

ADMINISTRATIVE ORDER NO. 52-25-04
of the
City Manager of the City of Eugene

**REGARDING THE OPPORTUNITY TO COMMENT ON A PROPOSAL
TO AMEND THE AMBULANCE, EMERGENCY AND NON-
EMERGENCY MEDICAL SERVICES RATE SCHEDULE.**

The City Manager of the City of Eugene finds as follows:

A. Section 2.020 of the Eugene Code, 1971, authorizes the City Manager to determine and set fees and charges to be imposed by the City for services, goods, use of municipal property, and licenses and permits. In addition, Section 2.608 of the Eugene Code, 1971, specifically authorizes the City Manager to set all rates and fees for any ambulance service operated by the City. Pursuant to that authority, on May 22, 2025, I issued Administrative Order No. 52-25-01-F establishing the current Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule (“the Rate Schedule”).

B. In determining whether to amend the Rate Schedule, I have considered the factors set out in Eugene Code Sections 2.020(2) and 2.608(1). My findings are addressed in Exhibit C attached to this Order.


C. Based on my consideration of the factors noted above, I propose to replace the Rate Schedule with an updated Rate Schedule as set forth in the Notice attached as Exhibit A to this Order.

On the basis of these findings, I order that:

1. A copy of this Order with its exhibits shall be provided to the Mayor and City Councilors, and a Notice substantially conforming to the Notice attached as Exhibit A shall be made available to any persons who have requested such notice and shall be posted at two locations at City Hall.

2. A Notice substantially conforming to the Notice attached as Exhibit B which contains those fees proposed to be \$250 or more shall be published in the Register Guard Newspaper.

Dated this 18 **day of November, 2025.**



Sarah Medary
City Manager

MC
MC

NOTICE OF OPPORTUNITY TO COMMENT ON PROPOSED CHANGES TO THE AMBULANCE, EMERGENCY AND NON-EMERGENCY MEDICAL SERVICES RATE SCHEDULE.

Pursuant to the provisions of Sections 2.020 and 2.608 of the Eugene Code, 1971, and as a result of an investigation of the revenue needs of the City in providing ambulance services, the City Manager is proposing to amend the Ambulance, Emergency and Non-Emergency Medical Rate Schedule as shown below effective January 1, 2026. (Proposed deletions are shown in ~~red strikethrough~~; additions are shown with blue underline.)

Service Description

Rate

EMERGENCY AND NON-EMERGENCY TRANSPORT RATES

The City charges an “All Inclusive” Base Rate. There are no additional treatment, medication, or supply charges. The Base Rate becomes effective upon the transport of the patient from the incident.

Base Rate	\$2,131.00 <u>\$2,429.00</u>
	one way

*Out-of-Area User Base Rate	\$2,384.00 <u>\$2,717.00</u>
	one way

**For purposes of this fee schedule, “out-of-area user” means persons residing outside of the Cities of Eugene and Springfield’s fire first response area at the time of service.*

Mileage.....	\$26.91 <u>\$48.58</u> per
Mileage charges reflect the transport distance traveled rounded up to the nearest mile, with one listed mile as a minimum, beginning from the point of patient pick-up to the point of the patient’s appropriate delivery destination (“patient miles” only).	mile

MULTIPLE PATIENT SITUATIONS

When a single ambulance unit transports more than one patient at the same time from the same incident or unrelated incidents, each patient is charged the full base rate; however, an adjustment will be made for mileage charges. In instances where more than one patient is transported in the same ambulance, the mileage charge will be equally divided among the number of patients transported.

EXTRA ATTENDANT

When a patient’s condition warrants the presence of additional emergency medical technicians to assist the regular ambulance crew during a transport, a fee for each of the extra attendants will be charged. Situations and conditions where an extra attendant charge is applicable may include, but are not limited to: patients who are critically ill or injured; patients who are violent and combative; or patients who are morbidly obese. In each case, documentation of the need for additional assistance must indicate that additional assistance is necessary.

