



TOUR PROCEDURES

Metro Water Recovery invites 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 last about 90 minutes. Tours are not conducted on holidays, weekends (except on occasion when dates are determined by Metro), or during evening hours.
- At least five attendees are required for group tours. The maximum is 28.
- Guests at the Robert W. Hite Treatment Facility must be 14 or older. The minimum age at the Northern Treatment Plant is 8 years old.
- 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 evaluate the weather approximately 24 hours in advance of scheduled tours based on the current forecast.
- Tours are booked on a first-come, first-served basis. Tours should be scheduled a minimum of two weeks in advance of the desired date.
- Metro representatives escort tour participants to ensure safety procedures are followed.
- 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 may require on-site medical attention (i.e., allergic reaction to bee stings), must be escorted by an adult. The designated adults must be aware of 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 or insulin).
- Adults must show appropriate government-issued photo identification upon arrival (i.e., driver's license, Colorado Digital ID™, 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 (kmerritt@metrowaterrecovery.com)

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 Officer Kelley Merritt (kmerritt@metrowaterrecovery.com).*