

# Examining the Air Travel Experiences of Individuals with Vision Disabilities

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**Abstract**— This qualitative study aims to examine the underexplored area of traveling with a vision disability. In particular, the study focuses on the lived experiences of vision impaired individuals in receiving disability assistance services during their air travel. The study employed a phenomenological approach with in-depth interviews for data collection and a combination of thematic analysis techniques for data analysis. Results of the study indicate five main categories of assistance-related issues that vision impaired participants frequently experience in their travel - personnel attitude issues, personnel training issues, system issues, policy issues, and physical accessibility issues. The study concludes that several ongoing issues related to staff training and management of disability assistance services need to be addressed to ensure an equitable travel experience for vision impaired individuals. The study offers valuable insights that could be useful in developing more effective training programs for personnel who provide disability assistance. Findings of this study also hold implications for existing airline policies and regulations as they relate to vision impaired travelers.