

Evaluating CAHOOTS Expansion Impact

Call Volume & Diversion Trends in the 3 am - 10 am Window



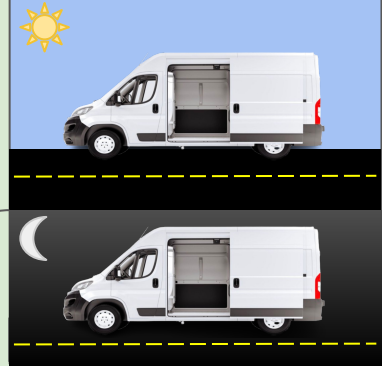
Background & Motivation

- **CAHOOTS mission:**
Community-based crisis response alternative to police in Eugene.
- **Capacity change on Jan 1st 2017**
- **Why 3 - 10 am matters**

**2014:
Start of CAD
Data**



**Capacity boost Jan
1st 2017:**
Second van + new 5 -
10 am service window*



Most Recently:
As of April 7th,
2025 CAHOOTS
is no longer in
service

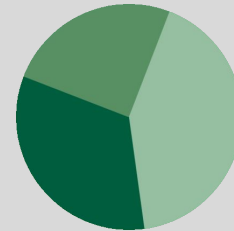
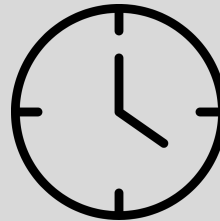
* Looking at the data, it
was actually more like
3-10 AM!

Research Questions

- How did CAHOOTS vs Police diversion shares evolve around Jan 1st 2017?



- After adding 5 - 10 am service on Jan 1st 2017, how did:
- Call volume change?
- Diversion share change?
- Incident-type mix shift?



Data Overview

Dataset Description

Source: Eugene dispatch logs - One row per responding unit on each call

Key fields:

calltime → date, hour, post_expansion flag

nature → denotes our situation “type”

primeunit → CAHOOTS vs Police classification

	calltime	nature	primeunit
0	2014-01-01 00:00:05	TRAFFIC STOP	5Z51
1	2014-01-01 00:01:50	TRAFFIC STOP	5T82
2	2014-01-01 00:05:17	DISPUTE	5E93
3	2014-01-01 00:08:36	TRAFFIC STOP	5E31
4	2014-01-01 00:10:21	THEFT	6E45
...
1488572	2025-04-22 23:34:57	GAS LEAK, LARGE STRUCTURE	NaN
1488573	2025-04-22 23:48:35	BEAT INFORMATION	6E31
1488574	2025-04-22 23:51:33	TRASH BIN FIRE	6E64
1488575	2025-04-22 23:59:31	CHECK WELFARE	NaN
1488576	2025-04-18 11:12:00	BURGLARY	NaN

Defining “CAHOOTS-Dominant” Natures

Definition: Post-2017 natures with $\geq 51\%$ of calls handled by **CAHOOTS** and ≥ 10 total calls

