

## Department of Water Resources

### Water Use Efficiency Proposal Cover Sheet

<u>Applying for:</u>  <b>(Section B)</b> Urban or Agricultural Research and Development; Feasibility Studies, Pilot, or Demonstration Projects; Training, Education or Public Information; Technical Assistance	<input checked="" type="checkbox"/> <b>Urban</b> <span style="margin-left: 200px;"><input type="checkbox"/> Agricultural</span>  <b>Statewide urban water use efficiency training, education, or public education programs</b>
Applicant:	Metropolitan Water District of Southern California Post Office Box 54153 Los Angeles, California 90054-0153
Project Title:	<b>Online/Web-Based Irrigation Efficiency Training</b>
Person authorized to sign and submit proposal:	Name/Title: Stephen N. Arakawa Manager, Water Resource Management  Mailing Address: Post Office Box 54153 Los Angeles, CA 90054-0153  Telephone: (213) 217-6052 Fax: (213) 217-6119 E-Mail: sarakawa@mwdh2o.com
Contact Person:	Name/Title: Diane Harrelson  Mailing Address: Post Office Box 54153 Los Angeles, CA 90054-0153  Telephone: (213) 217-6167 Fax: (213) 217-7159 E-Mail: dharrelson@mwdh2o.com
Funds Requested:	\$155,000.00
Applicant Funds Pledged (local cost share):	\$155,000.00
Total Project Costs:	\$310,000.00
Estimated Net Water Savings (Acre-Foot/Year):	N/A
Estimated total amount of water to be saved (Acre-Foot):	N/A
Over 15 Years:	N/A
Benefit/Cost Ratio of Project for Applicant:	N/A
Estimated \$/Acre-Foot of Water to be saved:	N/A
State Assembly District(s) where project is to be conducted:	35, 37-80
State Senate District (s) where project is to be conducted:	17, 19-40
Congressional District(s) where project is be conducted:	23-53
County(ies) where project is be conducted:	Los Angeles County
Does the actions in this application involve physical changes in land use or potential future changes in land use?	Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>
If yes, complete and attach land use check list	Attached: <input type="checkbox"/>

# 2004 Water Use Efficiency Proposal Solicitation Package

## APPENDIX A: Project Information Form

Applying for:

Urban  Agricultural

1. (Section A) **Urban or Agricultural Water Use Efficiency Implementation Project**

(a) Implementation of Urban Best Management Practice, # \_\_\_\_\_

(b) Implementation of Agricultural Efficient Water Management Practice, # \_\_\_\_\_

(c) Implementation of other projects to meet California Bay-Delta Program objectives, Targeted Benefit # or Quantifiable Objective #, if applicable  
\_\_\_\_\_

(d) Specify other: \_\_\_\_\_

2. (Section B) **Urban or Agricultural Research and Development; Feasibility Studies, Pilot, or Demonstration Projects; Training, Education or Public Information; Technical Assistance**

(e) Research and development, feasibility studies, pilot, or demonstration projects

(f) **Training, education or public information programs with statewide application**

(g) Technical assistance

(h) Other

3. Principal applicant (Organization or affiliation):

Metropolitan Water District of Southern California

4. Project Title:

Online/Web-Based Irrigation Efficiency Training

5. Person authorized to sign and submit proposal and contract:

Name, title Stephen N. Arakawa

Mailing address P.O. Box 54153

Los Angeles, CA 90054-0153

Telephone (213) 217-6052

Fax (213) 217-6119

E-mail sarakawa@mwdh2o.com

6. Contact person (if different):

Name, title. Diane Harrelson

Mailing address. P.O. Box 54153

Los Angeles, CA 90054-0153

Telephone (213) 217-6167

Fax. (213) 217-7159

E-mail dharrelson@mwdh2o.com

**APPENDIX A: Project Information Form (con't)**

7. Grant funds requested (dollar amount): **\$155,000.00**  
*(from Table C-1, column VI)*

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8. Applicant funds pledged (dollar amount): **\$155,000.00**

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9. Total project costs (dollar amount): **\$310,000.00**  
*(from Table C-1, column IV, row n)*

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10. Percent of State share requested (%): 50 %  
*(from Table C-1)*

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11. Percent of local share as match (%): 50 %  
*(from Table C-1)*

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12. Is your project locally cost effective?  (a) Yes  
*Locally cost effective means that the benefits to an entity (in dollar terms) of implementing a program exceed the costs of that program within the boundaries of that entity.*

(b) No

*(If yes, provide information that the project in addition to Bay-Delta benefit meets one of the following conditions: broad transferable benefits, overcome implementation barriers, or accelerate implementation.)*

Each class costs \$1,000 plus logistical expenses, which include facility rental, refreshments, manuals, supplies etc. Last year we conducted 295 classes. This would allow redistribution of limited resources to program instruction.

