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Mastio & Company Ranks Old Dominion Freight Line No. 1 National LTL Carrier for Quality for Twelfth Consecutive Year

ODFL is awarded the top spot for its continued best-in-class service as measured by the comprehensive annual industry study of less-than-truckload carriers

THOMASVILLE, N.C.--(BUSINESS WIRE)-- Old Dominion Freight Line's premium service has earned the Company the MASTIO Quality Award for national less-than-truckload (LTL) carriers for an unprecedented twelfth consecutive year. The industry's most comprehensive study ranked Old Dominion as the top national carrier according to logistics professionals assessing carrier performance across 28 key attributes — more than half of which the Company outranked its competitors.

"The trucking industry has never faced as much demand in conjunction with such heavy strain on capacity as it has this year. That's why earning this year's MASTIO Quality Award means so much," said Greg Gantt, President and CEO, Old Dominion Freight Line. "We're honored that our customers have once again recognized us for our efficient operations and superior customer service. It's a testament to the hard work of our 24,000-strong OD Family."

Even as the pandemic recovery mired much of the trucking industry in supply chain backups, Old Dominion ranked highest among customers for categories including "shipments picked up when promised," "shipments delivered when promised," and "competitive transit times." The carrier also ranked highly for its customer interactions, earning top marks for "carrier is trustworthy" and "drivers are courteous and professional." Mastio & Company's annual survey collects LTL freight shippers' responses and identifies the importance of performance factors upon carrier choice.

"Carrier performance indicators are analyzed based on in-depth telephone discussions with LTL shippers in the annual MASTIO survey," said Kevin Huntsman, President of Mastio & Company. "We use all of the 'non-cost/benefit performance' attributes to name the recipient of the MASTIO Quality Award. For the twelfth consecutive year, we are pleased to announce Old Dominion was ranked No. 1 among national LTL carriers. They earned this distinction for being consistently rated as a top LTL carrier, preferred by their customers for any shipping needs."

The 2021 MASTIO study findings are a result of interviews with 1,485 customers between July and November 2021, providing approximately 4,800 total observations. The 17th annual study includes 8,700 qualitative responses to ten open-ended questions, which were

collected through telephone interviews with key decision-makers.

For more information about Old Dominion, visit www.odfl.com or call (800) 432-6335. On Twitter: @ODFL_Inc and Facebook: Old Dominion Freight Line Inc.

About Old Dominion Freight Line, Inc.

Old Dominion Freight Line, Inc. is one of the largest North American less-than-truckload (“LTL”) motor carriers and provides regional, inter-regional and national LTL services through a single integrated, union-free organization. Our service offerings, which include expedited transportation, are provided through an expansive network of service centers located throughout the continental United States. The Company also maintains strategic alliances with other carriers to provide LTL services throughout North America. In addition to its core LTL services, the Company offers a range of value-added services including container drayage, truckload brokerage and supply chain consulting.

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