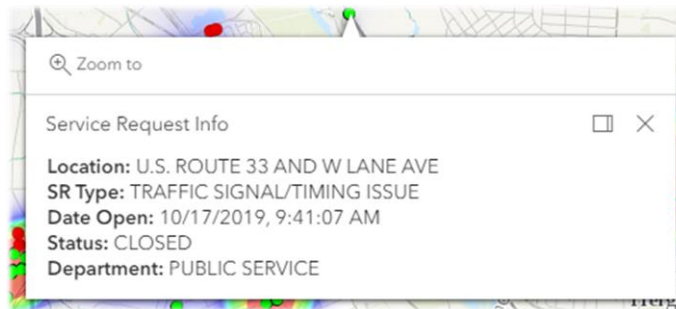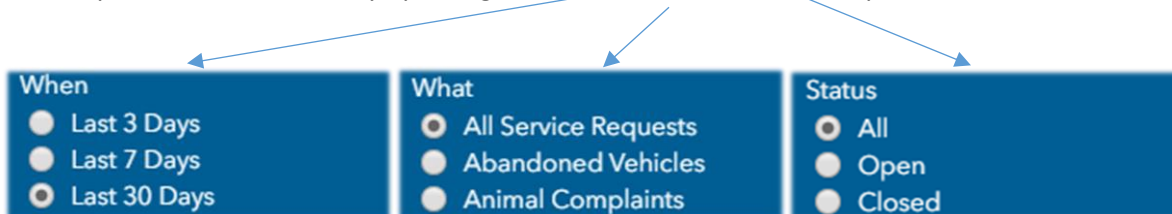# 311 Service Request Map Help Guide

This map shows 311 service requests received by the City of Columbus. The map is updated every morning to display service requests opened in the previous 30 days. Requests for bulk trash pickup are not shown on the map. Please visit 311.columbus.gov for more information about the 311 program or to submit a request.
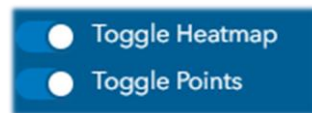
Map Operation

- Pan the map with a mouse click and drag or touch and move on mobile

- Zoom the map with the mouse scroll wheel, with a pinch-in/pinch-out on mobile, or use the zoom-in/zoom-out control (+/- button) on the top-left of the map

- Click or tap a map point to open an info window (like the one shown below) showing service request details
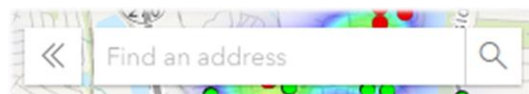

- Service requests can be filtered by updating the **When, What, and Status** options on the left-side of the map

- Show or hide the service request points and heatmap using the **Toggle Heatmap** and **Toggle Points** options on the left-side of the map. The heatmap shows the relative density of requests across the city.

- Search for an address or parcel in the **Find an address** box on the top-left of the map:

- Switch between a **street and aerial photo basemap** by clicking the control on the bottom-right of the map: