



City Council

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www.eugene-or.gov

EUGENE CITY COUNCIL AGENDA

November 20, 2024

12:00 p.m. CITY COUNCIL WORK SESSION

City Council Wednesday work sessions are held using virtual meeting technology. Information about online or other options for access and participation will be available at <https://www.eugene-or.gov/3360/Webcasts-and-Meeting-Materials>

Meeting of November 20, 2024; Her Honor Mayor Lucy Vinis Presiding

Councilors

Matt Keating, President

Emily Semple

Alan Zelenka

Greg Evans

Randy Groves, Vice President

Lyndsie Leech

Jennifer Yeh

Mike Clark

12:00 p.m. CITY COUNCIL WORK SESSION

1. WORK SESSION: Fire Service Fee

2. WORK SESSION: Community Safety System Impact Evaluation

The Eugene City Council welcomes your interest in these agenda items. This meeting location is wheelchair-accessible. For the hearing impaired, an interpreter can be provided with 48 hours' notice prior to the meeting. Spanish-language interpretation will also be provided with 48 hours' notice. To arrange for these services, contact the receptionist at 541-682-5010. City Council meetings are telecast live on Metro Television, Comcast channel 21, and rebroadcast later in the week.

El consejo de la Ciudad de Eugene agradece su interés en estos asuntos de la agenda. El lugar de la reunión tiene acceso para sillas de ruedas. Se puede proveer a un intérprete para las personas con discapacidad auditiva si avisa con 48 horas de anticipación. También se puede proveer interpretación para español si avisa con 48 horas de anticipación. Para reservar estos servicios llame al 541-682-5010. Las reuniones del consejo de la ciudad se transmiten en vivo por Metro Television, Canal 21 de Comcast y son retransmitidas durante la semana.

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November 20, 2024 Work Session

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Fire Service Fee

Meeting Date: November 20, 2024
Department: Central Services
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Twylla Miller
Contact Telephone Number: 541-682-8417

ISSUE STATEMENT

This work session is an opportunity for the City Council to discuss public feedback received from the November 18, 2024 public hearing on the Fire Service Fee and consider next steps, if any.

BACKGROUND

Similar to other local governments around the state, the City has been experiencing post pandemic challenges including high inflation, workforce hiring and retention, a housing and unhoused crisis, the need to provide ongoing funding to provide services after one-time state and federal funds expire, and to replenish reserve levels drawn down during the pandemic. The General Fund also continues to have a structural gap, as the cost of General Fund operations continues to outpace revenues. The 2023-2025 Adopted Budget included a revenue placeholder of \$8.3 million in the second year of the biennium, which was addressed on the June Supplemental Budget with a combination of budget reductions and revenue adjustments.

Additionally, City Council adopted an ordinance expanding the definition of stormwater services to add the operations and maintenance of City-owned parks and open spaces on June 24, 2024. Expanding stormwater service fee eligibility to all parks services allows for a stormwater fee increase to be administratively implemented to generate approximately \$1 million in stormwater fee revenue to fund parks and open spaces expenses currently funded by the General Fund. The administrative order to enact the fee became final on October 12, 2024.

The critical funding gap solution presented in the spring also included the concept of Council adopting an ordinance to create a Fire Service Fee that would provide dedicated funding to stabilize and enhance fire and emergency medical services. This solution or other budget adjustments will need to occur in the first year of the next biennium that begins July 2025, to provide continued stability.

During the September 30, 2024, work session Council reviewed a potential structure for a Fire Service Fee, including two different rate structure options. At the October 23, 2024 work session, Council reviewed a draft ordinance for a fire service fee assessed on developed property and based on the square footage of buildings associated with a stormwater account, without a distinction between residential and commercial properties and directed the City Manager to schedule a public hearing on the ordinance.

