

## About this Tool

The Route to Resilience (RtoR) is designed to help your water or wastewater utility become more resilient to all-hazards incidents. The RtoR has five steps: Assess, Plan, Train, Respond and Recover; at each stop you will learn more about resilience, and discover tools and resources to aid you in your journey.

Each stop contains three tasks:

1. LEARN by watching a brief video that explains the stop.
2. CHOOSE a resiliency goal that best matches your utility's desired capability.
3. CREATE a customized report of tools and resources that will help you achieve those goals.

The RtoR is flexible; you can revisit and change your resiliency goals at any time and the tool will automatically update your report for you.

When you first use the tool, a notice about cookies will display. Review the notice and click "Got It" to continue. RtoR uses cookies to store your progress within a report builder session. It will not store your personally identifiable information, nor can it harm your computer. You can still use the tool if you have cookies turned off, but your progress will not be saved if you navigate to an external website.

**CAUTION: If you clear cookies in your web browser, your progress and selections made in the RtoR tool will be lost.**

## How to Use this Tool

From the home page (**Figure 1**), begin your journey on the RtoR by clicking on the blinking "Assess" icon.

### Tool Tip

It will take most users two to four hours to visit all five stops on the RtoR and generate the customized report. This includes about 12 minutes to watch the videos at all stops and additional time to read about and select resilience goals for your utility.



**Figure 1. RtoR Home Page**

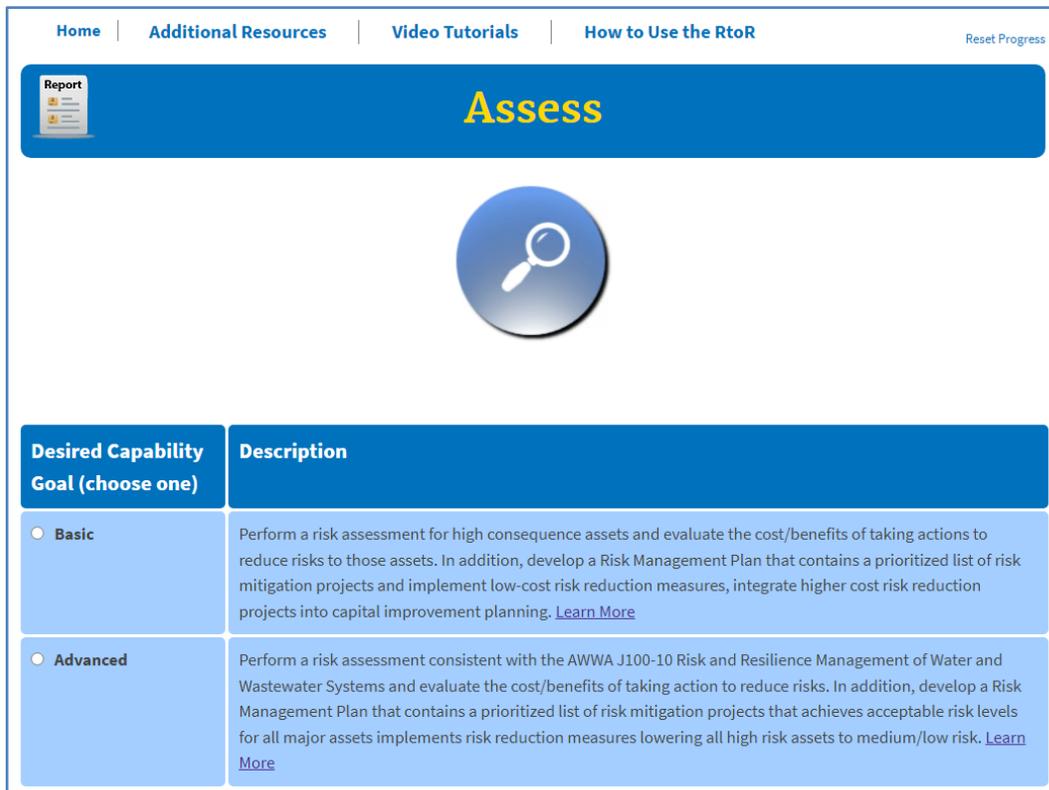
This is the first stop on the route, and it must be visited before the next stop becomes available to you. Available stops are colored in blue, while unavailable stops are colored in grey (**Figure 1**). After clicking on the “Assess” icon, a video will familiarize you with this aspect of resilience.

