

ADMINISTRATIVE ORDER NO. 52-26-01
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 December 16, 2025, Administrative Order No. 52-25-04-F was issued establishing the current Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule (“the Rate Schedule”).

B. In determining whether to amend the Fee 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 listed 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 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 15 day of April, 2026.

Jenny Haruyama
Jenny Haruyama (Apr 15, 2026 17:16:31 PDT)

Jenny Haruyama
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 following rates in the Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule effective July 1, 2026. The current rates proposed to be deleted are shown in ~~red strikethrough~~ and proposed additions are shown underlined in blue.

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 <u>\$2,514.00</u> one way
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*Out-of-Area User Base Rate	\$2,717.00 <u>\$2,812.00</u> one way
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**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 <u>\$50.28</u> per mile
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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
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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 ~~\$1,117.00~~\$1,156.00 per service

***Out-of-Area User Base Rate** ~~\$1,249.00~~\$1,293.00 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.

EVENT STAND-BY (2 HOUR MINIMUM)

Ambulance Stand-by ~~\$253.00~~\$327.00 per

<u>Service Description</u>	<u>Rate</u>
	hour
Engine Stand-by	\$395.00 <u>\$556.00</u> per hour
Stand-by On Scene Coordinator	\$187.00 <u>\$238.00</u> per hour
HazMat Technician	\$94.00 <u>\$152.00</u> 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 FireDept@ci.eugene.or.us, by 5 p.m. on May 12, 2026. Written and oral comments may also be provided at the public hearing to be held at 3:00 p.m. on May 12, 2026, 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 May 8, 2026.

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.

Jenny Haruyama, City Manager

Date of Posting: April 24, 2026

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 following rates in the Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule effective July 1, 2026.

Rates proposed to be \$250 or greater are set out below. A full schedule of the proposed amendments can be reviewed at the City Hall bulletin board posting locations, 500 E. 4th Avenue, Eugene; on the City’s website at www.eugene-or.gov/520/Administrative-Order; 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	\$2,429 one way	\$2,514.00 one way
Out-of-Area User Base Rate	\$2,717 one way	\$2,812.00 one way
Aid Calls:		
Base Rate	\$1,117 per service	\$1,156.00 per service
Out-of-Area User Base Rate	\$1,249 per service	\$1,293.00 per service
Event Stand-by (2 Hour Minimum):		
Ambulance Stand-by	\$253 per hour	\$327 per hour
Engine Stand-by	\$395 per hour	\$556 per hour
Stand-by On Scene Coordinator	\$187 per hour	\$238 per hour
HazMat Technician	\$94 per hour	\$152 per hour

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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.

Jenny Haruyama, City Manager

Date of Publication: April 24, 2026

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; FY2325 \$1,374,000; and is budgeted to transfer \$1,114,000 in the FY2527 biennium. The proposed rate increase is working towards reducing the structural deficit in 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 increase closer to the average transport cost. The average cost calculated through Ground Emergency Medical Transport (GEMT) program for FY25 was \$3,744.73 per transport compared to FY24 average cost \$3,408.96. The proposed rate increase will not cover the GEMT calculated cost per transport, but will reduce the gap.

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

Findings: The base rate currently charged by the City for ambulance transport is \$2,429.00, which was approved by the City Manager in January 2026. The new proposed base rate of \$2,514 is a 3.5% increase over the current base rate. The out-of-area user base rate currently charged by the City is \$2,717.00. The new proposed out-of-area user base rate of \$2,812 is a 3.5% increase over the current out-of-area user base rate. The new proposed base rate for aid calls is \$1,156; the current rate is \$1,117.00. The new proposed out-of-area rate for aid calls is \$1,293; the current rate is \$1,249.00. Mileage is proposed to increase from \$48.58 per mile to \$50.28 per mile. The Event Stand-By rates are proposed to increase consistent with new IAFF contract stipulations related to stand-by events. Ambulance Stand-by is currently \$253.00 per hour and is proposed to increase to \$327.00. Engine Stand-by is currently \$395.00 per hour and is proposed to increase to \$556.00. Stand-by On Scene Coordinator is currently \$187.00 per hour and is proposed to increase to \$238.00. HazMat Technician is currently \$94.00 per hour and is proposed to increase to \$152.00. The new rate increase will cover double overtime for events and meals for events over four hours per the new IAFF contract.

