



Open Doors
Organization

The most trusted resource in accessible travel

ADA Motorcoach Training

Who We Are

Open Doors Organization (ODO) is a 501(c) 3 nonprofit founded in 2000 and based in Chicago, IL.

Mission

ODO works with companies of all sizes, primarily in transportation, tourism and hospitality to help them better serve and market to their customers with disabilities and seniors.

What We Do

Nationwide Market Studies on Disability Travel

Easy Access Guides, Chicago & Springfield, IL

Conferences for Airports, Airlines & Service Co's

Staff Training—Airports, Airlines, Cruise Lines, Rail, Bus, Hotels, Restaurants, Museums and Theatres

ADA Compliance Audits

Consumer Education

Disability Awareness/
Media Outreach

At the request of the **United Motorcoach Association (UMA)**, **Open Doors Organization (ODO)** has created a new ADA Motorcoach Training program designed to help Over-The-Road-Bus operators meet Americans with Disabilities Act requirements and also provide the best possible service to their clients with disabilities including older travelers.

Now that the FMCSA includes ADA-related questions in their Compliance Reviews, even small charter/tour companies are being hit by steep civil penalties from the Dept. of Justice.

ODO's new ADA Motorcoach Training not only helps you meet Subpart H training regulations but also offers valuable advice on accessible service, record keeping and reporting. There are even tips for getting ready for a FMCSA Compliance Review.

The lively, full-day training is conducted by two trainers, one a disability expert from ODO, the other a UMA board member and motorcoach operator.

The morning session, which covers ADA basics, disability awareness and service on the coach, is for all personnel including drivers. The afternoon session, which addresses company policies and procedures, is for management and sales staff. Both allow ample time for Q&A.

Endorsed by



United
Motorcoach
Association

Morning—All Staff

- What is the ADA?
- ADA Motorcoach Regulations
 - History, Basics of Nondiscrimination
- Customers with Disabilities
 - Definition, Types, Aging, Market Size
- Sensitive & Appropriate Customer Service
 - People-First Language
 - Common Courtesies
 - Mobility, Hearing, Vision, Cognition
- Service on the Coach
 - Inspecting ADA Features
 - Boarding Assistance, Lift Issues
 - Securement and Safety
 - Stowing Mobility Devices & O₂ tanks
 - Priority Seating, Rest Stops
 - Service Animals

Afternoon—Managers/Sales

- Why comply with the ADA?
- Industry Status Quo
- Accessibility Act of 2007, ADA Settlements
- Subparts G & H
 - Accessible Service
 - Vehicle Purchase/Lease
 - Service Request Forms
 - Annual ADA Reports
- Agreements Between Carriers
- ADA Title III Regulations
- Implementing the ADA—Policies, Procedures and Best Practices
 - Reservations, Maintenance, Training
 - Information for Passengers
- Preparing for FMCSA Compliance Review
- Marketing Accessible Services

Meet Our Trainers



Laurel Van Horn

has specialized in disability travel and hospitality since 1987, working as a writer, educator and consultant.

She served on the advisory board at Greyhound Lines and helped develop the Project Action/ABA Motorcoach Training Program with Godfrey LeBron. Laurel joined ODO in 2004 where she is currently Director of Programs.



Godfrey LeBron

has been involved in the motorcoach industry since 1975. He started Paradise Travel, a coach company based in Long Island, NY,

in 1987. Godfrey has served on the board of directors of United Motorcoach Association (UMA) since 1998. He is the immediate past chairman of the UMA and current president of the Bus Association of New York.