

DAC Achievement Award Nomination Form

Nominee Information

Nominee Name - Steven Frazier

Nominator Information

Nominator Name - Mr. Robert Mesel

Nomination Category – City of Fresno Employee or Department

Nominated for:

- Improving the quality of life for individuals with disabilities.
- Advocacy for issues pertaining to individuals with disabilities.
- Customer Service to individuals with disabilities that is above and beyond the standard.

Nomination Statement

Mr. Frazier, who is sight impaired, has been a city employee for about 10 years, and is a resident of Fresno. Mr. Frazier was not always sight impaired, but even after developing this challenge he comes in and presents a positive attitude. When he comes into work he is always early to work, and / or stays late. He set a bar for the non sight impaired, by working on his computer, welcoming guests as they enter the building, and often providing the Handy Ride orientation to new riders. What makes him stand out even more is behind the scenes he often advocates for the disabled. He works on solutions to any problems riders might have; often times he takes it home and the next day suggests possible solutions to take to the rider. Ask him for a form, and he is right there with it, and will even give a brief description on how to fill it out. By the way he is the one who prints his own forms and staples them. The customers often are surprised to learn he is sight impaired, because of his positive attitude and can do approach to problem. Never too proud to help a fellow employee, or be helped with necessary. There was a time a rider had to use his voice to control his phone, but had an issue pushing a number for reservation. He helped the rider get a reasonable modification that allowed him to ride the system, and spent several days coming up with a solution. He took ownership of the problem, worked on solving the problem, came up with solutions, and helped the rider all the way through the process. If the customer at the counter mentions they are a veteran, I have always heard him thank them for their service. Mr. Frazier often rides the system and is not afraid to

join in on a conversation and give advice if it is something he can help with. Steven sets the example of the can do attitude we all should strive for. If you want to recognize someone for achievement, he is your man. Hard working, problem solver, takes the 'dis' out of disability.

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Nominee Information

Nominee Name - Steven Frazier

Nominator Information

Nominator Name - Paquita Yolanda Grimes

Nomination Category – Individual

Nominated for:

- Improving the quality of life for individuals with disabilities.
- Advocacy for issues pertaining to individuals with disabilities.
- Customer Service to individuals with disabilities that is above and beyond the standard.
- Innovation or Entrepreneurship by an individual with a disability or that has been positive impact on individuals with disabilities.

Nomination Statement

Steven Frazier has been blind for over 13 years; he gives the orientations for Handy Ride new clients. Steven goes over the orientation sheet word to word, as if he could see it. WOW! Even the new and old clients are amazed by him. Steven has been with the City of Fresno for 14 years and each year gets better and better with his customer service skills. Steven does not let his disability stop him from doing a well done job performance. Steven is an all-around great guy to work with. Steven really cares about people here in Fresno, Ca. It doesn't stop in Fresno, the whole world. Thank you