When the video is complete, you will be presented with a table of resilience capability goals (**Figure 2**). Desired capability goals for each stop on the RtoR are presented as either Basic/Advanced or Basic/Intermediate/Advanced. Descriptions for each goal are provided in the tables and expanded descriptions are available by clicking on “Learn More” text. After reading the descriptions, pick the goal that best describes your utility’s desired capability for this resilience area. Based on this selection, the RtoR will identify the most appropriate tools and resources to help achieve your resilience goal.

#### Tool Tip

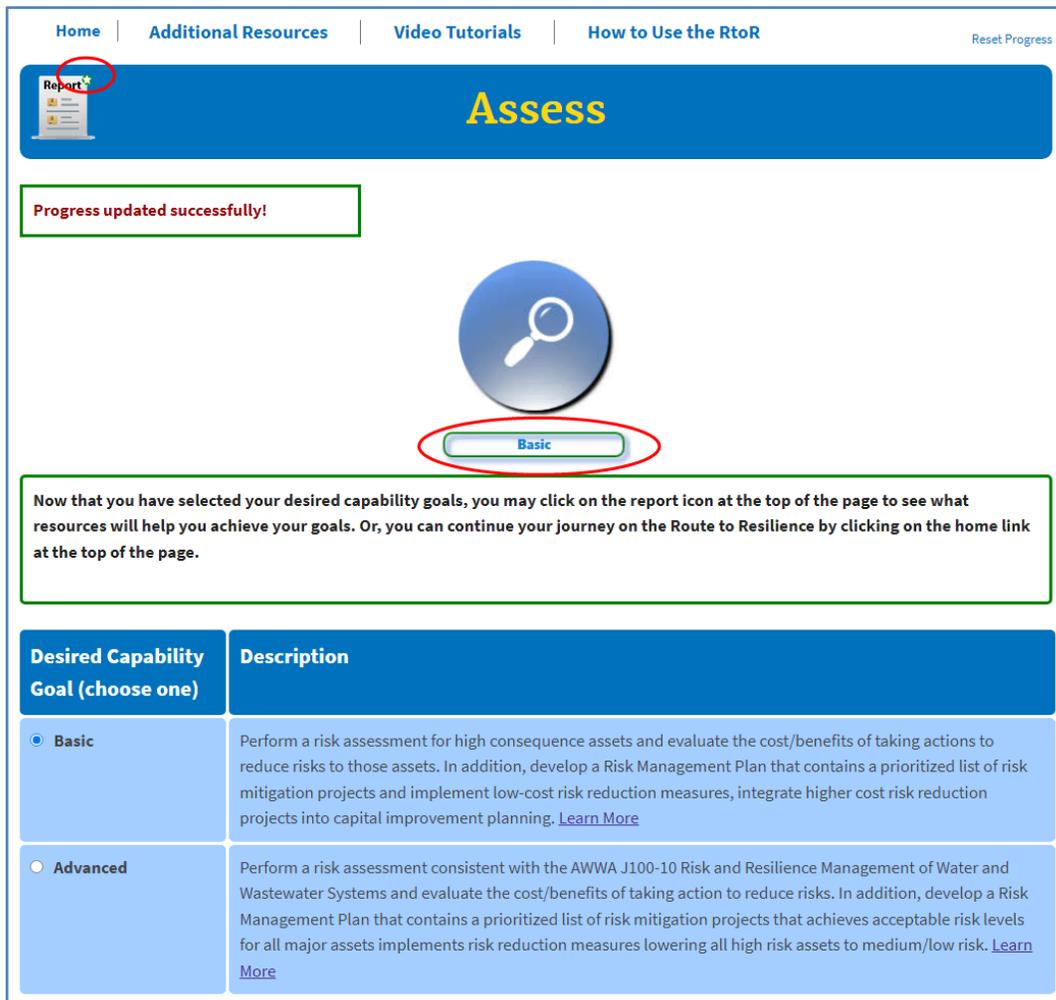
You can adjust the video volume through your computer’s volume control or the onscreen volume control. For the onscreen control, hover the mouse pointer over the video, and use the speaker volume control that appears in the lower right.