Each Extra Attendant	\$97.00 one way
-----------------------------------	-----------------

Service Description

Rate

AID CALLS

The Aid Call rate will apply in lieu of the Emergency or Non-Emergency Transport rate when treatment has been provided to a patient, who, subsequent to treatment, refuses transport or does not meet the “medical necessity” definition for transport. “Medical necessity” is established when the patient’s condition is such that the use of any method of transportation other than an ambulance is contraindicated. Ambulance transport is not a medical necessity when some means of transportation other than an ambulance could be used without endangering the patient’s health.

Base Rate ~~\$980.00~~ \$1,117.00
per service

***Out-of-Area User Base Rate** ~~\$1,096.00~~ \$1,249.00
per service

**For purposes of this fee schedule “out-of-area user” means persons residing outside of the Cities of Eugene and Springfield’s fire first response area at the time of service.*

FIRST RESPONDER FEE

The First Responder rates will be used whenever the Fire Department arrives at a location and provides assessment or treatment to the patient who, subsequent to treatment, is transported by ambulance to a health care facility. The fee may be waived if the Fire Chief or the Fire Chief’s designee determines that payment of the fee would cause financial hardship to the patient.

First Responder Fee..... \$373.00 per service

WAITING TIME

If the time an ambulance crew has to wait to pick-up a patient for transport (while unavailable for other calls) is beyond thirty minutes, the waiting time rate will be charged in thirty-minute increments. The reason for the wait time must be documented and the first thirty minutes are not billed but included in the base rate.

Waiting Time..... \$124.00 per half-hour

AMBULANCE PATIENT OFFLOAD TIME \$250.00 fifteen-minute increments

If the time an ambulance crew has to wait to offload a patient at the hospital (while unavailable for other calls) is beyond thirty minutes, the wait time rate will be charged in fifteen-minute increments back to the first minute.

<u>Service Description</u>	<u>Rate</u>
<u>EVENT STAND-BY (2 HOUR MINIMUM)</u>	
Ambulance Stand-by	\$253.00 per hour
Engine Stand-by	\$395.00 per hour
Stand-by On Scene Coordinator	\$187.00 per hour
HazMat Technician	\$94.00 per hour
Copy of Medic Report	Amount charged by the City's adopted Public Records Request Fee Schedule for Fire Reports
Late payment charge	\$5.00
Charged for payments not received within 15 days after the due date indicated on the invoice.	
Returned Check Fee	See Admin Order Establishing a Fee for Processing Checks Returned for Non-sufficient Funds
Interest Charge	Interest will accrue on past due amounts at the rate of 18% per annum from the due date until paid.

Comments on the proposed amendments may be submitted in writing by mail to Tammy Smith, 1705 W. 2nd Avenue, Eugene, Oregon, 97402, or by e-mail to tsmith@eugene-or.gov, by 5 p.m. on December 8, 2025. Written and oral comments may also be provided at the public hearing to be held at 3:00 p.m. on December 8, 2025, at the City's Emergency Services Center, 1705 W. 2nd Avenue, Conference Room 2, Eugene, Oregon, 97402.

The meeting location for the public hearing is wheelchair accessible. For individuals who are hearing-impaired, an interpreter or assistive listening system can be provided with 48 hours' notice. Spanish-language interpretation will also be provided with 48 hours' notice. Materials are available in alternative formats. To arrange for these services, please telephone 541-682-7129 prior to 4:00 p.m. on December 4, 2025.

Pursuant to Section 2.608(2) of the Eugene Code, 1971, the decision of the City Manager to establish the rates will become final upon signature of the final Administrative Order establishing

such rates unless, within 30 days from the date of the City Manager's order adopting the amended Rate Schedule, the Order is appealed to the City Council in the manner provided in Section 2.608 of the Eugene Code, 1971.

