Groot Commercial Reporting

City of Evanston
• 4/3/17 - Driver recorded picture of overflowing containers.

• 4/6/17 - Customer was contacted via email regarding increasing service.

• 4/20/17 - Resolve: Customer agreed to increase service from four times per week to five times per week.

4/6/17 – Customer was contacted regarding increasing service.

4/10/17 – Resolve: Customer agreed to increase service from 1-1 yard container to 1-1.5 yard container.
• 5/19/17 - Driver recorded picture of overflowing container.

• 6/22/17 - Customer was contacted regarding increasing service as there was extra recycling twice in May. We were informed this was their busy time with students moving out and would discuss it with staff. Pending any further contact, customer wanted to leave service as is.

• 7/18/17 - Resolve: No further contact made from customer.
BJB EVANSTON – 1575 OAK, EVANSTON, IL 60201

- 6/22/17 – Driver recorded picture of overflowing container.

- 7/14/17 – Customer was contacted regarding increasing service. At that time mentioned 941 Chicago Ave, also managed by Bj B. 941 Chicago has containers behind 518 Lee St that have been overfilled.

- 7/18/17 – Resolve: Further action still pending from 1575 Oak and 941 Chicago.

- Allowing customer 10 days (7/28/2017) to contact us regarding service issue. Should there be no further communication from the customer the City will be notified of the location.