



Toyota • Scion • Lexus  
TECHNICIAN DEVELOPMENT

**SHORELINE COMMUNITY COLLEGE  
TOYOTA T-TEN PROGRAM ADVISORY COMMITTEE MEETING**

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**PROGRAM:** Toyota T-TEN

**DATE:** December 11, 2015

**PLACE:** Showroom

**TIME:** 11:00 a.m.

**Present:**

**Derrick Albrecht, Lexus of Bellevue  
Kevin Booth, Toyota Motor Sales, Inc.  
Chad Dobbs, Toyota of Seattle  
Randy Jager, Foothills Toyota  
Jeff Harbaugh, Toyota Motor Sales, Inc.  
Terry McCoy, Burien Toyota  
Russ McDuffie, Toyota of Bellevue  
Scott Morris, Toyota Motor Sales, Inc.  
Lorin Munsee, Regional Trainer Seattle  
Brian Peeters, Toyota Motor Sales, Inc.  
Adam Powell, Toyota of Kirkland  
Jate Rademaker, Toyota Motor Sales, Inc.  
Chad, Senior Technician, Lexus of Bellevue  
Melissa Miller, Toyota of Seattle**

**Shoreline Community College:**

**Michael Boehm, Director  
Jeff Cromwell, T-TEN Instructor  
Kevin Roner, T-TEN Instructor  
Jacquie Ogilvie, Department Secretary  
Dan Fey, Dean of Workforce**

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**Opening and Introductions**

- Randy Jager, Chairperson, called the meeting to order and turned it over to the Toyota instructors, Kevin Roner and Jeff Cromwell

## **Minutes**

- Minutes from December 18, 2014 were approved as written

## **NATEF Compliance Review**

- Certification has been maintained
- Will need to re-certify in 2017

## **T-TEN Program Updates**

- The program is a 4 way partnership
- Students need to be in a dealer ahead of time before getting accepted to the program.
- Each quarter is 10 weeks. Students are here less than 50 weeks total
- Kevin asked how many dealerships in the group are sponsoring a student and two out of the group acknowledged having a student, Lexus of Bellevue and Burien Toyota
- Jeff Harbaugh, TMS, told the group that he would like to see if we can have more of our dealers involved in sponsoring our techs. Keeping them is critical to the program.  
GM has a military program where they bring in a vet and go through a 12 week class and then directly go the class. Military is paying for this. There have been over 100 vets taken in.  
Toyota is at a low. Over the next 4 years, Toyota is expecting an increase so the need for skilled entry level techs is critical. If we don't do something now we will be in trouble.
- Out of the 7 graduates from SY 2014-2015, 2 have left the business
- Currently, we have 12 sophomores, 10 of these will graduate in 2016 and all are employed at dealerships
- In the freshman class of Fall, 13 are currently enrolled in dealers. They took ASE's and 70% of them passed
- Russ McDuffie, Toyota of Bellevue, would like all the ASE's done for his shop
- Kevin Roner explained the program is designed to have the students take the ASE's after they are done with the individual courses – while the knowledge and skills are fresh on their minds.

## **T-TEN Recruiting System**

- For 2015 – out of 45 applicants interested in the program, T-TEN accepted 13.
- All of the students will be trained in torque certification. Jeff has been certified at NC3/Snap-on and is getting the students certified through his training class at zero cost to the student.
- On Monday, December 14, Bellevue is sending 9 techs to get Torque Certified
- Michael has been doing a lot of promoting for the Toyota program  
He has done 4 hours of presentations and came out with 208 “interest cards”
- Kevin Roner has been in 4 high schools directly looking for recruits followed by screening interviews and then referrals to dealerships.
  - This kind of recruiting has not been done in the past

- Jeff Cromwell will continue with presentations, screening applicants, and placing them through dealerships.
- Jeff Harbaugh, discussed pay structure to the group. We need rewards...incentive
- If we can't make the techs happy we will have a "horrible investment." Everyone needs to get together to try to keep these techs by having a good pay structure.
- The students expect to be challenged. They expect to work in the dealership putting to work the knowledge that they just learned in school. They expect to be part of the work organization with a career path. Wage is the most important – they expect a fair wage, especially after putting so much money and time into becoming a good tech.
- Per Kevin Booth, the biggest competitors like Ford and GM are our biggest challenge. The students are leaving Toyota to join their organizations.

### **T-Ten Internship Process**

- The goals are to provide the students with "real world" hands on experience that reinforces their in class training and to produce a tech that possesses career ready skills in diagnosis and repair
- The two Toyota instructors, Kevin and Jeff are constantly working with the students making sure they are practicing skills to get the students moved up in responsibilities and training. They are helping to re-position students when coaching is unsuccessful.
- The students document everything they do through T-PORT work journal and get evaluated by their mentor
- The students purchase their own tools, pay their own tuition
- Internship is reinforcing their coursework – practical, repetitive experience with what they have learned in class. Success helps to build self-esteem.
- Get the student the right mentor. If they don't have a good relationship with the mentor, find someone who can work with them
- Developing the tech takes time
- Certifications and recalls: Maintenance certified are unable to perform recalls whereas, the certified tech can do 33 of the recalls and service campaigns
- In the end, you are building your techs!
- There are some new classes that are being added through Toyota Regional Training Center
  - Need to go on waitlist for the 3 new course that will be taught

### **Retaining Graduates**

- Graduates are leaving because they don't know their place in the dealership
- Have no career path
- Growth ends the day of the TTEN graduation
- Money - \$15.00 an hour is not what the T-TEN Graduates want to make. This will be a topic at the next meeting per Jeff Harbaugh.

- Jeff also mentioned that we are in a good state of business in general – car sales, dealer profits, service, etc. There is a lot of competition out there and the 2017 financial statements will be looked at. We have got to have direction of what’s in store for our future. We need hybrid techs!

### **Toyota Updates**

- Scott Morris said, “We need to get together more often. We will do everything we can to support you. Student quality is great. We will push for training. We will try to get service managers to run their dealerships and not have the student only changing oil and changing tires.”

### **Schedule next meeting**

- Next meeting scheduled for Wednesday, May 11, 2015

### **Other**

- Joe Smith – Wilson Motors – We have been able to create a scholarship program collectively by the dealers in another market. TDA can be used for scholarships.
- Still need to come up with a plan
- Need to get every on board to get on “one wage” levels

### **Adjournment**

- Meeting adjourned at 11:35 a.m.