



## TOWING PROCEDURES FOR BAGGED METERS

Please follow the procedures listed below should you need to request a tow of an unauthorized vehicle from your bagged meter space.

**Reservations are only valid beginning at 7AM on the first day of the agreement through 6PM on the last day of the agreement.**

- Call METCAD non-emergency number at (217) 333-8911
- Inform the dispatcher that you have a bagged meter agreement and an unauthorized vehicle is parked in your space and you would like them ticketed and towed
- Provide the dispatcher with the following:
  - Meter location (e.g. 500 block of S. Mathews Ave.)
  - Description of vehicle (e.g. Blue, Ford, Escape with Illinois license plate number 12345678)
  - Your name and phone number, if requested by dispatcher
- You will need to wait by the vehicle, while METCAD sends a request for a police officer and tow truck
- Please be prepared to present to the police officer your current meter bag agreement
- Meter bag agreement verification during normal business hours can be made Monday – Friday, 8:00 AM – 5:00 PM by calling the Finance Dept. at (217) 384-2346.

If you have any questions or concerns, please call the Finance Department during normal business hours at the number listed above or the Urbana Police Dept. non-emergency number (217) 384-2320 during non-business hours.

Thank you.