In these changing times, the Ames water and wastewater utilities are faced with security and safety issues, especially with respect to tours of the treatment facilities. Below are requirements that have been put in place in order to continue to provide tours of the Water Plant and/or the Water Pollution Control Plant.

1. Tours must be scheduled at least two weeks in advance.

2. Utility staff will provide a “Tour Request Form.” The person requesting must fill out and return the form at least three working days in advance of the scheduled date/time. Form must be accompanied by a roster of attendees.

3. All visitors (except elementary, junior high, senior high) must sign in upon arriving at the facility and present a valid (current/unexpired) government-issued photo ID. (College IDs are acceptable.)

4. Tour groups may be split into smaller groups. The maximum size of each group may vary, depending on the nature of the group, but will generally be limited to no more than 15 in each group. The size of the groups will be at the discretion of the facility staff. (Elementary school tours may be allowed slightly larger group sizes.)

5. Elementary school tours will be required to provide a minimum of two adult chaperones and possibly more, depending on the size of the group. NOTE: Adult chaperones must be identified in advance on the roster and must show a current/unexpired photo ID upon arrival.

6. Restrictions:
   • No bags, backpacks, briefcases, fanny packs, knapsacks, etc. 
     Visitors are encouraged to leave these items at home or in their vehicles.
   • No photography of any kind is allowed during the tour. 
     Cameras (still and video) are not permitted on the tour. This includes cameras connected to phones, PDAs, or other hand-held electronic devices.
   • Use of cell phones during the tour is not permitted. 
     Cell phones distract other visitors and, in some instances, may pose a security risk.
   • All tour participants must be escorted at all times. 
     At no time will visitors be allowed to roam freely throughout the facility.
   • Tour visitors arriving late will be held in the reception area until an escort can accompany them to join the tour group.
   • Parking at the facility site(s) is limited. Car-pooling is strongly encouraged.

7. Facility staff reserve the right to refuse to answer specific questions related to security measures or questions where the response may compromise the security of the utility.

8. Facility staff reserve the right to refuse or cancel tours, including tours in progress, due to security conditions or other operational needs.

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