FIRE SERVICE FEE PROPOSAL

The proposed Fire Service Fee would be assessed on developed property and be based on the square footage of buildings associated with a stormwater account. A draft ordinance establishing a Fire Service Fee is included as Attachment A. Several key components of the proposed ordinance and fee structure are described below.

Use of Funds: Fire Service Fee revenue will only be used to fund existing and new fire and emergency medical services, to administer the Fire Service Fee, and to support an income-based assistance program. The proposed fee structure is projected to generate an estimated \$10 million in net revenue per year after accounting for the costs of administration, collection, and income-based assistance. The revenue would provide funding for \$8 million in existing fire/Emergency Medical Services (EMS) currently housed in the General Fund and the potential to add an additional \$2 million in expanded fire/EMS services.

Obligation to Pay: If a property is located within Eugene city limits, has an associated stormwater account(s), and contains one or more buildings, the person responsible for paying that property's stormwater charge would also be obligated to pay the Fire Service Fee. There are many different account configurations, but as an example, for a duplex residential building if both residential units are combined onto one stormwater account, the Fire Service Fee would also be grouped onto one account and the fee assessed based on the total square footage of the entire building and billed to the account holder. If the stormwater charges for each unit within the duplex are assessed on separate accounts, the Fire Service Fee would be assessed on the square footage associated with each unit and billed separately.

Basis of Fee: The Fire Service Fee will be based on the total square footage of the building(s), or portion(s) of building(s), associated with a stormwater service customer account. After researching the range of rate structures used by other jurisdictions that assess similar fees, square footage was chosen for the following factors:

- 1.) The square footage of building(s) on a property allows for a direct nexus to the demand for fire services,
- 2.) The approach allows for the development of a rate structure which may be more equitable than other approaches such as water meter size and,
- 3.) Is based on data which is readily available to the City.

Billing Adjustments: If a customer believes their Fire Service Fee is billed based on incorrect square footage, they may request that the issue be reviewed by City staff. If the review confirms the square footage was incorrect, the Fire Service Fee will be reduced to reflect the revised square footage, and the customer may receive up to a twelve-month credit.

Delinquencies: Staff would follow a typical City process for handling delinquent payments, which would include sending multiple late notices if the fee is not paid within 10 days of

the due date stated on the bill. If the fee is still owed after multiple collection attempts, delinquent fees may be recovered using a private collection agency.

Income-Based Assistance: A portion of the Fire Service Fee revenues will be used to support an income-based Fire Service Fee bill assistance program. The qualifications and process for receiving Fire Service Fee bill-paying assistance shall be set by the City Manager.

DRAFT RATE SCHEDULE:

The monthly rates needed to generate approximately \$10 million in net revenue per year are shown in the table below.

Rate Categories Total Square Footage	Monthly Fire Service Fee Charge Per Stormwater Service Customer Account
50 – 750	\$3
751 – 1,500	\$6
1,501 – 2,500	\$10
2,501 – 3,500	\$15
3,501 – 5,000	\$21
5,001 – 10,000	\$38
10,001 – 15,000	\$63
15,001 – 30,000	\$113
30,001 – 50,000	\$200
50,001 – 75,000	\$313
75,001 – 100,000	\$438
100,001 – 150,000	\$626
150,001 – 200,000	\$876
200,001 – 300,000	\$1,252
>300,000	\$1,752

As noted above, this solution or other budget adjustments will need to occur in the first year of the next biennium that begins July 2025. As staff begin budget development preparations for the new biennium, it is important to understand if the Fire Service Fee is a viable part of the solution set.

A public hearing to obtain feedback on the Fire Services Fee will be held on November 18, 2024. Staff will provide an overview of the public feedback at the November 20, 2024 work session for Council discussion and consideration of next steps in relation to the Fire Services Fee. The suggested timeline would include Council direction/action before going on winter break this December.

RELATED CITY POLICIES

[Strategic Plan](#) Focus Area – Organizational wellbeing: To create a sustainable budget with balanced revenues and expenditures that provides funding for necessary services in the community.

