

# TOUGH HAUL

Cracking the Shipper's Choice club has always been a tough task for the nation's motor carriers and it got no easier with the economic downturn. Consider that while on-time performance remained a top priority for purchasers of LTL transportation, customer service and competitive pricing were next and were considered to be of almost equal worth. And customer service expectations, a tougher task to pull off when a fleet is trying to shrink its capacity and workforce, were the highest for LTL carriers than for any other mode.

## LTL MOTOR CARRIER AWARD WINNERS

Total no. of shippers evaluating carriers this mode: 1842    Total carrier evaluations: 3065    Benchmark of excellence: 137.099

Carriers	On-time performance	Equipment and operations	Information technology	Competitive pricing	Customer service	Problem solving	Value-added services	Sustainable practices
ABF Freight Systems	20.005	18.149	17.466	19.050	18.905	16.572	12.574	16.971
Armbro Transport	21.698	18.617	16.050	20.429	21.372	18.632	13.961	18.036
Big Freight	20.179	18.246	16.489	19.087	20.131	17.919	13.059	17.821
Bourret Transportation	20.047	17.897	16.323	19.152	18.877	16.628	13.902	17.418
Conway	20.295	17.821	17.383	20.062	19.662	17.722	13.233	16.642
Hercules Transport	21.326	17.724	16.706	20.740	21.929	18.511	14.555	17.057
McArthur Express	20.835	19.653	17.375	19.733	19.550	18.468	15.125	10.160
Meyers Transport	21.283	19.973	15.828	19.891	20.535	17.851	14.179	16.654
MSM Transportation	21.943	18.794	16.952	20.058	22.031	19.237	14.893	18.186
Polaris	22.189	18.789	16.999	20.462	20.131	17.640	13.660	17.069
Robert Transport	19.439	17.749	16.323	17.797	19.007	16.834	14.271	17.532
Rosedale Transport	21.227	18.688	16.572	20.313	20.442	16.877	10.976	18.288
<b>Benchmark of Excellence</b>	<b>20.010</b>	<b>17.366</b>	<b>15.274</b>	<b>19.180</b>	<b>19.378</b>	<b>16.640</b>	<b>13.124</b>	<b>16.126</b>