Total core types: 18

Total Calls : 238,429

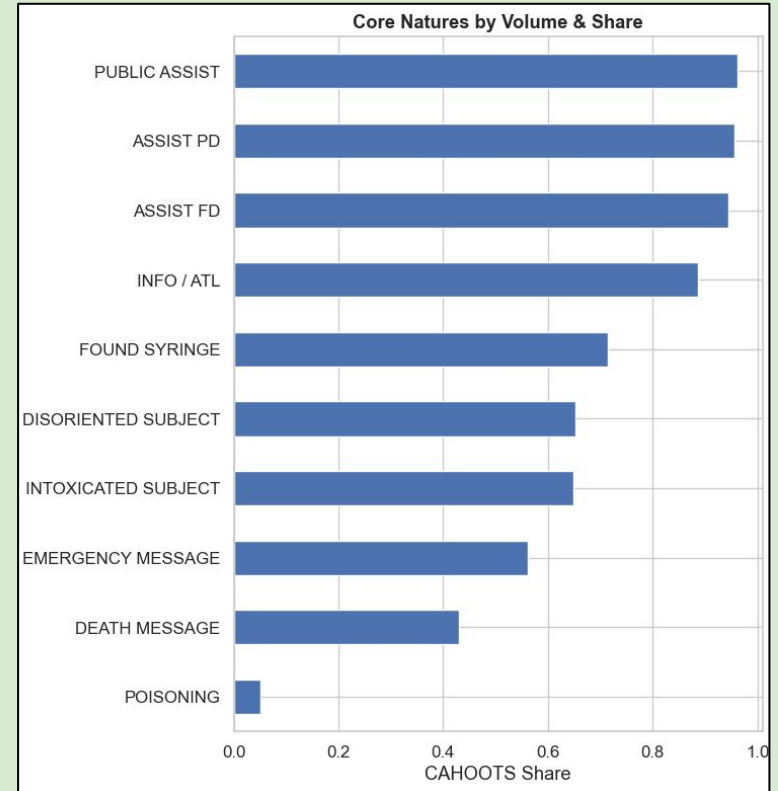
CAHOOTS Calls : 169,874

Police Calls : 51,166

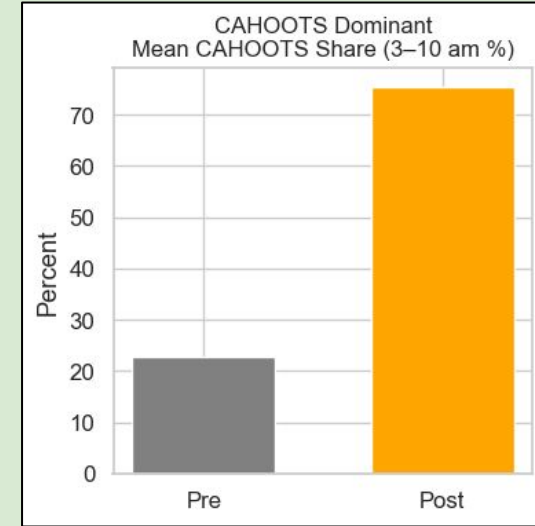
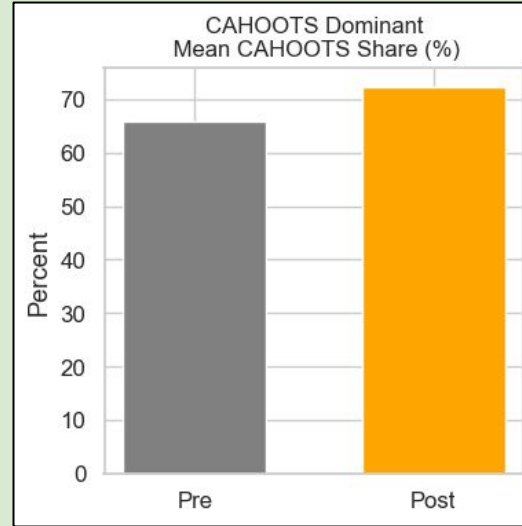
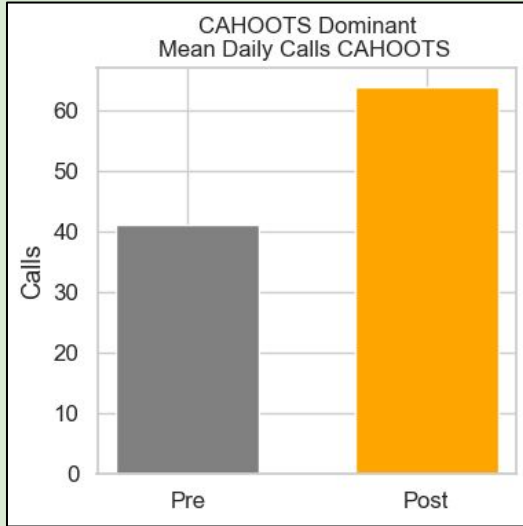
Avg Calls/Day : 57.7