You may also view videos with closed caption text. Click the “click here” link in the upper left-hand corner of the video to turn captions on or off. Note that your selection will be retained for subsequent videos. If this is your first time watching the video, you will need to watch it in its entirety.



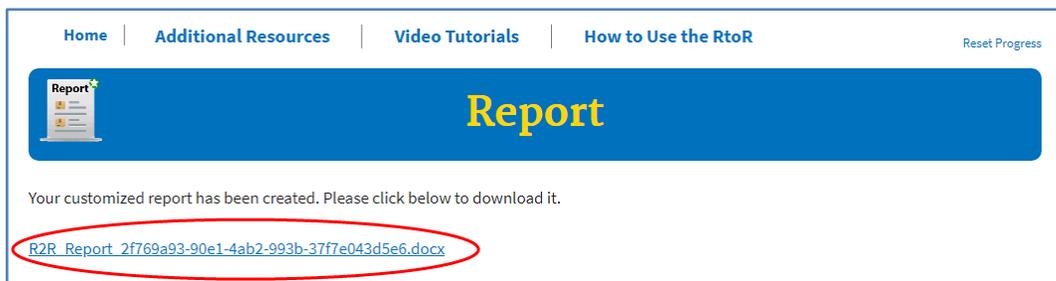
**Figure 2. “Assess” Desired Capability Goals**

After you have made your selection, your capability goal will appear in a small green box under the “Assess” icon. A message will display indicating, “Progress updated successfully!”. You may now choose to continue your journey on the RtoR by clicking “Home” in the upper left-hand portion of the screen. Or, you may click on the “Report” icon at the top left-hand portion of the screen to generate the RtoR report containing your customized tools and resources (Figure 3). Updates to the report are indicated by a small star on the “Report” icon.



**Figure 3. Choice Selection Indicator and Report Update Icon**

Clicking the “Report” icon displays the Report screen (**Figure 4**). The RtoR report is generated in Microsoft Word and may be downloaded by clicking the report document link. Follow the prompts in your web browser to download and open the report. You may edit the title page of the report to insert the utility name and current date.



