Airline Perspective

Assisting customers with non-apparent disabilities

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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.
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