case_id	case_status_clean	request_open_date	request_closed_date	on_time_flag	resolution_days	sla_target_dt	service_name	service_type_clear	department_clean	city	state	ward_clean	zipcode_clean
100	Closed	2024-01-05 9:30	2024-01-06 11:45	ONTIME	1	2024-01-07 17:0	Graffiti Removal	Graffiti Removal	PWDx	Boston	MA	3	2118
101	Open	2024-02-10 14:20		OVERDUE		2024-02-12 9:00	Parking Enforcement	Parking Enforcemen	BTDT	Boston	MA	17	2122
102	Closed	2024-03-01 8:00	2024-03-03 10:00	ONTIME	2	2024-03-04 16:0	Trash Pickup	Trash Pickup	PROP	Boston	MA	8	2128
103	Closed	2024-03-15 11:10	2024-03-16 15:00	ONTIME	1	2024-03-17 12:0	Street Cleaning	Street Cleaning	ISD	Boston	MA	5	2116
104	Open	2024-04-05 7:45		OVERDUE		2024-04-06 17:0	Trash Pickup	Trash Pickup	BTDT	Boston	MA	10	2134
105	Closed	2024-04-20 12:22	2024-04-21 9:10	ONTIME	1	2024-04-22 11:0	Rodent Control	Rodent Control	PWDx	Washington	DC	20	2132
106	Closed	2024-05-02 10:00	2024-05-04 8:40	OVERDUE	2	2024-05-03 15:0	Graffiti Removal	Graffiti Removal	PROP	Washington	DC	12	2130

ServiceRequest

case_id	case_status_clean	on_time_flag	resolution_days	service_id	department_id	location_id
100	2		1	1	1	1
101	1		NULL	2	2	2
102	2		2	3	3	3
103	2		1	4	4	4
104	1		NULL	3	2	5
105	2		1	5	1	6
106	2		2	1	3	7

service

service_id	service_name
1	Graffiti Removal
2	Parking Enforcement
3	Trash Pickup
4	Street Cleaning
5	Rodent Control

case_status_clean

case_status_clean_id	status
1	Open
2	Closed

on_time_flag

on_time_flag_id	flag
1	ONTIME
2	OVERDUE

Location

location_id	city	state	ward_clean	zipcode_clean
1	1	1	3	2118
2	1	1	17	2122
3	1	1	8	2128
4	1	1	5	2116
5	1	1	10	2134
6	2	2	20	2132
7	2	2	12	2130

city

city_id	name
1	Boston
2	Washington

state

state_id	state
1	Massachusetts
2	DC

department

deparment_id	department_clean_name
1	PWDx
2	BTDT
3	PROP
4	ISD

ServiceRequest_Dates

case_id	open_date_id	close_date_id	sla_date_id
100	2024-01-05 9:30	2024-01-06 11:45	2024-01-07 17:00
101	2024-02-10 14:20	NULL	2024-02-12 9:00
102	2024-03-01 8:00	2024-03-03 10:00	2024-03-04 16:00
103	2024-03-15 11:10	2024-03-16 15:00	2024-03-17 12:00
104	2024-04-05 7:45	NULL	2024-04-06 17:00
105	2024-04-20 12:22	2024-04-21 9:10	2024-04-22 11:00
106	2024-05-02 10:00	2024-05-04 8:40	2024-05-03 15:00