October 24, 2019

RE: Bonnie Brae Street Water Line Construction Update

Dear Resident or Property Owner,

We are contacting you to update you on the status and updated detour route information of the active North South Water Main Phase 2 Capital Improvement Project at Bonnie Brae Street from Willowwood Street to Roselawn Drive.

The City was informed by residents and motorists traveling in the area that posted detour signage incorrectly stated Roselawn Drive was accessible from Bonnie Brae Street. As a result, motorists traveling to Roselawn Drive from Bonnie Brae Street were directed toward a dead end. The City’s project manager immediately contacted and met on-site with the Contractor, and it was determined that a planned update to message boards and signage was not completed, resulting in motorists being directed to the incorrect detour route. The City received confirmation at 5:30 p.m. on Wednesday, October 23, that the Contractor had made all necessary corrections to the signage and detour route. The correct detour route (see map on back) is now safely accessible and has been shared on the City’s website. Residents living within the construction zones will continue to maintain access to their homes at all times.

We understand the inconvenience and impact this signage error has caused motorists and residents in the area and would like to extend our apologies and commitment to improving our project communications.

Crews are actively working extended work hours and on Saturdays to complete the water main installation and street repairs to reopen Bonnie Brae Street as quickly and safely as possible. Weather permitting, the street closure on Bonnie Brae Street from Roselawn Drive to Corbin Road is scheduled to reopen to thru traffic on or before Friday, November 8. In addition, the railroad bore on Bonnie Brae Street from Willowwood Street to Highland Park Road is now approximately 85% complete, and on-track to be reopened on or before Thursday, November 14.

Thank you for your continued patience throughout this improvement project. We look forward to providing you with improved water services when the project is complete. If you have any questions or would like to discuss the project, please contact Jim Jenks at (940) 349-7112.
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