

**Special Events/Filming on County Roads
March, 2017 Update Report**

Complaint Process

1. Complaint received

Sources: website comment form, "Roadevents" email address, phone, through Supervisors, CHP, route cleanup review by staff, other

2. Review by staff

Do we agree that this happened?

Did it violate terms of the event permit? Identify specific permit provisions: _____

If so, it is considered a valid complaint.

3. Valid complaints are referred to event applicant

Applicant must respond in writing with specific written proposal to address:

- a. current occurrence (what happened and what they will do, e.g. pay for damages)
- b. how they propose to avoid this happening in the future

4. Final determination is issued by staff

Applicant is notified; may appeal per ordinance provisions

5. Event is "on probation" for one year

If there is no problem, the event is off probation

If the problem recurs, the event will remain on probation a second year

If the problem recurs the second year, the event will be banned for one year

If there is a new/different problem, repeat steps 1-4 above -> continue on probation. A committee comprised of agency partners (CHP, EMS, local cities' staff) will review the problems and decide how long the probation should be extended.

6. Completion of process

Once an event has passed probation, or has served a 1-year ban, its status is clear. Past issues are not "cumulative." New incidents are evaluated independently of past occurrences.

Note: different events organized by the same applicant are evaluated independently of each other.