Extension Proposal Template	
Extension Pitch	Data can only tell us so much about the trends. There is an underlying cause for the findings. People who do not speak English are at a significant disadvantage and are highly likely to not get the service they need. Are those who cannot speak English being considered when doing this analysis? Is there a way to better help those who have limited English proficiency?
Rationale	Trying to understand the underlying trends which are not available to the naked eye can help find the causations for issues faced within the 311 call services. By tracking and analyzing the types of complaints and requests received, governments and service providers can ensure that they are meeting the needs of the community and providing high-quality services. Those who have limited English proficiency may have difficulty using the 311 phone service despite also facing issues the city can help with.
Questions for Analysis	Is there a concentration of people with limited English proficiency in certain geographical blocks? Is it affecting the amount of requests that are made in proportion to other English-speaking blocks? Does limited English proficiency actually impact the calls?
Data Sets & Sources	We will be using the data.census.gov website. We plan on breaking the Boston data into different blocks to understand how the demographics interact with one another. For the social vulnerability index we can use this dataset.
Data Visualizations	Blocks with large concentrations of limited English proficient people Proportions of calls made from blocks with limited English proficient people to blocks with English proficient people Proportion of unresolved requests to total requests made by limited English proficient people
Additional Information	