



## PARKS AND RECREATION BOARD MEMORANDUM

**FROM:** The Office of the City Manager   **DATE:** February 1, 2021  
**SUBJECT:** NRH<sub>2</sub>O Family Water Park Update  
**PRESENTER:** Frank Perez, NRH<sub>2</sub>O General Manager

### **GENERAL DESCRIPTION:**

Staff will report on activities at NRH<sub>2</sub>O Family Water Park.

### **REVIEW OF EVENTS**

#### **A. NRH<sub>2</sub>O Hiring and Training**

Starting on February 1, NRH<sub>2</sub>O will begin to interview and hire the 400 plus seasonal team members who join our staff every year to provide outstanding guest services to our guests. This process usually begins with the annual rehire party for all team members looking to return for the upcoming season. With COVID-19 gathering restrictions still in place, this event will be virtual this year. Shortly thereafter, interviews begin for individuals looking to join the water park team for the first time. Anyone interested in employment with the park can go to [www.nrh2o.com/jobs](http://www.nrh2o.com/jobs) for more information. Staff training will begin in late February and early March with the full time and supervisory team attending management training, followed by leadership training and finally the general orientation and department training for all seasonal team members.



**B. NRH<sub>2</sub>O Security Camera Update**

The security camera update at the water park continues to move forward. The project is being completed in phases and the first phase involves placing 15-20 cameras on park buildings to increase coverage in those areas. The second phase will include cameras on attractions and other various areas to supplement and cover as much of the park as possible.

**C. Polar Plunge Update**

The annual Polar Plunge is being postponed due to COVID-19. The event will be rescheduled for November 13, 2021. This event is very popular and benefits Special Olympics. NRH<sub>2</sub>O has been participating in this event for many years and looks forward to hosting the event for many more.