13. Is your project required by regulation, law or contract?  (a) Yes  
If no, your project is eligible.

(b) No

If yes, your project may be eligible only if there will be accelerated implementation to fulfill a future requirement and is not currently required.

*Provide a description of the regulation, law or contract and an explanation of why the project is not currently required.*

**APPENDIX A: Project Information Form (con't)**

14. Duration of project (month/year to month/year):	12/1/05 – 12/31/06
15. State Assembly District where the project is to be conducted:	35, 37-80
16. State Senate District where the project is to be conducted:	17, 19-40
17. Congressional district(s) where the project is to be conducted:	23-53
18. County where the project is to be conducted:	Los Angeles County
19. Location of project (longitude and latitude)	N/A
20. How many service connections in your service area (urban)?	Urban Wholesale Supplier
21. How many acre-feet of water per year does your agency serve?	2.4 million acre-feet

22. Type of applicant (select one):
- (a) City
  - (b) County
  - (c) City and County
  - (d) Joint Powers Authority
  - (e) Public Water District**
  - (f) Tribe
  - (g) Non Profit Organization
  - (h) University, College
  - (i) State Agency
  - (j) Federal Agency
  - (k) Other
    - (i) Investor-Owned Utility
    - (ii) Incorporated Mutual Water Co.
    - (iii) Specify \_\_\_\_\_
23. Is applicant a disadvantaged community? If 'yes' include annual median household income.  
(Provide supporting documentation.)
- (a) Yes, \_\_\_\_\_ median household income
  - (b) No**

**2004 Water Use Efficiency Proposal Solicitation Package  
APPENDIX B: Signature Page**

By signing below, the official declares the following:

The truthfulness of all representations in the proposal;

The individual signing the form has the legal authority to submit the proposal on behalf of the applicant;

There is no pending litigation that may impact the financial condition of the applicant or its ability to complete the proposed project;

The individual signing the form read and understood the conflict of interest and confidentiality section and waives any and all rights to privacy and confidentiality of the proposal on behalf of the applicant;

The applicant will comply with all terms and conditions identified in this PSP if selected for funding; and

The applicant has legal authority to enter into a contract with the State.

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Signature

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Name and Title

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Date

## **Statement of Work, Section One: Relevance and Importance**

The Metropolitan Water District of Southern California (Metropolitan) provides imported water service to more than 18 million residents over a 5,200 square mile service area that includes Los Angeles, Orange, Riverside, San Bernardino, San Diego and Ventura counties. Metropolitan relies on State Water Project deliveries from the Bay/Delta for approximately one-third of the region's water supplies.

Metropolitan is working aggressively with its member agencies to improve water use efficiency in many diverse areas. One important area for improved efficiency is landscape irrigation. In Southern California, about half of all urban water use is for landscape irrigation including residential lawns, ground covers, schools, parks, golf courses and public roadways.

Since 1994, Metropolitan, in collaboration with its member public agencies, has developed a community-centered training program known as Protector del Agua (PDA). PDA offers irrigation efficiency classes to landscape professionals and homeowners on soils, watering and fertilizers, basic landscape design considerations, landscape irrigation systems, and low water use plants. To date, more than 1,500 classes have been provided throughout Southern California resulting in more than 30,000 graduates. In fiscal year 2003/04, there were 6,700 residential and professional series graduates.

The proposed project would develop online/web-based educational courses for two residential series classes and four classes from the professional course. The online/web-based irrigation training would benefit more individuals, who otherwise would not be able to attend classes. These online/web-based classes would allow students to proceed at their own pace, supplement present classroom instruction provided by Metropolitan, and serve as a reference and reinforcement of efficient water use concepts.

