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Press Release: MASTIO publishes the 17th Edition U.S. LTL Carrier Customer Value & Loyalty Report.

MASTIO recently published the 2021, 17th Edition of the industry wide U.S. LTL Carrier Customer Value & Loyalty Report and is pleased to present its findings. The study was released to subscribers in late November.

The U.S. LTL 2021 study findings are based on interviews with 1,485 shippers providing approximately 4,800 total observations. There were 203 LTL freight carriers rated of which 24 had enough ratings to be included in this 2021 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2021 study also includes approximately 8,700 qualitative responses to ten (10) open-ended questions. The data was collected by telephone interviews with key decision makers beginning in late July and ending in November of 2021.

Below is the list of carriers represented in the printed report. Additional carriers are included in the electronic edition.

Carrier	
A. Duie Pyle	Old Dominion
AAA Cooper	Peninsula
ABF	Pitt Ohio
Averitt Express	R&L Carriers
Central Freight Lines	Roadrunner
Central Transport	Ross Express
Daylight Transport	Saia
Dayton Freight Lines	Southeastern Freight Lines
Dohrn	TForce Freight
Estes	Ward Trucking
FedEx Freight	XPO Logistics
Oak Harbor Freightlines	Yellow

LTL Study 17th Edition – 2021 OVERALL

Overall Weighted Quality Score Rank*	Carrier
1	Peninsula
2	Averitt Express
3	Daylight Transport
4	Old Dominion
5	Dayton Freight Lines
6	ABF
7	Oak Harbor Freightlines
8	A. Duie Pyle
9	Southeastern Freight Lines
10	Ross Express
11	Pitt Ohio
12	Ward Trucking
13	AAA Cooper
14	R&L Carriers
15	Saia
16	Dohrn
17	Estes
18	FedEx Freight
19	XPO Logistics
20	TForce Freight
21	Yellow
22	Central Freight Lines
23	Roadrunner
24	Central Transport

*MASTIO quality awards are determined by the companies with the highest overall Customer Value Weighted Performance (Benefit) Score that have also met a minimum requirement of 30 ratings.

Mastio Quality Award

LTL Study 17th Edition – 2021

Overall

Category	Overall Winner / Highest Score	Companies Who Exceed the Industry Benchmark
Overall	Peninsula	A. Duie Pyle AAA Cooper ABF Averitt Express Daylight Transport Dayton Freight Lines Oak Harbor Freightlines Old Dominion Peninsula Pitt Ohio R&L Carriers Ross Express Saia Southeastern Freight Lines Ward Trucking

Source: MASTIO LTL Study 17th Edition – 2021 (Overall)

LTL Study 17th Edition – 2021 National Carriers

Overall Weighted Quality Score Rank*	Carrier
1	Old Dominion
2	ABF
3	Saia
4	Estes
5	FedEx Freight
6	XPO Logistics
7	TForce Freight

Mastio Quality Award LTL Study 17th Edition – 2021 National Carriers

Category	Overall Winner / Highest Score	Companies Who Exceed the Industry Benchmark
National Carriers	Old Dominion	ABF Estes FedEx Freight Old Dominion Saia

Source: MASTIO LTL Study 17th Edition – 2021 (National Carriers)

MASTIO, celebrating 32 years in business, specializes in providing an independent third-party perspective for clients who want to truly assess their corporate image, discover their perceived level of customer value, find new customers, understand the strengths and weakness of the competition, and supplement their market intelligence. Our strength is in helping clients re-think established norms, eliminate internal biases, collect and analyze data and transform market research into actions that achieve superior business results.

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