



As we navigate this uncertain time together, I want you to know that the Parks and Recreation team continues to find innovative ways to *engage and serve* our community. As you'll see in this update, staff has been busy planning for the future and developing operational plans when the parks and facilities re-open. As an organization that supports the power of parks and open spaces as essential resources for health and wellness, we are happy that we've been able to keep our natural areas, open spaces and trails open for the public to enjoy.

We look forward to the time when all our parks and facilities will reopen. In the meantime to protect our community, and in accordance with Stay at Home Declarations, the following parks and facilities remain closed.

Parks and Facilities Closures	What's Open
NRH Centre	Open spaces within parks
Senior Center	Ponds and wetlands
Richland Tennis Center	Nature Trails
Tipps Canine Hollow Dog Park	Home Town Lakes
Iron Horse Golf Course	Hike and Bike Trails
Playgrounds & pavilions	Common Ground Community Garden
All athletic fields and courts	
Restrooms & water fountains	

NRH Water Safety 365 awarded the 2020 Community Lifesaver Award—

We are honored that the City of North Richland Hills [NRH Water Safety 365](#) program was awarded the 2020 Community Lifesaver Award by the [National Drowning Prevention Alliance](#). North Richland Hills, Texas is a buoyant city. We are committed to drowning prevention and water safety 365 days a year. Through the NRH WS365 program, our city and community made the commitment to help keep the people of North Richland Hills safe in and around water. Through year-round efforts, we strive to educate and empower the community in water safety to lessen the loss of life through drowning. The efforts from many have made this possible; our thanks to the City of North Richland Hills Mayor and City Council, the NRH Park Board, and city departments, including: North Richland Hills Parks and Recreation Department, [NRH2O Family Waterpark](#), [NRH Centre](#), Neighborhood Services, and Code Enforcement.



NRH₂O Family Water Park Celebrates 25th Anniversary Season—The NRH₂O team continues to work towards opening for the 25th anniversary season this summer. Some of the projects completed include the replacement of the Splashatory soft deck as well as the repainting of the wave pool. Staff will begin to fill the pools this week and perform annual preseason testing and safety checks of all of the attractions.



NRH₂O Launches New Website This Season—NRH₂O's is getting a revamped website, which will be live at the beginning of the season. With the help of Sarah Green, PARD Cultural Arts & Digital Design Development, the website will be more interactive, mobile-friendly for easy ticket purchases, and better showcase park information, videos and photos. Along with an updated website, NRH₂O will be focusing on community outreach with media partners during the season to promote the 25th anniversary and remind everyone the park is an integral part of the NRH community! Be sure to keep an eye out for NRH₂O's advertisements and promotions.

NRH Parks and Recreation Keeping Community Engaged—NRH Parks and Recreation staff is dedicated to keeping the community engaged and connected during this time through social media and online resources. This engagement has included a Virtual Online Resources Guide on the Parks and Recreation's section of the nrhtx.com website, 6 Facebook pages, 1 Twitter Feed and Instagram. To help participants stay connected, we are posting virtual activities, workouts, crafts and cultural events.

NRH Virtual Online Resource Guide: www.nrhtx.com/1116/NRH-Virtual-Resource-Guide
NRH Parks and Recreation Facebook: <https://www.facebook.com/nrhparks>
NRH Parks and Recreation Twitter: <https://twitter.com/NRHPARD>
NRH Parks and Recreation Instagram: <https://www.instagram.com/nrhparks/>

NRH Parks and Recreation Virtual Easter Egg Hunt—What do you do when you can't get together and hunt eggs in person? You create an NRH Virtual Easter Egg Hunt. On Friday, April 10 NRH Parks and Recreation hosted on Facebook as an event and on the Parks and Recreation and NRH Centre Facebook page. We posted a picture every hour for 10 hours from all around our park system and community with 10 virtual hidden eggs on each one from 8:00 a.m. to 5:00 p.m. then at 5:30 p.m. posted a thank you and all 10 answer keys. It was very successful and had our audience really engaged. Participant numbers included:

Facebook Event- Reached **2,800 people**
PARD Facebook Page- Reach for all 10 posts plus thank you post **12,087**
NRH Centre Facebook Page- Reach for all 10 posts plus thank you post **5,853**