Metropolitan benefits include:

- Increased market for training
- Reduced overhead costs
- Increased resources for classroom instruction

Participant benefits include:

- Self-paced learning
- Time flexibility
- Interactive learning from personal computers

Metropolitan supports and is a signatory to the California Urban Water Conservation Council's Memorandum of Understanding, which commits Metropolitan to implement conservation "best management practices (BMP)." This project is part of Metropolitan's landscape water conservation efforts and is consistent with the implementation of BMP No. 5—large landscape conservation programs and incentives. The project also supports upgrades to Metropolitan's commercial and institutional landscape water efficiency incentive program, which was approved

by the Board in September 2004, linking PDA training to the creation of landscape water budgets, irrigation equipment upgrades and quantified water savings.

This project consists of development of online/web-based instruction of two residential classes needed to complete the series and four professional classes:

<b>Residential Series</b>	<b>Professional Series</b>
1. Landscape Design Concepts	1. Basic Irrigation Principles; Irrigation System Adjustment and Repair
2. Sprinkler Systems	2. Irrigation System Troubleshooting
	3. Controller Programming
	4. Irrigation Scheduling

These classes are designed to address water-use efficiency issues in landscapes and will instruct homeowners on plant selection, proper maintenance and irrigation practices. Online training would support our commercial and institutional landscape water efficiency incentive program, outdoor conservation advertising campaign, and efforts with local nurseries and home improvement centers including Armstrong’s and Home Depot.

Classes under the professional series are designed to address water-use efficiency issues in the commercial landscape and provide instruction to landscape professionals on irrigation system adjustment, repair, electrical troubleshooting, controller programming and irrigation scheduling.

Each online training module would include the following elements:

- 1) Lesson objectives introduction;
- 2) Presentation of course materials;
- 3) Graphics; and
- 4) Interactive exercises.

**Class descriptions:**

Residential – Landscape Design Concepts

This class assists participants in organizing design concepts and resources to develop a basic landscape plan including consideration of outdoor living spaces, hardscapes, patios, plant selection and placement. Emphasis is placed on producing a water efficient landscape design.

Residential – Sprinkler System Design

This class reviews major design and maintenance principles of overhead sprinklers and drip irrigation. Topics covered include irrigation design principles, types of overhead sprinklers and drip irrigation as well as system maintenance.

Professional - Basic Irrigation Principles; Irrigation System Adjustment and Repair

This class addresses principal factors in landscape irrigation. Topics include plant water needs, soil characteristics, and irrigation. Demonstrations reinforce methods to determine plant water needs, irrigation management in various soil types, and provide an understanding of precipitation rates impacts to irrigation uniformity.

The irrigation system adjustment and repair section stresses the importance of regular irrigation system adjustment and the value of early detection and repair of irrigation system problems. The class emphasizes impacts of poorly adjusted irrigation systems on plant health, distribution uniformity, and damage to surrounding property as a result of overwatering. "Hands-on" demonstrations allow students to practice basic principles by making adjustments and repairs to a portable irrigation system.

#### Professional - Irrigation System Troubleshooting

This session focuses on the analytical approach to solving irrigation system failures. Three common problem areas are examined: (1) mechanical, (2) hydraulic, and (3) electrical. Students receive practical training on the use of electrical troubleshooting equipment, and are provided opportunities to demonstrate skills.

#### Professional - Controller Programming

This is a hands-on class where participants begin with a review of basic irrigation controller features and programming. Advanced controller features are also introduced and participants are allowed to develop more complex schedules. Consideration of temperature/seasonal changes, rain, and landscape activities or demands, which limit irrigation run-time is also covered.

#### Professional - Irrigation Scheduling

This class focuses on two critical questions: When to irrigate? and How much water to apply? A variety of field techniques and methods are presented as well as the technical aspects to be considered when scheduling irrigation run times.

The online/web-based classes will also be developed in a stand-alone CD-ROM format as an alternative delivery method.

Development of training modules would be performed by a consultant(s) based on competitive selection criteria including, but not limited to the following:

- Related experience and staffing
- Project approach and timeline.
- Online/web-based courseware compatibility with Flash 5 software (for compatibility with most web browsers).
- Stand-alone CD-ROM version compatible with both PC and Mac.

User education remains critical to achieving targets for resource development beyond Metropolitan's Integrated Resource Plan Update, which was approved in July 2004. This educational effort would help influence human behavior, encourage water efficiency in outdoor landscape irrigation practices, and help effectively reach the estimated 3.5 million single-family households in Metropolitan's service area. Classes focus on landscape design, installation, and irrigation efficiency. Over the long-term, this effort helps meet CALFED water supply reliability objectives by reducing Southern California's residential water demand growth rate, resulting in more effective management of water resources and reduced pressure on water and energy distribution facilities. This program would help achieve a water wise public through awareness of basic landscape efficiency concepts including use of native plants, reduce surface runoff to coastal estuaries, and result in withdrawals from local storage facilities at a lower rate. Several benefits accrue directly and indirectly to CALFED and the Bay/Delta estuary or locally,

within the State Water Project watershed, in a manner that is consistent with CALFED objectives.

