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City of San Diego Eliminates Paper Process and Goes Digital for Special Event Permits

NEW ONLINE SYSTEM MAKES EVENT PERMITTING PROCESS MORE CONVENIENT, USER-FRIENDLY AND REDUCES WASTE

SAN DIEGO – The City of San Diego today unveiled a new online system for the public to submit and receive permit applications for special events held within city limits. The implementation of Eproval by the City’s Special Events and Filming Department is designed to improve the customer experience by making the permit process more efficient and transparent.

In San Diego, a special event permit is required for an organized activity that incorporates the use of a City public street, right-of-way or City public property. While there has been a substantial change in how public events like festivals and farmers markets can occur due to the COVID-19 pandemic, this new process will streamline all permit requests.

“Moving our special event permitting process to Eproval will be a transformative move for our Special Events office and stakeholders,” said Natasha Collura, Director of the Special Events and Filming Department. “It will streamline the customer service experience, provide the public with a real time status of where applications are in the approval process, and save time and energy by reducing the need for paper and in person meetings. We are very excited to be working with Eproval and look forward to providing this important service to our customers.”

The Eproval system will provide several benefits related to the special event approval process including:

- Online application and approval process. Event organizers can now access their application 24 hours a day, seven days a week through Eproval with no need to wait until offices are open to move the approval process along.
- Centralized digital storage. All users can view safe, accurate and timely application information online. The public can also duplicate a previous application for recurring events saving time and

reducing the number of meetings (both in person and virtual), phone calls and emails. City staff can also review past event applications for historical context to assist in the approval process.

- Real-time transparency. Applicants can log in and see where their application is in the approval process at any time.

The online application has also been designed to help event organizers comply with local, state and federal codes, laws, policies and regulations governing activities associated with the production and management of special events. Currently, all special events must comply with public health orders related to COVID-19.

Transitioning away from paper permit applications reduces unnecessary waste and helps the City make progress toward its [Zero Waste](#) goals. To learn more about Eproval and special event permits, visit specialeventapplication.sandiego.gov.

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