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
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.

Call 773.787.9746 or email laurel@opendoorsnfp.org for additional information and pricing.