Date of Posting: November 20, 2025

**NOTICE OF OPPORTUNITY TO COMMENT ON PROPOSED CHANGES TO THE
AMBULANCE, EMERGENCY AND NON-EMERGENCY MEDICAL SERVICES RATE
SCHEDULE.**

Pursuant to Sections 2.020 and 2.608 of the Eugene Code, 1971, and as a result of an investigation of the revenue needs of the City in providing ambulance services, the City Manager is proposing to amend the Ambulance, Emergency and Non-Emergency Medical Rate Schedule effective January 1, 2026.

Fees proposed to be \$250 or greater are set out below. The full schedule of amendments, including explanatory statements, can be viewed at City Hall at 500 E. 4th Avenue in Eugene; on the City of Eugene's website at <http://www.eugene-or.gov/520/Administrative-Order>; at the Fire Department Administrative Offices, 1705 W. 2nd Avenue in Eugene; and at the public hearing referenced below.

	<u>Current Rate</u>	<u>Proposed Rate</u>
Emergency and Non-Emergency Transport:		
Base Rate	\$2,131 one way	\$2,429 one way
Out-of-Area User Base Rate	\$2,384 one way	\$2,717 one way
Aid Calls:		
Base Rate	\$980 per service	\$1,117 per service
Out-of-Area User Base Rate	\$1,096 per service	\$1,249 per service

Comments on the proposed amendments may be submitted in writing by mail to Tammy Smith, 1705 W. 2nd Avenue, Eugene, Oregon, 97402, or by e-mail to tsmith@eugene-or.gov, by 5 p.m. on December 8, 2025. Written and oral comments may also be provided at the public hearing to be held at 3:00 p.m. on December 8, 2025, at the City's Emergency Services Center, 1705 W. 2nd Avenue, Conference Room 2, Eugene, Oregon, 97402.

The meeting location for the public hearing is wheelchair accessible. For individuals who are hearing-impaired, an interpreter or assistive listening system can be provided with 48 hours' notice. Spanish-language interpretation will also be provided with 48 hours' notice. Materials are available in alternative formats. To arrange for these services, please telephone 541-682-7129 prior to 4:00 p.m. on December 4, 2025.

Pursuant to Section 2.608(2) of the Eugene Code, 1971, the decision of the City Manager to establish the rates will become final upon signature of the final Administrative Order establishing such rates unless, within 30 days from the date of the City Manager's order adopting the amended Rate Schedule, the Order is appealed to the City Council in the manner provided in Section 2.608 of the Eugene Code, 1971.

Sarah Medary, City Manager

Date of Publication: November 21, 2025

City Manager's Findings
Proposed Ambulance, Emergency and Non-Emergency Medical
Services Rate Schedule Amendments

● Pursuant to Section 2.020(2) of the Eugene Code, 1971, the City Manager has considered the following factors in determining the proposed Ambulance fees:

(a) Applicable policies, enactments and directives of the Council.

Findings: Per City Code 2.608, ambulance fee adjustments should be in public interest, should be adjusted so, except as approved by the Council, they will not draw on general tax revenues of the city, and should ensure that those who receive the service pay in proportion to the cost of the service provided. The General Fund has transferred funds to the Ambulance Transport fund as follows: FY21 \$804,362; FY22 \$1,250,000 and 2325 \$1,374,000. These funds help with the structural deficit of the Ambulance Transport Fund.

An estimated 81% of transports related to Medicaid have a rate cap on how much is paid per transport. Currently, an average of 14.5% of transports are related to the unhoused and are non-billable. Past rate increases have aligned with Medicaid/Medicare rate increases. Due to the forecasted imbalance in the Ambulance Transport Fund, Fire is recommending a mid-year rate increase closer to the average transport cost. The average cost calculated through Ground Emergency Medical Transport program for FY25 was \$3,744.73 per transport compared to FY24 average cost \$3,408.96.

(b) The amount charged by the City in the past.