PREVIOUS COUNCIL DIRECTION

[September 14, 2022 Work Session](#)

This session was an information update on the condition of the General Fund and the future financial outlook.

[February 27, 2023 Work Session](#)

This session provided a high-level budget update and a recommendation for a revenue team to develop funding strategies for unfunded services.

[April 12, 2023 Work Session](#)

This session provided an updated Revenue Committee proposal to develop funding strategies for unfunded services.

[April 26, 2023 Budget Committee Meeting](#)

The City Manager presented the 2023-2025 Proposed Budget.

[May 10, 2023 Budget Committee Meeting](#)

The Budget Committee received presentations on Alternative Response, Downtown Services, and Unhoused Services.

[May 17, 2023 Budget Committee Meeting](#)

The Budget Committee received presentations on the Fire Engine/Squad proposal, Climate Recovery, and Urban Renewal Agency (URA) Frozen Base.

[May 24, 2023 Work Session](#)

This session provided information on unfunded/underfunded service levels as Council considers a potential scope for the Revenue Committee.

[June 21, 2023 Work Session](#)

This session provided high level information on the financial condition of the City and discussion on a revised approach to addressing the structural gap in the General Fund and other funding and service prioritization needs.

July 10, 2023 Work Session

This session was a continuation of the Financial Condition and Revenue Update work session on June 21, 2023 to provide information and additional context to understand evolving financial needs and the approach for continued revenue and service prioritization discussions.

October 11, 2023 Work Session

This session included an overview of the revenue report created by staff in August 2023 and an update on the next steps for a revenue advisory team to advise the City Manager on revenue options to address funding issues.

February 26, 2024 Work Session

This session included an overview of the Revenue Advisor work to date including potential revenue options that could make sense for the range of funding issues facing the City.

April 22, 2024 Work Session

This session provided information on the current critical funding gap in the General Fund that begins July 2024. Staff presented a potential two-year solution that includes budget strategies, a park fee that could be implemented in the summer of 2024, and a fire fee that could be implemented in the next biennium.

May 13, 2024 Work Session

Council directed the City Manager to schedule a public hearing for an ordinance concerning charges for stormwater and parks service and amending Section 6.406 of the Eugene Code, 1971 with the following motion:

Councilor Keating, seconded by Councilor Groves moved to direct the City Manager to schedule a public hearing on an ordinance amending the definition of “stormwater service” to add the operation and maintenance of City-owned parks and open space as set out in Attachment A to this AIS.

Passed 7:1 (Opposed by Councilor Clark)

June 17, 2024 Public Hearing

Council held a public hearing for an ordinance concerning charges for stormwater and parks service and amending Section 6.406 of the Eugene Code, 1971. One person testified on behalf of the Eugene Chamber of Commerce Local Government Affairs Council which did not take a formal position on the ordinance.

June 24, 2024 Work Session

Council adopted an Ordinance amending Section 6.406 of the Eugene Code, 1971 to expand the definition of “stormwater service” to add the operation and maintenance of City-owned parks and open spaces.

Passed 5:2 (Opposed by Councilor Clark and Councilor Semple)

September 9, 2024 Work Session

This session was an information update on the condition of the General Fund and the future financial outlook.

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September 30, 2024 Work Session

This session was an overview of financial considerations and draft Fire Service Fee proposals to raise revenue to address the critical funding gap in the General Fund.

October 23, 2024 Work Session

This session provided the Council the opportunity to review a draft ordinance assessed on developed property, based upon the square footage of buildings associated with a stormwater account.

Councilor Keating, seconded by Councilor Groves moved to direct the City Manager to schedule a public hearing on the ordinance establishing a Fire Service Fee as set forth in Attachment A to this AIS.

Passed 8:0

COUNCIL OPTIONS

Information only.

CITY MANAGER'S RECOMMENDATION

None.

SUGGESTED MOTION

None.

