

2.606 Ambulance Service.

(1) As used in sections [2.606](#) and [2.608](#) of this chapter, “ambulance service” means the transportation of an ill, injured or disabled individual and, in connection therewith, the administration of pre-hospital and out-of-hospital medical, emergency or non-emergency care, if necessary.

(2) As used in sections [2.606](#) and [2.608](#) of this chapter, “emergency care” means the performance of acts or procedures under emergency conditions in the observation, care and counsel of the ill, injured or disabled, or in the administration of care or medications as prescribed by a licensed physician, insofar as any of those acts is based upon knowledge and application of the principles of biological, physical and social science.

(3) As used in section [2.606](#) and [2.608](#) of this chapter, “non-emergency care” means the performance of acts or procedures on a patient who is not expected to die, become permanently disabled or suffer permanent harm within the next 24 hours, including but not limited to observation, care and counsel of a patient and the administration of medications prescribed by a licensed physician, insofar as any of those acts are based upon knowledge and application of the principles of biological, physical and social science.

(4) In the event it is determined by the city manager that the community is or will imminently be without ambulance service, the city manager is authorized to expend public funds from whatever source to provide ambulance service to the community until directed by the council to cease the expenditures, until the council adopts a supplemental budget under the Oregon Local Budget Law, or until 60 days, whichever is less.

(5) No person shall operate an ambulance vehicle or provide ambulance services within the corporate limits of the city unless such person is designated as the ambulance service provider for the city under the Lane County Ambulance Service Area Plan, or is providing non-emergency care as a subcontractor to the designated service provider. The provisions of this subsection do not apply to:

(a) Vehicles and ambulances exempt from ambulance licensing requirements of state law;

(b) Vehicles being used to render temporary assistance to the city's designated ambulance service provider under the terms of a mutual aid agreement, or under the supervision of the city's designated service provider;
or

(c) Vehicles operating from a business location, office or headquarters outside the city, that are transporting a patient from outside the city to a health care facility within the city or are picking up a patient from within the city for transport outside the city, or vehicles which are passing through without destination in the city.

(Section 2.606 added by Ordinance No. 18734, enacted December 17, 1980; amended by Ordinance No. 19929, enacted September 13, 1993, effective October 13, 1993; and amended by Ordinance No. 20320, enacted May 13, 2004, effective June 12, 2004.)

The Eugene Code is current through Ordinance 20714, passed October 28, 2024.

Disclaimer: The city recorder's office has the official version of the Eugene Code. Users should contact the city recorder's office for ordinances passed subsequent to the ordinance cited above.

[City Website: www.eugene-or.gov](http://www.eugene-or.gov)

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2.608 Ambulance Services – Fees.

(1) The city manager may set all rates and fees for any ambulance service operated by the city. Except in an emergency when such rates and fees may be immediately imposed, all rates and fees shall be established only after public notice, hearing and findings that the proposed adjustments are:

- (a) in the public interest,
- (b) except as approved by the council, insure the ambulance service will not draw on the general tax revenues of the city, and
- (c) will insure those who receive the service pay in proportion to the cost of the service provided.

(2) The decision of the city manager to establish rates and fees in subsection [\(1\)](#) above shall be final unless an aggrieved person appeals the decision to the council. The appeal shall be in writing and filed with the council within 30 days of the city manager's decision. Except in an emergency, the appeal suspends implementation of the city manager's decision until the council hears the appeal. The council shall hear the appeal promptly and affirm, modify or repeal the decision of the city manager.

(3) The city manager or the manager's designate shall pursue collection of fees and charges established under subsections [\(1\)](#) and [\(2\)](#) by all lawful remedies available to the city to recover costs for services rendered plus collection costs, including attorney fees.

(Section 2.608 added by Ordinance No. 18734, enacted December 17, 1980; administratively amended by Ordinance No. 20113, enacted April 6, 1998, effective May 6, 1998.)

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2.610 Fire and EMS Response Fees.

- (1) *Applicability.* Subject to the provisions of this section, the city may impose fire and EMS response fees when fire or EMS personnel respond to incidents involving out-of-area persons who are not members of FireMed or a reciprocating FireMed program. As used in this section, “out-of-area person” means persons residing outside of the cities of Eugene and Springfield and any special district which contracts with the cities of Eugene or Springfield to provide their fire service.
- (2) *Vehicular Accidents.* When fire or EMS personnel respond to an incident involving a vehicular accident, a response fee not to exceed \$450.00 may be charged to any out-of-area person.
- (3) *Adoption of Fees.* The response fees shall be established by the city manager pursuant to section [2.020](#) of this code as provided in subsection [\(2\)](#) of this section.
- (4) *Collection.* A statement for payment of the response fee shall be sent to the out-of-area person(s) involved in the incident. The amount shall constitute a debt due to the city from the recipient, may be collected in any manner authorized by law, and is recoverable in a civil action brought in the name of the city in a court of competent jurisdiction for recovery of the amount plus reasonable attorney fees.
- (5) *Appeal.* A person who is issued a statement under subsection [\(4\)](#) of this section and believes that the statement, or the amount of the response fee in the statement, is not authorized by this code, may appeal in the manner provided by section [2.021](#) of this code. The appeal shall be heard and determined by a hearings officer in the manner set forth in section [2.021](#) of this code.

