

County of Los Angeles, Parking Violations Bureau Frequently Asked Questions

QUESTION: I received a message on the pay-by-web system that says "ticket number is not on file". Why is my ticket not showing up?

ANSWER: Tickets are generally available for online payment within a week from the date of issue. If your ticket does not come up in the system, please check to ensure that the ticket number entered is correct and try again. If the ticket number still does not come up, please check the issue date and ensure that at least a week has passed since the ticket was issued.

QUESTION: What number can I call to get additional information about the parking ticket I received?

ANSWER: You may call the LA County's Parking Enforcement Detail at **1-800-637-0392**. Customer service representatives are available to answer your call on Monday to Friday, from 8:00 am to 5:00 pm, except holidays.

QUESTION: Where can I pay my parking tickets in-person?

ANSWER: The Parking Enforcement Detail operates convenient Public Service Centers where citizens can make payments. Please note proof of COVID-19 full vaccination is required to enter the Public Service Centers. The locations are listed below:

DOWNTOWN PUBLIC SERVICE CENTER

312 W. 2nd Street
Los Angeles, CA 90012

MID-WILSHIRE PUBLIC SERVICE CENTER

3333 Wilshire Blvd., Suite 3337
Los Angeles, CA 90010

WEST LOS ANGELES PUBLIC SERVICE CENTER

1575 Westwood Blvd. Suite #100B
Los Angeles, CA 90024

VAN NUYS PUBLIC SERVICE CENTER

6309 Van Nuys Blvd., Room 103
Van Nuys, CA 91401

Customer Service Representatives at any of the above walk-in facilities can also provide you with information about your parking ticket as well as general parking regulations.

QUESTION: Where can I mail-in my payment?

ANSWER: The LA County Parking Enforcement Detail provides citizens with the option to send payments by mail. Payments can be made with a check or money order and sent to:

**County of Los Angeles
Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629**

QUESTION: How can I contest a parking ticket issued by LA County?

ANSWER: You may submit a request to have your ticket reviewed by visiting any one of our Public Service Centers or by writing to:

**County of Los Angeles
Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629**

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QUESTION: Why do I get an error message when I try to pay all of my tickets with an amount due of over \$2,500?

ANSWER: The LA County Sheriff pay-by-web system can accept single payment transactions of up to \$2,500. If the total amount of your transaction is over \$2,500, you may split the payment(s) based on this cap, or you may also mail-in your check for the full amount that is due. Payments can be made with a check or money order and sent to:

**County of Los Angeles
Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629**

QUESTION: Why is the transaction rejected when I choose the option to "Pay by Pinless Debit"?

ANSWER: The option to "Pay by Pinless Debit" will only work if your card does **not** carry a Visa, Mastercard, American Express or Discover logo. If your card has any of these logos, please select the option to "Pay by Credit Card". If your card does **not** have any of these logos, you can choose to "Pay by Pinless Debit".

QUESTION: Why is the transaction rejected when I choose the option to "Pay by Credit Card"?

ANSWER: Please check to make sure that your card has a Visa, Mastercard, American Express or Discover logo when choosing the option to "Pay by Credit Card". If the transaction is still rejected, please check that the correct security code was entered.

The security code is a 3 or 4-digit number which is usually located on the back of your credit card on the strip where you signed your name. For American Express, the security code is a 4-digit number on the front of the card right on top of the credit card number.

QUESTION: How can I make an online payment from another country?

ANSWER: First, you will need a credit card that has a Visa, Mastercard, American Express or Discover logo. Log-in to the Sheriff pay-by-web site at www.lasheriffparking.com, enter your ticket number, and select the option to "Pay by Credit Card". On the payment entry page, please complete the required information for "Name", "Address" and "City". **For "State", choose "Other" from the drop-down box. For "Zip Code", enter five zeros (00000) on the field provided.** Please continue to enter all other required information for "Card Number", "Expiration Date" and "Security Code". Hit "Submit" at the bottom and this will allow for a successful foreign payment transaction.