good condition.	The pet was taken to a vet for a full necropsy. "Due to lack of significant gross findings on the examination determining the exact cause of death is difficult." Possible causes listed by the vet were hypothermia, a cardiovascular event, encephalitis or other cerebral conditions. However, the vet found no clear evidence of any of these conditions existed.	None established.	None.
Death	9/26/10	Delta	25	Canine-Boston Terrier "" (Age 11)	When the aircraft was unloaded, the dog had expired.	Unknown. Autopsy was inconclusive however cause of death was most likely asphyxia. There were no losses of oxygen or mechanical malfunctions to indicate a loss of oxygen.	None established.	None.
Death	9/27/10	Delta	635	Canine-Bulldog "Skittles" (Age 21 mo.)	On arrival at Narita the bulldog, Skittles, was deceased. He was transported to the owner's destination in the Philippines where a necropsy was performed.	The necropsy report states the probable cause of death was heat stroke/lack of oxygen.	None established.	There was nothing during the transportation of Skittles to indicate mishandling. However, as an extra measure, all SFO baggage acceptance agents will be briefed on the special needs of pug nosed dogs and cats. In addition, agents will confer with their supervisor before accepting this type of pet.
Injury	9/29/10	Delta	14	Canine-Golden Retriever "Codi" (Age ?)	Leg/knee wound	Self inflicted - Eczema	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	11/4/10	Delta	117	Canine-English Bulldog "Guinness" (Age 6)	On Thursday, November 4, 2010, Delta accepted two pets from the same household to travel on board DL flight 117 from Stuttgart, Germany. Flight 117 departed Germany on time at 0942 and the scheduled arrival time into Atlanta, Georgia was 1540. At the time of acceptance, the local temperature for Stuttgart was Description of Incident: 59F and upon arrival in Atlanta, the temperature was 55F. Guinness and Lola were loaded properly onto the aircraft along with one additional dog and two cats. As agents were unloading the flight in Atlanta, Guinness was discovered deceased inside his shipping container. Lola and the other animals arrived without incident.	The Athens Diagnostic Laboratory College of Veterinary Medicine at the University of Georgia performed the necropsy. The pathologist comments were, "there was no histologic evidence of infectious or degenerative disease. The cause of this dog's death is undetermined".	None established.	None.
Death	11/8/10	United Airlines	967	Canine-Pug "Bruno" (Age ?)	On his trip from Rome to Washington Dulles, Bruno was found to be deceased in his kennel upon landing. Bruno was transferred to the animal hospital for autopsy with results advising they could not find any concerns with Bruno causing his death.	There was no apparent cause of death by the animal hospital. All airport procedures were followed and a second kennel holding a dog in the cargo was in good condition.	None established.	No corrective action was required as all requirements in pet handling were followed.
Death	11/11/10	Delta	2880	Canine-Stafordsire Pit Bull Terrier (Age 1.5)	Dog received in Atlanta from San Francisco. The agent unloading the bin noticed that the dog had expired. The remains were sent to a veterinary clinic for necropsy.	Necropsy results indicate the dog had acute pneumonia. The pneumonia compounded by the breed's short nose and narrowed nasal passages is the most likely cause of the animal's death.	None established.	None.
Injury	11/12/10	Delta	FRA-DTW	Feline-? "Nicci" (Age 2)	Nicci was accepted for transport along with two other cats (Seth and Chai), which were both five years old. The cats were accepted in accordance with Delta's live animal handling procedures on November 11, 2010, at Frankfurt, Germany at 1:15 PM and stayed overnight at the Frankfurt Animal Lounge. They were in separate kennels and all belonged to the same owner. Their flight from Frankfurt to Detroit was scheduled to depart at 10:20AM on November 12,2010 and left the gate early at 10:18AM; the flight arrived in Detroit at 1:29 PM which was a few minutes early of the scheduled time of 1:45PM. The connecting flight from Detroit to St. Louis was scheduled for 3:22 PM departure and an arrival of 4:08PM. The flight left the Detroit gate at 3:20 PM Description of Incident: and arrived to St. Louis at 3:52 PM. The temperatures on date of travel were 53, 61, and 72 degrees Fahrenheit at Frankfurt, Detroit, and St. Louis respectively. Upon arrival at St. Louis, the Ramp Lead found Nicci lying upwards with her eyes open and very still with blood on the kennel door and sides. The consignee was contacted and declined vet services offered at Delta's expense. Also, the consignee stated that they would "check out" the animal at pick up. At pick up consignee informed the agent that they would take all 3 cats home and observe the injured cat. Consignee was contacted again after pick up and advised cargo agent that the cat was doing well and did not require vet services. The other two cats arrived without incident as did a dog that traveled on the same flight.	Unknown.	None established.	None.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	11/24/10	Continental	767	Canine-French Bulldog "7" (Age 1.5)	Pet flew St. Louis to Houston and then connected from Houston to Seattle. Upon arrival into Seattle, it was found deceased.	According to necropsy results from the Washington Animal Disease Diagnostic Laboratory, they found a "small amount of shredded newspaper partially obstruct[ing] the opening of the larynx." Also it states, "the lodging of a significant amount of newspaper at this location (larynx) as in this case could have led to blocked airflow, hypoxia and death due to respiratory failure".	None established.	None, as this death was not related to Continental Airlines' handling.
Death	11/25/10	Hawaiian Air	248	Canine-English Bulldog "7" (Age ?)	Upon arrival of HA 248, agent found the dog dead. The kennel was positioned right at the cargo door with no obstructions. Passenger picked up the dog at Cargo but refused to sign the acceptance form.	Unknown.	None established.	No corrective action taken as all proper procedures were followed.
Injury	12/17/10	Delta	3303	Canine-Spaniel Mix "Molly" (Age 5)	Delta accepted a 5-year-old Spaniel Mix, named Molly, for transport from Texas via Michigan to New York on Friday, December 17, 2010. Molly was loaded on DL3303, which departed Dallas-Fort Worth at 1240. This flight also made a scheduled stop at Detroit, arriving approximately fifteen minutes early. During the stopover, DL ramp agents observed blood on the side of Molly's container. She was immediately delivered to the cargo transfer area. A local kenneling facility was contacted, along with the animal's owners. Molly underwent a thorough examination and her container was washed and disinfected. Once the exam was complete, we were advised she was capable of continuing her journey to Albany since no serious injuries were found. Molly was returned to the Detroit cargo facility where she then departed on DL3066 to be reunited with her owners. Local temperatures at Dallas-Fort Worth and Detroit was 43F and 26F, respectively.	The Detroit cargo agents advised Molly appeared distressed and was seen clawing at the inside of her container. Examiners from the local kenneling facility believed the blood on the side of the container was from Molly's nose resulting in a self-inflicted injury.	None established.	None warranted.
Death	12/18/10	American Airlines	648	Canine-Mixed Breed "Buster" (Age ?)	Upon arrival at DFW, the kennel was unloaded from the belly. The dog was not moving, and, upon further investigation, it was determined the dog was deceased.	The animal was immediately taken to CVA Metroplex Animal Hospital for a necropsy; however, at this time, the necropsy information is still pending.	Not established.	None.
Death	12/21/10	Delta	1546/200	Feline-Sphinx "Ra" (Age 10)	Delta Cargo accepted a 10 year old male Sphinx feline named "Ra", for transport from Arizona via Georgia to South Africa, on Monday, December 20, 2010. All permits and documents needed to export Ra to South Africa were reviewed and adhered to the kennel. DL1546 departed Phoenix, on-time at 1152 and Ra arrived at the transient station in Atlanta at 1705. Given the duration of Ra's next flight segment, his owner requested we overnight Ra. Once the feline arrived in Atlanta from Phoenix, ramp handlers mistakenly transferred him on to DL200 bound for South Africa. On December 21, we received notification from our Johannesburg facility that Ra was unfortunately deceased on arrival. The aircraft heating and ventilation system for DL200 showed no record of any malfunctions. Temperatures at Phoenix, Atlanta and Johannesburg were 66F, 48F and 64F, respectively.	At the time of filing this report, Delta have not received the formal necropsy from the South Africa veterinarian.	Not established.	Stations will be reminded to apply the proper "Stop/Go" labels for animals traveling to or from the U.S. Additionally, international gateway stations will be instructed to compare information shown on the air waybill against the info shown in Delta's booking system via internal communication.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss/Death	12/21/10	Delta	1792/14	Canine-Shepherd Mix "Nala" (Age ?)	On Monday, December 20, 2010, Delta Cargo accepted a Shepherd mix and a mini Beagle for travel from California via Georgia to Germany. Both animals were processed in accordance with Delta's procedures. They traveled on DL1792, which departed San Diego at 2252. The flight arrived ahead of schedule by twelve minutes. On arrival into Atlanta, the owners were contacted and advised that the Shepherd mix was trying to break out of the kennel. Both animals were delivered to our local kenneling facility where they were released and exercised. The following day Nala and her travel companion were set up for their next flight to Frankfurt on DL14. During their haul up to the aircraft, Nala managed to escape from her container and was last seen darting across the airport grounds. The cargo manager was immediately contacted and we began a search to recover her. In the meantime, Nala's travel companion was placed on the flight headed to Germany. Posters were created and positioned throughout the grounds. By December 28th, Delta Cargo sought assistance from the general public and offered an award for her safe return. Unfortunately, by Friday, December 31 st Nala was located near a major interstate, deceased.	The necropsy report prepared by Briarcliff Animal Clinic in College Park, Georgia, showed Nala suffered severe blunt force trauma and subsequent cardiopulmonary failure.	None established.	No corrective action taken.
Death	12/24/10	Continental	1	Canine-English Bulldog "Zeus" (Age 4)	Zeus originated in Los Angeles and was protected during his connection in Honolulu at the State Quarantine facility and was reported in good condition upon departure from Honolulu. He was loaded with other animals on the flight from Honolulu to Guam and was found deceased upon arrival into Guam (all other animals were fine).	A necropsy was performed on Zeus and the Veterinarian's report stated "...acute cardiovascular collapse..." We noted that he was cared for in Honolulu at the State facility and reported in good condition and travelled with at least 2 other dogs in the same compartment from Honolulu to Guam and all procedures were followed appropriately. Other animals arrived safe and without incident into Guam. The death of this pet appears to be from pre-existing conditions and was not related to Continental handling or transit.	None established.	None, as this death was not related to Continental Airlines' handling.
Injury	1/14/11	Delta	2799	Canine-Golden Retriever, "?" (Age ?)	Pet chewed on and attempted to swallow zip ties used to secure the kennel door. Material lodged between teeth, damaging gums and partially lodged in the throat. Dog was transported by the owner to a vet to be anesthetized and the zip tie end removed.	Self-inflicted.	None established.	No action warranted.
Death	1/24/11	Delta	1050	Canine-English Bulldog, "Coco" (Age 9 mo.)	Coco, a nine month old 63 pound English Bulldog was accepted for transport from Stuttgart Germany to Philadelphia via Atlanta. The dog was accepted through the passenger baggage process. Coco was properly loaded in the Bulk Baggage bin. No discrepancies have been reported with the HVAC system. The pilots report no anomalies during flight. Coco was found to be unresponsive when unloaded in Atlanta less than 10 minutes after the aircraft had parked. The passenger was notified immediately of the death. Temperature range in Stuttgart was 30-32 degrees F. Temperature range in Atlanta was 44-52 degrees F.	An autopsy was performed. In addition to a predisposition for breathing difficulties endemic to brachycephalic dogs, Coco, due to stress, regurgitated food consumed prior to transportation which was aspirated into the trachea and lungs. The vet also noted that there were indications of a preexisting respiratory infection which were still inflamed.	None established.	No action warranted.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	2/14/11	Delta	14	Canine-English Bulldog "?" (Age "Young Adult")	Pet bulldog was travelling from Columbus GA, to Germany. The pet appeared to be in good condition in Columbus and when transferred in Atlanta. When received in Frankfurt Germany the dog was barely breathing. The bulldog died immediately after being unloaded. Aircraft maintenance records and crew reports indicate that no problems with the aircraft HVAC system. The temperature remained at about 65° F. Temperatures during loading and unloading did not exceed 65° F.	The German state veterinarian lab summarized that due to the characteristic features of this specific bulldog breed probably the stress experienced while travelling was the main reason the dog suffered from cardiovascular problems and did not survive. Acceptance agents in Columbus were advised the pet suffered from anxiety which may have exacerbated this condition. This bulldog exceeded airline age and weight restrictions.	Implied.	Columbus GA acceptance agents have been cautioned to ensure compliance with restrictions both verbally and in writing.
Death	2/16/11	Delta	281	Canine-Labrador Retriever, "?" (Age 3)	No problem was noted on pet's arrival in Singapore at 1:13 AM. Unloading and placement in a cart at the Baggage Area occurred at 1:20 AM awaiting transfer to Singapore AVA Quarantine at 9:00 AM. Water was provided. The dog was checked at 5:35 AM and appeared in good condition. When checked at 6:20 AM the dog was found motionless.	As of this date no cause of death has been determined. A necropsy or cause of death has not yet been released by the Singapore Agri-Food & Veterinary Authority.	None established.	No corrective action is warranted at this time.
Death	3/1/11	United Airlines	933	Canine-English Bulldog "Hoku" (Age ?)	Hoku was moving back to the U.S. after an extended stay in Frankfurt. Upon arrival of Flight 933 from Frankfurt to Washington Dulles, Hoku was found to be deceased in his kennel. Hoku was transferred to the animal hospital for necropsy. While some health issues were found previous to travel and after, no final determination was made of cause of death.	There was no apparent cause of death by the animal hospital. All airport procedures were followed and three other kennels holding a dog and two cats in cargo hold were all in good health.	None established.	No corrective action was required as all requirements in pet handling were followed.
Deaths	3/14/11	Delta	15	Guinea Pigs (2) "?" and "?" (Age 5)	Two Guinea Pigs died during transportation from Frankfurt Germany to Atlanta Georgia. The condition of the pets was discovered by the unloading agent and the passenger was notified. The temperature at Frankfurt was 50° and 70° in Atlanta. No reports of issues with systems that could affect cargo hold temperatures.	Necropsies were completed. The first pet, Arthur had microscopic changes in the heart which were likely associated with the cause of death. The change in temperature, environment and stress could have decreased the ability to compensate for the heart disease and/or could have triggered an arrhythmia. The second pet, Tuck also had changes noted in the heart that likely contributed to death. The stressful conditions probably decreased the compensatory mechanisms or triggered an arrhythmia and he had subsequent heart failure with pulmonary congestion and edema.	None established.	No corrective action indicated.
Death	3/16/11	Delta	132	Canine-French Bulldog "?" (Age 2)	Death.	Pet was accepted for transportation as checked baggage in JFK. The pet appeared to be in good condition when accepted. The temperature in New York was a maximum of 45° and 52° on arrival in Athens Greece. The aircraft bin climate control was determined to be working properly. The conclusion of the veterinary doctor based on the autopsy findings is that the immediate cause of death is the acute collapse of the circulatory system. The acute circulatory deficit was primarily due to the left ventricle endocarditis and may have been worsened by circumstantial conditions associated with the stress of travel.	Implied.	Follow up briefings were held with acceptance agents involved to ensure embargo of bulldogs is observed.
Death	3/20/11	American Airlines	2851	Canine-Mixed Breed "Weenie" (Age 13)	Ramp personnel were off-loading the 1 of 2 kennels and found that the canine was deceased. CHS personnel released the pet to its owner and the owner later arranged to have the pet transported to a local vet for cremation. No visible trauma was evident at the time the kennel was off-loaded. All ventilation in the compartment where the pet was located was operational during the flight.	The 13 year old pet was cremated and the exact cause of death is unknown.	Not established.	No corrective action was necessary.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	3/20/11	Delta	2612	Canine-King Charles Spaniel "Dorothy" (Age 7)	King Charles spaniel, Dorothy, passed away while waiting departure of delayed flight.	A delay was incurred for a nonrelated mechanical issue. The condition of the pet was checked by both the ground and flight crews and appeared to be sedated but alive. As of the report date, the autopsy results have not been received and the cause of death is unknown.	Investigation is ongoing.	Corrective action will be developed upon conclusion of investigation.
Death	3/20/11	American Airlines	2851	Canine-Mixed Breed, "Weenie" (Age 13)	Ramp personnel were off-loading the 1 of 2 kennels and found that the canine was deceased. CHS personnel released the pet to its owner and the owner later arranged to have the pet transported to a local vet for cremation. No visible trauma was evident at the time the kennel was off-loaded. All ventilation in the compartment where the pet was located was operational during the flight.	The 13 year old pet was cremated and the exact cause of death is unknown.	None established.	No corrective action was necessary.
Injury	3/31/11	Delta	1024/1852	Canine-Chihuahua "?" (Age 5)	Kennel containing pet was received at destination with a missing handle and damage to the front corner. There was no apparent injury to the pet at the time of initial inspection by the owner. The pet was taken to the vet four days after arrival of the flight. He indicated there were no external abrasions, wounds or fractured dental roots. Three lower incisor crowns were missing and evidence of a cut on the inside of the lip were found. The injury was reported to Delta on April 7, 2011.	The cause of the incident is still under investigation.	Investigation is ongoing.	Corrective action will be initiated when a root cause if determined.
Death	4/1/11	Delta	176	Feline-DSH "Smokey" (Age 8)	Smokey was accepted for transport on DL176 at approximately 1735 on the evening of March 31, 2011 at the ATL Cargo facility. All documents were reviewed and Smokey was processed in accordance with Delta's live animal acceptance procedures. Flight 176 departed ATL on-time at 2127. At the time of departure, the local temperature in ATL was 46°F. DL176 arrived DUB thirty (30) minutes ahead of schedule at 0957 on the morning of April 1 st . The local temperature in Ireland was 55F. As agents unloaded the aircraft, it was reported Smokey was "curled up" and appeared to be asleep in the rear on his container. Also on the same flight was a canine, which traveled under a separate waybill. Both animals were immediately delivered to the warehouse facility, where a ents discovered Smoke was lifeless.	Unknown due to the owner's refusal to authorize a necropsy. Also on board DL176 was one canine that arrived safe and without incident.	None established.	None Warranted
Death	4/1/11	Continental	440	Canine-English Bulldog, "Gwen" (Age 3)	Before Gwen was loaded on her connecting flight in Houston, the agent noticed that she was not breathing well. She was immediately removed from the flight line and taken for emergency Veterinary care. After 2 days of Veterinary Critical Care, Gwen went into respiratory arrest and died at the animal hospital under the care of Veterinary Specialist.	According to the necropsy report, "...the parenchymal exhibits widespread partial pulmonary atelectasis ..." which led to this animal getting into breathing trouble during the stress of transport. Without the ability to react normally to this stress, the animal went into respiratory failure which was the eventual cause of death.	None established.	None, as this death was not related to Continental Airlines' handling.
Death	4/11/11	American Airlines	8	Feline-Tabby, "Scruffy" (Age 10)-Weight 3.6 lb.	Upon arrival at DFW, the kennel was unloaded from the belly. The cat was not moving, and, upon further investigation, it was determined the cat was deceased.	The animal was immediately taken to CVA Metroplex Animal Hospital for a necropsy. The necropsy concluded the cause of death was enteric lymphoma.	None established.	None.
Death	5/13/11	United Airlines	484	Canine-Doberman Pinscher "Radar" (Age ?)	Owner of Radar was traveling with two dogs from Honolulu to Washington with a connection in Denver. While Radar was alive on the connection in Denver, he was found deceased upon arrival in Washington. The second dog was in good health.	Necropsy results reports fatal arrhythmia stating the Radar's breed is highly susceptible to heart disease, and fits history and previous findings of Radar's health.	Not established.	No corrective action was taken as all United procedures were followed and the health of Radar appears to have been cause of death.