(Section 2.610 added by Ordinance No. 20478, enacted September 26, 2011, effective October 29, 2011.)

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2.020 City Manager – Authority to Set Fees and Charges.

(1) Except as this code provides to the contrary, the city manager shall determine and set all fees imposed by the city for services, goods, use of municipal property, licenses and permits. As used herein, “city manager” means the city manager or the manager’s designee.

(2) Unless the city manager determines in writing that consideration of one or more of the following factors is irrelevant or inapplicable, in determining the amount of any such fee the city manager shall consider:

- (a) Applicable policies, enactments and directives of the council;
- (b) The amount charged by the city in the past;
- (c) The full costs of providing the service supported by the fee;
- (d) The amounts charged by other comparable providers; and,
- (e) The revenue needs of the city as determined by the adopted city budget.

(3) At least 15 days prior to the initiation of a new fee or change in the amount of such a fee, the city manager shall give notice of the proposed fee by:

- (a) Making copies of a notice of intended charges available to the mayor and city council, including the city manager’s written determination, if any, that one or more of the factors listed in subsection [\(2\)](#) of this section is irrelevant or inapplicable;
- (b) Making copies of a notice of intended charges available to any persons who have requested such notice;
- (c) Publishing a notice of intended charges in a newspaper of general circulation within the city if the fee or charge is or is likely to be \$250.00 or greater; and,
- (d) Posting such notice at two locations at city hall.

(4) The notice shall state the current and proposed fee, and the time, place and manner in which interested persons may present written comments on the proposed fee. Defective notice shall not be grounds for invalidating any fee or charge.

(5) After considering any written comments, the city manager shall set the fee by administrative order. All such administrative orders shall be compiled and retained at the city recorder’s office. Copies of any administrative order setting or changing a general fee which is or is likely to be \$250.00 or greater shall be provided to the mayor and city council.

(Section 2.020 amended by Ordinance No. 18340, enacted February 14, 1979; Ordinance No. 19494, enacted August 3, 1987; Ordinance No. 19742, enacted January 14, 1991; administratively amended by Ordinance No.

20113, enacted April 6, 1998, effective May 6, 1998; and amended by Ordinance No. 20386, enacted May 29, 2007, effective June 30, 2007.)

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ADMINISTRATIVE ORDER NO. 52-23-01-F
of the
City Manager of the City of Eugene

**SETTING AMBULANCE, EMERGENCY AND NON-EMERGENCY
MEDICAL SERVICES RATES AND SUPERSEDING THE FEE
SCHEDULE ADOPTED BY ADMINISTRATIVE ORDER NO. 52-17-01-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 April 21, 2017, I issued Administrative Order No. 52-17-01-F establishing the current Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule.

C. On April 24, 2023, I issued Administrative Order No. 52-23-01, 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.

D. The Notice specified that comments on the proposed amendments could be submitted in writing until 5 p.m. on May 16, 2023, and that comments could also be submitted in writing and orally at the May 16, 2023 public hearing. No written comments were submitted within the time or in the manner provided in the Notice, nor were there any attendees or comments submitted at the public hearing.

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

F. The unamended Ambulance, Emergency and Non-Emergency Medical Services' rates adopted by Administrative Order No. 52-17-01-F are incorporated into the Fee Schedule attached as Exhibit A to this Order.

On the basis of these findings, I order that:

1. The Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule attached as Exhibit A to this Order is the schedule of fees to be charged for the described services effective July 1, 2023.

2. The Rate Schedule attached to Administrative Order No. 52-17-01-F is superseded by the Ambulance, Emergency and Non-Emergency Medical Services Rate Schedule attached as Exhibit A to this Order, effective July 1, 2023.

Dated this 25th day of May, 2023.



Sarah Medary
City Manager



This Administrative Order becomes effective on the 24th day of June, 2023.

CITY OF EUGENE
Ambulance, Emergency and Non-Emergency Medical Services Rates Schedule
 (Effective July 1, 2023)

<u>Service Description</u>	<u>Rate</u>
<u>EMERGENCY AND NON-EMERGENCY TRANSPORT RATES</u>	
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	\$2,020.00 one way
*Out-of-Area User Base Rate	\$2,260.00 one way
<i>*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.</i>	
Mileage	\$26.28 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	\$92.00 one way
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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	\$929.50 per service
*Out-of-Area User Base Rate	\$1,039.50 per service
<i>*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.</i>	
 <u>FIRST RESPONDER FEE</u>	
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	\$354.00 per service
 <u>WAITING TIME</u>	
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	\$118.00 per half-hour
 <u>AMBULANCE PATIENT OFFLOAD TIME</u>	
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>EVENT STAND-BY (2 HOUR MINIMUM)</u>	
Ambulance Stand-by	\$240.00 per hour
Engine Stand-by	\$375.00 per hour
Stand-by On Scene Coordinator	\$178.00 per hour
HazMat Technician	\$90.00 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.	

