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Press Release: MASTIO publishes the 18th Edition U.S. LTL Carrier Customer Value & Loyalty Report.

MASTIO recently published its 2022, 18th 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 September.

The U.S. LTL 2022 study findings are based on interviews with 1,636 shippers providing approximately 5,200 total observations. There were 184 LTL freight carriers rated of which 23 had enough ratings to be included in this 2022 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2022 study also includes approximately 11,000 qualitative responses to ten (10) open-ended questions. The feedback was collected by telephone interviews with key decision-makers beginning in June and ending in September 2022.

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

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

LTL Study 18th Edition – 2022 OVERALL

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

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

Mastio Quality Award

LTL Study 18th Edition – 2022

Overall

Category	Overall Winner / Highest Score	Companies Who Exceed the Industry Benchmark
Overall	Peninsula	A. Duie Pyle ABF Averitt Express Daylight Transport Dayton Freight Lines Estes Midwest Motor Express Old Dominion Peninsula Pitt Ohio R&L Carriers Southeastern Freight Lines Ward Trucking

Source: MASTIO LTL Study 18th Edition – 2022 (Overall)

LTL Study 18th Edition – 2022 National Carriers

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

Mastio Quality Award LTL Study 18th Edition – 2022 National Carriers

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

Source: MASTIO LTL Study 18th Edition – 2022 (National Carriers)

MASTIO, celebrating 33 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 weaknesses 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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