

**Center for Digital Government’s 2020 Digital Cities Survey Frequently Asked Questions (FAQs)**   
  
The FAQs are organized by:   
I. General FAQs regarding survey materials   
II. Survey Questions FAQs  
III. Instructions for the Online Survey Tool.  
*This document will be finalized 6-8-20; anything added will show the date it was added.*  
  
**I) General FAQs:**  
***When is the survey submission due?* The survey due date is Wednesday, July 22, 2020**   
  
**2020 Digital Cities Survey (DCS) online** –[**www.govtech.com/cdg/digitalcities2020**](http://www.govtech.com/cdg/digitalcities2020)  
**2020 Digital Cities Word copy** (to compose and back up your response) [**DOWNLOAD WORD COPY**](https://erepublic.my.salesforce.com/sfc/p/300000008tFy/a/1O000000EqpX/e7tYMRw23f0omXMn6Ox_bel4EiO0W8T.Old4fl7Vn1g)  
  
**Instructions Updates (see below for full Instructions)** – check the FAQs here for any updates. See below for full Instructions.  
6-17 PLEASE NOTE: Once you send yourself your survey link (using the “Save and Continue Later” bar), use that link to go back to your survey once you close your browser. Keep it handy also for AFTER submission if you need to edit something – just email Janet at [jgrenslitt@erepublic.com](mailto:jgrenslitt@erepublic.com) to reopen your link.

***Webinar 2020 Digital Cities Survey Overview & Tips June 8 1:00 PST***  
Webinar archive: [CLICK HERE](https://cms.erepublic.com/common/resources/?product_id=716&appCore=/common/forms/ajax_form/128538)  
Webinar slides: [CLICK HERE](https://media.erepublic.com/document/Digital_Cities_Webinar_-_Final_rev1.pdf)  
MP4 File: [CLICK HERE](http://pointers.audiovideoweb.com/stcweb/va91web25043/CDG/CDG20%20Dig%20Cities%20Survey%20Webinar%206-8.mp4/play)  
  
***How can I get a copy of the city’s 2019 response?***  
Send an email request to Janet Grenslitt, Director of Surveys and Awards at [jgrenslitt@erepublic.com](mailto:jgrenslitt@erepublic.com).

**II) Survey Questions – FAQs**  
  
**Question: What if my city is consolidated with the county?**

*Answer: Consolidated city/county jurisdictions may select either the Digital Cities or Digital Counties Survey (conducted next spring) in which to participate - choose one survey per year. You can see last year’s and all previous winners on our website at* [*https://www.govtech.com/dc/digital-cities/*](https://www.govtech.com/dc/digital-cities/)*.*

**Question: For the survey matrices that have 4 columns** - what if we have items that are In Use/Mature and that we also plan to upgrade in 12-18 months – which column should we select?

*Answer: please select the last column “In Use: Upgrade in 12-18 mo.” and you can note the maturity level in the Optional narrative response at the end of each category.*

**For question 12.3 [Accomplishment] Describe 1 to 2 significant Public Safety, Emergency Management, Criminal Justice and Corrections accomplishments.**

12.3 Question: Do we need to answer for all four topics, or do we choose from the four listed?

*12.3 Answer: You do not need to answer all four - the intention was to give cities an opportunity to feature the programs that best satisfy the criteria within this public safety sector, and that could be to discuss a program(s) in all four areas listed, or only one of the areas listed. As it says in the category Notes: “It is the quality of the narratives that affect your score.”*

***Could you summarize the word count requirements?***  
In 2020, the narratives have specific items to cover in your answer, and they are targeted for that one category only. Every narrative question is allowed a 300-word response Please see the survey itself for specifics.  
Each URL that has no spaces in it, counts as one (1) word (same as in MS Word).  
  
***Is there a place in the survey to discuss context?***   
There are “Optional/for Clarification” questions in each section, and an entire Demographics section at the survey’s end to fill in for context.   
  ***What is included in “measurable concrete impacts”?***  
The survey evaluates your city’s progress in key areas. A response with quantified metrics helps demonstrate your progress. Tuning up your key performance measures will help when preparing responses, for example, how much a project saved, benefits derived, efficiency measures, data center power usage effectiveness (PUE), number of online services, adoption rates, and more.