ATTACHMENTS

A. Proposed Ordinance: An Ordinance Establishing a Fire Service Fee.

FOR MORE INFORMATION

Staff Contact: Twylla Miller, Chief Financial Officer

Telephone: 541-682-8417

Staff E-Mail: tmiller@eugene-or.gov

ORDINANCE NO. _____

**AN ORDINANCE ESTABLISHING A FIRE SERVICE FEE AND
ADDING NEW SECTIONS 6.760, 6.765, 6.770, 6.775, 6.780, 6.785, AND
6.790 TO THE EUGENE CODE, 1971.**

Section 1. Sections 6.760, 6.765, 6.770, 6.775, 6.780, 6.785, and 6.790 of the Eugene Code, 1971, are added to provide as follows:

6.760 Fire Service Fee – Purpose and Use.

(1) The provisions contained in sections 6.760 to 6.790 of this code are for the purpose of providing dedicated funding for fire and emergency medical services through the adoption of a Fire Service Fee.

(2) Fire Service Fee revenue shall only be used to fund existing and new fire and emergency medical services, to administer the Fire Service Fee, and to support the income-based assistance program authorized by section 6.785 of this code.

6.765 Fire Service Fee – Definitions.

For purposes of sections 6.760 to 6.790 of this code, the following words and phrases shall have the following meanings, unless the context requires otherwise:

Building. Improvements erected upon the land including but not limited to the following: single family homes, condominiums, accessory dwelling units, multi-unit apartment buildings, manufactured dwelling units, dormitories, attached or detached garages, barns, warehouse buildings, fraternity houses, motels/hotels, manufacturing facilities, office facilities, commercial buildings, industrial buildings, shopping centers, senior care facilities, medical facilities, educational buildings, government buildings, sports facilities, and churches.

Developed property. Real property that is located within the corporate limits of the City of Eugene, on which one or more buildings exist, and that has at least one associated stormwater service customer account.

Person responsible. The owner, agent, occupant, lessee, tenant, contract purchaser or other person having possession or control of the developed property.

Stormwater Service. The use of the city's stormwater system including, but not limited to, collection of stormwater discharged from property on which development exists and its deposit directly or indirectly into the city stormwater system. The terms "city stormwater system," "development," and "stormwater" have the meanings set forth in section 6.406 of this code.

Stormwater Service Customer. Any person who has a stormwater service account and is responsible for the payment of the charge for city stormwater service.

Total Square Footage. The cumulative total of square footage of the building (s), or portion(s) of the building(s), for which a stormwater service customer pays a stormwater service charge.

6.770 Fire Service Fee – Establishment and Obligation to Pay.

(1) A Fire Service Fee is hereby established. The obligation to pay the Fire Service Fee arises when the person responsible receives fire service benefits. It is presumed that all developed property receives fire service benefits.

(2) Unless another person responsible has agreed in writing to pay the Fire Service Fee and a copy of that written agreement is filed with the city, the person(s) paying stormwater service charges for the building(s), or portion(s) of building(s), associated with the stormwater service customer's account shall pay the Fire Service Fee.

(3) The Fire Service Fee shall be based on the total square footage of the building(s), or portion(s) of building(s), associated with the stormwater service customer's account and shall be set by the city manager using the procedures, criteria and limitations set out in section 2.020 of this code. The city manager shall review and may amend the Fire Service Fee on at least a biennial basis.

6.775 Fire Service Fee - Billing.

(1) Receipt of stormwater service will automatically initiate billing for the Fire Service Fee established by section 6.770 of this code.

(2) If the person responsible can demonstrate to the satisfaction of the city that the amount of the Fire Service Fee billed to the person responsible has been calculated based on an incorrect total square footage of the building(s), or portion(s) of building(s), associated with the stormwater service customer's account and the incorrect total square footage calculation has resulted in an overpayment by the person responsible, the Fire Service Fee billed to the person responsible shall be reduced, and the appropriate credit given (not to exceed 12 months of overpayment credit).

