



Tour Policy

Over the years, Metro Wastewater Reclamation District has provided opportunities for guests to learn about the main steps of the treatment process. Providing a safe environment for visitors and employees is a top priority as groups are escorted along the tour route at the Robert W. Hite Treatment Facility (RWHTF). As a result, there may be areas unavailable for viewing due to construction activity. Please read the following tour and security procedures prior to your arrival:

- Overview tours usually last between 60 and 90 minutes. Tours are not conducted on holidays, weekends (except on occasion when dates are determined by the District), or during evening hours. Also, tours are not scheduled in November, December, January, or February.
- Tours take place outdoors and can require extensive walking (approximately a mile). On occasion, tours may be canceled due to inclement weather. The Metro District does not conduct tours in rain, snow, extreme cold, or when conditions make the tour route unsafe.
- Tours are booked on a first-come-first-served basis. **Tours should be requested a minimum of two weeks in advance of the desired date.** The maximum number of people per tour is 25. Tours are available for high school students and adults.
- Metro District representatives will escort all tour participants.
- High school students must be escorted by a combination of Metro District representatives, teachers, and adult chaperones (one adult chaperone for every 10 participants under the age of 18).
- While food and drink are not allowed along the tour route, drinking water is available at designated locations.
- Photography and recording devices are prohibited.
- Clothing must be suitable for an industrial environment (closed-toe walking shoes are required).
- Safety equipment will be provided as needed.
- The Metro District has implemented a Security Threat Management Plan that aligns with the National Homeland Security Advisory System. Tours will be canceled when national or state homeland security agencies recommend restricted access.
- Students with special needs, including those who could require on-site medical attention (i.e., allergic reaction to bee stings), must remain with the teacher or another adult at all times. The designated adults must be aware of any special circumstances regarding the

students in their care and should be trained to handle individual emergencies, including administration of approved medications students might be required to take while touring the facility (i.e., EpiPen or other allergy medications).

- Due to stairs and extensive walking, there may be areas of the RWHTF that are not accessible for guests in wheelchairs or those who use walking assistance devices.
- Adults must show appropriate government-issued photo identification upon arrival (i.e., driver's license, military identification, passport, or state-issued I.D.). Please email a list of adult attendees to Metro Wastewater Reclamation District at least five working days prior to the tour (dhoffman@mwr.dst.co.us or kmerritt@mwr.dst.co.us).