

**FOR IMMEDIATE RELEASE June 2<sup>nd</sup>, 2023**

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**Press Release: MASTIO publishes the 9<sup>th</sup> Edition Canadian LTL Carrier Customer Value & Loyalty Report.**

MASTIO recently published its 2023, 9<sup>th</sup> Edition of the industry-wide Canadian LTL Carrier Customer Value & Loyalty Report and is pleased to present its findings. The study was released to subscribers in late May.

The 2023 study findings are based on interviews with 887 customers providing approximately 2,600 total observations. There were approximately 360 companies rated, of which 42 had a sufficient number of ratings to be included in this 2023 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2023 study also includes approximately 5,400 qualitative responses to several open-ended questions about individual companies. The feedback was collected by telephone interviews with key decision-makers beginning in late February and ending in May 2023.

## **Mastio Quality Award Canadian LTL Study 9th Edition – 2023 Overall**

<b>Category</b>	<b>Overall Winner / Highest Score</b>	<b>Companies Who Exceed the Industry Benchmark</b>
<b>Overall</b>	<b>Manitoulin Transport</b>	General Logistics Systems (GLS) Manitoulin Transport Midland Transport Purolator Freight Rosenau Transport TST-CF Express Van-Kam Freightways

Source: MASTIO Canadian LTL Study 9th Edition – 2023

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

<b>Company</b>	<b>Company</b>
ABF	Kindersley Transport
ACE Courier	Loomis Express
Apex	Manitoulin Transport
APPS Transport	Maritime-Ontario Freight Lines
Armour Transportation	Midland Transport
B&R - Eckel's Transport	Minimax Express
Bandstra Transportation	Morneau
Bourassa	Old Dominion
Bourret	Overland West Freight Lines
CCT Canada	Polaris Transport Carriers
Clarke Transport	Purolator Freight
Day & Ross	Robert Transport
Estes	Rosedale Transport Ltd.
Fastfrate	Rosenau Transport
FedEx Freight	Speedy Transport
Gardewine	TForce Freight
General Logistics Systems (GLS)	TST-CF Express
Guilbalt Group	Van-Kam Freightways
Hercules Freight	Vitran Express
Hi-Way 9 Express	XPO Logistics
Jay's Transport	Yellow

MASTIO, celebrating 34 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. At Mastio, we have a proven track record of delivering actionable customer experience data to organizations across various industries. We will work closely with you to customize our solutions according to your specific requirements and objectives.

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