## **Statement of Work, Section Two: Technical/Scientific Merit, Feasibility**

Metropolitan's PDA curriculum is periodically reviewed and updated by experienced landscape education professionals and practitioners knowledgeable in design and water use efficiency concepts. Metropolitan will identify consultant(s) to develop online web-based instruction utilizing Metropolitan's existing field-tested curriculum.

Web-based training will be interactive and compatible with most web browsers and computers (Flash 5.0). The training courseware will be designed to communicate with a database in order to track participation. Web-based training will also be available in a stand-alone CD-ROM format as an alternative to the online delivery method.

The proposed activity is not defined as a project under CEQA because it involves continuing administrative activities, such as purchases for supplies, general policy and procedure making (Section 15378(b)(2) of the State CEQA Guidelines). In addition, the proposed activity is not subject to CEQA because it involves other governmental fiscal activities, which do not involve any commitment to any specific project, which may result in a potentially significant physical impact on the environment (Section 15378(b)(4) of the State CEQA Guidelines). Since the proposed activity is not subject to CEQA pursuant to Sections 15378(b)(2) and 15378(b)(4) of the State CEQA Guidelines, no further action is required for consideration of this application and subsequent program implementation.

### **Task List and Schedule**

<b>Milestone Tasks</b>	<b>Target Completion Date</b>
Consultant Contract	February 2006
Kickoff/Pre-Production	April 2006
Design Document and Prototype	August 2006
Interface Design	September 2006
Character Design	October 2006
Alpha Storyboard	November 2006
All Storyboards	March 2007
Beta	July 2007
Final Beta	November 2007
Product Release	January 2008

## **Statement of Work, Section Three: Monitoring and Assessment**

Metropolitan would develop a work plan and schedule to monitor project progress with milestones set at various stages of development. Metropolitan will monitor training participation by compiling data received from its website server. The data gathered will include participant name, address, number of lessons completed, and a class evaluation questionnaire. This data will assist in determining the number of individuals that participate in on-line training and overall program success.

## **Qualifications of the Applicants and Cooperators**

Andy Hui – Regional Supply Unit Manager for the Water Resource Management Group. Mr. Hui has 19 years experience working with local resource development projects including recycled water, groundwater recovery, water conservation and seawater desalination.

Alice Webb – Senior Resource Specialist. Ms. Webb has 14 years experience working on various water conservation programs and provides oversight of various programs including Protector Del Agua.

Diane Harrelson – Senior Administrative Analyst and Project Manager for Metropolitan’s Protector del Agua (PDA) Irrigation Efficiency Education Program. Ms. Harrelson has 11 years experience in water conservation and has been responsible for administration and management of consultants providing bilingual instructors for the PDA program, scheduling classes, coordinating instructor availability, and overseeing revisions and additions to current course curriculum and class evaluations (resume attached).

Other grant programs that Diane Harrelson has administered are:  
CALFED – New Courses for Bilingual Landscape Education Program  
Water For The West – Protector del Agua Online/Web-Based Training  
(for two residential classes)

## **Outreach, Community Involvement, and Acceptance**

As part of the PDA Program, Metropolitan works with its member agencies to educate the public on water use efficiency and conservation through advertisements, flyers, brochures and billing inserts. Many California public agencies participate in the professional PDA program and promote it in their respective service areas, including the California Department of Transportation, Los Angeles Unified School District, Los Angeles County Department of Education, California Conservation District, United States Navy, and San Diego School District.

Development of online, web-based training that can be linked to various state and water agency websites will enable Metropolitan’s PDA program to expand its reach and effectiveness complementing traditional classroom training. With this expanded capability, irrigation efficiency practices and water conservation information can be disseminated quickly and efficiently at minimum cost avoiding expensive setup and logistical expenditures.

