Members Present:

Larry Armstrong   Bob Bridge Toyota
John Schwartz     Toyota of Puyallup
Vic Rasmussen     Toyota of Tacoma
Rick Kupfer       Michael’s Toyota
Randy Jager       Foothills Toyota
Mike Harrington   Rodland Toyota
Steve Thompson (Parts Manager)   Michael’s Toyota
Kevin Booth       T-TEN Area Manager
Don Stose         Toyota Portland Region
Ken Fritz         “ “
Brent Saffer      “ “
Dave Nelson       “ “
Jody Donker       “ “

College Members:

Mark Hankins      Interim Director, Auto & Manufacturing Programs
Jack Shiel        T-TEN Instructor
Ron Olson         A-YES State Manager

The meeting was called to order at 9:15 am

Various updates regarding Toyota’s service marketing objectives were discussed. Of the two districts represented, all objectives were exceeded and the service business continues to grow along with the success in vehicle sales. Plans for future marketing were discussed.

Ken Fritz opened the T-TEN advisory portion of the meeting by explaining that Shoreline Community College has plans to increase the quantity and quality of technicians for the local Puget Sound dealerships. He asked the dealer service managers to think about their long term staffing needs. Almost every dealer in the area is planning on expanding the service department in order to service the increasing number of Toyota customers. Ken also asked the group to confirm that Shoreline’s plans to offer a second T-TEN session was an appropriate step towards meeting Toyota’s increased technician needs. Dealer representatives responded that indeed this would be a step in the right direction.

Ken also informed the dealers that Hybrid Technology training will soon become a requirement for the dealership Skill Level Guidelines.
Jack Shiel presented an update on the current T-TEN students. Currently there are 18 students in the Fall Quarter who will be moving to their dealership coop experience during the Winter Quarter. Eleven students are sponsored by Toyota dealerships and seven students are sponsored by Lexus dealerships.

Students covered technical subjects in the areas of general automotive service and engine repair. They will receive credit for Toyota’s #623 Electrical Course. Students practiced for the ASE (Automotive Service Excellence) tests, used the TIS (Toyota Information System) used precision measurement tools, learned to use multi-meters and diagnostic testers, and learned how to use Toyota Electrical Wiring Diagrams.

Shop space was crowded this quarter due to the closing of the 2900 annex for remodel. The Volvo and Chrysler factory programs were integrated into the existing facility, making shop space very crowded. Because of the 2900 building remodel, class sizes for the second Toyota session will be held to 12 to 14 students.

Mark Hankins addressed the group with an update regarding the recruitment of a new Toyota instructor and plans for expansion of the automotive center: Jack Shiel is retiring after 22 years with Shoreline. A new Toyota T-TEN instructor will be hired by December 15. Jack will come back in Winter Quarter as half-time faculty to monitor the Coop Dealership Experience course and work with the new instructor. This should provide a smooth transition for the program while also providing instruction for the coop course.

Mark explained that Don Schultz is currently working on the capitol budget request process. There is four million dollars available for the six million dollar building expansion project. Mark thanked Don Stose and Pam Nelson for their help in encouraging the State Board for Community and Technical Colleges to consider this project. The building will proceed in two phases, beginning with an expansion to the rear of the current structure. The second phase will add to the Northwest side of the building. When the project is complete, it will provide 12 additional service bays and six new factory training modules, plus expanded office space, restrooms, and class rooms.

Ron Olson, Washington State Director for A-YES (Auto-Yes) program introduced himself to the group and explained the benefits of sponsoring an A-YES student. He explained that he will be contacting each dealer individually to secure sponsorship for the students.

The meeting adjourned at 11:15 am