Avg Calls/Day (3–10am) : 9.8

Avg CAHOOTS Calls/Day (3–10am) : 7.0

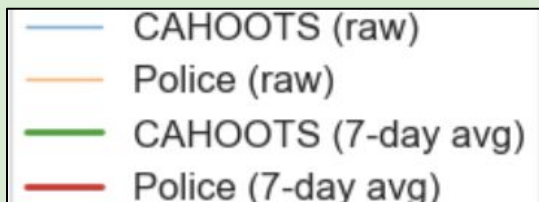
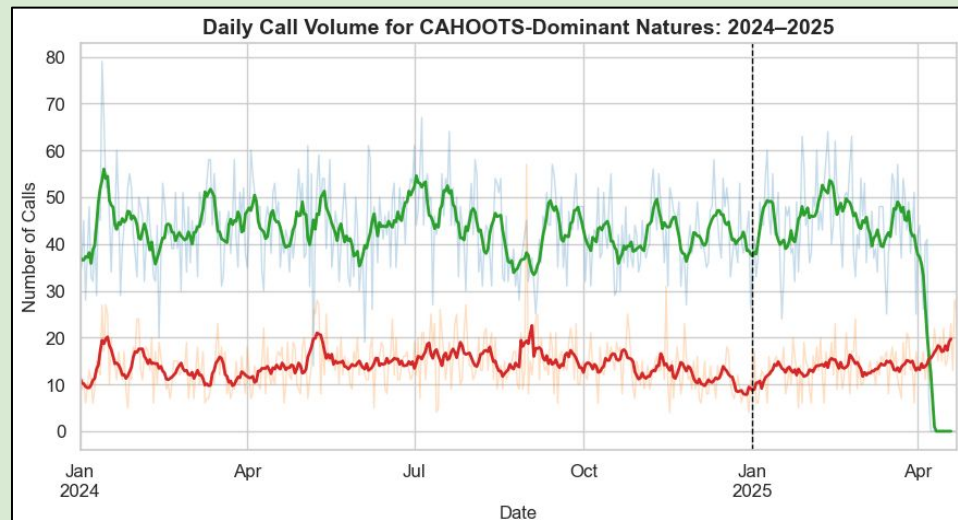
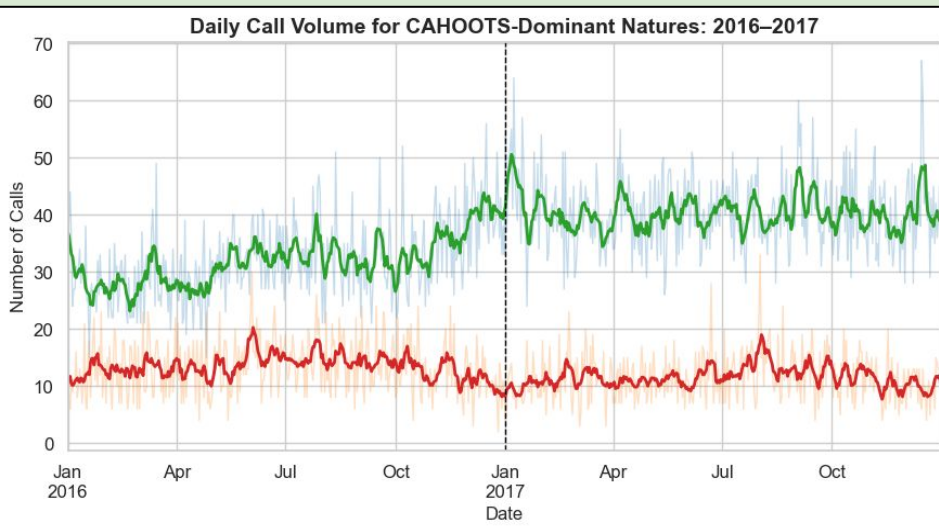


Pre- vs Post- Jan 1 2017 Comparison (CAHOOTS Dominant)

