



Airline Perspective

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Assisting customers with non-
apparent disabilities



Challenges

1. Lack of Self Disclosure
2. Asking for mobility assistance instead of disclosing a cognitive or non apparent disability
3. Trained employees may not recognize a nonvisible disability



Understanding what airlines provide

- Pre-boarding
- Seating
- Gate passes- check with carrier
- Navigation assistance
- Onboard - opening food packages, assistance to the lavs.



Technology and services

- 1. Tracking devices and smart watches**
- 2. Security**
- 3. Travel companion services**
- 4. Airline and airport websites**



Global harmonization through regulation

1. Align self disclosure regulations
2. Universal airport requirements for the built environment
3. Universal gate pass regulations
4. Ease of website information