Service Description

Rate

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
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 the 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 City Council has approved the transfer of funds from the General Fund to the Ambulance Transport fund as follows: FY20 \$104,362 and FY21 \$314,523; this does not include ARPA funds transferred in FY21 and FY22 related to COVID. These funds help with the structural deficit of the Ambulance Transport Fund.

An estimated 81% of transports are related to Medicaid which has a rate cap on how much is paid per transport. Currently, an average of 9.5% of transports are related to the unhoused and are non-billable.

A new patient offloading fee is being added as a result of the long period of time it can take to offload patients at the hospitals, during which time staff is responsible for the patient and not available to respond to other calls. An offload fee is being added that would be charged when staff have to wait over 30 minutes to offload the patient at the hospital.

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

Findings: The base rate currently charged by the City for ambulance transport is \$1,859.00, which was approved by the City Manager in May of 2017. The new proposed base rate of \$2,020.00 is an 8.7% increase over the current base rate. The out-of-area user base rate currently charged by the City is \$2,079.00. The new proposed out-of-area user base rate of \$2,260.00 is an 8.7% increase over the current out-of-area user base rate. The proposed increase to both base rates is based upon Medicaid rate increases.

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

Findings: The budgeted cost for the 2023-2025 biennium for Advanced and Basic Life services is \$31,443,476. Even with the proposed increases, 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. In addition, as COVID cases have decreased, the number of transports has increased because people are less fearful of COVID exposure during ambulance transports. The FY22 Ground Emergency Transport cost report calculated that the average cost per billed transport in Eugene was \$3,005.97.

(d) The amounts charged by other comparable providers.

Findings:

Fire and EMS Entity	County	Fire-Med	BLS - Emergency	ALS1 Emergency	ALS2 Emergency	ALS 1 Non-Emergency	BLS Non-Emergency	Evaluation & Treatment No Transport	Transport Mileage (per mile)
Eugene/Springfield Fire & EMS (Proposed)	Lane	\$ 68.00	\$ 2,020.00	\$ 2,020.00	\$ 2,020.00	\$ 2,020.00	\$ 2,020.00	\$ 929.50	\$ 26.28
Eugene/Springfield Fire & EMS (Current)	Lane	\$ 68.00	\$ 1,859.00	\$ 1,859.00	\$ 1,859.00	\$ 1,859.00	\$ 1,859.00	\$ 929.50	\$ 24.18
Corvallis Fire	Benton	\$ 65.00	\$ 1,250.00	\$ 1,350.00	\$ 1,350.00	\$ 1,350.00	\$ 1,250.00	\$ 491.00	\$ 20.00
Lane Fire Authority	Lane	\$ 65.00	\$ 1,900.00	\$ 2,000.00	\$ 2,200.00	\$ 1,600.00	\$ 1,600.00	\$ 800.00	\$ 25.00
South Lane Fire and Rescue	Lane	\$ 65.00	\$ 1,600.00	\$ 1,600.00	\$ 1,600.00	\$ 1,600.00	\$ 1,600.00	\$ 800.00	\$ 20.00
Albany Fire	Linn	\$ 65.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 630.00	\$ 20.00
Jefferson Fire District	Linn	\$ 60.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 500.00	\$ 20.00
Lebanon Fire District	Linn	\$ 60.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 1,650.00	\$ 500.00	\$ 20.00
Salem Fire Department	Marion	\$ 70.00	\$ 1,185.00	\$ 1,392.00	\$ 1,470.00	\$ 1,392.00	\$ 939.00	\$ 682.00	\$ 25.00
Marion County Fire District #1	Marion	\$ 70.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 766.00	\$ 33.00
Keizer Fire District	Marion	\$ 70.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 1,850.00	\$ 766.00	\$ 33.00
Dallas Fire Department	Polk	\$ 65.00	\$ 1,715.08	\$ 1,715.08	\$ 1,715.08	\$ 1,715.08	\$ 1,715.08	\$ 538.54	\$ 25.15
Polk County Fire District #1	Polk	\$ 65.00	\$ 1,500.00	\$ 1,600.00	\$ 1,600.00	\$ 1,600.00	\$ 1,500.00	\$ 640.00	\$ 23.00
McMinnville Fire	Yamhill	\$ 75.00	\$ 1,894.00	\$ 1,976.00	\$ 1,976.00	\$ 1,976.00	\$ 1,894.00	\$ 558.00	\$ 28.00
TVF&R Yamhill County	Yamhill	\$ 65.00	\$ 2,119.47	\$ 2,119.47	\$ 2,119.47	\$ 2,119.47	\$ 2,119.47	\$ 596.10	\$ 27.81
3/24/2023 - Called or pulled information from website									

(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: FY20 \$104,362 and FY21 \$314,523; this does not include ARPA funds transferred in FY21 and FY22 related to COVID. 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.

An offload fee is being added that would be charged when staff have to wait over 30 minutes to offload the patient at the hospital, during which time staff is responsible for the patient and not available to respond to other calls in the community.

(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 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 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.

Signature: Mike Caven
Mike Caven (May 20, 2023 17:58 PDT)

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