## Innovation

Since 1993, Metropolitan has provided traditional classroom instruction to landscape professionals and homeowners. Class are offered in both Spanish and English and provided free of charge, usually at nights or on the weekends over several weeks. Utilizing web-based technologies to disseminate information will vastly improve existing classroom instruction on water use efficiency, extend limited resources, and provide training to students that otherwise would not be able to attend. Students can obtain training in the comfort of their own home and proceed at their own pace.

## Benefits (supporting documentation)

Costs	Total Costs	Metropolitan Shared Cost	Other's Shared Cost	Prop 50 Grant
Cost Distribution	100 %	50 %		50 %
Labor costs (including consultants)	\$310,000	\$155,000		\$155,000
Equipment				
Supplies				
Travel				
Direct costs				
Indirect costs				
<b>Total Costs</b>	<b>\$310,000</b>	<b>\$155,000</b>		<b>\$155,000</b>

Consultant costs will include the development of web-based training, utilizing existing curriculum, which includes six individual class segments, two residential and four professional: 1) Residential: Basic Landscape Design; 2) Residential: Irrigation Systems; 3) Professional: Basic Irrigation Principles and Irrigation System Adjustment and Repair; 4) Professional: Irrigation System Troubleshooting; 5) Professional: Controller Programming; and 6) Professional: Irrigation Scheduling.

Consultant will also provide web-based classes in a stand-alone CD-ROM format as an alternative to the online delivery method.

Benefits gained under this project include water savings as a result of improved water use efficiency practices in landscapes and increased awareness of water conservation concepts.

The potential benefits far outweigh the anticipated costs; last year Metropolitan spent approximately \$401,200 on instructor, printing and equipment costs (not including facility rental, refreshment and other incidental costs) to instruct 5,000 students. Online training has the potential to reach more students exponentially at a significant savings.

**APPENDIX C  
PROJECT IMPLEMENTATION COSTS TABLE**

**APPLICANT:** Metropolitan Water District of Southern California  
**Project Title:** Online/Web-Based Irrigation Efficiency Training

If using the excel tables on DWR website, complete shaded areas only.

Section A projects must complete Life of Investment, column VII and Capital Recovery Factor, column VIII. Do not use 0.

**Table C-1: Project Costs (Budget)**

	Category	Project Costs \$	Contingency % (ex. 5 or 10)	Project Cost + Contingency \$	Applicant Share \$	State Share \$	Life of investment (Years)	Capital Recovery Factor (Table C-4)	Annualized costs \$
	(I)	(II)	(III)	(IV)	(V)	(VI)	(VII)	(VIII)	(IX)
	Administration (for initiation of project)								
	Salaries, wages	\$100,000		\$100,000	\$100,000				
	Fringe benefits								
	Supplies								
	Equipment								
	Consulting services	\$210,000		\$210,000	\$55,000	\$155,000			
	Travel								
	Other								
(a)	Total Administration Costs <sup>1</sup>	\$310,000		\$310,000	\$155,000	\$155,000			
(b)	Planning/Design/Engineering								
(c)	Equipment Purchases/Rentals/Rebates/Vouchers								
(d)	Materials/Installation/Implementation								
(e)	Implementation Verification								
(f)	Project Legal/License Fees								
(g)	Monitoring and Assessment								
(h)	Report Preparation								
(i)	Structures								
(j)	Land Purchase/Easement								
(k)	Environmental Compliance/Mitigation/Enhancement								
(l)	Construction								
(m)	Other (Specify)								
(n)	TOTAL (=a+...+m)	\$310,000	NA	\$310,000	\$155,000	\$155,000	NA	NA	
(o)	Cost Share Percentage	NA	NA	NA	50	50	NA	NA	NA

<sup>1</sup> (Excludes administration O & M costs)

**Diane Harrelson**  
**4015 Verdugo View Dr.**  
**Los Angeles, California 90065**  
**(323) 256-1308**

**WORK EXPERIENCE:**

**4/96 - Present**

**METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA**

Senior Administrative Analyst in the Regional Supply Unit of the Water Resource Management Group. Manage all aspects of the Protector del Agua Education Program, a highly successful and popular bilingual landscape irrigation efficiency course offered to landscape professionals and homeowners. Responsibilities include managing consultant contracts for bilingual instructors, scheduling class dates with Metropolitan's member agencies, coordinating instructor availability, and overseeing revisions and additions to course curriculum. Courses are offered throughout Metropolitan's service area, which encompasses most of Southern California.