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Death	5/21/11	Delta	131	Canine-Miniature Pinscher "?" (Age 6)	Two pet dogs were accepted at Delta Ticket Counter in Munich Germany. Upon arrival in ATL the kennels were unloaded. One of the dogs was not moving. Upon further investigation it was determined that the dog was deceased.	The pet was taken to Briarcliff Animal Clinic for a necropsy. The diagnosis was severe pulmonary congestion and edema with multifocal alveolar over-distension; distal collapsing trachea; and retroperitoneal lipoma.	None established.	None.
Injury	5/31/11	Alaska Airlines	486	Canine-? "?" (Age ?)	Upon loading one of the passenger's dogs into the cargo hold, Seattle ramp personnel found one of her two dogs was bleeding from its mouth and paws. It was apparent that the injury sustained was from the dog chewing on the kennel. The passenger was advised of the situation and her dog was returned to her custody. She called her veterinarian, who came to the airport to administer a sedative to her dog. The local Seattle staff assisted the passenger in re-booking her and her two dogs on the next flight to San Diego.	A dog departing Seattle, WA chewed on its kennel and sustained mouth and paw injuries. The passenger was advised of the situation, the dog was cleaned and given a sedative and later continued onto San Diego.	None established.	No action required. No photographs available.
Death	6/11/11	Delta	30	Chinchilla (Age 8 mo.)	A chinchilla was accepted June 9, 2011, in STL for travel on board DL 1423 to ATL. All documents were reviewed and processed in accordance with Delta's live animal procedures. Flight 1423 from STL to ATL was delayed by 44 minutes due to late arriving inbound equipment. The weather forecast revealed partly cloudy skies with temperatures of 88F to 89F. Once the animal was unloaded in ATL, it was immediately delivered to our temperature controlled animal holding room to await the departure of flight 122 from ATL to JFK. Flight 122 pushed back from the gate at 19:09. The temperature in ATL was approximately 82F. On arrival at JFK, the chinchilla was again delivered to a temperature-controlled animal holding room where it remained until the following day, with temperatures in the 70's. On June 10, 2011, agents at JFK visually inspected the animal and provided food and water. Agents stated the animal was in good condition and showed no signs of distress or illness. Approximately 30 minutes prior to the flight's scheduled departure time of 16:55, JFK agents delivered the animal to the aircraft for departure to SVO on board DL 30. Upon arrival into SVO the next day, the animal was pronounced deceased by the local Veterinary Authorities. Our ramp crew at SVO was instructed to return to animal to JFK because entry was prohibited.	Howard Beach Animal Clinic in New York performed the necropsy. The doctor's comments were "to the best of our knowledge cause of death was due to a septic gastroenteritis or acute heart failure from stress.	None established.	None warranted.
Death	6/18/11	Continental	4	Canine-Dogue De Bordeaux "Duke" (Age 2)	Dog was loaded in New Orleans without incident along with a second customer's pet in the same compartment. Upon arrival in Houston (1 hour later), Duke was in obvious distress and was quickly transported from the aircraft to the kennel area for assistance but died prior to being able to reach an Emergency Veterinary clinic.	According to the necropsy report performed by the Texas State Laboratory at Texas A&M University, by a Board Certified Veterinary Pathologist ... states that there were pre-existing conditions of pneumonitis and hypertrophic cardiomyopathy. The pneumonitis being equivalent to pneumonia .. an inflammation of the lung tissue; and the hypertrophic cardiomyopathy the pre-existing cardiac disease often found in the Giant breeds of dogs.	None established.	None as the cause of death was clearly a preexisting condition and not related to Continental Airlines' handling.

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Death	6/24/11	Delta	344	Feline-DSH "Phoebe" (Age 11)	Delta Cargo accepted two domestic shorthaired cats on June 24, 2011, for transport from PIT via ATL to PHX. All documents were reviewed and processed in accordance with Delta's live animal procedures. Phoebe and her companion, Newman, were loaded on board DL 344, which departed PIT at approximately 15:11. At the time of departure, the temperature in PIT was approximately 66F. The flight arrived into ATL ten minutes behind its scheduled arrival time of 16:32. Upon unloading, the ramp crew noticed that one cat was lying down in its kennel and was unresponsive. Both cats were immediately delivered to our temperature-controlled animal holding room and their owner was contacted. The remaining cat, Newman continued its journey to PHX and arrived without incident.	A necropsy was performed by the Athens Diagnostic Laboratory College of Veterinary Medicine. The doctor's comments regarding the cause of death were the microscopic findings are characteristic of chronic heart failure secondary to myocardial fibrosis of an undetermined etiology.	None established.	None Warranted
Loss/Death	6/25/11	Continental	12	Feline-DSH, "Koochi" (Age 5)	Koochi was on his way to the aircraft in Honolulu when he managed to escape his crate. It was zip tied but he still was able to push the door out enough to squeeze through the top. Koochi was found 3 days later lying deceased on airport property.	Koochi escaped his crate and was loose within the secure area of the Honolulu Implied. Airport for three days while several people searched for him. Reward posters and live traps were used but despite our efforts, he was found deceased on airport property on day 3. A necropsy was performed and the cause of death could not be determined. The Veterinarian in charge believes that he could've perished from dehydration and heat exhaustion.		Honolulu Vendor company was put on warning and their accepting agent was disciplined regarding the proper placement of our mandatory zip ties.
Injury	6/27/11	Delta	1284	Canine-Golden Retriever "Hubbell" (Age 5)	Hubbell and his travel companion, JJ were accepted for transport on DL1284 on June 27, 2011 at our cargo facility in SJC. All documents were reviewed and processed in accordance with Delta's live animal procedures. Flight 1284 departed SJC approximately eleven minutes behind its scheduled departure time of 13:05. Weather temperature at SJC was 69F. DL1284 arrived into SLC on-time and the temperature was approximately 87F with partly cloudy skies. Both animals were unloaded and delivered to the warehouse for retrieval by their owner. While in the warehouse, agents observed blood at the back of the kennel. Attempts were made to contact the owner. We soon discovered she traveled to SLC on board the same flight. Once the owner arrived to the warehouse, she removed Hubbell from his kennel and advised the blood was coming from his front left paw. The owner determined Hubbell was fine and stated he was a "hyper" dog, who was a first time flyer. Hubbell and JJ were released to their owner.	Self inflicted wound	None established.	None Warranted
Death	7/8/11	Alaska Airlines	731	Canine-Pug "?" (Age 6)	The passenger traveled from Houston to Anchorage with her pug dog. Anchorage ramp personnel delivered the kennel to the baggage claim area. The passenger noticed there was no movement from her dog and upon opening the kennel, found that her dog had passed away. Anchorage baggage staff guided the passenger and her family members into a private area for a few minutes away from the public.	A six-year-old, pug dog passed sometime during the flight from Houston, Texas to Anchorage, Alaska. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	7/9/11	American Airlines	957	Canine-Greyhound "Gullen" (Age 2.5)	In the off-loading of the flight, a crew chief noticed that 1 of 4 kennels containing dogs was deceased. The kennel was segregated for customs inspection and the owner was notified of the incident by one of our baggage service representatives. The owner of the deceased pet was also the owner of the other 3 dogs. Veterinary officials stationed at the airport in customs were unable to provide an official opinion on the cause of death. From observations, rigor mortis was present and officials released the deceased released the pet to the owner. The owner continued with his travel plans to Buenos Aires Argentina.	The exact cause of death is undetermined, a necropsy was not provided and veterinary officials at Santiago Chile did not offer an official opinion on the cause of death. The owner was allowed to leave with the deceased animal.	None established.	No corrective action is necessary.
Death	7/19/11	American Airlines	1361	Canine-Miniature Schnauzer "?" (Age 2 mo.)	Puppy was taken to a kennel for overnight housing until the flight departed the following morning; the kennel checked on the puppy several times; however, at approximately midnight on 7/19/2011, the puppy was deceased.	The animal was immediately taken to CVA Metroplex Animal Hospital for a necropsy. The necropsy stated: "The primary histologic lesions affected the brain, liver, and lungs. The lesions are histologically suggestive of an underlying viral infection. Brain: Multifocal, mild nonsuppurative meningoencephalitis; Liver: Multifocal, acute hepatic necrosis; Lung: Multifocal, acute pulmonary necrosis"	None established.	None.
Death	7/20/11	American Airlines	923	Canine-Yorkshire Terrier "Pety" (Age 7)	In the off-loading of the flight, a crew chief noticed that 1 of 2 dogs in a single kennel looked deceased. A security agent working the flight confirmed that 1 of the dogs appeared to be deceased and notified AA passenger service manager who notified the customer. Authorities questioned the customer and she mentioned that she gave both dogs a "natural calming formula Level 3". The second dog, a 10 year old Yorkshire Terrier named Tiny, appeared to be in distress, but was allowed to enter the country.	A veterinarian was called to examine the deceased dog and his initial observation was that hypothermia may have been the cause of the death. He took the dog with him to perform a necropsy and to cremate the remains and the conclusion was "suffocation due to lack of oxygen; an unusual amount of mucus in the nose was also present". The captain was questioned about the heaters and oxygen and reported that all systems were operating properly.	None established.	No corrective action is necessary.
Death	7/25/11	Delta	1425	Canine-Yellow Labrador "Katie" (Age 6)	Katie was accepted for transport on July 25, 2011, for travel from PNS to ATL on board DL1078. All documents were reviewed and processed in accordance with Delta's live animal procedures. The flight departed PNS on time at 0730 and arrived into ATL on schedule at 0945. The weather forecast in PNS was between 75F and 80F degrees with scattered clouds. Upon arrival of Katie's flight into ATL, she was removed from DL1078 and placed inside a temperature-controlled van to await her next flight from ATL to BWI. DL1425, which was originally scheduled to depart ATL at 1350 encountered delays because of weather conditions at BWI. At approximately 1343, the crew received instructions from the Tower and took its assigned position on the tarmac. During the first delay, the Captain and ground crew were informed the delay would only be brief. By 1548, approximately two hours later, the Captain was instructed to return to the gate area. At 1733, the crew were again given instructions for the flight to depart. By 1946, they were advised of yet another ground stop, this time resulting in a complete cancellation of DL1425. On return to the gate, our ground handlers opened the cargo bin door only to discover Katie was non-responsive inside her kennel.	Unknown at this time. As of this reporting, we are still awaiting the results from Katie's necropsy report.	Implied.	During the first occurrence, we failed to open the cargo bin door because the Tower informed us there would only be a short-term delay for DL1425. As a result of the animal's death, our Load Center will pull another load manifest in order to determine if an animal exists on a delayed aircraft. Additionally, we are raising awareness with our teams and communicating the importance of opening the bin doors, even for short-term delays.