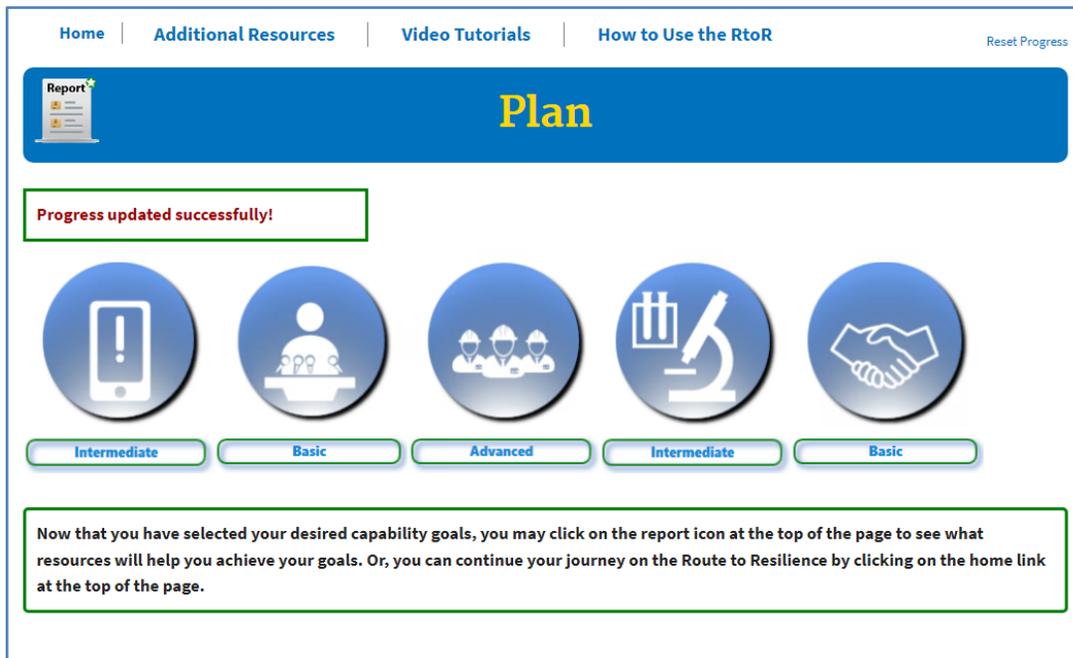
**Figure 4. Report Screen with Report Download Link**

Click “Home” to exit the Report screen. Once you are back on the home page, you will note in the left-hand progress pane that the “Assess” stop will have a green checkmark by it, along with your desired capability goal (**Figure 5**). This indicates that you have completed this stop and may now proceed onto the next stop, “Plan”. Keep in mind that you can revisit and change your selection from a previous stop at any time - the RtoR will automatically update the report with appropriate tools and resources!



**Figure 5. “Assess” Complete and “Plan” Available**

The remaining steps on the RtoR will operate the same as Assess with the exception of Plan, which has many components: Emergency Response, Risk Communication, Response Partner Network, Laboratory Support, and Mutual Aid and Assistance (**Figure 6**). You will need to select a capability goal for each component before proceeding to the next step. Note that there is no specific order or sequence that you have to follow for the Plan components.



**Figure 6. “Plan” Components**

Finally, from the home page you can perform several other tasks including (**Figure 7**):

- Generate the RtoR report by clicking on the “Report” icon.
- Re-watch the videos by clicking on the “Video Tutorials” drop-down at the top of the screen. The videos will play with full controls to start, stop, skip, and pause. You may close and exit the video by clicking the “x” at the top right. Note that you will only be able to access the videos that you have previously viewed.
- Access additional resources by clicking on the “Additional Resources” drop-down at the top of the screen. Here you can access the Complete Product and Service list containing all tools and resources in the RtoR (not just those picked for you based on your selected capability goals) and provide feedback or ask questions on the RtoR tool via an EPA email address.
- Reset progress and begin a new RtoR journey by clicking the “Reset Progress” link. A warning message will appear indicating, “If you click the ‘OK’ button, you will lose your progress and your selections in the tool will be cleared. Are you sure you want to clear your selections and start again from the beginning?” Click “OK” to restart or click “Cancel” to retain your progress and selections.

#### Tool Tip

Videos played from the “Video Tutorials” library will not automatically send you to that stop’s landing page as it did the first time it played. Instead, you will be returned to the page you were on when you selected to play the video.



**Figure 7. Report, Video and Additional Resources Functions**

The RtoR tool is developed to be Section 508 compliant, and many functions have been assigned a shortcut key for ease of access and use. The general rule for using the keyboard to access RtoR tool functionality is to tab, or alternatively, use the ‘Alt’ key with a character key. Below is a list of key combinations to use for RtoR tool functions.

- Alt+A – Additional Resources dropdown menu
- Alt+V – Video Tutorials dropdown menu
- Alt+R – Generate RtoR report
- Alt+U – How to Use RtoR dropdown menu
- Alt+H – Home from each stop, and back to previous screen from the video