In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (ADA), the Pennsylvania Department of Transportation, hereinafter called PennDOT, will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** PennDOT does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

**Effective Communication:** PennDOT will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in PennDOT's programs, services, and activities. Reasonable accommodations will be made as needed to make communications accessible to people with disabilities.

**Modifications to Policies and Procedures:** PennDOT will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of PennDOT, should contact the office of Chris Norris, Agency Disability Services Coordinator, Bureau of Human Resources at (717) 787-1103 as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require PennDOT to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of PennDOT is not accessible to persons with disabilities should be directed to:

- **Ryan VanKirk, P.E., Highway Administration ADA Coordinator**
  400 North Street, 7th Floor, Harrisburg, PA 17120-0094
  Phone: 717-787-1338, Fax: 717-705-2379, E-mail: rvankirk@pa.gov

- **Terry Pearsall, Facilities Management ADA Coordinator**
  400 North Street, 6th Floor, Harrisburg, PA 17120-0094
  Phone: 717-787-0466, Fax:717-787-0462, E-mail: tpearsall@pa.gov

- **Elizabeth Bonini, Public Transportation ADA Coordinator**
  400 North Street, 6th Floor
  Harrisburg, PA 17120-0094
  Phone: 717-787-1207, Fax: 717-525-5777, E-mail: ebonini@pa.gov

- **Melanie Sterling, Safety Administration/ Driver Licensing**
  1101 S Front Street, 4th Floor
  Harrisburg, Pa 17104
  Phone: 717-783-8750 Fax: 717-705-6989 Email: msterling@pa.gov

If unsure which Department is responsible for your complaint, please contact Ryan VanKirk. PennDOT will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.