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Death	7/26/11	Delta	14	Canine-Mini-Pincher "Rocky" (Age 6)	Rocky was presented to Delta for transport on board flight DL14 on July 26, 2011. All documents were reviewed and processed in accordance with Delta's live animal procedures. DL14 had a schedule departure time of 1625, but departed approximately 43 minutes behind schedule. Rocky was delivered to DL14 in a temperature-controlled van along with two other dogs, which were also previously booked for travel to FRA. See waybills numbers 006-06619082 and 006-06608781. As handlers were unloading all three animals from the van, the lead ALA agent refused to accept Rocky stating his breathing seemed abnormal and citing the animal was lying on its side. After discussions with the leadership team, Rocky was immediately transported to Briarcliff Animal Hospital for emergency treatment. Due to Rocky's progressive state, he was then transferred from Briarcliff to Southern Crescent Animal Emergency Clinic. Further discussions were had between Rocky's owner and Southern Crescent concerning his critical state. Later that same day, doctors from Southern Crescent received authorization to end Rocky's suffering and to lay him to rest. The other two animals, as noted above, were transported and arrived FRA without incident.	Medical notes from Southern Crescent Animal Emergency Clinic and Briarcliff Animal Hospital concur that Rocky aspirated food into his lungs and then had trouble breathing. According to the Live Animal Checklist, Rocky was last provided food at 1230 on July 26, 2011.	None established.	None Warranted
Death	8/8/11	Alaska Airlines	731	Canine-Pug "?" (Age 6)	The passenger traveled from Houston to Anchorage with her pug dog. Anchorage ramp personnel delivered the kennel to the baggage claim area. The passenger noticed there was no movement from her dog and upon opening the kennel; found that her dog had passed away. Anchorage baggage staff guided the passenger and her family members into a private area for a few minutes away from the public.	A six-year-old, pug dog passed sometime during the flight from Houston, Texas to Anchorage, Alaska. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	8/11/11	Continental	1463	Canine-Yorkshire Terrier "Chuy" (Age 10)	Upon arrival into Salt Lake City, the pet Yorkie was deceased.	The owners declined Continental's offer to conduct a necropsy on their pet and opted to take it home and bury their pet at home. They commented that their dog was very old and wasn't well and had diabetes. They also said they had expected this to happen. Chuy had also never been in a kennel before nor had he flown but they had no choice but to bring him with them. They thanked our agents for caring for him and for their sympathy and said they did not blame Continental nor did they feel we had done anything wrong. An internal investigation showed that the animal was handled properly throughout the journey from Cleveland to Houston to Salt Lake City, and there appeared to be no issues until arrival.	None established.	None as the cause of death was likely a preexisting condition and not related to Continental Airlines' handling.
Death	8/11/11	Delta	1572	Canine-German Short Hair Pointer "?" (Age 2.5)	A German Short Haired Pointer was accepted for transportation as checked baggage from Portland, OR to Fayetteville, NC, via Atlanta GA. The pet had sustained a recent injury, was medicated and appeared very docile at the origin. It was noted that it had passed away upon arrival in Atlanta. A necropsy was performed.	A cause of death was not apparent by the histological findings of the necropsy. The diagnosis included a hip fracture, lung congestion, lung inflammation and a kidney laceration. The pelvic fracture and other findings were not the cause of death.	Implied.	A system wide reminder will be published by September 22, 2012 on the importance of adherence to Delta Air Lines acceptance policies, confirming Delta does not accept animals which exhibit signs of injury, distress, or are demonstrating efforts to escape and that Delta reserves the right to refuse pets as checked baggage if the health of the animal is in question and/or if the animal's health may be jeopardized by the extreme conditions. Follow-up with the station will be done to develop a local corrective action plan as well.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	8/18/11	Alaska Airlines	72	Canine-Siberian Husky "7" (Age 7)	Upon opening the cargo door the Seattle ramp agents discovered a dog inside its kennel, tipped on its side, with its front paws bleeding. It appeared that the dog was trying to escape the kennel by digging at the kennel door with its paws. The passenger was contacted and made aware that the kennel had shifted during flight, found on its side and that her dog's paws were bloody, she was given water to clean the dog's paws before leaving the airport.	A seven-year-old, female Siberian husky had injuries to her front paws from attempting to dig out of its kennel. The kennel had also shifted in flight and was found on its side.	None established.	No action required. No photographs available.
Death	8/20/11	Alaska Airlines	163	Canine-Boxer, "7" (Age 2)	A passenger was shipping his sick dog, to the Pet Hospital in Anchorage. Upon opening the cargo door the Anchorage ramp agents discovered the deceased dog inside its kennel. The passenger was contacted and a representative from Pet Emergency picked up the dog's remains.	A two-year-old, male boxer passed away sometime during the flight from Sitka, Alaska to Anchorage, Alaska. The pet was sick and being transported to the Animal Hospital for possible rat poisoning treatment. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Loss	8/25/11	American Airlines	177	Feline-Tabby "Jack" (Age ?)	This incident occurred prior to the loading of the kennel(s) on the aircraft. The customer was traveling with 2 kennels containing 1 cat in each one. A clerk had placed one kennel on top of another on a baggage cart and the kennel on top fell and resulted in the cat escaping. The entire FIS area, where this occurred, was searched and efforts to immediately locate "Jack" were unsuccessful. Subsequent efforts to locate Jack have also been unsuccessful. Some of the extraordinary efforts taken by AA to locate Jack include: posting photos of Jack in key areas around JFK and local businesses, consulting with the Mayor's Alliance Society to set up humane traps on the airport property, consulting with the port authority and wildlife management representatives, hiring a professional "pet tracker" and issuing a "Pet Amber Alert".	The clerk responsible for transporting the kennels to the FIS area loaded one kennel on top of another, and while the kennels were stationary and waiting to be loaded on the aircraft, the kennel positioned on the top fell to the ground. The impact of the fall caused the kennel to separate and the cat escaped.	Still under investigation.	This incident is still under investigation and no corrective action has been taken at this time.
Death	9/15/11	Delta	1167	Canine-Golden Retriever "Misty" (Age 9)	Misty was accepted for transport on DL2025, the morning of September 15, 2011 at approximately 0936. All documents were reviewed and processed in accordance with Delta's live animal procedures. DL2025 departed the gate at 1126, four minutes ahead of schedule. Weather reports for BWI showed the temperature to be 75°F. Flight 2025 arrived into the gate area of ATL at 1314, with local temperatures registering 84°F. Upon arrival of DL2025, Misty was recovered by our pet van driver who immediately placed her inside an awaiting air conditioned vehicle. Misty's connecting flight to SNA (DL1167) departed ATL approximately one hour behind schedule. Although the flight was delayed, at the time of delivery to the aircraft, Misty showed no signs of distress. DL1167 arrived SNA at approximately 1817, and upon opening the cargo bin door ramp agents noticed no sign of movement from Misty. Agents at SNA immediately removed Misty from the aircraft and contacted their superiors for the next procedural step. Misty was transported to Orange County Emergency Pet Clinic while we awaited further instructions from the owner.	According to pathologist, R.E. Moreland, BS, DVM of the Antech Diagnostics Center, Misty's cause of death is cardiopulmonary failure. Dr. Moreland further states within the report that the changes in Misty's heart had been developing over the "last few weeks to months."	None established.	None Warranted

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss/Found/Injury	9/23/11	Hawaiian Air	25	Canine-Pug "?" (Age ?)	Agent unloaded the dog and kennel from the aft bulk. The dog escaped while waiting to be picked up. The dog ran from Gate 61 to Elliott Street fence line and back. The dog was finally cornered near the Island Air Baggage Claim and sustained injuries to his paws that will require veterinarian care.	Defective Kennel. Painters tape and zip ties were used to secure the kennel. Animal pushed door open and escaped.	Implied.	HA to reimburse vet bills. Agents to be trained on how to identify defective kennels prior to acceptance.
Death	9/30/11	Hawaiian Air	388	Canine-English Bulldog "?" (Age ?)	Upon opening cargo door, the dog was hardly breathing. The dog was taken to the Baggage Claim and was deceased.	Unknown	None established.	HA to reimburse pet fee as courtesy.
Death (2)	10/4/11	Delta	14	Felines (2)-DSH "?" and "?" (Ages 4 and 14)	Two cats had expired upon arrival at Frankfurt International Airport. The cats were traveling with their owner and missed their booked flight the previous day. The pets were held overnight in a commercial kennel where they were offered food and water. A dog traveling on the same flight arrived without incident. The aircraft was checked and all systems associated with cargo bin ventilation were found to be working normally. The flight crew indicated that all system controls were normal. Necropsies were performed. The translation of the necropsy for the first cat (4 years old) indicated the cause of death was a result of acute circulatory failure due to transport related stress. The vet indicated the animal was overweight at 8.26 kgs. The second cat (14 years old) also suffered from circulatory failure due to transport related stress. The cat had endocardial fibrosis which resulted in damage to the lungs and liver. Both cats had subcutaneous injection hemorrhages detected on their hind legs.	Unknown	None established.	No corrective action indicated.
Death	10/8/11	Alaska Airlines	65	Feline-?, "?" (Age ?)	A male cat with a pre-existing medical condition was presented in poor health, for shipment to Petersburg for emergency treatment. The passenger heard back from the Petersburg Veterinarian prior to the flight's departure and together they decided that the cat would not benefit from treatment in Petersburg. During that short period of time that the cat was in our care, it had expired. The passenger was notified of her cat's death and she took her cat home with her.	A male cat with a pre-existing medical condition was presented in poor health, for shipment to Petersburg for emergency treatment. While the cat was in our care it had expired, prior to being loaded for the departing flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	11/1/11	Delta	629	Feline-?, "?" (Age 17)	One of two cats enclosed in a kennel died en route from Detroit to Nagoya Japan. The cats were traveling with their owner. They were originally accepted in Columbus Ohio for transport to Manila, Philippines. The second cat contained in the kennel arrived without incident.	A necropsy was not performed so an exact cause of death could not be established. While there is nothing to establish a cause of death, the age of the pet may have been a significant factor.	None established.	The incident remains under active investigation. Any failures to follow policy will generate corrective action.
Death	11/30/11	Alaska Airlines	857	Canine-Yorkshire Terrier- "?" (Age 11)	A Maui veterinarian met the passengers upon arrival in Maui to examine and clear their dog and cat. The dog was found deceased in his kennel. The passenger explained that he was an older dog with congenital tracheal malformation and was in failing health. The veterinarian cleared the passenger's cat and they were also able to take the dog's remains with them to their destination.	A dog with a pre-existing medical condition was found dead upon entry inspection into Maui. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	12/2/11	Alaska Airlines	17	Feline-?, "?" (Age 9)	After TSA screening of the kennel, our Miami ramp service agent placed the kennel in the baggage cart and transported the kennel to the aircraft. Upon arrival at the aircraft, he noticed that the cat was missing from her kennel. Our Miami Customer Service Manager was advised and assisted in the immediate search for the cat along with notification to the customer of her cat's escape. The customer was offered the opportunity to take a later flight; she decided to take her scheduled flight to Seattle. The search for the cat continues with the assistance from local airport authorities. To date, the cat is still missing.	A 9-year-old, female cat escaped from her kennel prior to being loaded on the aircraft and is still missing. There is no evidence to suggest that the airline's handling contributed to the animal's escape.	None established.	No action required. No photographs available.
Death	12/12/11	Delta	141	Guinea Pig "?" (Age ?)	Two guinea pigs arrived in a single kennel in New York, JFK from Brussels Belgium. One of the pets was determined to be deceased during US Customs clearance. The deceased animal was removed from the kennel and sent for a necropsy. The necropsy indicated that the animal's heart suffered a cardiac anomaly resulting in blood clots.	There was no evidence of mishandling and based on the other guinea pig's arrival in good condition it appears the pet may have died of natural causes.	None established.	No corrective action is warranted at this time.
Death	12/12/2011 (reported as 12/12/2012)	Delta	15	Feline-?, "?" (Age 5)	Two cats traveling together in a single kennel arrived in Atlanta from Frankfurt, Germany. One of the cats had passed away en route. The cat was removed from the kennel. The other cat arrived at the final destination in Fayetteville, NC without further incident. The passenger handled the disposition of the remains so were not available for an autopsy.	The kennel was properly loaded and there were no indications of mishandling. Because the cat's travel mate arrived in good condition there are no indications to establish a cause of death.	None established.	No corrective action is warranted at this time.
Death	12/19/11	Hawaiian Air	22	Canine-Brindle Bulldog, "?" (Age 2.5)	Upon transport of the dog to the pickup area, agent discovered the dog was unresponsive. The dog was lying in its own vomit with fluid in his mouth.	Unknown.	None established.	HA to reimburse pet fee as courtesy.
Injury	12/30/11	Delta	4044/745	Canine-?, "?" (Age ?)	Dog arrived at SFO and when removed from the kennel by the owner had indications of a bruised nose. There were no outward signs of damage to the kennel and the kennel had been properly loaded. The passenger took the dog to a vet her choice for treatment. The incident is still under investigation.	We have been unable to determine the root cause of the injuries or identify when then took place.	None established.	No corrective action is indicated at this time.
injury	1/4/12	Alaska Airlines	866	Canine-Pitt Bull/Mastiff, "?" (Age 4)	A dog arrived at the baggage claim area with traces of blood around his mouth, nose and around the inside of its kennel. The dog appeared to be missing his two front teeth; however no other injuries were visible and the kennel appeared to be intact. The Seattle baggage supervisor and lead offered to take the dog to the 24-hour animal clinic in Burien, the passenger decided to take the dog to his personal veterinarian. The dog will require surgery to have the remnants of his two teeth removed at a later date.	A dog arrived with its two front teeth missing and traces of blood on its mouth, nose and around inside of its kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.

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Injury	1/7/12	Delta	1678	Canine-Cocker Spaniel "Bentley" (Age 3)	Bentley was accepted for transport on DL1678 on January 7, 2012 at our cargo facility in SRQ. All documents were reviewed and processed in accordance with Delta's live animal procedures. Flight 1678 departed SRQ at 1255 and arrived on schedule into ATL at 1422. Approximate temperatures in SRQ and ATL, respectively, were 70F and 50F. On arrival in ATL our handling agents observed blood on the outside Bentley's crate as they were unloading the aircraft. Bentley damaged his two front incisors during flight while attempting to excavate himself from the kennel. He managed to escape, biting an employee in the interim, but he was immediately recaptured and delivered to our warehouse for medical attention. Bentley was seen by local veterinarian, Dr. Daniel Cleland of Briarcliff Animal Clinic. After consulting with us and Bentley's owners, the decision was made to treat the injuries and allow Bentley time to rest and recover by remaining overnight in ATL. On January 9 th , Bentley resumed his travels on DL1709 and arrived safely in LAS.	Self inflicted wounds	None warranted.	
Injury	1/9/12	Alaska Airlines	642	Canine-Husky Mix, "?" (Age ?)	In Seattle, our passenger was advised that her dog had been chewing on its kennel door during flight 76 (Juneau, AK to Seattle, WA), Seattle Agents ensured the kennel door was secure with ties for her connecting flight into Phoenix, on Flight 642, the dog was found with blood on its mouth and paws from its continuous chewing on the kennel.	A dog arrived Phoenix with its mouth and paws bleeding from chewing at kennel door. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	No action required. No photographs available.
Death	1/13/12	Delta	15	Canine-Yorkshire Terrier, "T Bone" (Age 1.5)	Pet dog, T Bone, was traveling with owner from Frankfurt Germany to Nashville TN via Atlanta GA. The pet arrived unresponsive in Atlanta. The dog's remains were sent to the University of Georgia for a necropsy.	The dog was in apparent good health when checked in two hours prior to departure. The temperature in Frankfurt ranged from 39.2 to 42.8 F. The flight departed and arrived on schedule. The crew reported no abnormalities to indicate a problem with the aircraft HVAC system. Another animal in the same bin arrived without incident. There was no damage to the kennel. The animals were promptly removed on arrival in Atlanta. The necropsy indicated the cause of death was consistent with hypoxia perhaps associated with seizures, hypoglycemia, or hyperthermia.	None established.	No corrective action is indicated at this time.
Death (?)	1/17/12	American Airlines	462	Canine-?, "Cup Cake" (Age ?)	Dog was shipped Priority Parcel Service (AWB#7791 9383) from Newark to Dallas/Ft. Worth, then connecting to Orlando. During the offloading process, the kennel bottom half came unsnapped and dropped off, causing the dog to run free on the tarmac. Subsequently, the dog was found deceased on the active runway.	The agent at Newark accepted a "snap-together" type kennel. AA policy prohibits acceptance of this kennel type, since the plastic snaps are prone to failure during shipping.	Established.	AA training has released system-wide advisories to all Cargo and Passenger Service personnel reinforcing the prohibition of snap-together kennels for Cargo shipments or customer checked-pets. Additionally, the live animal checklist was updated with a more precise description of a snap top kennel. Lastly, the live animal acceptance training lesson is in the process of being updated with this information as well.
Death	1/23/12	United Airlines	2	Canine-American Bulldog, "Butkis" (Age 4.5)	Pet arrived Houston deceased upon arrival of the non-stop flight from Honolulu, Hawaii.	A necropsy was performed and stated that the pet was deceased from multifocal myocardial hemorrhage. There was insufficient evidence to determine the origins of the heart problem or why it occurred in the care of Continental Airlines but was likely a result of the normal stress of transport that proved too much for this very sensitive breed.	None established.	None as the cause of death was likely a preexisting condition and not related to Continental's handling.

