

# WALKER COUNTY TRANSPORTATION SYSTEM

By Walker County Community Action Agency, Inc.

Region 4A • Jasper, AL  
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## Transportation

### INITIATIVE OVERVIEW

Working with the Alabama Department of Transportation and Walker County Commission, the Walker County Transportation System provides transportation weekdays from 6am to 6pm and Saturdays from 6am to noon, concentrating on providing older adults, people with disabilities, and people needing rides to and from work with low-cost transportation using a demand response system.

### LOCAL NEED ADDRESSED

During Walker County Community Action Agency's last ten years of Community Needs Assessments, the need for adequate transportation has always been in the top 5, especially for people living in the most rural parts of Walker County, Alabama. Local government, community nonprofits, the local community foundation, and Birmingham Regional Planning Committee supported the transportation plan the agency set forth.

### ROLE OF CSBG FUNDS

CSBG funds were used to support overhead costs and staff hours spent meeting with prospective partners, completing grant applications, and project planning.

### TRANSFORMATIVE IMPACT

Before the Walker County Commission selected Walker County Community Action Agency as the service provider for this project, transportation was operating using a limited route system that did not sufficiently reach the most rural areas of the county. This project will allow anyone living in Walker County



to access transportation services with a 24-hour advance request.

Services for workers will allow county residents to secure and maintain work, reducing unemployment. For people needing to visit the doctor, the transportation system will meet health needs. By providing demand response services, we will be addressing critical causes and conditions of poverty, including unemployment, lack of education and healthcare, and more.

The project's year-one goal is to transport approximately 8,000 clients one-way within the county. Agency staff are working with businesses to provide transportation for employment outside the county as well.

## EVIDENCE-BASED OUTCOMES

Walker County Community Action Agency maintains records of the transportation system's ridership, including the number of clients served and where they are traveling. Additionally, each client receives an optional survey form after using the service, and program staff gather information from clients directly where possible.

## EQUITY LENS

During the agency's Community Needs Assessment and customer service follow-up, staff will collect demographic data that will allow for analysis of the program's impact on different racial and ethnic groups in the county.

## CUSTOMER VOICE

Customer satisfaction forms are utilized to gauge the program's success. Follow-up customer interviews will also be performed to ensure client satisfaction and include customer voices in the agency's evaluation work. Finally, the Board of Directors and community leaders will be interviewed to provide input on the operation.

## Contact

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