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

Findings: The budgeted cost for the FY2527 biennium for Advanced and Basic Life services is \$31,741,684. The Ambulance Transport Fund was projecting a \$1.1 million deficit at the start of the biennium and is now projecting to break even with this rate increase. Fire is working on decreasing this deficit by utilizing the Ambulance Services Redesign, filling vacancies that will reduce overtime, and by focusing on increased documentation to successfully bill transports. 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	Rate Type	MILEAGE	ALS1	ALS2	BLS
City of Eugene (Current)	Resident	\$ 49.00	\$ 2,429.00	\$ 2,429.00	\$ 2,429.00
	Non-Resident	\$ 49.00	\$ 2,717.00	\$ 2,717.00	\$ 2,717.00
City of Eugene (Proposed)	Resident	\$ 50.28	\$ 2,514.00	\$ 2,514.00	\$ 2,514.00
	Non-Resident	\$ 50.28	\$ 2,812.00	\$ 2,812.00	\$ 2,812.00
Albany Fire Department	Single Rate	\$ 32.00	\$ 2,200.00	\$ 2,200.00	\$ 2,200.00
Ashland Fire & Rescue	Single Rate	\$ 30.00	\$ 1,787.00	\$ 1,787.00	\$ 1,505.00
Black Butte Ranch RFPD	Single Rate	\$ 20.00	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00
Canby Fire District 62	Single Rate	\$ 32.00	\$ 1,420.00	\$ 1,520.00	\$ 1,150.00
CENTRAL DOUGLAS FIRE & RESCUE AUTHORITY	Single Rate	\$ 25.00	\$ 1,890.00	\$ 1,890.00	\$ 1,890.00
City of Bend / Bend Fire & Rescue	Resident	\$ 15.00	\$ 1,297.00	\$ 1,297.00	\$ 1,092.00
	Non-Resident	\$ 30.00	\$ 2,594.00	\$ 2,594.00	\$ 2,184.00
City of Cascade Locks	Resident	\$ 20.00	\$ 1,700.00	\$ 1,900.00	\$ 1,700.00
	Non-Resident	\$ 20.00	\$ 2,500.00	\$ 2,600.00	\$ 2,200.00

Exhibit C
to Administrative Order No. 52-26-01

City of Corvallis Fire Department	Single Rate	\$	32.00	\$	2,250.00	\$	2,250.00	\$	2,100.00
City of Dallas Fire & EMS	Single Rate	\$	28.00	\$	1,930.00	\$	1,930.00	\$	1,930.00
City of Elgin Ambulance Service	Resident	\$	20.00	\$	1,450.00	\$	1,450.00	\$	1,450.00
	Non-Resident	\$	20.00	\$	1,950.00	\$	1,950.00	\$	1,950.00
City of Forest Grove, Fire & Rescue	Single Rate	\$	26.00	\$	1,634.00	\$	1,634.00	\$	1,376.00
Fire Department	Rate Type		MILEAGE		ALS1		ALS2		BLS
Columbia River Fire & Rescue	Single Rate	\$	23.00	\$	1,795.00	\$	1,795.00	\$	1,795.00
Crescent Rural Fire Protection District	Single Rate	\$	25.00	\$	2,400.00	\$	2,400.00	\$	2,400.00
Crook County Fire and Rescue	Single Rate	\$	25.00	\$	2,000.00	\$	2,000.00	\$	1,800.00
Crooked River Ranch Rural Fire Protection District	Resident	\$	26.00	\$	1,900.00	\$	1,900.00	\$	1,700.00
	Non-Resident	\$	26.00	\$	2,300.00	\$	2,300.00	\$	2,100.00
Hillsboro Fire and Rescue	Single Rate	\$	26.00	\$	1,634.00			\$	1,376.00
Jefferson County Rural Fire Protection Dist No 1 ABN									
Jefferson County Fire & EMS	Resident	\$	25.00	\$	1,865.00	\$	2,040.00	\$	1,545.00
	Non-Resident	\$	25.00	\$	2,611.00	\$	2,856.00	\$	2,163.00
Jefferson Rural Fire Protection District	Single Rate							\$	1,800.00
Keizer Rural Fire Protection District, DBA Keizer Fire District	Single Rate	\$	49.00	\$	2,510.00	\$	2,510.00	\$	2,510.00
Keno Rural Fire Protection District	Single Rate	\$	25.00	\$	1,650.00	\$	1,650.00	\$	1,350.00
Klamath County Fire District #1	Single Rate	\$	25.00	\$	1,950.00	\$	2,150.00	\$	1,750.00

