



MUNICIPAL EQUALITY INDEX

EXAMINING HOW INCLUSIVE MUNICIPAL LAWS, POLICIES, AND SERVICES ARE OF LGBTQ+ PEOPLE WHO LIVE AND WORK THERE.

Frequently Asked Questions (FAQ): Navigating the Survey

What is the purpose of the survey?

The purpose of the survey is to offer cities an opportunity to submit additional information they wish the MEI team to consider for rating. While information reflected in the MEI is gathered by the MEI team using publicly available information, we look forward to working with you in ensuring that your city is rated accurately and given all of the credit it deserves.

Where can I access the 2024 MEI Survey?

The MEI team sends emails and letters via certified mail to all mayors, city managers, and designated contacts notifying them that their city will be rated. **In each correspondence, there is a unique, city-specific link and login information to access the 2024 MEI Survey.** Once received, cities are welcome to submit additional information and supporting documentation to supplement our team's assessment of your municipality's laws and policy. If your city did not receive a unique link and login, please reach out to our team via email at mei@hrc.org.

Can multiple people work on this survey?

Multiple people may work on this survey using the same link and login provided for each municipality. However, please note that multiple people working on the survey on different computers at the same time may cause issues with saving. Please only have one person working on the survey at a time.

Can I save my work and return at a later time?

The survey will automatically save your responses each time you move to a new question. You do not need to complete the survey in one session. **Please make sure to click the SAVE & CONTINUE button at the end of the page prior to leaving the survey to ensure that your responses have been saved.** When you return to the survey you will be taken to the page where you or one of your colleagues last left off. You can use the table of contents to move to the section that you would like to work on.

How do I upload supporting documentation?

This survey is set to accept the following document or image types: PDF, DOC, DOCX, TXT, JPG, PNG, GIF. Please convert any other file types to a PDF or another one of these file types prior to uploading. Throughout the survey, participants will be asked to upload supporting documentation based on responses provided. For each question, participants are only allowed to upload one document. Please consider combining documents into a single document. To overwrite uploaded documents, just drag and drop another document. **There is no way to delete or view your attachment.** Participants will have another opportunity to submit supplementary documents at the end of each section. If you have any trouble, please feel free to reach out at mei@hrc.org.

How and when should I submit the 2024 MEI Survey?

Cities can submit their survey and feedback in the Survey Progress Check and Survey Submission section. Participants will be asked to mark each section as final and digitally sign our survey affirmation prior to submission. Cities may download a PDF of your submission on the last page of the 2024 MEI Survey. **All 2024 MEI Surveys are due Friday, August 9th, 2024.**



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Frequently Asked Questions (FAQ): Scoring and Standards for Credit

What is my city being rated on?

The MEI examines how inclusive municipal laws, policies, and services are of LGBTQ+ people who live and work there. Cities are rated based on non-discrimination laws, the municipality as an employer, municipal services, law enforcement, and leadership on LGBTQ+ equality. For more information regarding our standards for credit, please visit our website [here](#).

Where did the information for these scores come from?

The information reflected in the MEI is gathered by the MEI team using publicly available information. Cities are offered an opportunity to review the scorecards, ask any questions, and submit any additional information they wish the MEI team to consider for rating. Based on our team's independent research and city feedback, our team develops and shares a preliminary scorecard with cities via email and certified mail. Cities are given a 2-week window to respond to noted deficiencies in their preliminary scorecard. Cities can choose to not provide feedback or additional information, but as a result, scores will be tabulated solely based on our team's independent research. Equality Federation state groups are able to review the preliminary scorecards and provide feedback to the MEI team prior to publication as well.

When can cities expect to receive a preliminary scorecard?

Cities will receive a preliminary scorecard after submitting their 2024 MEI Survey (submissions due by **Friday, August 9th, 2024**). Preliminary scorecards will be developed based on our team's independent research and feedback provided in the 2024 MEI Survey, on a rolling basis based on the date of survey submission. The earlier cities submit their survey, the earlier they can expect to receive a preliminary scorecard. **All cities should receive a preliminary scorecard by Friday, August 30, 2024**. Cities will have a 2-week window after receiving their preliminary scorecard to respond to any noted deficiencies. Preliminary scorecards, unless noted otherwise, will be considered final after the 2-week window has ended.

How can I improve my city's score?

The MEI Team holds monthly webinars during the Spring and Summer to discuss best practices, review standards for credit, and provide additional resources for you to increase your city's score. Cities can sign up for invitations through the 2024 MEI Survey in the MEI Survey Contacts section by selecting MEI Webinar Invitee for a Survey Contributor. Cities are also encouraged to sign up for office hours appointments through the 2024 MEI Survey. Our team has a library of resources, sample policy language, and issue briefs to assist cities in improving their score.



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Contacting Our Team

For General Inquiries: mei@hrc.org

To book office hours appointment: [Booking Link](#)

To submit additional information, feedback, and supporting documentation: Submit to the 2024 MEI Survey by **Friday, August 9, 2024**. Unique and city-specific links and logins to your city's survey will be sent via certified mail and email to mayors, city managers, and designated contacts. If you did not receive a link or login, please contact our team for your link and login at mei@hrc.org.

To respond to noted deficiencies in the preliminary scorecard: After feedback submitted through the 2024 MEI survey has been reviewed and validated, cities can expect to receive a preliminary scorecard on a rolling basis based on the date of survey submission. **All preliminary scorecards will be sent for city review and confirmation by Friday, August 30, 2024.** Cities will have a 2-week window after receiving their preliminary scorecard to respond to any noted deficiencies by emailing our team at mei@hrc.org. Preliminary scorecards, unless noted otherwise, will be considered final after the 2-week window has ended.

To sign up for webinar invitations: Cities can sign up for invitations through the 2024 MEI Survey in the MEI Survey Contacts section by selecting MEI Webinar Invitee for a Survey Contributor.