



# In the Spotlight

*Highlighting Exceptional Employees*

## Derek Adams

**Transit Operator III**

### **Joined Town: Aug. 2, 1992**

As an operator for Chapel Hill Transit's EZ-Rider service, Derek helps residents with disabilities get around town to run errands, go to medical appointments, go grocery shopping, go to the wellness center or do whatever else they need to do in a day. Passengers provide a medical examiner's certificate to be eligible for the service.

Derek is one of 23 EZ Rider operators who make 235 trips every day, and he says his shifts are always busy. Since passengers use the service frequently, the operators develop relationships with passengers. Derek has driven some passengers for close to 20 years. He says they have many interesting conversations about topics ranging from travel to basketball. EZ Rider provides door-to-door service and also provides a Senior Shuttle, which travels a fixed route with specified pickup areas.

Currently, 1,085 passengers are signed up to use the service.

In addition to getting passengers where they need to go, EZ Rider drivers manage occasional emergencies because the passengers have medical issues. Sometimes passengers need to be taken to the emergency room or Urgent Care for medical assistance. A hard part of the

Derek lives in Mebane with an extensive reptile collection, which includes colubrids (non-venomous snakes), small pythons, several other types of snakes and a gecko. He likes to fish, and is lucky to have a pond in his neighborhood so he can go fishing after work.

Derek grew up in Bowie, Md., and moved to North Carolina to be closer to his father. He enjoys visiting family, including his father in Durham and sister in Maryland.

—By *Melanie Miller*,  
*Communications and Public Affairs*

## Value in the Spotlight Responsibility



*Melanie Miller photo*

“Derek consistently demonstrates the values of the Town through the excellent service he provides our EZ Rider customers on a daily basis.”

—*Brian Litchfield*,  
*Chapel Hill Transit Director*

### **RESPECT Values**

- Responsibility**
- Equity**
- Safety**
- Professionalism**
- Ethics**
- Communication**
- Teamwork**