Exhibit C
to Administrative Order No. 52-26-01

La Pine Rural Fire Protection District						
	Resident	\$	41.00	\$	3,658.00	\$ 3,758.00
	Non-Resident	\$	40.00	\$	4,204.00	\$ 4,204.00
Lane Fire Authority						
	Resident	\$	25.00	\$	2,000.00	\$ 2,200.00
	Non-Resident	\$	25.00	\$	2,100.00	\$ 2,300.00
Lebanon Rural Fire Protection District						
	Single Rate	\$	30.00	\$	2,200.00	\$ 2,200.00
Lyons Rural Fire District (DBA Lyons Ambulance Service)						
	Single Rate	\$	35.00	\$	2,400.00	\$ 2,400.00
Fire Department	Rate Type		MILEAGE		ALS1	ALS2
						BLS
Marion County Fire District No. 1						
	Single Rate	\$	49.00	\$	2,510.00	\$ 2,510.00
McMinnville Fire District						
	Resident	\$	30.00	\$	2,292.00	\$ 2,292.00
	Non-Resident	\$	30.00	\$	2,579.00	\$ 2,471.00
Mid-Columbia Fire and Rescue						
	Single Rate	\$	26.00	\$	1,743.00	\$ 1,863.00
Mist-Birkenfeld RFPD						
	Single Rate	\$	22.00	\$	1,750.00	\$ 1,750.00
Molalla Rural Fire Protection District #73						
	Single Rate	\$	47.00	\$	2,245.00	\$ 2,445.00
North Douglas County Fire						
	Resident	\$	25.00	\$	1,890.00	\$ 1,890.00
	Non-Resident	\$	28.00	\$	2,079.00	\$ 2,079.00
North Lincoln Fire & Rescue District #1						
	Single Rate	\$	20.00	\$	1,500.00	\$ 1,500.00
Polk County Fire District No.1						
	Single Rate	\$	31.00	\$	2,000.00	\$ 2,000.00
Redmond Fire & Rescue						
	Single Rate	\$	18.00	\$	1,850.00	\$ 1,850.00
ROCKY POINT FIRE & EMS						
	Single Rate	\$	25.00	\$	2,100.00	\$ 2,100.00
Rogue River Rural Fire Protection District						
	Single Rate	\$	24.00	\$	1,604.00	\$ 1,604.00

Exhibit C
to Administrative Order No. 52-26-01

Salem Fire Department (OR)	Single Rate	\$	49.00	\$	2,510.00	\$	2,510.00	\$	2,510.00
Scappoose Rural Fire Protection District	Resident	\$	22.00	\$	1,734.00	\$	1,734.00	\$	1,734.00
	Non-Resident	\$	22.00	\$	2,084.00	\$	2,084.00	\$	2,084.00
Sheridan Rural Fire Protection District, DBA Sheridan Fire District	Single Rate	\$	30.00	\$	2,250.00	\$	2,250.00	\$	1,950.00
Sisters-Camp Sherman Rural Fire Protection District	Single Rate	\$	20.00	\$	1,800.00	\$	1,800.00	\$	1,800.00
Fire Department	Rate Type		MILEAGE		ALS1		ALS2		BLS
South Lane County Fire & Rescue	Resident	\$	20.00	\$	1,600.00	\$	1,600.00	\$	1,600.00
	Non-Resident	\$	20.00	\$	2,000.00	\$	2,000.00	\$	2,000.00
St. Paul Fire District	Single Rate	\$	21.00	\$	1,700.00	\$	1,700.00	\$	1,700.00
SW Polk Fire District	Single Rate	\$	52.00	\$	2,288.00	\$	2,288.00	\$	2,288.00
Sweet Home Fire and Ambulance	Single Rate	\$	25.00	\$	1,900.00	\$	1,900.00	\$	1,900.00
Tualatin Valley Fire & Rescue	Single Rate	\$	31.00	\$	2,333.00	\$	2,333.00	\$	2,333.00
Turner Fire District	Single Rate	\$	26.00	\$	1,900.00	\$	1,900.00	\$	1,750.00
UMATILLA COUNTY FIRE DISTRICT 1	Resident	\$	31.00	\$	2,000.00	\$	2,290.00	\$	1,775.00
	Non-Resident	\$	31.00	\$	2,625.00	\$	2,880.00	\$	2,365.00
Umpqua Valley Ambulance	Single Rate	\$	25.00	\$	1,800.00	\$	1,800.00	\$	1,800.00
Union Rural Fire Protection District	Resident	\$	25.00	\$	1,900.00	\$	2,100.00	\$	1,500.00
	Non-Resident	\$	30.00	\$	2,400.00	\$	2,600.00	\$	2,200.00
Western Lane Fire and EMS Authority	Resident	\$	22.00	\$	1,735.00	\$	1,735.00	\$	1,735.00
	Non-Resident	\$	22.00	\$	2,340.00	\$	2,340.00	\$	2,340.00

Source: https://data.oregon.gov/business/Oregon-Balance-Billing-Protection-Ground-Ambulance/yjwx-8gnx/data_preview

(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; FY2325 biennium \$1,374,000; and budgeted \$1,114,000 in FY2527 biennium. The proposed fee increase is to keep current with inflation after the January 2026 increase.

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 the future in order to provide ambulance service.

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

Findings: Eugene Springfield tries to bill all transports. If the patient does not pay their bill the account is sent 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.