**Data cleaning:**

1. Remove case\_enquiry\_id.
2. **Splitting:**
   1. Opendate column: open\_date & open \_time
   2. Targetdate: target\_date & target\_time
   3. Closingdate: closing\_date & closing\_time.
3. **Rename the following:**
   1. Subject - dept\_responsible
   2. Reason - team\_Responsible
   3. Type – complain\_type
4. **Delete columns:** 
   1. Case\_enquiry\_id
   2. department
   3. queue
   4. ward
   5. precinct
   6. fire\_district
   7. pwd\_district
   8. city\_council
   9. police\_district
   10. location
   11. neighborhood\_services\_district
   12. open\_dt
   13. target\_dt
   14. closed\_dt
   15. closure\_reason
5. **Boolean values:** (1= photo & 0 = none)
   1. 'Submitted photo’
   2. ‘Closed\_photo’
6. **Convert columns to Dummy variables:**
   1. Source
7. **Possible Subsets:**
   1. Where casestatus=open and closure\_reason has value  
      Also, an observation is that for these records the closed\_date has NULL VALUES
8. **Blank values are to be replaced with ‘No Information provided’ for the following:**
   1. Neighborhood
   2. Location\_street
   3. Location\_zipcode
9. **New columns:**
   1. Case ID
10. Convert zip-code to a 5-digit data value.