

## PARKS AND RECREATION BOARD MEMORANDUM

**FROM:** The Office of the City Manager   **DATE:** April 1, 2024  
**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**

NRH<sub>2</sub>O is in the middle of hiring for the summer season. The seasonal team members are vital to the park's success. Many NRH<sub>2</sub>O departments are already full in most seasonal positions. Training for all departments has begun, with most of the training occurring over the next four weeks.



**B. Music Fest Update**

NRH<sub>2</sub>O is gearing up for the 11<sup>th</sup> annual Music Fest starting on May 9. The latest projections show an estimated 375+ choirs and bands, 20,000 students, and an overall projected total of just under 24,500 attendees. These numbers are on pace with the park's largest Music Fests held in prior years.



**C. NRH<sub>2</sub>O Management Training**

NRH<sub>2</sub>O's leadership training is in full swing, and the team is excited to start the 2024 season. Management training with full time staff and supervisors was held on March 2 and 3 with a combined theme of "What is your Why" and "Elevate to be your Best" focusing on safety, culture, legacy, and guest service. These supervisors are instrumental in setting the tone for our park leadership training, which includes the management team as well as 50+ seasonal water park leads. Leadership training was held on March 23 and 24 introducing the same topics to the leadership team as well as completing CPR training for the non-aquatic staff. These team members are the backbone of the park, and have a strong record of leadership and accountability, helping keep NRH<sub>2</sub>O guests safe and happy and making sure the water park continues to be a top destination in the Metroplex.



**D. NRH<sub>2</sub>O Off-Season Projects Update**

Park staff continue to work on projects in order to get the park ready for opening day. These include projects such as electrical, plumbing and motor repairs, and numerous shade repairs resulting from age and storm damage. Park staff have also updated the team member break room, completing majority of the work in house.

