

## Turning the tide on theft, fraud and complaints.

Epic Waters keeps its indoor waterpark a safe and fun attraction with reliable video surveillance.



**Organization:**  
Epic Waters Indoor Waterpark

**Location:**  
Grand Prairie, Texas, USA

**Industry segment:**  
Tourism

**Application:**  
Safety and security

**Axis partner:**  
Knight Security Systems,  
Milestone

### Creating an epic recreation destination

Imagine tubing your way down a warm lazy river while the outside thermometer dips below freezing. Or enjoy the refreshing splash as you plunge down a towering waterslide while the temperature outside soars into the nineties. When Epic Waters Indoor Waterpark in Grand Prairie, Texas opened its doors in January of 2018, imagination became reality. Today up to 1,500 visitors flocked through its gates daily eager to experience what the Travel Channel named as one of the eight most incredible indoor waterparks in the country.

Especially on weekends and holidays, the family-friendly park fills to capacity, offering visitors thrilling plummets down towering waterslides, gentle meanders along the tranquil lazy river, boogie boarding on a surf simulator and other aquatic attractions. At the gift shop visitors can purchase Epic logo merchandise and swimming paraphernalia along with their tickets to the park.

Gamers can try their hand at classic and state-of-the-art machines in the park's 4,000 square foot arcade. For a quick bite there are multiple concession stands and a full-service bar. The park also offers private meeting space for birthday parties and corporate outings. The four-season venue even includes a retractable roof so that guests can enjoy natural sunshine and fresh air during moderate weather.

While American Resort Management worked with Grand Prairies' Department of Parks, Arts and Recreation to design and engineer a resort-quality facility, the city's IT Department focused on incorporating a comprehensive security system into the plans that would protect visitors and staff without intruding on the fun ambiance of the waterpark. Relying on the expertise and support from several trusted technology partners, the city directed its systems integrator, Knight Security, to install more than 100 Axis network cameras throughout the park and integrate them with a Milestone XProtect® Corporate video management software.





## Riding a wave of adaptable security cameras

"When you're doing these kinds of large projects, you have to have trusted partners like Axis to help you get things done," says Joe Heflin, IT Manager of Infrastructure and Security for Grand Prairie. "The city has standardized on Axis for several years now because their cameras have been so reliable and because we get such good support."

The waterpark's design, jokingly referred to by some as a 'cruise ship on land,' created some interesting surveillance challenges. The long narrow shape of the building, three floor-to-ceiling walls of glass, the high level of chlorine and other environmental factors meant that the park needed to exploit all the features of the high-resolution Axis cameras to optimally observe all the locations management wanted to monitor. This includes wide dynamic range that enables the cameras to capture clear images in bright sunlight and dark shadows as well as Axis Lightfinder technology and infrared illumination for extremely low-light and nighttime surveillance.

At the retail shop where visitors purchase their park passes and merchandise, the vandal resistant cameras not only monitor the exchange of money at the register but also crowd behavior as people line up to enter the park. In addition to monitoring every transaction location in the park such as the food and beverage concessions and the arcade, strategically placed cameras keep an eye on back of house doors to ensure that only authorized individuals enter restricted areas. This includes administrative offices, the vault and the stairwell leading to the basement where the pumps, filters and environmental controls for the waterpark are housed.

Epic Waters also deploys several of the robust cameras to monitor highly-chlorinated areas of the waterpark such as the pool deck, the guest lockers section and outside the main entrance. There's even an Axis camera monitoring the loading dock to confirm deliveries and provide forensic evidence in case of a dispute.

"The video system is pretty easy to navigate," says Michael Hays, General Manager for Epic Waters. "I can click on any floor I want and the monitor will display a mosaic of all the camera views in that area. And if I need to review an incident I can call up any archived video with a few clicks."

### A big splash of benefits

Hays reports that there have been few incidents in the park to date, citing the presence of cameras as a good deterrent. But when incidents or complaints do occur, having video of the interaction has proven invaluable to the investigation.

"When we first opened, there was an individual who was skimming money from the till," shares Hays. "When we looked at the video, it was clear as day what she was doing." Given the indisputable evidence, management was able to handle the situation internally.

The cameras have also helped to quickly resolve disputes regarding guest property gone missing. Since the waterpark is a popular place for birthday celebration, Guest Services provides special storage facilities to secure gifts, packages and boxes once guests leave the party room to enjoy the aquatic attractions. Hays recalls one incident where a guest complained that a gift had gone missing. When shown the video of the number of presents they gave the hostess to load on the cart and move to storage it became evident the guest was mistaken.





### Continuing an epic partnership

As the city of Grand Prairie continues developing Epic Central, the 172-acre park that encompasses Epic Waters, the adjacent Epic Recreation Center and the Summit Fitness Center for active seniors, Axis cameras play an ongoing role in the safety and security of those facilities.

For instance, at the 120,000-square-foot recreation center, a mix of Axis cameras keep watch over the high-tech library, a large fitness center, jogging track, recording studio, performing arts theater, outdoor amphitheater, culinary arts kitchen, a youth game room and more.

The Summit Fitness Center also has a separate enclosed Olympic-size swimming pool with its own chemical storage and water treatment space. To monitor this highly-chlorinated area, the facility uses AXIS Q3505-SVE Network Cameras that are specifically designed to operate in harsh chemical environments.

Looking forward, the city already has plans in the works for Playground Adventures, an all-inclusive playground and pad sites for future retail opportunities that will be secured with Axis technologies and solutions.

**“Our Axis cameras provide tremendous value to the city and specifically to the employees at each location – not just for security but for managing the property as a whole.”**

**Joe Heflin, IT Manager of Infrastructure and Security for Grand Prairie**



# About Axis Communications

Axis enables a smarter and safer world by creating network solutions that provide insights for improving security and new ways of doing business. As the industry leader in network video, Axis offers products and services for video surveillance and analytics, access control, and audio systems. Axis has more than 3,000 dedicated employees in over 50 countries and collaborates with partners worldwide to deliver customer solutions. Axis was founded in 1984 and has its headquarters in Lund, Sweden.

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