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Death (?)	1/26/12	American Airlines	2071	Canine-?, "Cosmo" (Age ?)	While off-loading the aircraft, fleet service personnel noticed that the kennel, containing Cosmo, reeked of feces. The kennel was delivered to the baggage claim area and was claimed by his owners. While in the baggage claim area, the dog began to have a seizure and the owners immediately departed the airport for a local veterinarian's office.	The dog was deceased shortly after arriving at the veterinarian's office. The owners did not want a necropsy performed on Cosmo and the exact cause of death is undetermined.	None established.	No corrective action is necessary for this incident.
Injury	1/29/12	Alaska Airlines	368	Canine-Boston Terrier. "?" (Age ?)	A dog in its kennel was being transferred by our Cargo agent, when the kennel separated and the dog escaped. The dog ran across the airport access roads, under the airport perimeter fence and out onto the roadway. The dog was then struck by a car and a Good Samaritan stopped and took the dog to VCA Five Corners Animal Hospital in Burien, WA. The veterinarian confirmed that the dog had a broken jaw. The dog required surgery and was released on February 2, 2012.	A dog in its kennel was being carried when the kennel separated.	None established.	No action required. No photographs available.
Injury	1/29/12	Alaska Airlines	851	Canine-Bulldog "?" (Age ?)	A bulldog in its kennel was being transported to the Pet Quarantine facility by our agent, when the kennel separated and the dog escaped. The dog ran onto the ramp area and was found a short time later with injuries to its legs. The owners were notified and the dog was taken to the Animal Clinic in Waipahu, was treated and released.	A dog in its kennel was being carried when the kennel separated.	None established.	No action required. No photographs available.
Injury	2/3/12	Alaska Airlines	483	Canine-?, "?" (Age ?)	A dog inside its kennel arrived Seattle with traces of blood around its mouth. It appears that the dog cut its gums sometime during the flight. No signs of chew marks on kennel, or exterior damage to the kennel, to explain how the dog sustained injury to its mouth.	A dog inside its kennel arrived Seattle slightly bleeding from its gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.
Death (2)	2/8/12	Delta	1084	Chinchillas (2) "?" and "?" (Ages ?)	Two pet chinchillas were arrived unresponsive in Minneapolis and were determined to have died during the flight from Anchorage.	The pets were staged for loading late in the boarding process to provide protection from winter weather. They were mistakenly loaded in the baggage bin with a shipment containing a small amount of dry ice. Necropsies were performed but did not identify a cause of death only that the animals were subject to some sort of cardio-vascular insufficiency. The carbon dioxide from the dry ice could be a plausible explanation for the cardio-vascular insufficiency and may have caused or contributed to the deaths. Other causes may have been the chinchilla's heat sensitivity in addition to normal stress related to transportation although the aircraft bin ventilation system was checked and the animals were not exposed to high temperatures during flight.	Established.	All Load Supervisors at the originating station were counseled on this incident over and above their annual training covering the system wide ban against loading live animals with shipments containing any amounts of dry ice. New local procedures have been instituted at the origin station to include a review by the Operations Office to verify shipments with dry ice are not comingled with live animals before approving the dispatch of the aircraft.
Injury	2/14/12	Alaska Airlines	203	Canine-Yellow Lab, "?" (Age 7 mo.)	Upon arrival at Seattle, the pet owner noticed that her yellow lab, was limping. No damage to the kennel was present; however the Seattle Baggage Supervisor suggested that she take the dog to visit a veterinarian to ensure that no injury was present and that Alaska Airlines would reimburse her for those costs. After an X-ray, MRI and exam, the dog will go to physical therapy for 2 to 3 weeks, for left hind limb monoparesis.	A dog arriving in Seattle was limping. No damage to the exterior of kennel was present. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	No action required and no photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	3/1/12	Delta	4584	Canine-Samoyed, "Frannie" (Age 4)	Pet chewed through its kennel wall and escaped at its first stop in Minneapolis. The dog was checked by the owner who approved onward travel. Frannie was not aggressive. Delta provided a loaner kennel and the dog traveled on to the second stop in Portland Oregon. The dog attempted a second escape between Minneapolis and Portland. The crew unloading the pet noticed blood on loaner kennel. Alaska Airlines refused to take the animal on to the destination. The owner laid over in Portland and obtained veterinarian services for Frannie. Therapy for the pet included anesthetic dental cleaning with radiographs and necessary extractions.	Self inflicted damage to teeth and gums.	None established.	None.
Death	3/11/12	Delta	2188	Canine-Pug, "Oy" (Age 2)	Oy was accepted for transport on DL2188, the evening of March 10, 2012 at approximately 2007. All documents were reviewed and processed in accordance with Delta's live animal procedures. As the agent performed her normal acceptance steps, she observed sounds of nasal breathing coming from the animal as the owner stroked its fur. DL2188 departed the gate at 2151, four minutes ahead of schedule. Weather reports for BWI showed the temperature to be 45°F. Flight 2188 arrived into the gate area of ATL at 0650, with local temperatures registering 43°F. Upon arrival of DL2188, Oy was removed from the bin by our ramp handlers, who then delivered her to an awaiting driver. Supervisors for gate A18 were notified that the animal appeared deceased. Oy was immediately taken to Briarcliff Animal Clinic for confirmation.	According to the necropsy report received from Briarcliff Animal Clinic, the cause of death could not be determined; however the examining vet cited BAOS as a predisposing factor.	None established.	None warranted.
Injury	3/14/12	Alaska Airlines	850	Canine-Pit Bull. "?" (Age ?) PART 1	INCIDENT 1{ Prior to the flights departure, a Ramp agent noticed that the dog had chewed through the side of his kennel, his head was outside of the kennel and he was bleeding from the mouth. Local staff paged the customer and she deplaned to meet her dog in the baggage claim. They were re-booked to fly two days later. (See Incident 2)	A dog inside its kennel chewed through the side of its kennel and was bleeding from his gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.
Injury	3/15/12	Delta	DL025	Canine-Pointer, "Dakota" (Age 7)	Pet dog, Dakota, was being transported from Dusseldorf Germany to Atlanta, Georgia with its owner. Dakota sustained injuries to its paws and/or snout while chewing and pawing through the wall of its kennel just prior to being loaded on the aircraft in Dusseldorf. The dog escaped from the hole in the kennel. According to the passenger, the dog was captured some days later outside the airport perimeter and is being treated for the injuries to its paws by a local vet.	Self inflicted injuries while escaping.	None established.	Delta is assisting the passenger to be reunited with the dog in the US.
Death	3/15/12	United Airlines	1161	Canine-Chihuahua "?" (Age 4)	Pet arrived Houston and was noticed barely breathing. Agents on site immediately sought emergency treatment for the pet but it died prior to reaching the clinic.	A necropsy was performed and it was noted that, "...lesions within the lung of marked congestion and edema would explain the clinical difficulty of breathing and may have been ultimately the cause of death of this particular animal. The changes within the kidney would be indicative of compromised glomerular function that may have ... allowed the pulmonary edema to form more quickly in this animal than would be the case in an individual with normal kidney function." Additionally, the Histopathologist noted that "Changes within the liver of lipidosis are an incidental finding and would be associated with the obese animal." (19lbs body weight).	None established.	None as the cause of death was likely a preexisting condition and not related to United Airlines' handling.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	3/16/12	Alaska Airlines	850	Canine-Pit Bull. "?" (Age ?) PART 2	INCIDENT 2: A customer and her Pit-bull, attempted to once again travel, in a new kennel with metal air vents. Prior to being loaded on to the aircraft, the dog chewed out of the back of the kennel, and was bleeding from his gums. The customer and her dog were re-united in baggage claim and did not fly.	A dog inside its kennel chewed through the back of its kennel and was bleeding from its gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.
Death	3/16/12	Delta	DL015	Canine-Manchester Terrier, "Ivan" (Age 7)	Pet arrived unresponsive when unloaded in Atlanta, GA from Frankfurt Germany flight.	Pet arrived unresponsive when unloaded in Atlanta, GA from Frankfurt Germany flight.	None established.	No corrective action is indicated.
Injury	3/17/12	Delta	DL182	Canine-Shepherd/Spitz Mix. "?" (Age 5)	This 5 year old Shepherd Spitz mix was accepted for transport on DL182 on March 17, 2012 at our cargo facility in SEA. All documents were reviewed and processed in accordance with Delta's live animal procedures. Flight 182 had a departure time scheduled for 1335 from SEA. The temperature in SEA was 43F°. All required labels were attached to the exterior and the door of the kennel was secured with four (4) releasable cable ties. At approximately 1245, our lead agent at SEA Cargo received a call advising the dog had escaped and was running loose on the ramp. Around 1305, with assistance from the Port of Seattle police the dog was recaptured. The dog was immediately taken to VCA Five Corners Animal Hospital for an examination. He received cuts on its paws, left leg, and face. The veterinarian released the animal back to his owners on the same day. On Sunday, March 18 th , the owners returned to our cargo facility attempting to ship the animal once again. He began chewing the cable ties attached to front gate and showed signs of aggression. After observing this behavior, agents at SEA informed the owners we could not accept their animal due to its continued biting and aggression.	Self inflicted wounds.	None established.	None warranted.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	3/18/12	Delta	DL5343	Canine-Pit Bull, "Maximus" (Age 4)	Maximus was accepted for transport on Delta Connection Carrier, ExpressJet (EV), whose flight number was 5343 on March 18, 2012 at our facility in PHF. Flight 5343 departed PHF at 1114 and arrived on schedule into ATL at 1253. At the time of departure in PHF, the temperature was between 60°F and 62°F. On the flight's arrival in ATL, the temperature exceeded DL's standard guideline of 75°F for snub-nosed breeds. Ramp handlers removed Maximus from the aircraft and delivered him to gate A20 for his next connecting flight to LAX. At approximately 1300, the tower contacted the cargo supervisors to advise the animal had escaped from its crate by chewing at the sides of the kennel. Unit leaders pursued and recaptured Maximus approximately 40 minutes later. We further discovered the kennel that Maximus traveled in from PHF to ATL also did not meet DL's standards, as there was no evidence of metal hardware securing the top and bottom halves together. After personnel observed blood coming from the nose area and paws, Maximus was immediately delivered to the local veterinarian for an examination. The vet at Briarcliff Animal Clinic treated Maximus for the injuries sustained and provided an overnight comfort stop at the clinic. On March 19 th , Maximus resumed his travel to LAX on DL1554. On the flight's arrival, Maximus had again chewed through the side of the new replacement crate, but fortunately he did not have an opportunity to escape. Ramp handlers removed the crate from the aircraft and delivered Maximus to his awaiting owner.	Self inflicted wounds.	Established.	Contacted the Operational Leaders for ExpressJet (EV) to advise PHF improperly accepted the animal by exceeding the temperature restrictions based on DL's internal policy for snub-nosed breeds and for their failure to apply proper kennel acceptance procedures. Required EV to review and re-train agents at PHF on DL's shipping policies and to hold each agent accountable, when warranted.
Death	2/24/12	United Airlines	1668	Feline-DSH, "Gypsy" (Age 10)	Pet arrived Houston deceased upon arrival of the flight Washington, DC (DCA).	A necropsy was performed which found "Cardiomyopathy (heart disease), mild chronic interstitial pneumonia, Mild centrilobular hepatic degeneration (liver damage) and Mild multifocal nonsuppurative interstitial nephritis with mineralization (old age kidney changes)." The diagnosis stated, "The lesions in the heart, lungs and liver suggest Gypsy's death was cardiac related... the liver and lung lesions also indicate a degree of cardiac dysfunction." Conclusion was "It has been determined that the likely cause of death was cardiac arrest due to an existing heart disease."	None established.	None as the cause of death was likely a preexisting condition and not related to Continental's handling.
Death	4/26/12	American Airlines	102	Canine-?, "Toby" (Age ?)	While off-loading the aircraft, fleet service personnel noticed that the dog in the kennel was not moving. The passenger was notified and continued his flight to BWI. The pet was taken to a local vet for a gross necropsy to determine the cause of death.	The necropsy revealed that the dog had a pre-existing condition and that a "Tracheal Collapse", along with the kennel being too small for the pet, was the cause of death.	Implied.	The agent in HNL will be counseled on checked pet procedures and the acceptance of kennels especially.
Death	4/28/12	Delta	135	Canine-Labrador Retriever, "Mocha" (Age 2)	Pet arrived in Atlanta, Georgia from Monrovia, Liberia via Accra, Ghana unresponsive. The dog had passed away during the transatlantic leg of the trip.	A necropsy of the pet indicated she died of heat stroke. The retriever was in apparent good condition prior to departure from Monrovia Liberia. The flight crew advised the heat/cooling controls were properly set. There were no indications of a mechanical malfunction during the flight. A check of the bin heating system by mechanics found the system is working properly.	Still under investigation.	The incident is still under detailed investigation. Any corrective action will be based on the results of the investigation.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	4/8/12	Delta	131	Rabbit-Mixed Holland Lop and Rex Rabbit, "?" (Age 2)	Pet male rabbit was accepted for transportation through Delta's checked baggage system for transport from Munich, Germany to Minneapolis, Minnesota via Atlanta, Georgia. The rabbit died during the flight from Munich to Atlanta.	A necropsy of the rabbit indicated the cause of death was an acute pulmonary edema likely caused by aspiration of ingested. The underlying cause is probably the encephalitis which was severe enough to have caused seizures. The encephalitis was associated with protozoan organisms morphologically consistent with Encephalitozoon cuniculi.	None established.	The protozoa were contracted prior to transportation and no corrective action is needed.
Death	5/8/12	Alaska Airlines	894	Canine-Pit Bull, "?" (Age 2)	Upon the flight arrival in San Jose, CA ramp agents found the two year old male, pit-bull, deceased in his kennel. Airline personnel immediately notified the pet owner and brought him down to the ramp area. The Alaska Airlines Supervisor asked the pet owner if he wanted to take his dog to the veterinary hospital and he refused her offer and walked away. The pet owner was then escorted to the non-sterile area; the Alaska Supervisor then took the pit-bull to the emergency clinic and was in contact with the pet owner and the clinic during the next several days.	A two year old male, pit-bull, was inside a kennel passed away sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required and no photographs available.
Injury	5/12/12	Alaska Airlines	114 & 522	Feline-Devon Rex, "?" (Age 3)	On May 17, 2012 we received a call from a pet owner who reported that his wife traveled from Anchorage, AK with a connection in Seattle, WA and they continued on to Burbank, CA with her cat, inside a kennel, five days ago and that their cat had injuries to its mouth and lower teeth. No injuries were reported the day of travel, as there were no signs of damage to the kennel.	On May 17, 2012 a pet owner reported that their cat sustained injuries to its mouth and lower teeth sometime during the day of May 12, 2012. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.
Death	5/23/12	American Airlines	956	Feline-?, "Farrel" (Age ?)	While off-loading the aircraft, fleet service clerks noticed that one of two cats was deceased. Customs quarantined the cat until it could be taken to a local veterinarian for a necropsy.	The veterinarians report indicates that the cause of death was a heart attack.	None established.	No immediate corrective action is necessary.
Death	5/17/12	Delta	81	Canine-Dalmatian, "Penny" (Age 16)	Penny was a 16 year old spayed Dalmatian, who was accepted by our vendors in Brussels, Belgium for transport on DL081, May 17, 2012. All documents were reviewed and processed in accordance with Delta's live animal handling procedures. DL081 departed Belgium as scheduled at 1131 and arrived into the ATL area on-time. The weather reports for BRU and ATL, respectively was 52°F at departure and 81°F on arrival into ATL. During the loading process in BRU, the ramp crew was mindful to leave adequate space for ventilation purposes. Also the captain was verbally notified of the animal's presence so the heat and air circulating system could be activated during flight. There were no indications of any mechanical malfunctions while Penney was in-transit. On arrival in ATL, the ramp handling crew noticed Penny was motionless. Supervisors were immediately contacted and Penney was delivered to the cargo warehouse to await pick up by our local veterinarian for further evaluations.	Although Penny had lesions noted in the renal tubules and neuronal necrosis, along with thyroid carcinomas, according to the pathologist at the University of Georgia, Penny likely died of possible hyperthermia which led to ischemic necrosis of the gastrointestinal tract. Additionally, Penny had a BCS of 4/5 with abundant body fat stores.	None established.	None Warranted.
Death	6/8/12	United Airlines	1689	Canine-Cavalier King Charles Spaniel, "Jake" (Age 7)	Pet arrived San Diego deceased upon arrival.	A necropsy was performed and the cause of death was diagnosed as chronic	None established.	None as the cause of death was not related to United Airlines' handling.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	6/16/12	United Airlines	1591	Canine-Golden Retriever, "Rocket" (Age 6)	Pet arrived San Diego deceased upon arrival.	A necropsy was performed and the cause of death was undetermined, but with self-inflicted injuries present. Dog said to not travel well and died early in flight on Saturday with necropsy performed Monday. Histologic changes compatible with those produced by advanced autolysis hampering a critical evaluation of the submitted tissues.	None established.	None as the cause of death was not related to United Airlines' handling.
Death	6/26/12	Delta	1137	Feline-DSH-"Baby" (Age 8)	Baby, along with two other family pets were accepted by our handlers in Raleigh Durham, North Carolina on June 26, 2012. All documents were reviewed and processed in accordance with Delta's live animal handling procedures. All three animals (2 cats and 1 dog) were flown from RDU to ATL on DL1137. The flight departed as scheduled and arrived into the ATL area on-time. The weather reports for RDU and ATL, respectively was approximately 70°F at departure and 71°F on arrival into ATL. During the acceptance process in RDU the handlers noted all the animals looked fine as they were placed in the live animal holding area. On arrival in ATL, the ramp crew removed the animals from the aircraft's holding bin and delivered all three to the warehouse. Baby and her companions were scheduled to overnight in ATL before boarding their next flight to NRT the following day. When the representative from the overnight kennel arrived at our facility, agents noticed Baby was motionless inside her crate. Baby was, in turn, delivered to the local veterinarian for further evaluations. It is unlikely the cause of death is related to handling by Delta Cargo since the remaining family pets, Brandy and Rize, arrived into ATL and NRT without incident.	Unknown; the owners declined a necropsy but commented to our agents that Baby was diabetic.	None established.	None Warranted.
Injury	7/1/12	Alaska Airlines	151	Canine-Pit Bull-"?" (Age ?)	Upon the flight arrival in Kotzebue, AK and Nome, AK the ramp personnel noticed that a pit-bull, had chewed out of its kennel during each flight segment and had minor cuts to its mouth. Airline personnel immediately notified the pet owner in Kotzebue, with a verbal acknowledgement and then again in Nome, when they brought the passenger planeside to assist with the situation.	A pit-bull chewed out of its kennel sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	7/15/12	Delta	2173	Canine-Sheppard Mix, "Snickers" (Age 6)	Snickers' owner presented him for travel on Delta flight 2173 on July 15, 2012. All documents were reviewed and processed in accordance with our live animal handling procedures. Flight 2173 had a departure time scheduled for 1330. The temperatures in MIA were approximately 84°F. All required labels were attached and the door was secured by four (4) releasable cable ties. At approximately 1300EST ramp agents at MIA requested the ramp supervisor bring a pair of scissors planeside in order to release an animal from its kennel. Snickers chewed a hole in the side of the kennel and attempted to escape, but became trapped. After agents were able to free Snickers from the kennel, he began reacting aggressively. The decision was made to allow the owner, an employee of Delta Air Lines, to come be with Snickers as they attempted to check him for injuries. Both the dog and owner were taken inside the building to calm down from the ordeal. Snickers was provided water and a blanket and later released back to his owner. The owner indicated she would take Snickers to her personal veterinarian for a further examination.	Self-Inflicted Wounds	None established.	None warranted.
Loss	7/18/12	American Airlines	931	Canine-? "Brody" (Age ?)	An agent took the dog out of its kennel to walk it, and while it was outside, the dog escaped from its lead. Employees immediately took chase, but were unable to locate the dog.	An agent took the dog out of its kennel to walk it, and while it was outside, the dog escaped from its lead. Employees immediately took chase, but were unable to locate the dog.	None established at this time.	No immediate corrective action has been taken.
Loss	8/10/12	Alaska Airlines	123	Canine-Labrador Retriever-"?" (Age ?)	A Black lab escaped from his kennel and then ran onto the Seattle ramp. Port of Seattle employees caught him and noticed all four of his paws were bloody. Alaska Airlines Cargo employees immediately took him to a local veterinarian where he was treated.	A Black lab was able to force his way out of his kennel and ran onto the Seattle ramp. The dog was caught and taken to a local veterinarian to be treated for bloody paws. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available
Death	8/11/12	Delta	1947	Canine-Labrador Retriever-"Toby" (Age 13)	Toby, along with another family pet named Sonny was accepted for transport in New York on August 11, 2012. All documents were reviewed and processed in accordance with Delta's live animal handling procedures. Both animals (2 dogs) were flown from LGA to ATL on DL1947. The flight pushed back from the gate eight (8) minutes after its scheduled departure time of 11:59. It arrived at the gate in ATL at 14:33, five (5) minutes after its scheduled arrival time of 14:28. The weather was approximately 82°F at departure and arrival for both locations. During the acceptance process in LGA, agents noted Toby appeared to be breathing heavily, however the owners stated Toby was "old and nervous", but okay to travel. On arrival of DL1947, a pet van was dispatched to the flight and the animals show scanned inside the van at 14:54. Toby was motionless as he was loaded into the van. Both animals were taken to the warehouse to await instructions from the owners. In the meantime, Toby was taken to the local veterinarian for disposition. Per instructions received from the family, Sonny was placed on his connecting flight to DFW and arrived without incident.	The owners declined a necropsy report.	None established.	None warranted.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	8/30/12	Delta	1768	Canine-German Shepherd "Dutchess" (Age 5)	Dutchess was presented for travel onboard Delta flight 1768 on August 30, 2012, by Pet Air, a pet shipping company on behalf of her owners. All documents were reviewed and processed in accordance with our live animal handling procedures. Flight 1768 departed on time at 11:55. All required labels were attached and the door was secured by releasable cable ties. At approximately 10:56 Dutchess was placed inside a covered cart and delivered to the ramp for loading onto the aircraft. While awaiting the flight's departure Dutchess was able to chew through the cable ties. She also broke open the front door by biting at the metal gate. By 11:20 a ramp agent observed Dutchess running across the ramp towards the baggage carousel. Another agent pursued Dutchess in a van for approximately 15 to 20 minutes when she finally came to rest on the tarmac. Upon recapture our agents immediately delivered Dutchess to a local veterinary hospital for medical treatment. Her owners were contacted and provided information about the dog's condition. Shipping fees were also refunded with instructions for Dutchess to travel after she recovers from her injuries.	Self-Inflicted Wounds	None established.	None warranted.
Death	9/2/12	American Airlines	543	Canine(s?)?, "Bella" (Age ?)	During the off loading, the crew noticed that one of two checked dogs appeared to be deceased. They called for a customer service manager who escorted the customer to the kennel. <i>*The report lists 2 dogs that appeared to be deceased, but only one is identified as being deceased.</i>	The exact cause of death is unknown. The animal's owner wanted to continue to her final destination, MSY, with both dogs.	None established.	No immediate corrective action has been taken.
Death	9/3/12	United Airlines	1284	Canine-Golden Retriever, "Bea" (Age 2)	Pet arrived San Francisco deceased upon arrival.	A necropsy was performed by owner at her vet...we offered to pay and receive a copy but owner refused. Cause of death unknown, however, flight had a companion golden retriever 7 years and 2 cats, and all other animals were fine. Aircraft checked for mechanical or operational failures and none were found. Direct nonstop flight.	None established.	None as the cause of death unknown and all other animals on board were fine. Appears death not related to Continental Airlines' handling.
Death	9/10/12	United Airlines	1572	Canine-Chihuahua "Paco" (Age 15)	Pet arrived Raleigh Durham deceased upon arrival.	A necropsy was performed and the cause of death was diagnosed as generalized cardiomegaly with valvular endocardiosis.	None established.	None as the cause of death was not related to United Airlines' handling.
Death	9/10/12	United Airlines	3743	Feline-?, "Ariel" (Age 3)	Pet arrived Chicago deceased upon arrival.	A necropsy was performed and the diagnosis was death as a result of several pre-existing conditions; i.e. hypertrophic cardiomyopathy, asthma, hepatitis, chronic pancreatitis, and myocardial fibrosis.	None established.	None as the cause of death was not related to United Airlines' handling.
Death	9/25/12	United Airlines	6244	Canine-? "Jersey" (Age 5)	Pet arrived San Francisco deceased upon arrival.	A necropsy was performed and the cause of death was cardiopulmonary collapse with reference to prominent congestion of alveolar septal capillaries and lining, pleural effusion, pericardial effusion, vascular and pulmonary congestion.	None established.	None as the cause of death was not related to United Airlines' handling.
Injury	9/27/12	Delta	319	Canine-Catahoula Leopard dog mix, "Buster" (Age 5)	Buster was traveling internationally with his owners and chewed through his travel kennel and escaped and by squeezing through the area he damaged and the kennel door. The dog was captured by airport employees within 15 minutes after escape. Injuries sustained to his teeth/gums, paws and neck area were treated by a veterinarian.	Buster's injuries were self inflicted while damaging his kennel and escaping through a narrow space between the damaged kennel wall and door. Injuries to his paws may have been further exacerbated by the rough airport pavement while fleeing.	None established.	The dog was taken to a vet for treatment and rebooked on a flight the next day. Buster was provided with anti-anxiety drugs by the vet for the remaining legs of his trip.

