

CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** March 20, 2023

SUBJECT: Approve agreement with Gravity Payments, Inc., for credit card processing services for the NRH₂O Family Water Park Point of Sale System, Gatemaster with annual credit card processing fees projected to be \$175,000.

PRESENTER: Frank Perez, Aquatic Park Manager

SUMMARY:

Council is being requested to authorize the agreement for credit card processing services as required by Gatemaster, the new point-of-sale (POS) system used for guest ticketing, retail/food sales management and inventory, and group sales ticketing management at NRH₂O Family Waterpark.

GENERAL DESCRIPTION:

As an enterprise fund, NRH₂O relies heavily on its point-of-sale system for sales of tickets, season passes, and group outings. This system also allows for the sale of food, beverage and retail items throughout the park. A large majority of these sales are processed via credit card. The new water park Point of Sale system, Gatemaster, only allows for the use of 2-3 credit card processors. These processors were evaluated by city staff on the factors of the system's stability, set of features, reliability, cost, reputation in the industry and capability to keep up with the latest innovations in the industry. After reviewing these factors, city staff is recommending the use of Gravity Payments, Inc. as the credit card processor for the Gatemaster POS system at NRH₂O.

Gravity Payments, Inc., has over 20 years of experience and has been a trusted partner to the Gatemaster POS system in the Amusement and Attraction industry for many years.

Annual Gravity Payments, Inc., expenses will be covered by budgeted water park operational expense accounts. Staff anticipates spending approximately \$150,000 annually for credit card processing services. However, actual fees may fluctuate depending on such factors as attendance and overall amount of credit card sales annually. Provided funds are appropriated in the city's annual budget, and the terms and conditions of the contract do not change, the annual billings will not require additional City Council approval.

While NRH₂O Family Water Park is owned and operated by the city, the park is funded through revenue generated by the park.



RECOMMENDATION:

Approve agreement with Gravity Payments, Inc., for credit card processing services for the NRH₂O Family Water Park Point of Sale System, Gatemaster with annual credit card processing fees projected to be \$175,000.