Findings: The base rate currently charged by the City for ambulance transport is \$2,131.00, which was approved by the City Manager in May 2025. The new proposed base rate of \$2,429.00 is a 14% increase over the current base rate. The out-of-area user base rate currently charged by the City is \$2,384.00. The new proposed out-of-area user base rate of \$2,717.00 is a 14% increase over the current out-of-area user base rate. The proposed base rate for aid calls is \$1,117.00 (currently \$980.00.) The proposed out-of-area rate for aid calls is \$1,249.00 from the current rate of \$1,096.00. Mileage is proposed to increase to \$48.58 per mile from current rate \$26.91 per mile.

(c) The full costs of providing the service supported by the fee.

Findings: The budgeted cost for the 2527 biennium for Advanced and Basic Life services is \$31,741,684. The Ambulance Transport Fund is projecting a \$1.1 million deficit for the biennium. Fire is working on decreasing this deficit with the Ambulance Services Redesign and filling vacancies that will reduce overtime. ESF has engaged in the development of alternate response programs to assist in redirecting 911 utilizers to other more appropriate care services. The FY25 Ground Emergency Transport cost report calculated that the average cost per billed transport in Eugene was \$3,744.73. The economic climate has substantially raised the cost to deliver services in the cost of staff, apparatus, and medical equipment.

(d) The amounts charged by other comparable providers.

Findings:

Fire Department	Milage	BLS	ALS1	ALS2
Eugene/Springfield	\$26.91	\$2,131.00	\$2,131.00	\$2,131.00
- Current		\$2,384.00	\$2,384.00	\$2,384.00
Eugene/Springfield	\$48.58	\$2,429.00	\$2,429.00	\$2,429.00
- Proposed		\$2,717.00	\$2,717.00	\$2,717.00
UCFD#1	\$25.00	\$1,630.00	\$1,850.00	\$2,100.00
		\$2,175.00	\$2,400.00	\$2,635.00
Mid- Columbia	\$25.34	\$1,584.72	\$1,701.81	\$1,818.85
		25% surcharge	25% surcharge	25% surcharge
Hood River	\$27.00	\$2,342.00	\$2,342.00	\$2,609.00
		(+) \$536	(+) \$536	(+) \$536
Morrow County	\$25.22	\$1,352.30	\$1,712.90	
Bend	\$15.00	\$1,092.21	\$1,297.00	
		\$2,184.42	\$2,594.00	
Redmond	\$18.00	\$1,375.00	\$1,850.00	\$1,850.00
SW Polk	\$50.00	\$2,200.00	\$2,200.00	\$2,200.00
Pendleton	\$22.50	\$1,390.00	\$1,560.00	\$1,820.00
Lebanon Fire Dist	\$20.00	\$1,650.00	\$1,650.00	
Lane Fire Authority	\$25.00	\$1,900.00	\$2,000.00	\$2,200.00
		\$2,000.00	\$2,100.00	\$2,300.00
LaGrande Fire Dept	\$20.00	\$1,450.00	\$1,450.00	\$1,450.00
		\$1,950.00	\$1,950.00	\$1,950.00
Columbia River Fire Dist	\$22.78	\$1,760.00	\$1,760.00	\$1,760.00
Scappoose Fire Dist	\$19.90	\$1,734.00	\$1,734.00	\$1,734.00
		\$2,084.00	\$2,084.00	\$2,084.00
Keizer Fire District	\$47.00	\$2,409.00	\$2,409.00	\$2,409.00
Salem Fire	\$47.00	\$2,409.00	\$2,409.00	\$2,409.00

