

CSD Content Editor View

Text Field Definitions

Service Information (field length)

Provider Name	Your department name. This field is not required, however please confirm that this field reflects your current Department assignment.
Category Name	Select a category name the service would most likely fall under. Requests for adding a category will be evaluated by the 3-1-1 team for inclusion. Email requests to lyoshiha@ita.lacity.org .
Service Name (50 characters)	Provide the name of the service in simple, clear terms (for example: "Pet Adoptions" "Graffiti Removal" "Street Light Repair" etc.) Note: The CSD will search text from this field.
Service Description (32,000 characters)	Provide a short (three to four sentence), clear and thorough description of the service provided. The description should include the what, how and why of the service, including words which the public would use to identify or ask for that particular service. Note: The CSD will search text from this field.
Keywords: (255 characters)	Words or phrases other than the Service Name and Service Description, which the public asks for/refers to this particular service. The Keywords form field allows departments to increase the search rankings for a given service by associating <i>exact</i> words or phrases that are not included in a Service Name or Service Description. For example, a service named "Trash Removal" may have a detailed description about the trash removal service, but may have no mention of the words garbage, refuse, litter, etc. so the keywords field for this service might look like this: garbage,litter,basura,refuse,trash pick-up schedules If someone searching for services provides any of the above as Keywords, the service "Trash Removal" will be returned in the search results. NOTE: matches must be exact for services to be included this way. If someone enters "trash pick-up" the service will not be included because the keyword match is "trash pick-up schedules" Note: The CSD will search text from this field.

Service Web Site URL	If available, enter a web site address where additional information for this specific service can be found. This should not be a Department's main web site for general information, but a specific page/link where information related to this service is located (for example: http://www.lacity.org/lahd/rsobroch.htm refers to information relating to Rent Stabilization Ordinance brochures).
Service Type	Select either "External" or "Internal" service type. "External" services are services that are provided to internal City staff and the public. "Internal" services are services provided only to internal City staff.
Seasonal Service (Y/N)	A seasonal service is a service that is only provided at/around the same time every year, month, etc.. It is not an ongoing service. Select Yes or No as appropriate.
Start Publishing On	If you selected YES for Seasonal Service, select the Month, Day and Year you would like the service information to be published to the CSD.
End Publishing On	If you selected YES for Seasonal Service, select the Month, Day and Year you would like the service information removed from the CSD.

Location Information (field length)

Location Name (50 characters)	Provide the name of the location, if applicable (for example: Parker Administrative Building, Berth1A, City Hall East, etc.). If the location has no name, the field can be left blank.
Address	This field contains a drop down list of all the addresses which have been entered as Service Locations for your Department. If the Service Location address is in the drop down list, click on the appropriate address. <i>(If the address required is not on the list, please select the second choice in the list "Create New Address" and hit the Continue button at the bottom of the page. See the section below Add New Service Address for a description of the fields in that section).</i>
Unit Type/Number	Select the appropriate unit type, if applicable, from the drop down menu (Floor, Suite, etc.). Enter the number of the Unit Type, if applicable in the field provided.
Zip Code Suffix	Enter the four digit suffix to the Service Location address (if known) in the space provided.
Email Address	General departmental e-mail address to provide information via e-mail (if available and used for that purpose).

Hours of Operation	Select from the drop down list the appropriate hours of operation for the service location to provide the specified service.
Accommodations for the Disabled (200 characters)	Specify the types of accommodations, if any, which are available at this service location for the disabled (for example: wheelchair ramps, Braille printed information, Sign Language interpreters, etc.).
Parking (200 characters)	Provide information on parking availability, if any, for this service location (for example: location of nearby parking lots, cost, hours, etc.).

Service Details Information

Detail Title (75 characters)	Provide the name of the service in simple, clear terms (for example: “Pet Adoptions” “Graffiti Removal” “Street Light Repair” etc.)
Detail Description (4000 characters)	Describe the service detail information in a clear and thorough manner.
Seasonal Service (Y/N)	If the Service Detail information should only be available during certain dates, select YES. If the Service Detail information should be available year round, select NO.
Start Publishing On	If you selected YES for Seasonal, select the Month, Day and Year you would like the service information to be published to the CSD.
End Publishing On	If you selected YES for Seasonal, select the Month, Day and Year you would like the service information removed from the CSD.

New Service Address Information (field length)

Location Name (50 characters)	Provide the name of the location, if applicable (for example: Parker Administrative Building, Berth1A, City Hall East, etc.). If the location has no name, the field can be left blank.
Street Number	Provide the street number for the service location in the field provided.
Street Direction	Select a street direction (if applicable) from the drop down list provided.
Street Name	Provide the street name for the service location in the field provided.
Street Type	Select a street type (if applicable) from the drop down list provided.

City	Select the appropriate city for the service location from the drop down list provided (the default setting is Los Angeles).
State	Select the appropriate state for the service location from the drop down list provided (the default setting is CA).
Zip Code	Enter the appropriate zip code for the service location in the field provided.

**Telephone Number Information
(field length)**

Telephone Number Type	Select the appropriate telephone number type (standard telephone, fax, etc.) from the drop down list provided.
Phone Number	Enter the service phone number, including area code, in the fields provided
Ext/Notes (150 characters)	Provide phone number extensions or notes (for example: “this phone is answered from 7am to 4pm, with voice mail after hours”).
Priority	If multiple phone numbers are available for a specific service, this field can be used to set the priority for the phone numbers. Select from the drop down list provided as appropriate (No Priority, Primary Number, or Secondary Number).
Contact’s Last Name	If a contact person is associated with this specific service provide their last name.
Contact’s First Name	If a contact person is associated with this specific service provide their first name.
Contact’s Email Address	If a contact person is associated with this specific service provide their email address.