



Private Motor Truck Council of Canada  
Association Canadienne du Camionnage d'Entreprise



For release on June 10, 2022

## **PMTC ANNOUNCES RECEIPT OF THE 2022 RICK AUSTIN MEMORIAL DISPATCHER OF THE YEAR AWARD**

The PMTC and CPC Logistics Canada announced the recipient of The Rick Austin Memorial Dispatcher of the Year Award on June 9<sup>th</sup> as part of the PMTC's 2022 Annual Conference. This award was established in 2018 to honor the memory of one of CPC's Fleet Dispatchers, Rick Austin, who passed away suddenly on March 15<sup>th</sup> of 2017.

Rick began his career in the Transportation Industry right out of high school, starting with a dry wall company loading, tarping and strapping trucks. Rick decided to move behind the wheel and would eventually become an owner operator. Rick joined the John Deere Canadian Fleet on November 25, 1991 and quickly developed a reputation as a dependable driver with a great work ethic. Rick earned his Million Mile Award and started to train to provide relief dispatch, and then moved into the full-time dispatch role in 2000.

For a time, Rick dispatched all units in both Grimsby and Regina. As the fleet grew and it was discovered the kind of effort that Rick was dedicating to his role, the Dispatch office was expanded, and Rick received the CPC Logistics President's Award in recognition of his exceptional loyalty, service and dedication.

Because of his years on the road, Rick fully understood the demands and strains on a long-haul driver, and became not just a Dispatcher, but a good friend and wise council to many drivers over the years. Rick understood that the job needed to be done, but also wanted the drivers running safe and legal at all times. Whether he had the time or not, he always took the time to communicate with the drivers and tried to make sure that they kept life in balance.

This award is designed to help recognize the exceptional and often under-appreciated efforts of Dispatchers who have made an outstanding contribution to their company over their career.

The 2022 Rick Austin Memorial Dispatcher of the year award went to **Rob Moseley, Coca Cola Canada Bottling Ltd.**

### **Information and Background for Rob**

Rob has been a dispatcher for 10 years, 9 of them at Coca Cola Canada Bottling Ltd.

Rob joined Coke Canada as a distribution supervisor for their Prince George B.C. location in May of 2013. Rob has taken on many roles and responsibilities in his career at Coke, all while building a great report with drivers, warehouse personnel, customers and anyone he comes into contact with. Rob brings a ton of positivity to the role. The compassion he shows for his work, equipment & facility is only surpassed by the way he interacts and treats the drivers he works with. Communication is Rob's forte. He is constantly communicating with the drivers, warehouse staff as well as the sales team.



Rob is always respectful in his communication. If he has to point out a time a driver errored, he always backs it up with evidence, why the situation occurred and follows it up with tips for the driver to implement so they don't get in the situation again.

Rob goes above and beyond for the health and safety of his fellow workers. With the onset of Covid, and the facilities strict safety protocols, Rob took it upon himself to come in earlier than scheduled to clean and sanitize every vehicle prior to the start of the drivers shift, despite this being the driver's responsibility at the end of their shift. Rob also sanitizes the key touch points in the facility, such as punch clocks, door handles and push plates on bathroom doors.

Rob also takes it upon himself in the cold months to come down to the facility on weekends, despite their being no operations on Saturdays & Sundays, to ensure the trucks will start and will be ready for the drivers on Monday morning. In addition to these duties, Rob is also the driver trainer for the location, and schedules the maintenance for the fleet's vehicles. In the last 2 years, Rob has also had to schedule drivers and deliveries around the wildfires of 2020 & 2021, as well as the devastating floods of 2021. Not only did Rob look after scheduling and working with the Coke Fleet during this time, but he also worked with and helped out several partnering carriers. As a result of all of this, Rob has earned the respect and trust of his co-workers. "Rob is an amazing help to all of us drivers" one Coke team member wrote "Whenever I have questions or a problem, he is right there helping me try to figure it out and working with me to ensure it is done safely. If I get lost going to a new customer, I know when I call him, he will drop everything and focus on what my needs are and helping me find my way".

Rob commits himself to his job to such a level, it is rare he takes a full holiday. If something occurs while Rob is on vacation, he will get on the phone with a lead hand and walk him through the situation, or sometimes just pops in out of the blue to ensure everything is going ok.

Rob is a truly deserving Recipient of the 2022 Rick Austin Memorial Dispatcher of the Year award!

For more information, please contact:

Private Motor Truck Council of Canada  
225 Main Street East, Unit 5  
Milton, Ontario, L9T 1N9

Tel: 905-827-0587  
email: [info@pmtc.ca](mailto:info@pmtc.ca)  
website: [www.pmtc.ca](http://www.pmtc.ca)