6.780 Fire Service Fee – Delinquencies.

Unless otherwise agreed to in writing by the city, the Fire Service Fee shall be billed monthly and if not paid within 10 days of the due date stated on the bill, the fee owed shall be deemed to be a delinquent fee. Delinquent fees may be recovered by the city using actions allowed by law, including city use of a private collection agency. Costs incurred by the city collecting delinquent fees can be recouped from the person responsible in accordance with the administrative fee order adopted by the city manager pursuant to section 2.020 of this code.

6.785 Fire Service Fee - Income-Based Bill Assistance.

A portion of the Fire Service Fee revenues shall be used to support an income-based Fire Service Fee bill assistance program. The qualifications and process for receiving Fire Service Fee bill-paying assistance shall be set by the city manager.

6.790 Fire Service Fee – Administrative Rules.

The city manager may adopt administrative rules pursuant to section 2.019 of this code in order to implement the provisions of sections 6.760 to 6.785.

Section 2. Fire Service Fee revenue shall be budgeted and accounted for in a separate fund.

Section 3. Notwithstanding Section 1 of this ordinance (providing that the Fire Service Fee shall be set by the city manager in accordance with section 2.020 of this code), the Fire Service Fee is initially established as follows:

Rate Categories Total Square Footage	Monthly Fire Service Fee Charge Per Stormwater Service Customer Account
50 – 750	\$3
751 – 1,500	\$6
1,501 – 2,500	\$10
2,501 – 3,500	\$15
3,501 – 5,000	\$21
5,001 – 10,000	\$38
10,001 – 15,000	\$63
15,001 – 30,000	\$113
30,001 – 50,000	\$200
50,001 – 75,000	\$313
75,001 – 100,000	\$438
100,001 – 150,000	\$626
150,001 – 200,000	\$876
200,001 – 300,000	\$1,252
>300,000	\$1,752

Amendments to this initially established Fire Service Fee may be made by the city manager in accordance with Section 1 of this ordinance.

Section 4. The obligation to pay the Fire Service Fee established by Section 1 of this ordinance shall not arise before July 1, 2025.

Section 5. The City Recorder, at the request of, or with the consent of the City Attorney, is authorized to administratively correct any reference errors contained herein, or in other provisions of the Eugene Code, 1971, to the provisions added, amended, or repealed herein.

Passed by the City Council this

___ day of _____, 2024

City Recorder

Approved by the Mayor this

___ day of _____, 2024

Mayor

EUGENE CITY COUNCIL AGENDA ITEM SUMMARY



Work Session: Community Safety System Impact Evaluation

Meeting Date: November 20, 2024
Department: Central Services Department
www.eugene-or.gov

Agenda Item Number: 1
Staff Contact: Jeremy Cleversey
Contact Telephone Number: 541-682-5368

ISSUE STATEMENT

The purpose of this work session is to provide City Council with a Community Safety System impact assessment for services and programs funded by the Community Safety Payroll Tax (CSPT).

BACKGROUND

The Community Safety System includes Police, Fire and Emergency Medical Services, Municipal Court and City Prosecutors Office, Homeless Services, and Youth Prevention.

Beginning in Spring 2021, staff initiated a three-phase project consulting with Dialogues in Action (DIA) to develop outcome metrics for each of the five Community Safety System service areas. Staff implemented an outcome-based metrics approach and developed tools to allow for collecting impacts and feedback from community members receiving services. The first two phases were completed in 2021 and 2022 establishing a framework and baseline to develop a comprehensive assessment composed of both qualitative and quantitative impacts as the City began to implement services. To reach the objective, the project focused on the following:

- Building the capacity of the departments funded by the CSPT to design and implement credible and compelling self-studies of the impact of the CSPT,
- Gathering and reporting data on the impact of the CSPT to demonstrate where there is progress in the community,
- Applying insights from the evaluation to improve the effectiveness of the CSPT, and
- Ensuring accountability and responsiveness to the community about the impact of the CSPT.

