



PARKS AND RECREATION BOARD MEMORANDUM

FROM: The Office of the City Manager **DATE:** June 5, 2023
SUBJECT: NRH₂O Family Water Park Update
PRESENTER: Frank Perez, NRH₂O General Manager

GENERAL DESCRIPTION:

Staff will report on activities at NRH₂O Family Water Park.

REVIEW OF EVENTS

A. NRH₂O Opening

NRH₂O opened for its 29th season on May 13 and is looking forward to another great year serving the community in 2023. Weekend only hours May 13-14 and May 20-21 with daily operating hours beginning on the Memorial Day weekend. Operating Hours can be viewed on the NRH₂O website at any time.

B. NRH₂O Music Festival

The annual Music Festival was again strong in 2023. Initial estimates are over 20,000 guests attended, primarily in orchestras and choirs, with over 11,000 catered meals served. Currently, registrations for the 2024 Music Festival are going extremely well and it is on track to be another very successful event. The Music Festival is annually the largest overall event at the water park.



C. New Gatemaster Point of Sale Update

The new Gatemaster Point of Sale system has now been in use for a little over a month. While some kinks are still being worked out, it is already showing some benefits such as a speedier entry into the park for guests, especially with the switchover to digital passes. It is also doing a great job of speeding up the food lines with the ability to order online. Another benefit includes it being much easier and speedier for our guests to purchase their season passes.

D. World's Largest Swim Lesson

The 2023 World's Largest Swim Lesson will take place on Thursday June 22 at 10:00 a.m. This will be the 14th year for the global event. Local WLSL events will take place at hundreds of locations in more than 20 countries on five continents over the course of 24 hours. NRH₂O Family Water Park has been participating in the **World's Largest Swimming Lesson™** since the first year in 2010 and is one of only a handful of facilities that have participated in every event since the beginning. Participants will take part in a 30-minute lesson and be able to stay and enjoy the park for the remainder of the day after the lesson.

