

Baltimore City Towing Division

6700 Pulaski Highway
Baltimore, MD 21237
410-396-9958

Thank you for visiting the Baltimore City Towing Division. It is our pleasure to serve you.

Your Property Number is: _____

At this time, due to renovations, the Pulaski Highway Administration building is closed to the public, and **vehicle releases are by appointment only**. If you have your proof of ownership and identification, you can take a pdf/photo/screenshot of your documents and upload them to our Online Bill Pay. Upon review and approval of your documents and upon payment, you will be contacted to schedule your vehicle release appointment. Please access Online Bill Pay at <https://towing.baltimorecity.gov/vehicle-recovery/>. Please pay attention to your emails, as you will get email communications at every step of the process, even if additional documentation is required of you.

If you have additional questions or need additional information regarding retrieving a vehicle or property pickup, you may also call Customer Service at 410-396-9958. To speak directly to a representative, select option #4 and then press 0. The voice response system can connect you to a live representative who will be happy to assist you.

Vehicle Retrieval Instructions:

To retrieve a vehicle, you must upload a photo ID and Proof of Ownership to the Online Bill Pay, at the above web address. Acceptable documents include:

- ✓ Driver License or Passport;
- ✓ 2 Other forms of ID: Work Photo ID, Birth Certificate, Voters Card, SS Card, Current School ID, Government Issues ID
- ✓ Current Registration, Title, Title Receipt, or Registration Receipt
- ✓ Notarized Letter of Authorization with permission from the owner to retrieve the vehicle or property from the vehicle.

The Towing Division website can provide answers to most frequently asked questions, authorization and claim documents. For more information, please visit <https://transportation.baltimorecity.gov/towing>.