



The results are in for this year's national transportation survey - The Shipper's Choice Awards. Seaway Express did exceptionally well in the LTL category, ranking **1st place** overall, based on customer surveys. We took the top spot in the following 5 of the 8 categories:

- On-time performance
- Quality of equipment and operations
- Competitive pricing
- Customer service
- Sustainable transportation practices

LTL Motor Carrier Award Winners

Total no. of shippers evaluating carriers in this mode: 2,413 Total carrier evaluations: 3,706 Benchmark of Excellence: 143.982

Carriers	On-time performance	Quality of equipment & operations	Information technology	Competitive pricing	Customer service	Leadership in problem solving	Ability to provide value-added services	Sustainable transportation practices
All Connect Logistical Services	21.99	19.89	17.97	21.60	22.38	20.54	16.28	17.77
Apps Transport	20.96	19.32	16.86	21.28	21.25	18.75	15.23	16.72
Armour Transportation	20.61	18.56	16.37	20.24	20.73	18.55	15.52	17.40
Cavalier	22.37	20.64	17.95	21.51	22.25	20.38	17.40	18.56
Guilbault Transport	21.68	19.21	17.45	20.42	21.43	19.40	14.95	17.16
GX Transportation	21.84	19.90	18.10	20.91	22.69	20.43	16.37	18.20
Hercules	22.19	19.37	17.81	21.37	22.20	19.77	16.01	17.88
Meyers Transport	20.55	18.65	16.00	19.21	19.97	18.03	15.17	17.01
Minimax Express Transportation Inc.	21.76	19.44	16.76	20.65	20.36	18.58	15.31	17.14
Normandin Transit	20.77	20.39	16.78	19.60	20.98	19.57	15.62	17.44
Polaris	21.46	20.13	18.76	21.65	21.21	19.47	15.70	18.28
Robert Transport	20.91	19.45	17.58	18.99	20.57	18.30	15.63	17.76
Seaway Express	23.13	20.82	17.97	22.17	23.16	19.96	16.63	19.55
Benchmark of Excellence	20.44	18.50	16.36	19.87	19.89	17.78	14.57	16.57

Putting on muscle

There were more than 3,700 evaluations cast by Canadian shippers for the LTL category. Customer service is considered highly important for shippers purchasing LTL transportation, ranking just behind on-time performance and competitive pricing. In fact, the customer service expectations for LTL are the second highest among all the modes in the survey but LTL carriers appear to be delivering on that score – the LTL mode receives the second highest customer service ratings of all the modes.

The buyers of transportation responding to our survey were quite satisfied with the competitive pricing performance of their LTL carriers, ranking this mode's performance on that KPI better than any other mode other than TL trucking. However, satisfaction with pricing is likely to

come under considerable pressure as the LTL sector pulls back into balanced capacity, which can only cause upward pressure on pricing. Our research shows that 42% of shippers expect to boost their use of LTL services this year while one in five expect this mode to hold the greatest pricing power in 2015.

Thirteen carriers surpassed our Benchmark of Excellence this year, a drop from the 18 who did so last year.

LTL winners and their scores for each of our eight KPIs are shown in the table below. The bottom row of the table shows this mode's Benchmark of Excellence for each KPI. The total Benchmark of Excellence is indicated on the top right. The winners are shown in alphabetical order and only those scoring above the total Benchmark of excellence are included.

Ranking of Carriers	On-Time Performance	Quality of equipment & operations	Information Technology	Competitive Pricing	Customer Service	Leadership in Problem Solving	Ability to provide value-added services	Sustainable transportation practices	Total Scores
Seaway Express	23.13	20.82	17.97	22.17	23.16	19.96	16.63	19.55	163.39
Cavalier	22.37	20.64	17.95	21.51	22.25	20.38	17.4	18.56	161.06
GX Transportation	21.84	19.9	18.1	20.91	22.69	20.43	16.37	18.2	158.44
All Connect	21.99	19.89	17.97	21.6	22.38	20.54	16.28	17.77	158.42
Polaris	21.46	20.13	18.76	21.65	21.21	19.47	15.7	18.28	156.66
Hercules	22.19	19.37	17.81	21.37	22.2	19.77	16.01	17.88	156.6
Guilbault Transport	21.68	19.21	17.45	20.42	21.43	19.4	14.95	17.16	151.7
Normandin Transit	20.77	20.39	16.78	19.6	20.98	19.57	15.62	17.44	151.15
Apps Transport	20.96	19.32	16.86	21.28	21.25	18.75	15.23	16.72	150.37
Minimax Express	21.76	19.44	16.76	20.65	20.36	18.58	15.31	17.14	150
Robert Transport	20.91	19.45	17.58	18.99	20.57	18.3	15.63	17.76	149.19
Armour Transportation	20.61	18.56	16.37	20.24	20.73	18.55	15.52	17.4	147.98
Meyers Transport	20.55	18.65	16	19.21	19.97	18.03	15.17	17.01	144.59