**11/6/95 – 4/96**

**METROPOLITAN WATER DISTRICT (District Temporary)**

Administrative Assistant III with the Conservation Branch of the Public Affairs Division. Compiled data and reports as needed by Landscape/Education Team as well as for Branch Manager. Tracked Landscape/Education Team's project timeline using Microsoft Project Manager. Reported on monthly status and progress of current team projects. Participated and worked with other staff members on IRP workgroup activities. Prepared correspondence and memoranda. Created and maintained various spreadsheets for 1996/97 budget. Served as draft custodian, as well as Lan Coordinator and Functional Specialist for the Branch. Tracked and managed database and spreadsheet for Member Agency and consultant agreements. Trained and supervised lower level personnel. Other software include: Oracle, Aldus PageMaker, CorelDraw, Microsoft Project Manager, Microsoft PowerPoint, Microsoft Word for Windows, WordPerfect, Windows, Netscape Navigator, & Pines.

**9/94 - 11/95**

**METROPOLITAN WATER DISTRICT (Consultant - Sole Proprietor)**

Consultant for the Conservation Branch. Tasks included the following: 1) Drafted, edited and tracked member agency agreements as well as consultant agreements. 2) Coordinated and monitored all correspondence about agreements including invoices, credits and extensions. 3) Created and updated agreement spreadsheets and hard copy master files. 4) Monitored, tracked, and updated spreadsheets for budget expenditures. 5) Assisted Conservation Branch staff with special projects and administrative functions as needed.

Diane Harrelson

**WORK EXPERIENCE:** (con't)

**8/91 - 9/94**

**METROPOLITAN WATER DISTRICT (Staff Support Temporary Agency)**

Administrative Assistant for Metropolitan's Rideshare Program. Certified Employee Transportation Coordinator (certified through the Air Quality Management District of Southern California), duties included preparation of Metropolitan's Regulation XV Plan required by the AQMD. Created and maintained employee rideshare database that included all of Metropolitan's facilities using Microsoft Access. Revised parking assignments for assigned parking at the II California Plaza facility. Maintained and updated parking assignment database. Provided reports with backup charts and graphs for Board presentation using Microsoft Excel. Created, maintained and updated all vanpool ridership rosters and Public Transit lists. Prepared Employee Transit Subsidy Reimbursement for Accounts Payable. Prepared reports for vanpool ridership and Transit Subsidy. Provided computer rideshare matching, and rideshare information using both Microsoft Excel and Metropolitan Transit Authority provided services. Provided layout, design and graphics services for rideshare newsletter, bulletins and brochures using CorelDraw and other graphics software programs. Other software programs include: Microsoft Word for Windows and WordPerfect.

**1989 - 1991**

**EVERYWOMAN'S VILLAGE (Computer Software Instructor)**

5650 Sepulveda Boulevard, Van Nuys, California 91411

Everywoman's Village is a non-profit adult learning center. Hired as a computer software instructor for DOS, Aldus PageMaker, WordPerfect, and introductory computer classes. Development of classes and class materials, instruction and follow-up student support. Responsible for class scheduling and promotion of classes. (Everywoman's Village was a client of W.S.H. Services.)

**1988 - 1991**

**W.S.H. SERVICES (Partner)**

6257 Van Nuys Boulevard, Van Nuys, California 91401

Computer software training business offering on-site computer training to businesses and individuals. Designed computer generated business cards, flyers, letterhead, tickets, theater programs, menus, etc. Developed and implemented classes and class materials. In charge of advertising and marketing for W.S.H. Services. Provided telephone support to clients. Handled accounts payable/receivable, financial reports and customer service.

**1987 - 1988**

**THE VIDEO TAPE COMPANY (Computer Operator)**

10523 Burbank Boulevard, North Hollywood, California

Data entry, generating bills of lading and reports for shipping department.

Diane Harrelson

**WORK EXPERIENCE:** (con't)

**1985 - 1987**                    **GLEN HAVEN MEMORIAL PARK & MORTUARY (Receptionist/Clerk)**  
13017 N. Lopez Canyon Road, San Fernando, California 91342

Front desk receptionist, heavy phones, typing and filing.

**1983 - 1985**                    **SAN FERNANDO ELEMENTARY SCHOOL (Bilingual Teacher's Assistant)**  
1130 Mott Street, San Fernando, California 91340

Office of Bilingual Education Coordinator assisting in the implementation of various bilingual programs and State testing. Prior to this, worked as the school equipment officer in charge of ordering equipment, equipment repair, and inventory control.