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Death	9/28/12	United Airlines	266	Canine-Mastiff, "Bam Bam" (Age 3)	Pet arrived San Francisco deceased upon arrival.	A necropsy was performed and the cause of death was diagnosed as acute cardiovascular collapse noting a slight malformation of the tracheal rings and thinning of the muscle tissue between the tracheal rings resulting in tracheal collapse. This coupled with being a member of the Brachycephalic group of dogs, which are those with shortened muzzles and shortened airways, would contribute to the untimely death of the pet.	None established.	None as the cause of death was not related to United Airlines' handling.
Death	10/9/12	American Airlines	1334	Canine-?, "Rocco" (Age ?)	During the off loading, the crew noticed that one of two dogs in a single kennel was deceased. They called for a Customer Service Manager who escorted the customers to the kennel. Both pets were taken to a local veterinarian for examination.	The veterinarian performed a necropsy of the deceased pet and examined the surviving pet. The exact cause of death is unknown.	None established.	Aircraft maintenance employees checked the aircraft cargo area and all systems were operating properly. No immediate corrective action has been taken.
Injury	10/14/12	Horizon Air	2490	Feline-? "?" (Age ?)	up the cargo pit and when they were offloading they noticed that all the bags had fallen forward onto the kennel and the top corner of the kennel had broke. The agents brought the kennel inside to the cargo customer picking up the cat and she said that there was blood all over the cat and kennel. The agents immediately called over the radio for a Supervisor who took pictures of the broken kennel and the cat's paws.	We take preventative measures by training all ground service employees of proper and safe handling of animals. The airline has researched this incident have found the loading of the cargo kennel was done correctly. The cause of the damage may have been caused by turbulence which caused the shifting of the kennel.	None established.	The station managers in Seattle have been made aware of this incident and have interviewed all employees involved. The cat did go to the vet, which the airline paid for including a claim settlement. Photographs are available and attached.
Loss/Found	10/16/12	Alaska Airlines	138	Canine-American/Pitt Bull Mix, "?" (Age 8)	Upon the arrival of the baggage cart planeside, the Anchorage ramp agent found, an eight year old dog, out of her kennel and loose inside the baggage cart. Airline personnel immediately tried to block each side of the baggage cart while a third agent went to notify the pet's owner, and to ask her to help get the dog back into her kennel. During this time the dog escaped from the baggage cart and ran for over an hour prior to being caught. The dog and her owner were both rebooked for same flight the next day. It appeared that the dog scraped her nose during her kennel escape and agents found some blood inside the kennel.	An eight year old dog escaped from her kennel. She was later found with a scrape to her nose. The customer told the ramp staff that the last person to secure the kennel was the TSA agent. The customer also said she told the TSA agent that she knew that her dog could open the kennel door, but she didn't have anything to secure the kennel door with. There is no evidence to suggest that the airline's handling contributed to the animal's escape.	None established.	No action required and no photographs available.
Death	11/5/12	United Airlines	400	Canine-Brindle/White Greyhound, "Chance" (Age 8)	Pet arrived San Francisco deceased upon arrival.	A necropsy was performed and the cause of death was diagnosed as a combination of all the below findings; i.e. chronic renal insults in the kidneys, raised masses and lesions on the spleen, and petechiations on the serosal surfaces which suggest a coagulation or clotting defect.	None established.	None as the cause of death was not related to United Airlines' handling.
Death	12/1/12	Hawaiian Air	47	Canine-Bulldog, "?" (Age ?)	Upon arrival, the dog was found deceased. The flight was loaded with two dogs and they were loaded and handled properly. One dog arrived without incident, but the other dog was expired. Animals were delivered to quarantine, and our manager on duty spoke to the owner.	Unknown.	None established.	No corrective action. Pet fee was refunded as courtesy.
Loss/Injury/ Found	12/17/12	American Airlines	880	Canine-?, "Dante" (Age ?)	During the off loading, the crew noticed a dog was loose in the forward bin. The bin was closed and secured to prevent the dog from escaping the aircraft. Crew members were able to put a leash around the dog and the owner was notified.	The dog had chewed through the kennels seal creating an opening to escape. The minor injuries that resulted were treated by a local veterinarian.	Implied.	No immediate corrective action has been taken.
Death	12/17/12	Hawaiian Air	25	Canine-?, "?" (Age ?) SERVICE DOG	Upon arrival, dog was deceased. Bedding was reversed in the kennel. Dog was a service animal, so it was transported without fee. Dog was delivered to quarantine.	Unknown.	None warranted.	No corrective action.

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WHERE IS JACK? Inc., c/o Mary Beth Melchior, Ph.D. 305-582-5884

Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	12/28/12	Alaska Airlines	27	Canine-?, "?" (Age ?)	Upon arrival in Seattle, WA, ramp workers noticed that a dog in its kennel arrived with its upper and lower teeth stuck on the metal mesh of the kennel door. Some blood was present around the dog's mouth. An Alaska Airlines maintenance technician was able to cut a few of the wires of the kennel door, to free the dog's mouth. The customer stated that they have had other	A dog arrived in Seattle, WA with its mouth stuck on the metal wires of the kennel door. After cutting a few of the wires of the kennel door, the dog's mouth was then freed. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required and no photographs available.
Death	12/28/12	Alaska Airlines	19	Canine-English Bulldog, "?" (Age ?)	An English bull-dog was delivered to baggage claim appearing to be unconscious and having difficulty breathing. Blood was later noticed in the dog's water dish, however no physical lacerations were noted, nor any structural damage to the kennel. The owner and dog were taken to the nearest evening veterinarian service, ACCES animal hospital. The customer stated that she had given her dog a Xanax prior to departure in Orlando. The animal hospital stated that the dog later passed.	Upon arrival to Seattle, an English bull-dog in its kennel was unresponsive. The pet and owner were taken to ACCES animal hospital, where the dog later passed away. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required and no photographs available.
Death	1/4/13	Delta	2312	Rabbit-American Rabbit, "Ashes" (Age-Young)	Two rabbits in a kennel were accepted as checked baggage in Los Angeles. The routing of Los Angeles, Salt Lake City, Anchorage was changed en route to Los Angeles, Salt Lake City, Minneapolis, Anchorage to meet Delta equipment requirements. On arrival it was noticed that one of the rabbits had expired. The other rabbit arrived and was released to the owner in apparent good condition.	A necropsy was performed in ANC by a local veterinarian office. No external wounds or effusions were found. Stomach contained food and fluid. There were not gross changes to the internal organs to explaining the passing of Ashes. Conversations with attending vet indicated rabbits may be more susceptible to the consequences of stress.	Implied	While it does not appear to have been the root cause of the rabbits death, the Baggage Acceptance Agent has been coached and provided remedial training on live animal acceptance and to check the aircrafts used when rebooking is necessary.
Death	1/13/13	Alaska Airlines	19	Canine-English Bulldog, "?" (Age 3)	Seattle ramp personnel reported to their manager that one of two dogs, traveling inside kennels, was unresponsive upon its arrival in Seattle, WA. The Alaska Airlines Manager on duty paged the customer and explained that her bulldog had passed during the flight. She immediately asked about her second dog, which was fine. The customer decided that she would continue on to her final destination of Fairbanks, AK with her other dog, but did not wish to transport her bulldog any further. The Alaska Airlines Manager on duty offered to personally take her bulldog's remains to the VCA Five Corners Animal Hospital in Burien, WA for cremation.	An English bulldog inside its kennel passed away sometime during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's passing.	None established.	No corrective action was taken and no photographs were available.
Death	2/2/13	Alaska Airlines	242	Canine-American Bulldog, "?" (Age 1)	An American bulldog inside its kennel was being collected at customs, when its owner noticed his dog was unresponsive and that there was blood splatter around the kennel. It was determined that the dog was deceased. There were no visible lacerations, or trauma to the dog. The bulldog was pronounced dead and picked up by the local pet cremation agency.	An American bulldog arrived deceased in Guadalajara, Mexico. This appears to be a natural death. There is no evidence to suggest that the airline's handling contributed to the animal's condition in any way.	None established.	No action required.
Death	2/7/13	United Airlines	201	Canine-Pitbull, "Sidney" (Age 7)	Pet arrived Honolulu deceased upon arrival.	A necropsy was performed and the cause of death was diagnosed as a combination of underlying cardiovascular disease and acute interstitial pneumonia.	None established.	None as the cause of death was not related to United Airlines' handling.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	2/9/13	Delta	1095	Canine-Red Pitbull, "Kash" (Age 2)	Kash was accepted for transport on DL1095 on February 9, 2013, at our cargo facility in CLT. All documents were reviewed and processed in accordance with Delta's live animal procedures. Flight 1095 departed CLT on time and the local temperature was approximately 56°F. All required labels and markings were attached to the exterior of the kennel. Agents at CLT stated the dog was calm and there were no issues at the time of loading. On the flight's arrival into ATL, Kash and one other dog was removed from DL1095. As our ATL agent was delivering Kash to his next departure gate, the agent overheard loud barking coming from the transporter. The agent pulled over near gate B32 to determine why the animal was continuously barking. He observed blood on the floor of the transporter and upon further observation he could see that Kash had chewed halfway through the side of his container. He immediately secured the transporter to prevent Kash from escaping and contacted management for assistance. Kash was taken to Briarcliff Animal Clinic for an examination. The veterinarian reported bruising to his face, torn nails and a few missing bottom teeth. He remained overnight at Briarcliff for further monitoring and rest. On February 11 th Kash was released and Delta Cargo was given clearance for Kash to continue his journey to Texas.	Self inflicted wounds	None established.	None warranted.
Injury	2/20/13	Horizon Air	2356	Canine-?, "??" (Age ?) SERVICE DOG	Customer called Customer Care the day after her travel to state that a gate agent injured her dog's foot by breaking its toenail when she picked up the dog's carrier and the carrier door swung open and the dog fell out. Our immediate research produced corroborated statements from the gate agents that they did not approach the customer or her dog but recall seeing the dog jumping on and off the customer's lap until boarding time and saw no signs of injury. We then spoke to our wheelchair vendor's employee, who transported our customer from the gate to the plane, who recalled that the dog was on the customer's lap along with its carrier and at the plane the customer arose and started to board the aircraft leaving the dog on the wheelchair seat. The dog then jumped from the chair and started to run away, whereupon he grabbed its leash and brought the dog, its carrier and the customer's carry-on bag to the customer at her seat, but noted no injury to the pet.	We take preventative measures by training all ground service and passenger service employees, including vendors, of proper and safe handling of animals. The airline believes that its employees and vendor did nothing to harm the pet and that any injury was due solely to passenger's failure to control her pet.	None established.	Despite the above conclusion, for the sake of good customer relations we offered the customer compensation in the form of a discount code for future travel which she readily accepted. The station manager in Portland has been made aware of this incident and will remind employees and the vendor that it is good practice always to encourage passengers to control their pets for the safety of the pet and others in its vicinity. No photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	3/28/2013 (Reported May Air 2013)	Hawaiian	4	Canine-Mixed breed, "Victor" (Age ?)	While staged in the Lobby 2 bagroom for HA04, the dog chewed at the grating at the back of the corner of the kennel & ripped out a hole big enough to escape. The kennel fell off the cart, and the dog ran out of the bag room and was last seen by an employee running into the movement area from Gate 34 towards the Air Traffic Control tower. The agent attempted to contact USDA Wildlife Division but was unable to reach them. The agent contacted the Airport Duty Manager, and Wildlife Department, Sheriffs Department, Crash Rescue, & Securitas were all deployed to search movement areas. HA Employees deployed to search non-movement areas. The passengers were provided with escort badges, and searched all available areas with HA managers. After approximately 1.5 hrs, Airport called off the active search & advised they would continue to look while on normal rounds. Agents continued to search with the passengers for approximately 3 additional hours, but the search was unsuccessful. The dog was found on 24APR.	Dog chewed through kennel and escaped.	None established.	No corrective action as the dog caused the incident. Pet fee was refunded as courtesy. USDA laid traps in the surrounding area to help catch the dog. The passengers were provided a hotel until 30MAR when they chose to return to LAX. We were in constant contact with USDA and the passengers regarding any updates. The dog was sighted several times between 30MAR and 23APR, but each time, he ran away. The passenger decided to return to Honolulu on 23APR and with the help of his dog trainer, they found the dog on 24APR. HA will pay all expenses including the purchase of a new kennel to return them to LAX. The passenger returned to LAX on 28APR with Victor without incident.
Death	4/16/13	Alaska Airlines	892	Canine-English Bulldog, "?" (Age 4)	A customer was traveling with two dogs, in separate kennels. Ramp personnel noticed that one of the two dogs was unresponsive. The customer tried to wake up his English bulldog and the dog did not respond. The San Diego Customer Service Supervisor assisted the customer in the baggage claim area and the customer planned to take his dog home for burial.	An English bulldog passed inflight; and no signs of trauma were visible. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Loss/Death	4/17/2013 (Reported June 2013)	United Airlines	200	Canine-Mixed Jack Russell Terrier/ Chihuahua, "BooBoo" (Age 1.5)	Pet arrived Houston for overnight kenneling as a rest stop after 16 ½ hour flight from Guam.	The combination Jack Russell Terrier and Chihuahua was being walked with a leash to relieve herself, got spooked, and darted out in to the road where she was hit by a car and killed at the hands of the vendor employee. Tragic accident.	Implied.	Have implemented a two leash policy where one leash is held in the hand of the walker and the other goes around the waist of the walker, the other end of each attaching to the collar of the dog being walked. In 10 years no dog has ever escaped this way. Did not escape from a kennel but at the hands of the vendor employee.
Injury	4/28/13	Alaska Airlines	727	Canine-Pit Bull, "?" (Age ?)	Upon landing in Seattle, ramp agents found that a Pit bull dog had chewed through its kennel, sometime during the flight. Upon being released to walk, the pit bull appeared to be limping and had cuts to its mouth, from attempting to chew out of the kennel.	A dog arrived in Seattle with cuts to its mouth and appeared to have a slight limp, from attempting to chew through and escape its kennel.	None established.	No action required. No photographs available.
Death	4/30/13	Hawaiian Air	544	Canine-Pug, "?" (Age ?)	Upon arrival, the dog was found deceased. Owner checked in two dogs and they were loaded and handled properly. One dog arrived without incident, but the other dog was expired.	Unknown.	None established.	No corrective action. Pet fee was refunded as courtesy.
Loss/Found/ Injury	5/4/13	Alaska Airlines	62	Canine-German Shepherd, "?" (Age ?)	Upon opening the aircraft's forward cargo door, Ketchikan ramp agents saw a dog outside its kennel and immediately closed the cargo door to contain the dog inside. Agents contacted the dog's owner and he was escorted down to the ramp to put a leash on his dog. As ramp personnel removed the kennel from the aircraft, they noticed some blood on the metal door and on the bottom of the kennel, and that the dog had damaged the kennel by chewing and scratching at it from the inside. The blood probably came from the dog's mouth and paws, but we were unable to verify the exact location of any injury to the dog.	A German Shepherd dog escaped its kennel during flight, and might have injured its mouth or paws while chewing and scratching at the inside of its kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injury, if any.	None established.	No action required. No photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	5/9/13	Alaska Airlines	645	Canine-Pug, "?" (Age 7)	Upon arrival in Seattle, ramp personnel noticed that the dog inside a kennel was found to be unresponsive. The dog had died during the flight, but there was no damage to its kennel and no apparent injuries. The kennel was taken to the Manager on duty and the pet's owners, the dog's owner were contacted. They decided to continue their travel along with their dog's remains to their final destination of Kenai, Alaska.	A 7-year-old, Pug dog was found unresponsive upon arrival in Seattle, after it apparently died in flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	5/15/13	Delta	1212	Canine-English Bulldog, "Dozer" (Age 1 year, 10 mo)	Dozer was a 22 month old, 59 lbs English bulldog, who was accepted by our agents in Honolulu for transport to San Diego, California. All documents were reviewed and processed. DL1212 departed Hawaii as scheduled and arrived into LAX ahead of schedule by seven minutes. LAX was the transient city prior to Dozer's flight segment to SAN. The temperature at the time of departure from HNL was approximately 75°F and 62°F on arrival in LAX. There were no indications of any mechanical malfunctions on board the aircraft while Dozer was in-transit. On arrival in LAX, the ramp handling crew noticed Dozer was not moving and no sound was heard coming from his kennel. By 0625PST, an agent prepared Dozer and his paperwork for delivery to Advanced Veterinary Care Center to await further instructions from the owners.	Doctors at Advanced Veterinary Care Center cited BAOS and an underlying heart condition as the cause of death.	Delta specified that agents at HNL violated Delta policy.	Agents at HNL violated internal policies and procedures by accepting this breed. Delta Cargo does not accept American, English or French bulldogs for transport at any time.
Loss	5/15/13	United Airlines	399	Feline-?, "Kato" (Age 3)	Pet arrived Las Vegas and escaped from kennel.	Cat escaped through kennel door on arrival at Las Vegas. Reward has been offered and there has been several sightings, but no capture to date.	None established.	Kennel door not suitable...left room for escape even with zip ties.
Death	5/20/13	United Airlines	616	Feline-?, "Fatman" (Age 20)	Pet arrived Washington DC deceased upon arrival.	A necropsy was not performed although vet was authorized... cause of death deemed natural causes due to age. Companion animal was okay so mechanical issues were ruled out. We paid for a cremation for the family.	None established.	None as the cause of death suspected due to age.
Loss	5/22/13	American Airlines	246	Feline-?, "Jazz" (Age ?)	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.	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.	Implied.	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.
Death	6/4/13	Alaska Airlines	176	Canine-Bulldog, "?" (Age 3)	Upon arrival into Seattle baggage claim, it was discovered that a three-year-old bulldog, was not breathing. A passenger performed pet cardiopulmonary resuscitation as a veterinarian was called. After providing detailed information to the veterinarian over the telephone and checking the dog for a heartbeat and any eye reactions, it was decided to stop cardiopulmonary resuscitation on the advice of the veterinarian. The dog's remains were transferred by Alaska Airlines representatives to a local veterinarian for cremation.	A three-year-old bulldog was discovered not to be breathing upon arrival at the Seattle baggage claim. No injuries were present and there was no apparent damage to the kennel. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	7/1/13	Alaska Airlines	37	Ferret-"?" (Age 3)	A customer shipped two animals and was picking them up at our Seattle Cargo office, when it was discovered that a 3-year-old male ferret was unresponsive and had passed away. A parrot belonging to the same customer arrived in good condition. The owner decided to transport the ferret home, for burial.	A 3-year- old, male ferret passed away while in transit. No injuries were present and there was no apparent damage to the kennel. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	7/19/13	United Airlines	30	Canine-? "Pibe" (Age 12)	Pet arrived deceased at NEWARK (EWR).	Necropsy concluded significant mitral valve and cardiac disease with secondary pulmonary thromboembolism.	None established.	Cause of death is unrelated to carrier handling. No action required.

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Death	7/20/13	United Airlines	840	Feline-? "Minoon" (Age 2)	Pet arrived deceased upon loading at LOS ANGELES (LAX).	Necropsy revealed pre-existing condition of cardiac muscle disease (non-suppurative myocarditis)	None established.	Cause of death is unrelated to carrier handling. No action required.
Death	7/24/13	Alaska Airlines	37	Canine-Labrador Mix, "?" (Age 11)	Customers were traveling with their 11-year-old, Labrador mix, and upon arrival in Seattle, WA the dog arrived unresponsive. The Manager on duty spoke to the Customers, and they requested assistance in taking their dog to VCA Five Corners Animal Hospital in Burien, WA for cremation and requested the remains be shipped to their son's address in Seward, AK.	An 11-year-old male Labrador mixed breed dog passed away while in transit. No injuries were present and there was no apparent damage to the kennel. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	7/25/13	United Airlines	200	Canine-?, "Comel" (Age 9)	Pet arrived deceased at HONLULU (HNL).	Necropsy states cause of death "undetermined"; histopathological diagnosis of multifocal chronic proliferative pneumonitis noted as "significant"; pre-existent pulmonary (lung) condition combined with the pneumonitis; suspected cause of death is pneumonia.	None established.	Cause of death is unrelated to carrier handling. No action required.
Injury	7/26/13	Delta	1317	Canine-Labrador, "Cupid" (Age 8)	Delta Cargo accepted Cupid for transport on DL1317 at our facility in DEN. All documents were reviewed and processed in accordance with our live animal procedures. Flight 1317 had a scheduled departure time of 1720 but was delayed by one hour and four minutes. The local temperature was approximately 82°F. All required labels and markings were attached to the exterior of the kennel. As Cupid was delivered to the aircraft for loading our ramp handler observed Cupid jump from the freight cart; however he was quickly recaptured. On further observation, the animal chewed through the releasable cable ties applied at the lower bottom of its kennel. Cupid squeezed his way through the front door and scraped his leg causing an injury around the foot area. On the inside of the kennel there were teeth marks and indentions to the rigid plastic. Cupid's owners were also scheduled to travel on the same flight but were removed to help attend to Cupid. Leaders at DEN immediately drove Cupid and his owners to Alameda East Clinic for an examination by a licensed veterinarian. Doctors applied a splint and two hours later he was released to his owners.	Self inflicted wounds.	None established.	None warranted.
Injury	8/11/13	Alaska Airlin	123	Canine-Bluetick Coonho	An 8-year old dog arrived in Fairbanks in a 400 size kennel. The customer arrived at Seattle with a 300 size kennel, which Seattle personnel swapped out for a larger 400 size kennel. Fairbanks agents felt the 400 kennel was still slightly small and that the dog scraped its nose while attempting to turn around.	The dog didn't have room to completely stand, or turn inside its kennel and likely was the cause of the scrape to its nose. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	Our kennel acceptance policy was shared with our Seattle agents. No photographs available.
Injury	8/11/13	Alaska Airlines	2543	Canine-?, "?" (Age ?)	A passenger who was transferring in Seattle, reported that she witnessed her dog inside its kennel, being offloaded from the belt loader and then onto the ground in a rough manner. A Seattle baggage supervisor was able to contact the passenger and she was escorted down to the ramp, to check on and walk her dog. They noticed that her dog was bleeding from the bottom of its right foot and that the kennel had two cracks in it.	A kennel was offloaded from the belt loader to the ground and possibly caused two cracks in the back of the kennel and scraping the dog's right foot.	Established.	Horizon Air Supervisor will address this Ramp Agents pet handling. No photographs available.

