

Services for schema.org (DRAFT)

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This document is a proposal by the Google.org Civic team for some extensions of Schema.org schemas to better support the description of public civic services.

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Schema

Thing

Add the following property to the existing type.

| Property | Expected Type | Description | Comments |
|---------------|---------------|---------------------------------|---|
| alternateName | Text | alternate names for the service | e.g SNAP is the official name of food stamps. |

Thing > Intangible > Service

A service provided by an organization, e.g. delivery service, print services, etc.

| Property | Expected Type | Description | Comments |
|------------------|-------------------------------------|--|----------------------|
| name | Text | Name of Service | inherited from Thing |
| availableChannel | Thing > Intangible > ServiceChannel | The channel that can be used to access the service | |
| produces | Thing | The tangible thing generated by the service, e.g. a passport, permit, etc. | |
| provider | Thing > Organization | The organization or agency that is providing the service. | |

| | | | |
|-----------------|------------------------------------|--|----------|
| serviceArea | Thing > Place > AdministrativeArea | The geographic area where the service is provided. | |
| serviceAudience | Thing > Intangible > Audience | The audience eligible for the service | repeated |
| serviceType | Text | The type of service being offered | |

Thing > Intangible > Service > GovernmentService

This type describes a government service, e.g. food stamps.

| Property | Expected Type | Description | Comments |
|----------|----------------------|--|----------|
| operator | Thing > Organization | The operating organization, if different from the provider. This enables the representation of services that are provided by an organization, but operated by another organization like a subcontractor. | |

Thing > Intangible > ServiceChannel

A channel where a service can be accessed.

| Property | Expected Type | Description | Comments |
|----------------------|---|--|----------|
| availableLanguage | Thing > Intangible > Language | The set of languages used to offer the service. | |
| processingTime | Thing > Intangible > Quantity > Duration | Estimated processing time for service. | |
| provides | Thing > Intangible > Service | The service provided by this channel | |
| serviceLocation | Thing > Place | The location (e.g. civic structure, local business, etc.) where a person can go to access the service. | |
| servicePhone | Thing > Intangible > StructuredValue > ContactPoint | The phone number to use to access the service. | |
| servicePostalAddress | Thing > Intangible > StructuredValue > ContactPoint > PostalAddress | The address for accessing the service by mail. | |
| serviceSmsNumber | Thing > Intangible > StructuredValue > ContactPoint | The number to access the service by text message. | |
| serviceUrl | URL | The website to access the service | |

Thing > Intangible > StructuredValue > ContactPoint

New properties to support services.

| Property | Expected Type | Description | Comments |
|-------------------|--|---|----------|
| areaServed | Thing > Place > AdministrativeArea | The location served by this contact point (e.g., a phone number intended for Europeans vs. North Americans or only within the United States.) | |
| availableLanguage | Thing > Intangible > Language | The set of languages used to offer the service. | |
| contactOption | Thing > Intangible > Enumeration > ContactPointOption | An option available on this contact point (e.g. a toll-free number or support for hearing-impaired callers.) | |
| hoursAvailable | Thing > Intangible > StructuredValue > OpeningHoursSpecification | The hours during which this contact point is available. | |
| productSupported | Thing > Product or Text | The product or service this support contact point is related to (such as product support for a particular product line). This can be a specific product or product line (e.g. "iPhone") or a general category of products or services (e.g. "smartphones"). | |

Thing > Intangible > Enumeration > ContactPointOption

The new type supports the following enumeration values:

- HearingImpairedSupported
- TollFree

Example

```
<script type='application/ld+json'>
{
  "@context": "schema.org",
  "@type": "GovernmentService",
  "name": "Veterans Affairs Emergency Mental Health",
  "serviceType": "Veterans",
  "serviceType": "Mental Illness",
  "serviceType": "Psychiatric Emergency Services",
  "operator": {
    "@type": "GovernmentOrganization",
    "name": "US Department of Veterans Affairs"
  },
  "serviceArea": {
    "@type": "AdministrativeArea",
    "name": "Massachusetts"
  }
},
}
```

```

"serviceAudience": {
  "@type": "CivicAudience",
  "name": "Veterans"
},
"availableChannel": {
  "@type": "ServiceChannel",
  "name": "Veterans Crisis Line",
  "availableLanguage": {
    "@type": "Language",
    "name": "English"
  },
  "servicePhone": {
    "@type": "ContactPoint",
    "telephone": "857-364-5250",
    "hoursAvailable": "Mo-Fr 08:00-16:00"
  }
}
"availableChannel": {
  "@type": "ServiceChannel",
  "name": "Urgent Care Clinic",
  "availableLanguage": {
    "@type": "Language",
    "name": "English"
  },
  "availableLanguage": {
    "@type": "Language",
    "name": "Spanish"
  },
  "serviceLocation": {
    "@type": "Hospital",
    "name": "VA Boston -- West Roxbury",
    "address": {
      "@type": "PostalAddress",
      "streetAddress": "1400 VFW Parkway",
      "addressLocality": "West Roxbury",
      "addressRegion": "MA",
      "postalCode": "02132"
    }
  }
}
}
</script>

```

Thing > Intangible > Permit

This describes a permit, issued by an organization.

| Property | Expected Type | Description | Comments |
|----------------|--|---|----------|
| issuedBy | Thing > Organization | The organization issuing the permit | |
| issuedThrough | Thing > Intangible > Service | the service offering the permit | |
| validIn | Thing > Place > AdministrativeArea | the geographic area where the permit is valid | |
| validFor | Thing > Intangible > Quantity > Duration | the time validity of the permit | |
| validFrom | Date | The date when the permit became valid | |
| validUntil | Date | The date when the permit is no longer valid. | |
| permitAudience | Thing > Intangible > Audience | the audience for this permit | |

Example Markup

```
<div itemscope itemtype="http://schema.org/GovernmentPermit">
  <span itemprop="name"> NYC Food Service Establishment Permit</span>
  <div itemprop="issuedBy" itemscope itemtype="http://schema.org/GovernmentOrganization">
    <span itemprop="name">Department of Health and Mental Hygiene</span>
  </div>
  <div itemprop="issuedThrough" itemscope itemtype="http://schema.org/GovernmentService">
    <span itemprop="name">NYC Food Service Establishment Permit Service</span>
  </div>
  <div itemprop="validIn" itemscope itemtype="http://schema.org/AdministrativeArea">
    <span itemprop="name">New York</span>
  </div>
  <time itemprop="validFor" datetime="P1Y">1 year</time>
</div>
```

Thing > Intangible > Permit > GovernmentPermit

Describes a permit issued by a government agency. It inherits its properties from Thing > Intangible > Permit.

Thing > Intangible > Audience

Add the following to the existing type.

| Property | Expected Type | Description | Comments |
|----------------|---------------------|---|----------|
| geographicArea | AdministrativeArea | The geographic area the audience needs to belong to in order to access the service. | |
| audienceType | enumeration as text | An audience type that is targeted or a restriction for a civic service e.g. Veteran or Car Owner. | |

Thing > Intangible > Audience > PeopleAudience

Add the following properties to the existing type.

| Property | Expected Type | Description | Comments |
|----------------|---------------|---|----------|
| requiredMaxAge | Number | The person can be no older than this age | |
| requiredMinAge | Number | The person must be at least this age | |
| requiredGender | Text | For services restricted to members of a particular gender | |

Thing > Intangible > Audience > BusinessAudience

This describes a property of a given business, to be used for permits, benefits, etc.

| Property | Expected Type | Description | Comments |
|-------------------|-------------------|---|----------|
| numberOfEmployees | QuantitativeValue | the size of business by number of employees | |
| yearsInOperation | QuantitativeValue | the age of the business | |
| yearlyRevenue | QuantitativeValue | the revenue size of the business | |