

City of Norfolk Illegal Signs Removal Training Document

The City of Norfolk strives to keep a clean, attractive city. Illegal signs are not permitted in the City's right-of-way and are removed regularly by city forces. In order to supplement city forces and maximize the number of illegal signs removed, City Council passed ordinance #41869 to permit citizens to remove unwanted signs throughout the City.

What is the right-of-way?

The right-of-way is public property. In general, it includes streets, the area between curb and sidewalk, and medians in the middle of the streets. Utility poles, traffic poles, and trees located in these areas are often used to hang illegal signs.

What signs should be removed?

Collect: We Buy Homes/Houses, Work from Home, Concert Advertisements, Lose Weight Fast, Health Insurance, Lower Mortgage, Tuition Painters, Auctions (See back page for examples of illegal signs.)

Do Not Collect: Real Estate, Civic League and Political Campaign Signs. Also, please do not collect or try to remove signs that are glued on or graffiti; call the Traffic Operations Center at 441-5818, M-F, 7 a.m. – 3:30 p.m., or the Norfolk CARES line at 664-6510.

How to remove the signs?

- SAFELY
 - Obey all laws
 - Do not damage City property
 - Do not remove signs at night
 - Do not pull staples and other devices used to hold the signs
 - If at an unsafe height, call the Traffic Operations Center for removal

Where do signs go after they are removed?

- Trash cans
- Call the Traffic Operations Center and they will collect at a convenient time
- Take the signs to the Traffic Operations Center at 4505 Patent Road

What happens if you get injured or there is a disagreement?

- The City assumes no liability for injuries
- Avoid disagreements and walk away from confrontations
- If a disagreement does result, leave the sign where it is or return to owner and call the Traffic Operations Center.

For more information on how you can help by becoming certified in removing illegal signs, please contact **the Department of Public Works at 664-4600 or the Traffic Operations Center at 441-5818, or visit our web site at <http://www.norfolk.gov/PublicWorks/>**

EXAMPLES OF ILLEGAL SIGNS IN THE RIGHT-OF-WAY



Other Ways You Can Help:

- Report graffiti, code violations and other general concerns to Norfolk CARES Line – 664-6510
- Abandoned shopping carts, illegal dumping – Storm Water Management Division – 823-4000
- Downed traffic signals or street signs – Traffic Operations Center – 441-5818 or 441-5610 (non-emergency)
- Street lights out – Transportation Division—664-7300 or use the service request form at <http://www.norfolk.gov/PublicWorks/streetlights.asp>