With an established framework and baseline, Phase 3 launched in July 2023. The focus of the evaluation is to capture the experience of those interacting with the CSPT services with the goal of using the impacts gathered to strengthen capacity and responsiveness of the Community Safety System Payroll Tax funds investments. As services are implemented and staff develop more experience with the framework, the City is considering broadening the reach of the assessment.

QUALITATIVE INTERVIEWS

For the qualitative portion of the evaluation, staff worked with the evaluators to refine the in-

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depth interview protocol they developed in Phase 1 to gain data about structural qualitative changes resulting from their department through the programs and services funded by the CSPT. These interviews were used to capture sentiments that were broadly evident from service users.

Qualitative interviews were conducted by both DIA as well as City trained staff members in spring of 2024. The chart below is a list of groups interviewed by service area.

Qualitative Interview Sample		
Department	Sample Size	Sampling Strata
Eugene Police Department	36	<ul style="list-style-type: none"> • Business leaders • Neighborhood Association leaders
Eugene Springfield Fire and Emergency Services	8	<ul style="list-style-type: none"> • Health system partners
Homeless Services	11	<ul style="list-style-type: none"> • Nonprofit and public partners serving people experiencing homelessness
Municipal Court	13	<ul style="list-style-type: none"> • Participants in Community Court • Participants in Mental Health Court
Youth Empowerment Program	15	<ul style="list-style-type: none"> • Youth participating in Resolve restorative justice program • Youth participating in Teen Empowerment Program

QUANTITATIVE SURVEYS

For the quantitative portion of the evaluation, multiple surveys were deployed to gather data on the impact of the CSPT from community members. The evaluators used the surveys to identify key insights, patterns, and gaps within the data and incorporated these discoveries into the related findings.

Quantitative surveys were developed and distributed in the late spring and summer of 2024.

- **Eugene Police, Eugene Springfield Fire, and Homeless Services:** This survey was distributed to 7,034 businesses through the Chamber of Commerce and 152 Neighborhood Association board members through the Office of Equity and Community Engagement. The survey was also distributed to the current eight CSPT Citizen Advisory Board members.
- **Youth Empowerment Program:** Surveys were distributed to program participants within the Resolve Restorative Justice, VIBE, Pathways to Employment and the Inclusion programs.

Results showed that more than half of the survey respondents had a direct connection with at least one of the CSPT services and many had interactions across multiple services and programs.

DIA has compiled the evaluation and will present their findings, the significance of those findings, and actionable recommendations for the City to consider as potential improvements for the Community Safety System.

RELATED CITY POLICIES

Safe Community for Community Wellbeing is one of the Council Goals outlined as part of the [City Council's 2021 Vision, Values and Goals](#), which continues as part of the [2023-2026 City of Eugene Strategic Plan](#). The Community Safety System and the enhancement made through the Community Safety Payroll Tax are investments that directly contribute to "Increased Sense of Safety," a strategic goal within the Strategic Plan. One of the high impact actions includes: Evaluate community safety efforts, based on community member experiences, to understand impacts to the Community Safety Initiative program.

PREVIOUS COUNCIL DIRECTION

[October 11, 2021 Work Session](#)

Staff providing Council with an update on the Community Safety Payroll Tax implementation, included in the presentation was a three-phase plan to assess community impact of the payroll tax.

[October 9, 2023 Work Session](#)

Staff provided a status update on the Community Safety System, Payroll Tax revenue update, and discuss the implementation of Alternative Response Study recommendations. Included within the presentation was an update on Community Safety Payroll Tax impact assessment.

COUNCIL OPTIONS

Information only.

CITY MANAGER'S RECOMMENDATION

None.

SUGGESTED MOTION

None.

FOR MORE INFORMATION

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