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**Press Release: MASTIO publishes the 10<sup>th</sup> Edition Canadian LTL Carrier Customer Value & Loyalty Report.**

MASTIO recently published its 2025, 10<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 2025 study findings are based on interviews with 983 customers providing approximately 2,600 total observations. There were approximately 325 companies rated of which 43 had a sufficient number of ratings to be included in this 2025 report. The electronic edition allows the inclusion of all rated companies for additional analysis. The 2025 study also includes approximately 5,500 qualitative responses to several open-ended questions about individual companies. The telephone interviews were conducted with key decision-makers, beginning in late February and concluding in May 2025.

**Canadian LTL Study 10th Edition – 2025  
National Carrier Group**

| <b>Category</b>      | <b>Winner/Highest Score</b> | <b>Companies Who Exceed the Industry Benchmark</b>                       |
|----------------------|-----------------------------|--|
| <b>Overall Group</b> | <b>Purolator Freight</b>    | Fastfrate<br>Manitoulin Transport<br>Purolator Freight<br>TST-CF Express |

Source: MASTIO Canadian LTL Study 10th Edition – 2025

## Canadian LTL Study 10th Edition – 2025

### Regional/Cross-Border Carrier Group

| Category      | Winner/Highest Score       | Companies Who Exceed the Industry Benchmark   |
|---------------|----------------------------|---|
| Overall Group | Polaris Transport Carriers | FedEx Freight<br>Midland Transport<br>Polaris Transport Carriers<br>Van-Kam Freightways |

Source: MASTIO Canadian LTL Study 10th Edition – 2025

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

| Company                   | Company                        |
|---------------------------|--------------------------------|
| ABF Freight               | Kindersley Transport           |
| ACE Courier               | Loomis Express                 |
| Apex                      | Manitoulin Transport           |
| APPS Transport            | Maritime-Ontario Freight Lines |
| Armour Transportation     | Midland Transport              |
| Bandstra Transportation   | Minimax Express                |
| Bourassa                  | Morneau                        |
| Bourret                   | Old Dominion                   |
| CCT Canada                | Overland West Freight Lines    |
| Clarke Transport          | Polaris Transport Carriers     |
| CSA Transportation        | Purolator Freight              |
| Day & Ross                | R&L Carriers                   |
| Erb Transport Ltd.        | Rosedale Transport Ltd.        |
| Estes                     | Rosenau Transport              |
| Fastrate                  | Speedy Transport               |
| FedEx Freight             | TForce Freight                 |
| Gardewine                 | TST-CF Express                 |
| General Logistics Systems | Van-Kam Freightways            |
| Grimshaw Trucking         | Vitran Express                 |
| Guilbalt Group            | Willie's Trucking              |
| Hi-Way 9 Express          | XPO                            |
| Jay's Transport           |                                |

With over 36 years of experience and 300+ successful industry studies, Mastio & Company is a trusted partner for organizations seeking to enhance customer understanding, outpace competitors, and drive sustainable business growth. Our research team combines industry expertise with rigorous quality control, delivering insights you can trust.

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