Richland Tennis Center Court Resurfacing Project—The Richland Tennis Center court resurfacing project began on Monday, April 13. With RTC being closed, the contractor can now work on all 16 courts at one time to complete the job more efficiently than only having access to 4 courts at a time which was the original plan during regular operating hours. The courts are normally resurfaced every 5 years. This project, originally scheduled for 2018 was put on hold until 2020. The last resurfacing project took place in 2014. The City of NRH received a \$20,000 grant from the USTA (United States Tennis Association), a \$5,000 grant from the Texas Division of the USTA, and Birdville ISD is contributing \$25,000 towards the resurfacing project per the joint use agreement between the City of North Richland Hills and BISD.



NRH Senior Center Ambassador Program Developed During Closure

The NRH Senior Center full time team of Julie Adkins and Jennifer Mills have been in weekly communication with registered participants and members of the NRH Senior Center. It is critically important to maintain regular touchpoints with a population that could be more isolated than most during this time. In the first four weeks of the COVID-19 facility closure Julie and Jennifer have made over 350 individual phone calls to “check in” with NRH Senior Center

members. These phone calls have been uplifting and provided an opportunity to continue to understand potential needs of seniors in our community as well as have a friendly voice to talk to while at home. Staff also created the [NRH Senior Center Virtual Open House website](#) for resource and activities for all seniors.

As a part of the ongoing efforts to stay connected, the NRH Senior Center team has gone one more step to develop the **NRH Senior Center Ambassador Program**. This program will work to combat isolation and ensure basic social needs are met, while allowing existing Senior Center volunteers to serve as ambassadors that contribute to the community in a safe manner. The ambassador program has identified five key goals:

- To preserve and grow relationships and connections during facility closure.
- Demonstrate to members that others care about their well-being.
- Encourage mental and physical health and safety for members and ambassadors.
- Promote social distancing while encouraging relationship building and connectivity.
- Provide a sense of normalcy for members and ambassadors.

Social interaction is the focus for the ambassador position. Telephone contact is needed at least once a week, but more often is encouraged. If ambassador feels comfortable, they can provide their number to the member. Ambassadors are asked to converse for a while to allow the member to communicate and expand on their day/week. Provide member time to share concerns and/or more about their day. Be encouraging, but allow them to share grief, sadness and frustration at the situation. The ambassador will also provide and offer suggestions for activities within the home when possible. Each selected volunteer ambassador will have gone through a volunteer background check and must commit to regular communication with at least 10 current NRH Senior Center Members. Staff will seek interested and approved volunteers beginning the week of April 14.



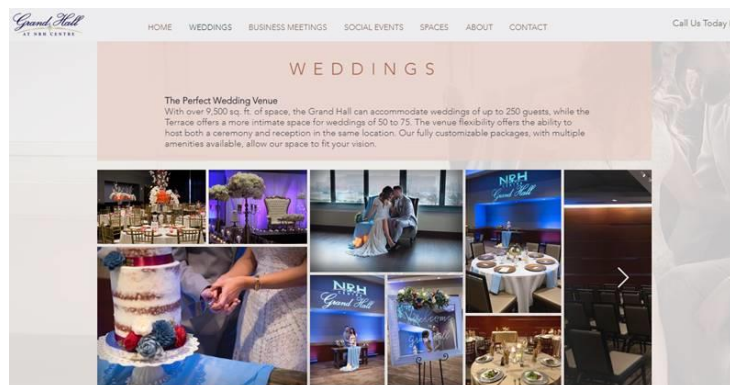
NRH Centre Identifying Phased Approaches to Reopening Effort

The NRH Centre team is working on a phased approach master schedule that can be implemented upon the reopening of the facility. While much will depend on local regulations and the potential for some form of continued physical distancing, the draft master schedule is being designed to identify capacity and traffic flow of the NRH Centre that meets required guidelines with a focus on the safety of all guests and staff. Additionally, the ability to clean areas throughout the day, as well as designating certain facility zones and times for use of specific program areas that can be

managed effectively while safely achieving adherence to all requirements. While it may take some time to get back to full operations, the opportunity for a phased approach with emphasis on safe capacity is key.