**III) 2020 Digital Cities Survey Instructions for the Online System and Tips/Suggestions**  
  
**Survey System Requirements** <https://help.surveygizmo.com/help/surveygizmo-system-requirements>   
Recommended Browsers:   
Google Chrome  
Mozilla Firefox   
Internet Explorer V. 10 or higher; recommended to use Enterprise Mode, and medium high – high security settings may block the survey’s interactive ability (because JavaScript may be blocked)   
Mobile Devices – Safari or Android recommended – CDG does not recommend input using cell phone.  
Amazon Web Services CloudFront – do not block, will run into trouble with the online submission

**When you first access the survey, you need to send yourself the survey link to be able to return later:**

1. Fill in the main survey respondent contact info (minimally) and click on the “Save and Continue” buttonat the end/bottom of that page.
2. After filling in some answers, a “Save and continue later” bar will pop up at the bottom of the page. Enter your email and click "Save".Your unique link to the survey will be sent to you (**check your spam in case**) and can be used to return and open your survey link later, from the same or another device and browser. It will contain saved answers from your previous session (you may need to refresh to see them).

Once you have emailed your survey link to yourself, you can work on the survey at a pc, close the browser and later open the link from your laptop or notepad and continue inputting answers (we do not recommend using a mobile phone for survey input).  
 **Navigation by Table of Contents:**

Clicking on “Save and Continue” or the “Back” button at the end of each page returns you to the Table of Contents. Click on “Answer” under each category to take you to that category’s page.

Use the "Finalize" page to get a PDF of your answers that you have entered, and before the final submission.  
  
**Survey Back button**: Use the back button at the end/bottom of each page to navigate back to the Table of Contents. **DO NOT USE your BROWSER’s back arrow.**Be sure to use your keyboard’s “Tab” key to move to items within a question online (for certain questions using your keyboard’s “enter” may send you to the Intro (Chrome) or to the next page (Firefox).

The Center for Digital Government strongly recommends that you and your team use the Word document copy to compose and save your responses as a back-up to the online submission.

**Survey Content and Formatting:**

**Fill in every question or enter “N/A” for those narratives/text boxes you are not answering**. Each question must have an answer to show that category is complete. Please write clear, concise and plain language statements, and spell out or expand acronyms and initials on first use.   
  
You will see following the narrative questions a list of suggested items to answer. You do NOT have to answer all of these items; just the ones that apply to your answer.  
  
What you see in the textbox after input is how your submission will appear (bolding and embedded hyperlinks do not transfer for example).

Tables, graphs, screen shots, etc. will not transfer into the online form, so if you wish to present them for judging, post them on your website or other location that will generate a URL, and include that URL/web address in the online entry.

**Do not list addresses of, nor provide sensitive or protected data.**

**Tips and Suggestions**

* Utilize the survey process to gather information on accomplishments, benefits across the city
* Fill out all questions
* For narrative answers – be concise and specific
* Provide quantifiable benefits where possible – cost savings, cost avoidance, citizens served, increase in transactions processed, etc.
* Ensure consistency and avoid duplication across the entire survey – ensure one final edit before submission
* Also check that your reference URLs included in your submission are working

**Submission:**

**The online submission is the complete, official entry**. There is a **“Review, Finalize and Download”** survey page to visit when you have completed your answers. You can download a PDF of your submission from there to review before submitting the final version. You can visit this page and download a PDF at any time, and then return to sections and edit if needed.

When your survey is complete, reviewed and finalized, go to the Review, Finalize and Download page and click on the “Yes” button, and your survey will be flagged complete and submitted. A confirmation email will be sent to you, which will include a PDF of your final submission.   
  
**The day after the submission due date, the survey links will be closed.**   
  
For assistance, contact Janet Grenslitt, Surveys and Awards Director at [jgrenslitt@erepublic.com](mailto:jgrenslitt@erepublic.com).