



DEVELOPMENT SERVICES DEPARTMENT

The City of Redding's goal is to treat each of its customers in a fair and consistent manner. However, development issues are not always "black and white" and sometimes you may disagree with a decision. We are committed to resolving these disagreements as quickly and as objectively as possible. To do that, we ask that you follow the process outlined below

Step One:

We ask that you make a good-faith effort to resolve the issue with the employee assigned to your project. Our employees are well-trained, knowledgeable, and eager to help. The City has empowered them to make decisions and to solve problems. Customer satisfaction is important to us. Our employees try hard, whenever possible, to strike an appropriate balance between your needs and the laws and regulations the City is required to enforce. Most issues can be resolved at this level.

Step Two:

If you are not able to resolve the issue by working with the employee assigned to your project, please contact one of our Division Managers, who are:

Planning Division

Planning Manager
Douglas DeMallie
(530) 225-4028
demallie@ci.redding.ca.us

Building Division

Assistant Director of
Development Services/Building
Official Bill Nagel
(530) 225-4127
bnagel@ci.redding.ca.us

Land Development Division

Land Development Manager
Marty Wayne
(530) 225-4374
mwayne@ci.redding.ca.us

Transportation and Engineering Division

Assistant City Engineer
Chuck Aukland
(530) 245-7156
caukland@ci.redding.ca.us

Permit Center Division

Permit Center Manager
Wayne Gungl
(530) 225-4018
wgungl@ci.redding.ca.us

Fire Safety

Fire Marshal Phil Paige
(530) 225-4575
ppaige@ci.redding.ca.us

Municipal Utilities

- Solid Waste, Paul Clemens
(530) 224-6207
pclemens@ci.redding.ca.us
- Storm Drains, Ray Duryee
(530) 224-6127
rduryee@ci.redding.ca.us
- Water
(530) 244-6040
watergrp@ci.redding.ca.us
- Wastewater, Dennis McBride
(530) 224-6063
dmcbride@ci.redding.ca.us

Electric

Assistant Director Electric Utility
Distribution, Brian King
(530) 339-7325
bking@ci.redding.ca.us

Step Three:

Usually, one of our Division Managers can help you. However, if they do not resolve the issue to your satisfaction, please contact the appropriate Department Director :

Planning, Building, Land Development, and Permit Center

Director of Development Services Jim Hamilton
(530) 225-4122
jhamilton@ci.redding.ca.us

Fire Safety

Fire Chief Kevin Kreitman
(530) 225-4141
ci.redding.ca.us

Municipal Utilities

Director of Municipal Utilities Bob Russell
(530) 225-6029
rrussell@ci.redding.ca.us

Electric

Director of Electric Utility Paul Hauser
(530) 339-7350
hauser@ci.redding.ca.us

Transportation & Engineering Dept.

City Engineer Brian Crane
(530) 245-7155
bcrane@ci.redding.ca.us

Step Four: In those rare instances when the Department Director is unable to resolve the issue



to your satisfaction, please contact the City Manager's office directly at (530) 225-4067. The Deputy City Manager will meet with you and the appropriate Department Director to resolve your issue quickly and fairly. When appropriate, an impartial expert, not employed by the City, may be used to help resolve the issue or serve as mediator.

Your satisfaction is important to us! Reasonable people may occasionally disagree, and we know that we sometimes make mistakes. Please do not hesitate to utilize this process when necessary.

Permit Center

(530) 225-4030

<http://www.ci.redding.ca.us/devserv/permits/index.html>

Planning Division

(530) 225-4020

<http://www.ci.redding.ca.us/devserv/planning/index.html>

Building Division

(530) 225-4013

<http://www.ci.redding.ca.us/devserv/building/index.html>

Transportation & Engineering Division

(530) 225-4170

<http://www.ci.redding.ca.us/transeng/engineering/engineering.cfm>

Fire Department

(530) 225-4141

<http://www.ci.redding.ca.us/fire/index.html>

Jim Hamilton, Director

Development Services Department
(530) 225-4122