Exhibit C
to Administrative Order No. 52-25-04

Fire Department	Milage	BLS	ALS1	ALS2
Marion County #1	\$47.00	\$2,409.00	\$2,409.00	\$2,409.00
N. Douglas County Fire	\$25.00	\$1,800.00	\$1,800.00	\$1,800.00
	\$27.50	\$1,980.00	\$1,980.00	\$1,980.00
Dallas Fire & EMS	\$27.49	\$1,874.12	\$1,874.12	\$1,874.12
Canby Fire District	\$31.50	\$1,150.00	\$1,420.00	\$1,520.00
Central Douglas Fire & Rescue	\$25.00	\$1,800.00	\$1,800.00	\$1,800.00
(Old Douglas #2)				
McMinnville Fire District	\$30.00	\$2,197.00	\$2,292.00	Same
		\$2,471.00	\$2,579.00	Same
Sweet Home	\$25.00	\$1,900.00	\$1,900.00	\$1,900.00
Crooked River Ranch Fire	\$26.00	\$1,700.00	\$1,900.00	\$1,900.00
		\$2,100.00	\$2,300.00	\$2,300.00
Seaside Fire & Rescue	\$25.00	\$1,700.00	\$1,700.00	\$1,700.00
	\$25.00	\$1,700.00	\$1,700.00	\$1,700.00
Western Lane Ambulance	\$22.00	\$1,735.00	\$1,735.00	
		\$1,940.00	\$1,940.00	
Cascade Locks Fire and EMS	\$20.00	\$1,700.00	\$1,700.00	\$1,900.00
		\$2,200.00	\$2,500.00	\$2,600.00
Hillsboro Fire & Rescue	\$26.13	\$1,375.62	\$1,633.56	
Sisters Camp Sherman RFPD	\$20.00	\$1,800.00	\$1,800.00	\$1,800.00
Chiloquin	\$25.00	\$2,400.00	\$2,400.00	
Clackamas Fire	\$72.90	\$3,480.00	\$3,480.00	\$3,480.00
Black Butte Ranch RFPD	\$20.00	\$1,800.00	\$1,800.00	

Exhibit C
to Administrative Order No. 52-25-04

Fire Department	Milage	BLS	ALS1	ALS2
LaPine RFPD	\$20.00	\$1,764.00	\$1,764.00	
		\$2,016.00	\$2,013.00	
Jackson County #1	\$22.89	\$1,144.72	\$1,488.14	\$1,488.14
"Rouge River Fire District"				
Polk County FD #1	\$23.00	\$1,500.00	\$1,600.00	\$1,600.00
Tualatin Valley Fire & Res.	\$29.80	\$2,271.38	\$2,271.38	\$2,271.38
Turner Fire District	\$26.00	\$1,750.00	\$1,900.00	\$1,900.00
Corvallis Fire	\$20.00	\$1,250.00	\$1,350.00	\$1,350.00
South Lane Fire & Rescue	\$20.00	\$1,600.00	\$1,600.00	\$1,600.00
Ashland Fire & Rescue	\$23.50	\$1,351.00	\$1,551.00	\$1,151.00
Warm Springs Fire & Res.	\$24.75	\$863.00	\$982.00	\$1,650.00
Klamath County Fire Dist. 1	\$25.00	\$1,750.00	\$1,950.00	\$2,150.00
		\$2,300.00	\$2,500.00	\$2,700.00
Jefferson City. Fire & EMS	\$25.00	\$1,545.00	\$1,865.00	\$2,040.00
		\$2,163.00	\$2,611.00	\$2,856.00
Jefferson Fire District	\$25.00	\$1,200.00	\$1,800.00	\$1,800.00
LaGrande Fire Department	\$20.00	\$1,450.00	\$1,450.00	\$1,450.00
		\$1,950.00	\$1,950.00	\$1,950.00
Clatskanie RFPD	\$22.00	\$1,600.00	\$1,600.00	\$1,600.00
Oakridge Fire & EMS	\$35.00	\$2,000.00	\$2,000.00	\$2,000.00
		\$2,500.00	\$2,500.00	\$2,500.00
Sheridan Fire District	\$30.00	\$1,950.00		