In addition to drafting a phased approach reopening master schedule, staff is also developing marketing efforts to retain and welcome back members and program participants. The ongoing communication efforts during the closure continue to provide connection and engagement within all areas of NRH Centre operations.

Grand Hall Website Redesign—The Grand Hall website has begun the transition to in-house hosting and design. The redesign will allow staff easy access to update as well as expand the content to fit with clients every changing needs. The design is being led by Sarah Green, PARD Cultural Arts & Digital Design Development, which will give the site a design consistency with other entities within the NRH Parks and Recreation department.



Iron Horse Golf Course Improvements Project—Significant progress has been made on the golf course despite an exceptionally wet start to 2020. Much of the work on Holes 1-6 have been completed along with the bridge deck replacement near Hole 4. The contractor on the project is currently working on Holes 7-18 located north and south of IH820. The crews have completed demolition, drainage, grading, layout of the new cart path and shaping of the new greens for Holes 13 and 14. The complete renovation and relocation of Hole 14 is underway and will be a nice addition to the course. This change creates a beautiful view of the new green, bunkers and points beyond from Browning Drive. The contractor has also made significant progress on grading and drainage between Holes 9 and 18 making these areas visually attractive, more functional and enjoyable. The golf course contractor has documented more than 30 days of measureable rain however they remain committed to helping us reopen the golf course in September.

Along with course renovation, the Club House improvements are moving along on schedule. The exterior has been repainted and staff is currently working on installing new landscaping around the facility. Inside work is progressing as well with new flooring, restroom partitions, sinks, fixtures, paint and other improvements currently underway. Parks and Recreation is serving as the general contractor for the Club House Improvements including landscaping and wayfinding signs. Late next week look for the new image on the IH820 billboard . The golf course contractor has documented more than 30 days of measureable rain however they remain committed to helping us reopen the golf course in September.

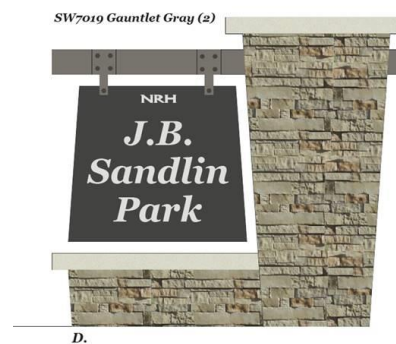
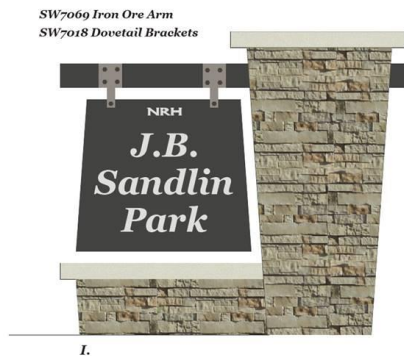


Fossil Creek Mountain Bike Trails Project—City staff contracted with Baird Hampton and Brown (BHB) to assist with the planning and development of mountain bike trails in Fossil Creek Park. The consultant team made several site visits to the park during various weather conditions in order to evaluate the opportunities and constraints. The central theme to the constraints category was flooding in the low lying areas especially west of the creek. The need to address the drainage in this area is quite clear and must be a priority along with the development of the trail network. An Existing Conditions report was received this week with several photos, aerial photos with existing conditions overlaid and a flood study map. This report will guide planning and development efforts in order to make wise decisions as staff moves forward to develop the project. City staff along with Ft. Worth Mountain Bike Association, Shadow Designs and BHB is planning to meet at the Park in limited numbers the last week of April to discuss the development of the final Master Plan.

Flooded Areas Along Existing Trail



Park Entry Signs—The contractor for the project completed pouring the support piers for all 11 new signs this week. The next step will be to pour the foundational supports for the signs in order to begin construction of the columns and low walls. Concurrently, work inside the shop included the painting and fabrications of all of the sign blades and steel support structures which is now nearly complete. The contractor continues to move forward toward an early June completion of all of the signs. Old sign blades from phase one along with the lighting will be replaced for consistency with the new signs. The two samples shown below represent the final choices for the colors of the horizontal sign arm and the hanger brackets.



Hope this if of interest and useful to you.

Vickie Loftice, Managing Director