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Death	8/12/13	Alaska Airlines	9	Canine-Rottweiler Mix, "7" (Age 7)	Upon arrival in Seattle, ramp personnel advised supervisors that a 7-year-old, male, mixed breed Rottweiler dog in a kennel was unresponsive. A large amount of vomit was present in the kennel along with pieces of the kennel, apparently from the dog chewing on the plastic. Supervisors then notified the passenger that her dog had passed away sometime during the flight. The passenger asked to see her dog. She later called back requesting a necropsy be performed. The dog was taken to ACCESS 24-hour animal hospital in Renton and the primary diagnosis was "aspiration pneumonia". Cremation later followed.	A large amount of vomit was present in the kennel along with broken pieces of the kennel from the dog chewing on the plastic. The necropsy listed the cause of death as: aspiration pneumonia. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	No action required. No photographs available.
Death	8/28/13	American Airlines	2111	Canine-?, "Ace" (Age ?)	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.	The exact cause of death will not be known; government authorities required that the deceased remains be cremated.	None established at this time.	No immediate corrective action has been taken.
Death	9/14/14	United Airlines	1221	Canine-? "7" (Age 6)	Arrived deceased at LAX. Take to ASEC for evaluation.	Veterinarian determined cause of death as severe gastric and SI loop distension from air. Suspected animal was anxious during flight which lead to panting and air distension of stomach resulting in increased abdominal pressure on major abdominal vessels with subsequent hypotension and shock.	None established.	None required. Mortality based on natural causes.
Death	9/20/13	United Airlines	1467	Canine-?, "7" (Age 1)	Arrived deceased at ANC.	Evidence of multifocal scarring along the subendocardial lining of the ventricles –likely an indication of hypertrophic or dilated cardiomyopathy-finds often associated with chronic cardiomyopathy found in brachycephalic breed with congenital anatomical upper respiratory challenges –result was acute cardio pulmonary arrest.	None established.	No action required. Mortality based on natural causes.
Injury	10/3/13	Alaska Airlines	90	Canine-Golden Retreiver, "7" (Age 11)	Upon arrival into Seattle, it was discovered that an 11-year-old Golden Retriever, had bloody paws. Agents immediately notified the owner of the dog's paws and she agreed to meet in the baggage claim area. The dog's owner mentioned that this had happened previously; she cleaned the dog's paws and took him on a walk, while ramp personal cleaned up the kennel. The dog appeared in good health, but apparently had been pawing at the kennel door; however no damage was sustained to the kennel.	An 11-year-old, Male, Golden Retriever, pawed at the kennel door, until his paws were bloody; no damage was reported to his kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Injury	10/10/13	Alaska Airlines	102	Canine-Golden Retreiver, "7" (Age 4)	Upon arrival into Seattle, our Supervisor was called to meet the dog's owner who was upset by the wire door of his dog's kennel being pulled inward. The dog's owner would not allow our Supervisor to examine the kennel, nor take photos of the kennel for our investigation. Our Supervisor noted that the latch was still attached but the wire kennel door was pulled inward and could see blood on the door, however the dog appeared okay.	A 4-year-old male, Golden Retriever, apparently pawed at the wire kennel door, pulling it inward. The kennel remained latched and some blood was present on the door. There is no evidence to suggest that the airline's handling contributed to the animal's kennel damage.	None established.	No action required. No photographs available.
Death	10/14/13	United Airlines	1221	Canine-?, "7" (Age ?)	Arrived deceased at LAX. Take to ASEC for evaluation.	Veterinarian determined cause of death as severe gastric and SI loop distension from air. Suspected animal was anxious during flight which lead to panting and air distension of stomach resulting in increased abdominal pressure on major abdominal vessels with subsequent hypotension and shock.	None established.	None required. Mortality based on natural causes.

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Death	10/20/13	United Airlines	1467	Canine-?, "?" (Age 1)	Arrived deceased at ANC.	Evidence of multifocal scarring along the subendocardial lining of the ventricles –likely an indication of hypertrophic or dilated cardiomyopathy- finds often associated with chronic cardiomyopathy found in brachycephalic breed with congenital anatomical upper respiratory challenges –result was acute cardio pulmonary arrest.	None established.	No action required. Mortality based on natural causes.
Loss (TWICE)	10/21/13	Alaska Airlines	895	Canine-Pitt Bull, "?" (Age 8)	An 8-year-old Pit bull escaped its kennel prior to being loaded onto its flight out of San Diego. The Pit bull escaped again once inside the cargo area of the aircraft. The dog's owner and his travel companion were asked to come off the flight and retrieve their Pit bull. The dog was bleeding and had actually broken the kennel door lock.	Narrative description of the cause of the incident: An 8-year-old Pit bull escaped its kennel twice prior to its departure out of San Diego. The owners were asked to claim the dog in baggage claim as the dog was not going to fly. Blood was present inside the kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Loss	11/6/13	United Airlines	200	Feline-?, "Scotchie" (Age 3)	Pet escaped custody of carrier upon arrival at Honolulu (HNL).	During flight from Guam to Honolulu, cat apparently managed to jostle the door open and escaped its kennel upon arrival to Honolulu.	Implied.	Guam reviewed processes involved with securing kennel doors with cable ties to prevent animal escape.
Injury	11/17/13	Alaska Airlines	7	Canine-?, "?" (Age ?)	A female dog inside a kennel arrived Los Angeles with blood present inside the kennel. The dog's owner was contacted and she stated that the dog had not traveled for more than 3 years. Once the dog was cleaned up, the injuries to its front paws appeared to be minimal and the pet owner left with her dog.	A dog inside its kennel arrived Los Angeles with blood present inside its kennel. It appeared the dog was trying to escape the kennel, by pawing at the wire kennel door. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Loss/Injury	11/18/13	Alaska Airlines	704	Canine-Boxer Mix, "?" (Age ?)	Upon arrival into Los Angeles, ramp personnel opened the cargo door to find a female boxer loose in the cargo area. Supervisors contacted the pet's owner and escorted her planeside. The dog had chewed out of her kennel and had a small piece of metal stuck in the skin, next to her eye. The pet owner was able to flick the piece of metal out of her dog's skin. The pet owner put a leash on her dog and they were escorted back to baggage claim.	A female boxer arriving Phoenix had chewed out of her kennel during the flight and had a small piece of metal in her skin, otherwise she seemed okay. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Injury	11/19/13	Alaska Airlines	876	Canine-Golden Retriever, "?" (Age 2)	A female dog arriving Seattle was found loose inside the aircraft cargo area. The dog apparently escaped by chewing out of its kennel, which caused damage to its own teeth. There was a small amount of blood near the bottom of the door on the kennel. The dog was in good spirits while with the owner and did not display any aggression or stress. Seattle Baggage agents gave the dog water after the owner arrived.	A dog escaped by chewing out of its kennel, causing damage to its own teeth. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Injury	11/24/13	Delta	622	Canine-Mixed Breed, "?" (Age 3 yr. 11 mo.)	Pet dog, Chloe, was accepted for transport from Singapore to Nashville, TN via Narita, Japan and Atlanta, GA. Acceptance was completed without incident. After being staged planeside 10 minutes for boarding, the dog became aggressive and bit its kennel door. While biting the kennel door, Chloe bit or cut her tongue. Transportation was stopped until her owner could assess her condition and a veterinarian could treat her wounds.	After visiting the vet, the owner reported the cause of the incident was determined to be a self inflicted, superficial wound. The dog was presumed to be attempting an escape. The weather and handling were determined to not be contributing factors in the dog's aggressive actions.	None established.	Chloe's owner was provided with taxi service home and to the vet, as well as the vet's fee and complimentary rebooking. Chloe and her owner completed their travel the next day.
Injury	11/26/13	Alaska Airlines	642	Canine-Pit Bull, "?" (Age 1)	A one-year-old female pit bull arriving Phoenix inside its kennel, fell off the belt loader to the ground. A Phoenix baggage agent advised the pet owner of the incident and together they checked the dog for any injuries. The dog sustained a minor cut on her tail otherwise appeared fine.	The kennel fell off the belt loader to the ground.	Implied.	A reminder to station Manager about proper pet handling was sent. No photographs available.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Loss	12/22/13	United Airlines	724	Feline-?, "?" (Age ?)	Animal escaped.	HNL agent was drilling required holes in crate to secure the crate door with the plastic zip ties when the door opened and the cat escape.	Established.	HNL Cargo Manager has designated two rooms as "Pet Rooms" in the warehouse where all physical searches and securing of kennels will occur. In this closed room, the animal can be released from its crate with pet owner present while kennel is physically searched and required holes are drilled into kennel by carrier personnel.
Loss (2); One Recovered	12/28/13	United Airlines	229	Parakeet-"Birdie" (Age 8)	Animal escaped.	Two Parakeets accepted in a small plastic pet carrier at IAD. Upon aircraft arrival at SAN the carrier was empty. SAN ground personnel located and recovered one of birds from a nearby fence, however second bird remains unrecovered.	Established.	Review of Live Animal Regulations 40 th Edition container requirement 11, 11c & 11d [applicable to this species] with local station personnel to ensure containers meet specifications in order to prevent escape.
Injury	1/1/14	Alaska Airlines	731	Canine-Labrador, "Holly" (Age ?)	Upon arrival into Seattle, ramp personnel opened the cargo door to find Holly, a female Labrador loose in the cargo area. Holly had chewed out of her kennel and sustained minor cuts to her gums. Holly and her kennel were taken to baggage claim.	A female Labrador arriving Seattle had chewed out of her kennel during the flight and sustained minor cuts to her gums. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No photographs available.
Loss/Death	1/20/14	Hawaiian Air	15	Feline-Maine Coon, "?" (Age 6)	Upon arrival, the cat escaped from the kennel at Gate 31. USDA Wildlife set up traps and searched the area with airline staff. Quarantine also loaned HA two traps. Staff purchased cat food and set up traps by Gate 31. Owner and staff helped look for the cat for two hours. The next morning at 7:30 a.m., the cat was found deceased lying on its side near Gate 31.	Plastic kennel was secured with clips, but clips were not secured with cable ties. Only two cable ties were used to secure the center of the door. Door pins were not secured, allowing the door to swivel. Owner also stated the cat may have been too heavy for the plastic kennel. Cause of death unknown.	Established.	Pet fee was refunded. Necropsy to be performed. Agents coached.
Death	3/8/14	United Airlines	417	Canine-? "?" (Age 8)	Mortality.	8 year old adult male dog was discovered deceased upon arrival from a non-stop flight from TPA-DEN and was taken immediately for necropsy. Attending veterinarian concluded that a small piece of synthetic surgical gauze which appeared to have been left in the abdomen after a previous surgical procedure likely resulted in peritonitis. This dog had a chronic and active inflammatory condition within the abdomen which led to peritonitis and death.	None established.	None required. Animal died of natural causes.
Death	3/31/14	United Airlines	1221	Canine-? "?" (Age 5)	Mortality.	This pet was being shipped with another dog of the same family. Mason, however, was discovered deceased upon arrival at LAX. Necropsy report credited the mortality to gastric bloat syndrome.	None established.	No action required. Animal died of natural causes.
Loss/Found/Injury	3/31/14	Alaska Airlines	5	Canine-Border Collie, "Ninja" (Age 4)	In Washington, DC, prior to boarding, one of two dogs being shipped by the same traveler, escaped its kennel while in the baggage makeup area, by chewing out the side of its kennel. The dog ran off and was later found in good condition, with scrapes to its paws. Alaska Airlines sent the dog to a local veterinarian for an exam and paid for those charges.	A dog escaped its kennel, by chewing out the side of its kennel, and was captured that same day. There is no evidence to suggest that the airline's handling contributed to the animal's injury.	None established.	No action required. No photographs available.
Death	3/31/14	American Airlines	1674	Feline-DSH "Molly" (Age ?)	After the offloading, the crew reported the cat was non-responsive and immediately notified D-Terminal bag-room Supervisor. The Cat was taken to a local vet to be examined where she was pronounced dead.	Unable to determine if the incident occurred during flight. Cat was found lying on its side on the second stop on a connecting city.	None established at this time.	No immediate corrective action has been taken.
Injury	4/15/14	United Airlines	0101	Canine-? "?" (Age 8)	Self-inflicted injury	Adult Male dog caused damage to itself by chewing on parts of the crate and water dispenser. It was taken to a local vet by the pet owner upon release where it was examined and treated. Carrier was advised by pet shipper that the dog was unaccustomed to being crated.	None required. Injury was self-inflicted.	[BLANK]

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	5/6/14	American Airlines	2318	Canine-?, "Robert" (Age ?)	While offloading, the crew reported the dog was non-responsive and immediately notified manager on duty. The Dog was taken to a local vet to be examined where he was pronounced dead.	Unable to determine if the incident occurred during flight. The dog was found non-responsive when arrival of final destination..	None established at this time.	No immediate corrective action has been taken.
Injury	6/2/14	Alaska Airlines	132	Canine-English Bulldog "Duke" (Age 7)	During the upload of Flight 132 Fairbanks ramp agents noticed, that Duke, A 7-year-old, English bulldog inside his kennel, was in distress and attempting to chew and dig out of his kennel. As a result Duke's paws and mouth were bloody. Duke's owner deplaned and was advised of the situation. Duke then escaped his kennel and was caught and walked to the baggage claim area where his owner claimed him.	A 7-year- old English bulldog chewed and pawed trying to escape its kennel prior to the flight and sustained paw and mouth injuries. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Loss/Found/Injury	6/2/14	Alaska Airlines	822	Canine-?, "?" (Age ?)	Upon arrival in Portland, OR our ramp agents noticed, that a dog had escaped its kennel sometime during the flight. The dog appeared lethargic and blood was visible on its paws and around the cargo area. The lead agent called Port Police, Port wildlife and the dog's owner to assist with the dog. The dog was given water, and then the owner carried his dog to the baggage claim area.	A dog escaped its kennel during the flight and upon arrival the dog appeared lethargic, with bloody paws. The owner then took the dog from the aircraft cargo pit to the baggage claim. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Injury	6/6/14	Alaska Airlines	575	Canine-? "?" (Age ?)	Upon arrival in Portland, OR our ramp agents noticed, that a dog named Bear had blood in its kennel. The dog appeared to have been pawing to escape the kennel and pulled out a toenail, sometime during the flight.	A dog named Bear arrived with blood in its kennel and a missing toenail. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Injury	6/6/14	Alaska Airlines	692	Feline-?, "Jasmyn" (Age 4)	A female cat named Jasmyn arrived in San Antonio with bloody paws. The injury was reported by telephone, as the passengers were traveling home.	A female cat named Jasmyn arrived in San Antonio with bloody paws, there was no kennel damage. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Death	6/8/14	Delta	2152	Guinea Pig "Oriole" (Age ?)	On June 8, Delta Cargo accepted Oriole, a male guinea pig for transport from Charlotte, North Carolina to Portland, Oregon. All documents were reviewed and processed. DL2152 departed Charlotte approximately 36 minutes behind its scheduled time of 1402. On acceptance of the guinea pig, agents at CLT stated the animal appeared well. The temperature at the time of departure from CLT ranged between 73°F and 75°F with overcast skies. Flight 2152 arrived in ATL at 1526 and the temperature was approximately 82°F with mostly cloudy skies. On arrival, the ramp handling crew unloaded the animal and placed him inside an air conditioned transport van at approximately 1540. Oriole was then delivered to our animal holding room until it was time for his next assigned flight. At approximately 1658, the van driver retrieved Oriole from the animal holding room and after making multiple stops to drop off other animals inside the van, they delivered Oriole to gate B36. He was scheduled to travel on DL887 which had a departure time of 1755. The van driver reported no signs of distress. As the ramp agents were preparing to load Oriole on the DL887 they noticed he was not moving. They immediately contacted a supervisor who arrived at B36 to confirm that the animal was deceased. We contacted our local veterinary hospital, Briardcliff Animal Clinic for assistance. The owner was also contacted and we awaited his instructions and authorization to perform a necropsy.	Doctors at the University of Georgia, Athens Veterinary Diagnostic Laboratory suggest that the animal died of pneumonia. The report states "inflammation noted in the lung tissue played a contributory role in the death."	None established.	None Warranted.