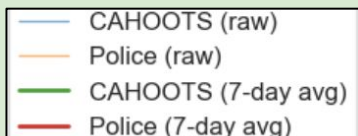
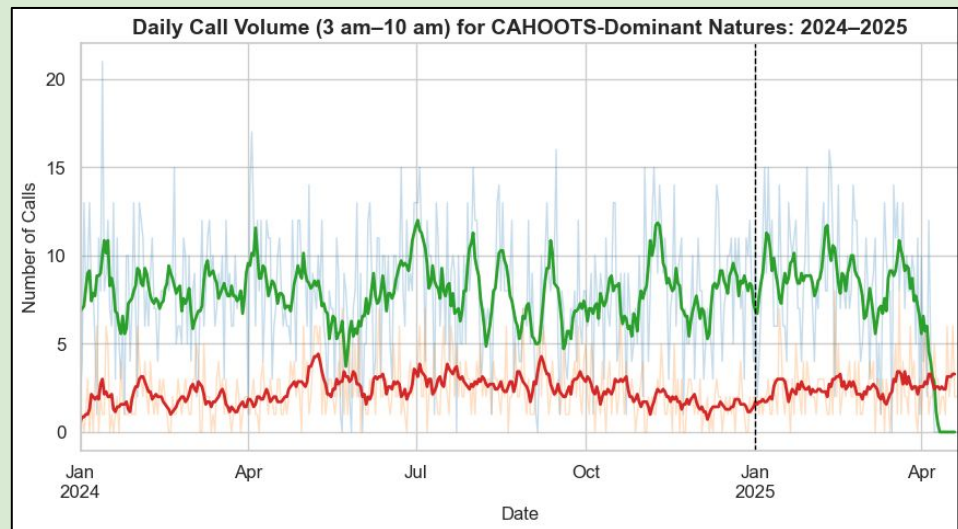
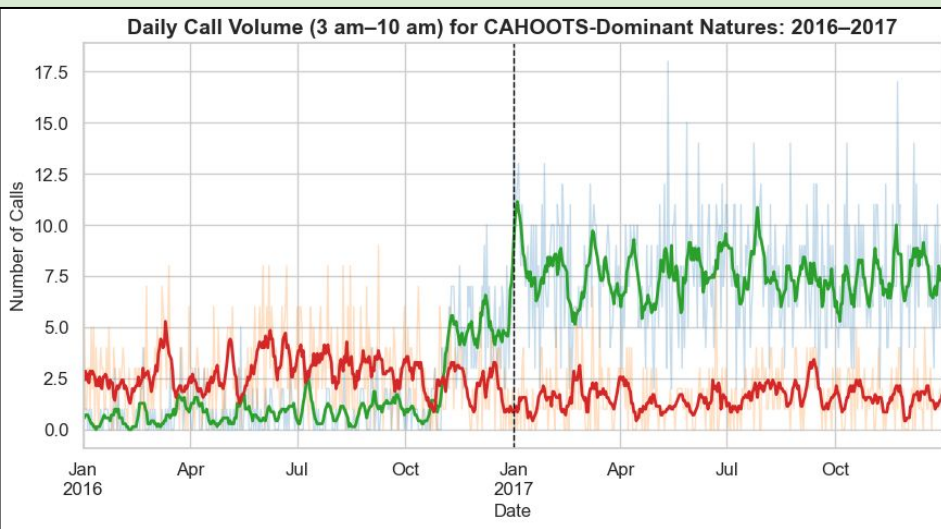


	Pre-Expansion	Post-Expansion
Metric		
Mean Daily Calls	41.049225	63.743573
Mean CAHOOTS Share	0.658515	0.721852
Mean Share (3–10am)	0.226920	0.753437

Daily Call Volume by Responder (7-Day Rolling Average)

