



TOUR PROCEDURES

Metro Water Recovery offers the opportunity for guests to learn about the main steps of the wastewater treatment process. Providing a safe environment for visitors and employees is a top priority as groups are escorted along the tour routes at the Robert W. Hite Treatment Facility and the Northern Treatment Plant. As a result, there may be areas unavailable for viewing due to construction or maintenance activity.

Please read the following tour and security procedures prior to your arrival:

- Overview tours usually last about 90 minutes. Tours are not conducted on holidays, weekends (except on occasion when dates are determined by Metro), or during evening hours.
- A minimum of five is required for group tours.
- Robert W. Hite Treatment Facility (Denver) tour: High school age and older only
Northern Treatment Plant (Brighton) tour: All ages
- Tours take place outdoors and can require extensive walking (approximately a mile). On occasion, tours may be canceled due to inclement weather. Metro does not conduct tours in rain, snow, extreme cold or when conditions make the tour route unsafe. Metro representatives will make a determination approximately 24 hours in advance of scheduled tour based on current conditions and the weather forecast.
- Tours are booked on a first-come, first-served basis. Tours should be requested a minimum of three weeks in advance of the desired date.
- Metro representatives will escort all tour participants to ensure all safety procedures are followed.
- High school and younger students must be escorted by a combination of Metro 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.
- Clothing must be suitable for an industrial environment. Closed-toed walking shoes are required. Footwear with high heels is not allowed.

- Personal Protection Equipment will be provided as needed. Examples include safety vests, safety glasses and hard hats.
- Metro has implemented a Security Threat Management Plan that aligns with the National Terrorism Advisory System of the U.S. Department of Homeland Security. Tours will be canceled when national or state 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 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, insulin or other medications).
- 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 all attendees to Metro Water Recovery at least five working days prior to the tour.

Note: *Metro Water Recovery provides reasonable accommodations for tours (and any other public programs) in accordance with the Americans with Disabilities Act. Please let us know if anyone in your group has a disability-related need for accommodation. To ensure consideration of specific accommodation requests, visitors must contact Metro Water Recovery at least 14 days in advance of the requested tour. Please email your questions to Public Information Specialist Colleen Miller (cmiller@metrowaterrecovery.com).*