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Death	6/22/14	Delta	19	Canine-Pug, "Simba" (Age 5.5)	Simba was a 5.5 year old male Pug, weighing approximately 30 lb., who was presented for travel from Newark, NJ to Los Angeles, CA on June 22. All documents were reviewed and processed. Simba's owner assisted our agents at EWR by drilling holes to secure the animal inside the crate and he also provided him water before the front door was closed shut. DL3767 pushed back from the gate at 1243 and the flight was off the ground in EWR at 1259. The temperature at the time of departure was 75°F. The flight arrived DTW without incident at 1429. No signs of distress were reported by the ramp agents. The connecting flight (DL019) promptly departed DTW to LAX at 1552, arriving LAX at 1751PST. The temperature at the time of departure was 80°F. By 1810PST Simba was recovered by the supervisor on duty and his owners were notified of his passing.	Doctors at the Advanced Veterinary Care Center suggest Simba died of cardiopulmonary failure. The report states there is pulmonary congestion and edema supporting their conclusion.	Implied.	As part of our proactive corrective measure, both the origin and transfer stations were instructed to review the operational procedures for the acceptance and handling of snub-nosed breeds.
Injury	6/23/14	United Airlines	200	Canine-?, "Sidney" (Age ?)	Self-inflicted injury.	Adult dog caused damage to its mouth by chewing on parts of the crate. It was taken to a local vet by the pet owner upon release where it was examined and treated.	None established.	None required. Injury was self-inflicted.
Death	6/25/14	American Airlines	223	Canine-?, "Oliver" (Age ?)	During the off loading, the crew noticed the dog was deceased in its kennel.	The exact cause of death is unknown.	None established at this time.	No immediate corrective action has been taken.
Injury	6/27/14	United Airlines	1528	Canine-Weimaraner, "Cocoa" (Age ?)		Adult dog caused damage to itself by chewing on parts of the crate. It was taken to a local vet by the pet owner upon release where it was examined and treated.	None established.	None required. Injury was self-inflicted.
Injury	6/29/14	United Airlines	602	Canine, ?, "Bronko" (Age ?)	Self-inflicted injury and illness.	Adult Male dog caused damage to itself by chewing on parts of the crate. Also experienced vomiting. It was returned to the owner, examined and treated by the veterinarian, and then released.	None established.	None required. Injury was self-inflicted.
Injury	6/30/14	Sky West (United Airlines)	6379	Canine-Golden Retriever, "?" (Age 3)	In ATL United ramp agent notified cargo the dog was bleeding when taken off aircraft. It seemed that the door of the crate was bent – possibly dropped or fell out of bin or possibly something fell on top of kennel. ATL agent did not know what caused the bent kennel. Agent advised the dog seemed fine, blood on mouth dried and animal is good spirits. There was a hole in kennel large enough for the dog to stick his nose through. Consignee advised by UAX PetSafe of minor injury. Vet care not needed.	Self-inflicted injury and damage caused by dog chewing on kennel door.	None established.	None required. Injury was self-inflicted.
Injury	7/1/14	United Airlines	280	Canine-Husky, "Bo" (Age 7)	INJURY	Shipped from HNL via SFO to MCO- Upon arrival in Florida, was unable to walk or stand.	None established.	None required: Pre-existing condition of arthritis believed to be aggravated by the long journey. Animal was treated at nearby vet and released to the pet owners.
Injury	7/9/14	United Airlines	372	Canine-Daschund, "Kloe" (Age 9)	INJURY	Animal had bloody mouth and paws- visible signs that animal had been chewing on shipping container.	None established.	None Required: Self-inflicted injury- was treated by a local veterinarian for a damaged tooth, returned to the carrier, and then continued and completed journey to final destination where it was released in good condition
Injury	7/13/14	Alaska Airlines	631	Canine-Pit Bull, "?" (Age 2)	Upon arrival in Seattle, WA our ramp agents found a 2-year-old, pit bull dog loose inside the cargo hold. The dog had chewed out of its kennel, as a result the dog's mouth was bloody. The dog was delivered to its owner in baggage claim.	A 2-year old pit bull dog had chewed out of his kennel, as a result the dog's mouth was bloody. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]

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Death	7/14/14	Alaska Airlines	789	Canine-English Bulldog, "Chubs" (Age 2)	Upon arrival in Seattle, WA our ramp agents noticed that one of two bulldogs traveling as companions, was not moving and appeared to be lifeless. The owner of the bulldogs was met at baggage claim and was told that Chubs had passed away inflight. The owner took the bulldog home, for final disposition.	One of two bulldogs traveling as companions passed away during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	[BLANK]
Death	7/16/14	United Airlines	200	Canine-Boston Terrier, "Diego" (Age 9)	DEATH	Animal arrived deceased at IND. Boston Terriers of this age and weight are currently restricted; however, United Airlines reserved and accepted the animal for transportation. Although United offered to provide for necropsy to clarify the cause of death, the Pet Owners took possession of Diego at IND. A necropsy report has not been shared with United Airlines.	Implied.	Actual cause of death was not disclosed to the carrier. Call Center and origin station were directed to review company resource material which outlines internal policy concerning restricted and embargoed breeds
Death	7/19/14	United Airlines	1150	Canine-Great Dane Mix, "Blue Loko" (Age 2)	DEATH	Animal arrived LAX deceased. Necropsy identified the breed as a Pit Bull Mix. Cause of death determined to be Gastric Dilation, commonly referred to as "bloat"; combined with strong evidence of a degree of heart failure, possibly caused by the bloat combined with a pre-existing heart condition.	None established.	No corrective action required. Animal died of natural causes.
Death	7/23/14	Delta	1114	Bird-?, "?" (Age ?)	On July 23, Delta Cargo accepted a bird for transport from Salt Lake City to Baltimore. DL1114 departed Utah approximately 2 minutes behind its scheduled time of 1715. On observation around 1615, our agents at SLC stated the bird was moving about. The flight arrived in Maryland 15 minutes ahead of its scheduled flight time of 2324. The aircraft had no report of any mechanical issues. On the flight's arrival into BWI, the bird was removed and delivered to the cargo warehouse. Sometime after arrival, the owner contacted our cargo facility to request we deliver the bird to our baggage service office because her spouse was scheduled to arrive in BWI on the same day via a different air carrier. The owner faxed us a statement authorizing us to release the bird to him. Around 0030, the agent on duty informed the BWI supervisor that the owner still had not arrived to pick up the bird. At approximately 0135, the bird was still in our possession. On further observation, the agent on duty expressed concerns the bird was not moving. At approximately 0400, the owner arrived and departed the premises with the deceased bird.	Unknown. The deceased bird was removed from our premises and no necropsy service was performed.	Implied.	Leaders at SLC and BWI were instructed to re-train their respective agents regarding Delta's shipping and handling procedures.
Loss/Death	7/26/14	Alaska Airlines	33	Feline-?, "Daunte" (Age 14)	While in Boston, MA our ramp agents were transporting Daunte from the screening area to the bag room in a baggage cart. The baggage cart went over a bump and the kennel fell from the cart, Daunte escaped from the kennel and was caught by another ramp agent, who was bit while attempting to return Daunte to his kennel and then he escaped again. Our Boston staff and the pet owner conducted an extensive search for Daunte. We overnighted the passenger at a local hotel, in the hope of reuniting them, prior to the next day's rebooked flight. The next morning Daunte was found dead, likely being struck by a vehicle on ramp. We assisted with the final disposition of Daunte's remains.	A 14 year old cat in a kennel fell from a bag cart and escaped, later being hit and killed by a ramp vehicle.	Implied.	Alaska Airlines will work with our Boston ramp vendor on securing kennels during screening transport.
Death	7/26/14	Alaska Airlines	698	Feline-?, "Woogie" (Age 17)	Upon arrival in Spokane, WA ramp agents noticed that Woogie, a 17 year-old cat, was not moving and appeared to be lifeless. The owner was located in the baggage claim area and told that Woogie passed away sometime during the flight, and took Woogie home with her.	A 17 year-old cat passed away during the flight. There is no evidence to suggest that the airline's handling contributed to the animal's death.	None established.	[BLANK]

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Injury	7/29/14	Alaska Airlines	806	Canine-?, "?" (Age ?)	Upon arrival in Seattle, WA a dog in its kennel was found with a missing toenail and blood inside the kennel. The dog had apparently been trying to escape its kennel by digging with its paws at the kennel door, which had an attached food and water dish. The pet owner was advised of the situation of the injury, prior to her two dogs being delivered to the claim area, she stated that they would take the injured dog to a vet.	A dog arrived Seattle with a missing toenail and blood present in the kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Injury	8/8/14	United Airlines	882	Canine-Toy Poodle, "Pepper" (Age 7)	INJURY	Pet had been traveling with its owner as excess baggage from Okinawa, Japan aboard another carrier. In Narita the pet and owner transferred to a United Airlines flight. Upon arrival at ORD, it was discovered that the dog had caused injury to itself within the crate. The veterinarian confirmed injury to its nails.	None established.	None Required: Injury was self-inflicted. The pet was treated for its injuries and released to the customer
Injury	8/9/14	United Airlines	1535	Canine-Pit Bull Terrier, "?" (Age 2)	INJURY	Upon arrival at EWR, it was discovered that the dog had been chewing at its wooden shipping crate causing visible damage to itself.	None established.	None required: Injury was self-inflicted. Animal was evaluated, cleared and released in good condition.
Injury	8/11/14	Alaska Airlines	669	Canine-Pyrenees/Golden Retriever Mix, "Humphrey" (Age 1)	Upon arrival in Seattle, WA ramp agents found a 1-year-old dog, named Humphrey had chewed through his kennel, as a result the dog's mouth and gums were bloody. Humphrey and his owner were assisted by a skycap to the car.	A 1-year-old dog, named Humphrey had chewed through his kennel, as a result the dog's mouth and gums were bloody. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Injury	8/13/14	Sky West (United Airlines)	5436	Feline-Tabby, "?" (Age ?)	Unknown specific injury, no known witnesses, no names of employees provided by United to SkyWest	On arrival into ORD it was discovered that the cat had injured itself during the flight from SPI to ORD as it attempted to claw its way out of the shipping container.	None established.	None required because injuries were self-inflicted, animal was treated by local veterinarian in ORD and cleared to continue trip to final destination where it was released in good condition in LAX.
Injury	8/13/14	United Airlines	1554	Canine-Husky Mix, "Taca" (Age 7)	INJURY	Animal behaved aggressively upon carrier attempt to load aboard EWR-ZRH flight, attacked metal cage of shipping container causing damage to its teeth.	None established.	None Required: Injury was self-inflicted. The pet was treated for its injuries. United Airlines provided a wooden crate to minimize the potential for injury. The pet was shipped to ZHR and released in good condition.
Injury	8/13/14	United Airlines	218	Canine-German Shepherd "?" (Age 4)	INJURY	Upon arrival at ORD, it was discovered that the dog had been chewing at its shipping container. Mouth and paws were injured.	None established.	None Required: Injury was self-inflicted. The pet was treated for its injuries and continued to its final destination where it was released in good condition.
Death	8/17/14	United Airlines	1559	Guinea Pig "?" (Age ?)	Mortality.	Upon arrival at PHL it was discovered that the guinea pig was deceased.	None established.	The animal did not receive a necropsy. Cause of death remains undetermined. No irregularities were found in the handling.
Injury	8/20/14	Alaska Airlines	775	Canine-American Bulldog, "Lacy" (Age ?)	Prior to her scheduled flight in Tampa, FL, Lacy became aggressive and was trying to bite through the wire kennel vents of her kennel, as a result her mouth was bloody.	Prior to the flight in Tampa, FL, Lacy became aggressive and tried to bite through the wire kennel vents of her kennel, as a result her mouth was bloody. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]
Injury	8/22/14	Alaska Airlines	482	Canine-Cane Corso, "Kira" (Age 2)	Preflight, during transit from our Cargo building to the gate area, Kira, a 2-year-old, female dog, had broken two nails and cut her mouth, while trying to escape her kennel. Kira was brought back to the Cargo building and cleaned up and allowed to relax on the office floor, while the shipper came to pick her up and Kira didn't fly that day.	Kira, a 2-year-old, female dog, had broken two nails and cut her mouth, while trying to escape her kennel. There is no evidence to suggest that the airline's handling contributed to the animal's injuries.	None established.	[BLANK]

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Injury	8/27/14	United Airlines	71	Canine-Australian Collie Mix, "?" (Age ?)	INJURY.	Upon arrival at EWR, it was discovered that the dog had been chewing on the metal door of the shipping container and appeared to have suffered lacerations to its gums.	None established.	None Required: Injury was self-inflicted. The dog was evaluated and United Airlines provided a wooden crate with larger mesh doors to prevent further self-inflicted injury. The pet was released to its owner in good condition.
Death	10/20/14	Alaska Airlines	380	Canine-Miniature English Bulldog, "?" (Age ?)	Upon arrival of Flight 380, Lead Ramp Agent noticed that the dog in the kennel was not responsive. Another agent helped the Lead take the kennel out of the aircraft. They left the kennel with dog inside it on the tarmac while more freight was being offloaded. After unloading the freight, the dog and kennel were then transferred to Hilo Cargo Terminal where the owner was waiting. When the owner took the dog out of the kennel, there was blood coming out of the nose of the dog, and still the dog did not respond to the owner. The owner left with the kennel and the remains.	Unknown.	None established.	Cargo fee to be refunded.
Loss	10/31/14	Delta	1760	Canine-American Staffordshire Terrier, "?" (Age 6)	After acceptance by Delta and clearance by the TSA a Staffordshire Terrier travelling with its family to Tampa FL was able to escape by pushing on the door of its kennel. The dog was later spotted by airport personnel and video surveillance for several minutes. It is believed that the dog was able to escape the airport perimeter. The dog is still missing.	The dog was in its kennel inside a baggage cart prior to being loaded on the aircraft. The plastic kennel bottom door hinge pivot point was broken and allowed the door to open when pushed by the dog.	Implied.	An immediate attempt was made to find the dog by Delta personnel. A search for the dog was made of the assessable airport areas by Delta personnel and the owner. LAWA Airport Police and local animal shelters have been provided pictures and contact information if the dog is located. All local Delta agents have been reminded to follow Delta acceptance guidelines.

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Incident	Date	Carrier	Flight	Animal Species	Narrative Description of Incident	Narrative Description of Cause	Liability of Carrier	Punitive Action Taken
Death	11/3/14	Delta	1212	Feline-DLH, "Hart" (Age ?)	Hart, a domestic male feline, was presented for travel to our agents in HNL on November 2. All documents were reviewed and processed in accordance with our acceptance procedures. Hart, along with another family pet, Cookie, a terrier mix were loaded on DL1212, which pushed back from the gate in HNL at approximately 2210. DL1212 arrived on schedule in LAX at 0532 the morning of November 3rd. The temperature at the time of acceptance was 79F and on arrival at LAX the temperature was approximately 53F. The agent who unloaded the flight brought Hart and Cookie to the cargo area where they were staged while awaiting their connecting flight, DL101, which had a scheduled departure time of 1115 from LAX to ATL. Agents did not observe any unusual behavior from the animals and no one appeared to be in distress. At approximately 0953 our driver left the warehouse to deliver Hart, Cookie and now one additional Malinois dog, traveling to a separate location, to DL101. After the agent arrived at the departing gate he placed all three kennels on the belt loader. The agent stated all three kennels were intact and the demeanor of the animals appeared calm. DL101 pushed back from the gate at approximately 1134. The temperature at the time of departure from LAX was 73F. Once DL101 arrived into ATL, agents unloading the flight immediately noticed the Malinois was not inside his crate. He chewed his way through the releasable cable ties and pulled the front door inward allowing him to escape from its crate. Agents observed blood around the mouth of the Malinois. On further observation they noted blood inside the cat's container and that Hart was unresponsive. During the flight, the Malinois apparently attacked the cat while he was inside his crate thus causing Hart's death.	According to the necropsy received from the University of Georgia Veterinary School, Hart suffered multiple bite wounds to the thoracic wall causing extensive hemorrhaging.	None established.	None Warranted.
Injury	11/16/14	United Airlines	UA0214	Canine-Labrador Retriever, "Jake" (Age 7)	INJURY	Upon arrival at IAH it was discovered that the surface of the dog's nose was 'skinned' and was bleeding. Injury appeared to be self-inflicted.	None established.	None required: Injury was self-inflicted. On-site kennel facility cleaned apparent wounded area. Pet continued to its final destination after a scheduled overnight stay
Loss	12/1/14	United Airlines	UA0953	Feline-DSH, "Cat Sith" (Age ?)	Escape	Animal was connecting from an international flight from MUC. Upon arrival of the aircraft at ORD the cargo doors were opened for unloading at which time we discovered the cat loose in the cargo hold of the aircraft. It immediately escaped from the aircraft and ran down the tarmac. It was eventually seen scaling the tarmac perimeter fence.	Implied.	Shipping container appeared to be in good condition however, we are raising awareness to ensure releasable cable ties are well positioned to minimize successful escape attempts from the kennel.
Injury	12/21/14	United Airlines	UA0796	Canine-Labrador Retriever, "?" (Age ?)	Injury	Pet arrived in LAS within its crate with visible abrasions to muzzle and paws.	None established.	None required. Pet was treated by local veterinarian and released in good condition.