

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

**SETTING AMBULANCE, EMERGENCY AND NON-EMERGENCY
MEDICAL SERVICES RATES AND SUPERSEDING THE RATE
SCHEDULE ADOPTED BY ADMINISTRATIVE ORDER NO. 52-25-01-F.**

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.

B. Pursuant to the above authority, on May 22, 2025, Administrative Order No. 52-25-01-F was issued establishing the current Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule (“the Rate Schedule”).

C. On November 18, 2025, I issued Administrative Order No. 52-25-04, ordering that notice be given of the opportunity to submit written comments on my proposal to set new Ambulance, Emergency and Non-Emergency Medical Services rates. The Notice specified that comments on the proposed amendments could be submitted in writing until 5 p.m. on December 8, 2025, and that comments could also be submitted in writing and orally at the December 8, 2025, public hearing. There was no testimony at the public hearing, and no comments were received within the time or in the manner described in the Notice.

D. Based on my investigation pursuant to the provisions of Sections 2.020 and 2.608 of the Eugene Code, 1971, I find that the rates should be set as proposed. (See Exhibit B to this Order)

E. The unamended Ambulance, Emergency and Non-Emergency Medical Services rates adopted by Administrative Order No. 52-25-01-F are incorporated into the Rate Schedule attached as Exhibit A to this Order.

On the basis of these findings, I order that:

1. Effective January 1, 2026, the Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule attached as Exhibit A to this Order is the schedule of rates to be charged for the services described in that schedule.

2. Effective January 1, 2026, Administrative Order No. 52-25-0-F is repealed and the Rate Schedule attached to Administrative Order No. 52-25-01-F is superseded by the Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule attached as Exhibit A to this Order.

Dated this 12/16/2025 day of December, 2025.

MC

Initials
Mike Caven, Fire Chief
Eugene Springfield Fire



Matt Rodrigues (Dec 16, 2025 15:41:37 PST)

Matt Rodrigues
City Manager Pro Tem

CITY OF EUGENE
Ambulance, Emergency and Non-Emergency Medical Services Rates Schedule
(Effective January 1, 2026)

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 \$2,429.00 one way

***Out-of-Area User Base Rate** \$2,717.00 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 \$48.58 per mile

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).

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

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.

<u>Service Description</u>	<u>Rate</u>
Base Rate	\$1,117.00 per service
*Out-of-Area User Base Rate	\$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
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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
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<u>AMBULANCE PATIENT OFFLOAD TIME</u>	\$250.00 fifteen-minute increments
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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.

EVENT STAND-BY (2 HOUR MINIMUM)

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.

<u>Service Description</u>	<u>Rate</u>
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.

City Manager's Findings
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 - Current	\$26.91	\$2,131.00	\$2,131.00	\$2,131.00
		\$2,384.00	\$2,384.00	\$2,384.00
Eugene/Springfield - Proposed	\$48.58	\$2,429.00	\$2,429.00	\$2,429.00
		\$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	(+) \$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 B
to Administrative Order No. 52-25-04-F

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	

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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
Clakskanie 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		

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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.