



Inspection Report

Copa Airlines

2461 N W 67 Avenue-Bldg 700 Ste 205
Miami, FL 33126

Customer ID: **28703**

Certificate: **58-T-0161**

Site: BOS

LOGAN INTERNATIONAL
AIRPORT

Type: FOCUSED INSPECTION

Date: 26-JUL-2023

2.134(a)

Contingency planning.

At the time of inspection, the station manager for Copa Airlines in Boston stated that there is no documented contingency plan in place for the carrier at Boston International Airport. Carriers must develop, document, and follow an appropriate plan to provide for the humane handling, treatment, transportation, housing, and care of animals in the event of an emergency which could reasonably be expected to be detrimental to the good health and well-being of animals in their possession, such as the need to house and care for animals held for emergency transportation.

3.14(c)

Direct

Consignments to carriers and intermediate handlers.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. This flight departed Panama City at 10:35amEST on July 25, 2023. The dogs were accepted for regulated transport at approximately 7:30pm in Boston on July 25th when the dogs were denied entry into the US. On discussion with an airline representative at 1:31pm EDT on July 26, 2023, he stated that the last time the dogs had been offered food by the consignor was prior to departure from Panama City, meaning that at the time of acceptance for transport, it had been approximately 8 hours since they had last been offered food.

The enclosures in which the animals were accepted did not have a consignor's certification attached securely to the exterior that the animal was offered food and water within 4 hours of delivery to the carrier or feeding instructions for a 24 hour period, nor was this information known by airline employees prior to inspection. Transporting animals without this information can compromise the carrier's ability to ensure adequate food and water is provided for the animals' health and well-being while transported. In this case, the absence of the certification and feeding instructions led to the dogs having no access to food for more than 24 hours, which is distressful and can have serious impacts on the health and well-being of the dogs.

Carriers must not accept a dog for transport without the information required by this section, including the time and date the animals were last fed and watered and feeding and watering instructions for a 24 hour period.

3.15(a)(9)

Prepared By: EILIS KARR

USDA, APHIS, Animal Care

Date:

28-JUL-2023

Title: VETERINARY MEDICAL
OFFICER

Received by Title: Manager

Date:

28-JUL-2023



Inspection Report

Primary enclosures used to transport live dogs and cats.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. The dogs were accepted for transport at approximately 7:30pm on July 25th, 2023 in Boston when the dogs were denied entry into the US. They were not held in primary enclosures with solid, leak-proof bottoms when they were held overnight in an airline office.

The airline transported the animals as cargo on Copa Airlines flight #705 on July 26th; they were transferred to enclosures with a solid, leak-proof bottom on the afternoon of July 26th in preparation for departure, but on discussion with handling personnel on site, no litter material was provided for the dogs for the return flight.

Primary enclosures used to transport dogs must have a solid, leak-proof bottom and contain enough previously unused litter to absorb and cover excreta; the litter must be of a suitably absorbent material that is safe and non-toxic to the dogs.

3.17(a)

Food and water requirements.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. This flight departed Panama City at 10:35amEST on July 25, 2023. The dogs were accepted for regulated transport at approximately 7:30pm in Boston when the dogs were denied entry into the US. On discussion with an airline representative at 1:31pm EDT on July 26, 2023, the last time the dogs had been offered food was prior to departure from Panama City. Each dog that is 16 weeks of age or more must be offered food at least once every 24 hours. Failure to ensure the dogs have been fed within 4 hours of acceptance for transport or to provide food at least once every 24 hours and potable water at least once every 12 hours can be hazardous to the dogs' health.

Dogs 16 weeks and older must be provided with food at least once every 24 hours during transport.

3.17(c)

Food and water requirements.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. The dogs were accepted for transport at approximately 7:30pm on July 25th, 2023 in Boston when the dogs were denied entry into the US. The dogs were held overnight in an airline office.

The airline returned the animals as cargo on Copa Airlines flight #705 on July 26th; they were transferred to transport enclosures by the airline the afternoon of July 26th in preparation for departure. On discussion with handling personnel on site, they stated that food and water was provided, but that food and water receptacles were not securely attached inside the enclosure. Food and water receptacles must be attached to a transport enclosure to ensure the animal has access to food and water while being transported; lack of access to food and water while in transit can be hazardous to the animals' health.

Primary enclosures used to transport dogs must have food and water receptacles securely attached inside the primary enclosure and placed so that they can be filled from outside the enclosure without opening the door.

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Inspection Report

3.18(b)

Care in transit.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. The dogs were accepted for transport at approximately 7:30pm on July 25th, 2023 in Boston when the dogs were denied entry into the US. At the time of inspection at approximately 11am on July 26th, one of the two dogs was observed to have a moist tan discharge wetting the eyelashes and fur around the left eye. The dog was observed to be squinting the left eye intermittently during the inspection and the sclera of that eye appeared more red than the right eye. The presence of eye discharge and squinting can indicate an illness or injury that may cause pain or distress.

Carriers must determine whether dogs are in obvious physical distress and arrange for needed veterinary care as soon as possible.

3.18(d)

Care in transit.

Two black and white French bulldogs, approximately 10 months old, arrived at Boston International Airport on Copa Airlines flight #CM704. The dogs were accepted for transport at approximately 7:30pm on July 25th, 2023 in Boston when the dogs were denied entry into the US. The dogs were held overnight in an airline office which does not meet the requirements of 3.6 or 3.15.

At the time of inspection at 11:00am on July 26th, the dogs were not contained in primary enclosures and were loose in the office. No primary enclosures that met the requirements were present at the facility at the time of inspection.

Except during the cleaning of primary enclosures as required, a dog must not be removed from its primary enclosure during transportation in commerce unless it is placed in a primary enclosure that meets all applicable requirements under the AWAR.

This inspection was conducted with facility representatives.

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USDA, APHIS, Animal Care

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United States Department of Agriculture
Animal and Plant Health Inspection Service

Customer: 28703
Inspection Date: 26-Jul-2023

Species Inspected

Cust No	Cert No	Site	Site Name	Inspection
28703	58-T-0161	BOS	LOGAN INTERNATIONAL AIRPORT	26-JUL-2023

Count	Scientific Name	Common Name
000002	<i>Canis familiaris</i>	DOG ADULT
000002	Total	