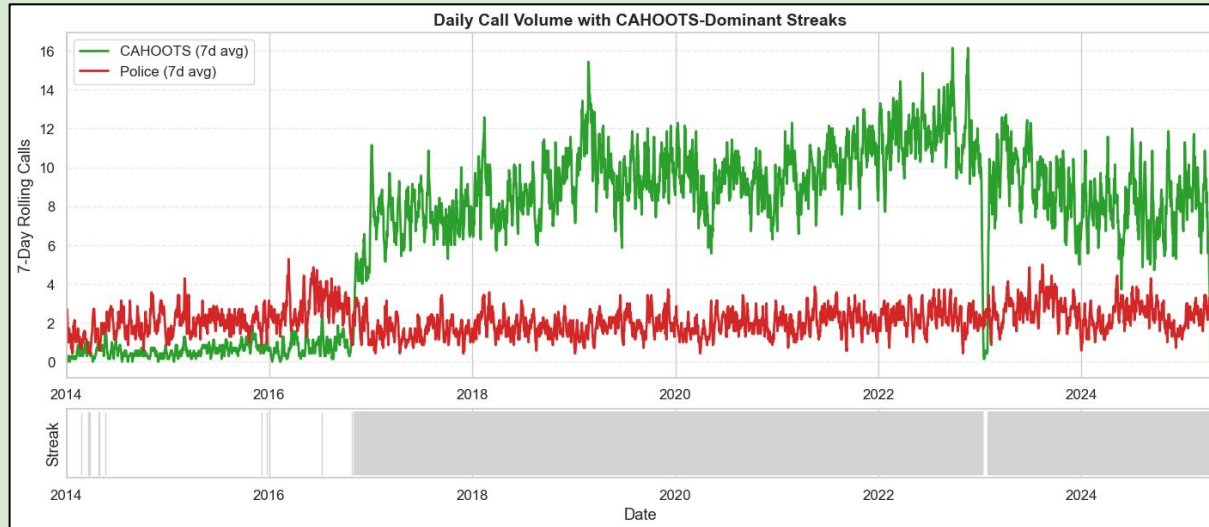


7-Day Rolling CAHOOTS Share (3 am - 10 am)



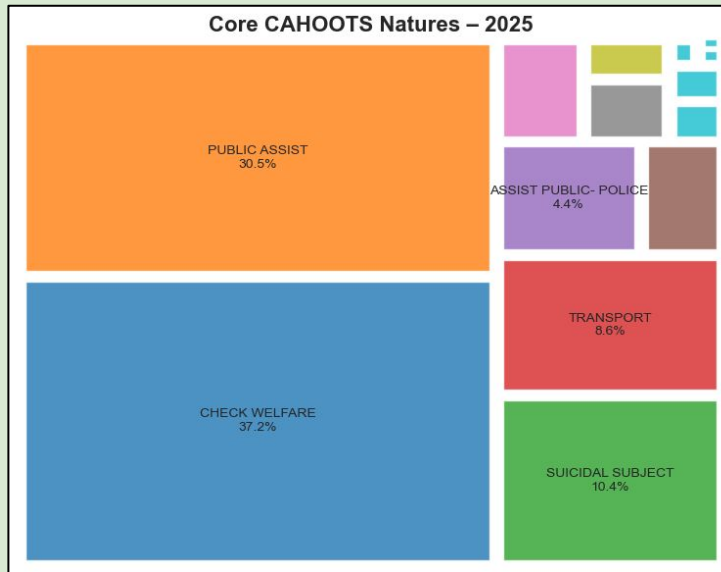
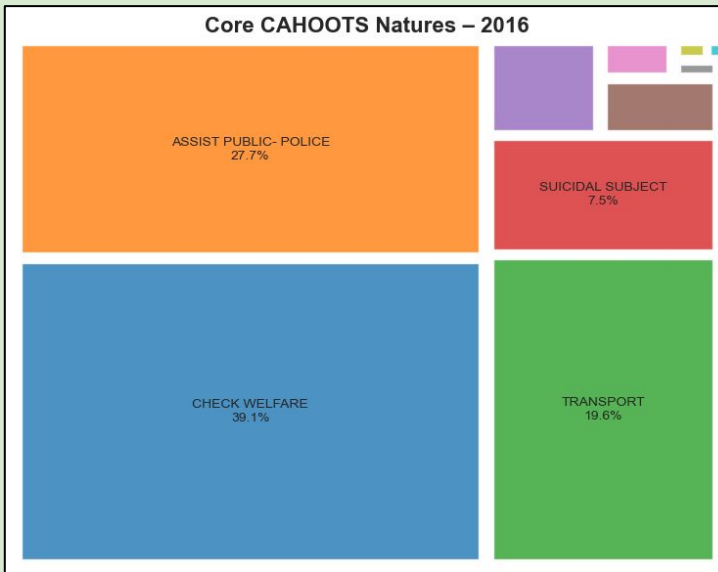
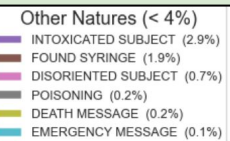
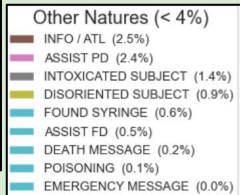
CAHOOTS Performance Streaks

- A day is counted towards a “streak”, if **50.1% or more calls are answered by CAHOOTS**
- Longest streak (share $\geq 50\%$) : **2263** days
- Number of streaks ($\geq 50\%$ runs) : **10**
- Average streak length : **308.5** days



Discussion & Next Steps

- **Expansion impact:** CAHOOTS consistently outperforms EPD in the areas that it needs to, making an impact on human lives every single day and night.
- **Key service area Highlights:**



Acknowledgements

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