

# En Route to Accessible Air Travel: Research in Progress

*2023 IATA World Passenger  
Symposium  
Accessibility Track*



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# Air Travel and Invisible Disabilities

- Travel enhances our quality of life and reduces social isolation.
- **Accessible Canada Act** to make Canada barrier-free by January 1, 2040.
- Non-visible disabilities are overlooked, unrecognized, or misunderstood.



Research Question:

***How can the air travel industry improve accessibility for passengers living with dementia?***



Transport  
Canada

Transports  
Canada

Canada

National Research  
Council Canada  
Conseil national de  
recherches Canada

# “Nothing about us without us.”



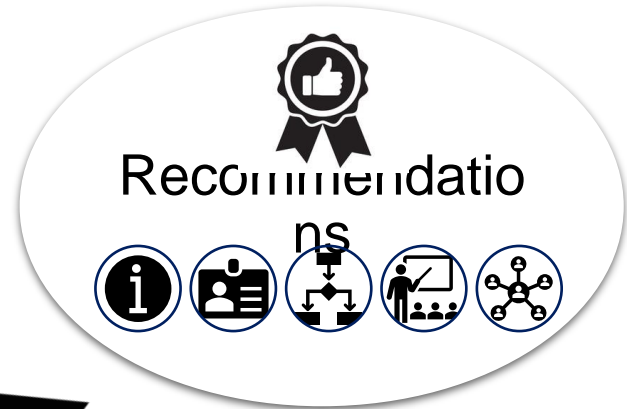
Stakeholder  
Consultation



Air Travel  
and  
Invisible Disabilities



Research  
Insights



Recommendations

ns

“No research without action, no action without research.”

# Stakeholder

# r consultation n



Customers

People living with  
dementia

Care  
partners

Disability advocacy group



Council of Canadians  
with Disabilities  
A VOICE OF OUR OWN

*Alzheimer Society*  
BRITISH COLUMBIA

Airlines



Airports



CANADIAN  
AIRPORTS  
COUNCIL

Regulators and policy-makers:

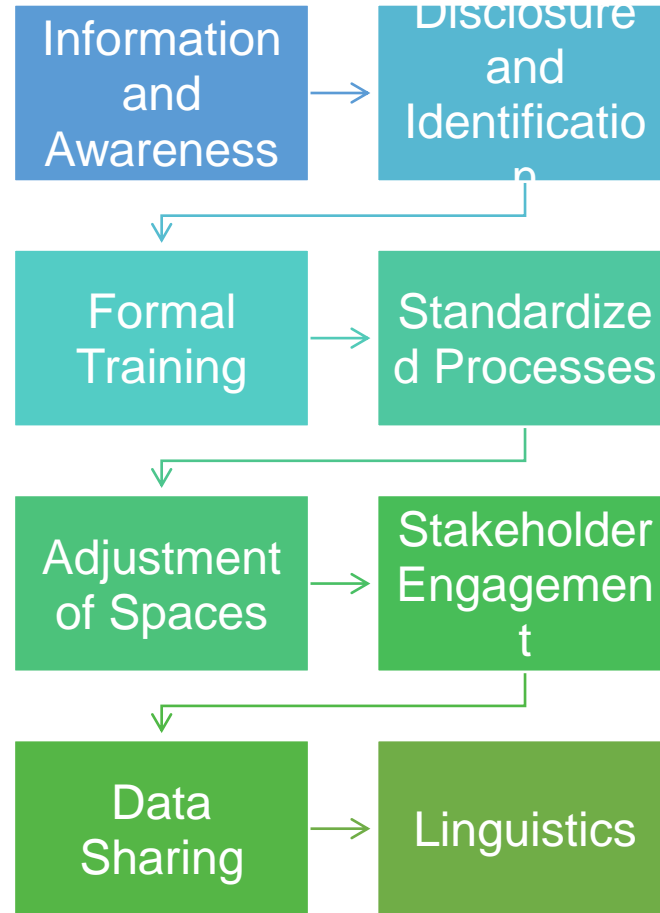
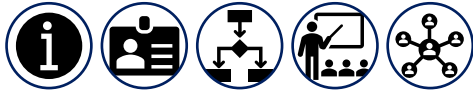


# Research Insights



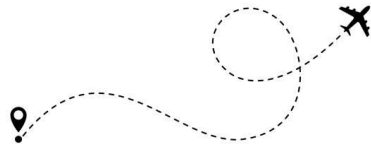
- Literature Review
- Observational Netnography
- LIFE Research Institute team + iDAIR
- Text Analytics (Google Trends)
- Airports accessibility services and programs
- Participatory Netnography
- Interviews

# Preliminary Findings



# Thank you!

*Let's hear your thoughts now...*



Michael Mulvey



Valentina Primossi

## Connect with us!