Exhibit C
to Administrative Order No. 52-25-04

Fire Department	Milage	BLS	ALS1	ALS2
Chemult RFPD	\$25.00	\$2,500.00	\$2,500.00	\$2,500.00
Keno RFPD	\$25.00	\$1,350.00	\$1,650.00	\$1,650.00
Lyons RFPD	\$25.00	\$1,350.00	\$1,845.00	\$2,583.00
		\$1,597.00	\$2,152.00	\$3,157.00
St. Paul	\$21.00	\$1,700.00	\$1,700.00	\$1,700.00
Crook County Fire & Rescue	\$18.00	\$1,300.00	\$1,500.00	\$1,500.00
Sunriver Fire & Rescue	\$22.00	\$1,750.00	\$1,750.00	\$1,750.00
Lake Oswego Fire Department	\$35.10	\$1,675.73	\$1,675.73	\$1,675.73
Wamic RFPD	\$16.00	\$1,000.00	\$1,200.00	\$1,200.00
South Sherman RFPD	\$20.00	\$1,200.00	\$1,400.00	\$1,400.00
Mist-Birkenfeld RFPD	\$22.00	\$1,750.00	\$1,750.00	\$1,750.00
Rocky Point Fire & EMS	\$25.00	\$1,000.00	\$1,400.00	\$1,600.00
Crescent RFPD	\$25.00	\$2,400.00	\$2,400.00	\$2,400.00
Albany Fire Dept.	\$20.00	\$1,650.00	\$1,650.00	\$1,650.00
Parkdale RFPD	\$20.00	\$1,600.00	\$1,600.00	\$2,000.00
		\$1,850.00	\$1,850.00	\$2,250.00
South Gilliam	\$16.00	\$750.00	\$800.00	\$800.00
North Gilliam	\$22.00	\$998.00	\$1,260.00	\$1,575.00
		\$1,050.00	\$1,575.00	\$1,575.00
South Wasco	\$20.00	\$1,200.00	\$1,400.00	\$1,400.00

Key	
In District	Out of District

(e) The revenue needs of the City as determined by the adopted city budget.

Findings: Per City Code 2.608, fees should be adjusted so that the Ambulance Transport Fund does not draw on general tax revenues, except as approved by the City Council. The City Council has approved the transfer of funds from the General Fund to the Ambulance Transport fund as follows: FY21 \$804,362; FY22 \$1,250,000 and 2325 \$1,374,000. The proposed fees will help fill the structural deficit of the Ambulance Transport Fund.

Factors listed in (a) – (e) above that are irrelevant or inapplicable in determining the amount of the fees, if any: n/a

- Pursuant to Section 2.608(1) of the Eugene Code, 1971, the City Manager has determined that:

(f) The proposed fees are in the public interest.

Findings: The proposed fees are in the public interest because they will help to support and fund emergency medical response.

Based upon the Lane County Ambulance Service Area Plan, Eugene Springfield Fire is the designated ambulance service provider for the community. Safe, efficient, and reliable emergency transportation is essential for public safety. The fee supports the efforts of Eugene Springfield Fire to hire and train EMT's as first responders to incidents and increase survival rates of patients. The fee also supports updating and replacing ambulances and the equipment used by EMT's in the care of patients.

(g) Except as approved by Council, the proposed fees will insure the ambulance service will not draw on the general tax revenues of the City.

Findings: The combination of the rate increase and the redesign of the ambulance transport service should decrease the need for Fire to ask for Council approval to draw on the general tax revenues of the City of Eugene in order to provide ambulance services.

(h) The proposed fees will insure those who receive the service pay in proportion to the cost of the service provided

Findings: Eugene Springfield Fire tries to bill all transports. If the patient does not pay their bill the account goes to collection. The patient also has the option to apply for a charitable write-off balance. Eugene Springfield Fire participates in FireMed so patients who have FireMed memberships at the time of transport will have the balance written off after insurance is billed.