

October 16, 2024



Old Dominion Freight Line Named #1 National LTL Carrier for Quality by Mastio & Company for 15th Consecutive Year

Comprehensive industry study recognizes OD's premium service for an unprecedented fifteenth consecutive year.

THOMASVILLE, N.C.--(BUSINESS WIRE)-- Old Dominion Freight Line, Inc. (OD), a leading less-than-truckload (LTL) motor carrier, has been named the #1 National LTL Carrier for Quality by Mastio & Company for an unprecedented 15th consecutive year. The comprehensive industry study of LTL carriers ranked OD as the top carrier for quality according to logistics professionals surveyed on carrier performance for 15 straight years, dating back to 2010.

Mastio & Company conducts an annual independent survey of logistics professionals to identify the top national LTL carrier by measuring 28 service attributes important to customer satisfaction. Shippers and logistics professionals consistently responded with OD as their top carrier, ranking OD #1 in an impressive 23 of the 28 evaluated categories, including "carrier is trustworthy," "shipments delivered when promised," and "ease of doing business with the carrier." The ability to consistently meet these high standards sets OD apart in a competitive market.

"Winning the Mastio Quality Award for the 15th consecutive year is the result of the dedication and hard work of the entire OD Family of employees. Looking back on achieving this honor for 15 years straight, we're most proud of our consistent commitment to quality," said Marty Freeman, President and CEO of OD. "We are determined to provide our customers with the highest standards of service and exceed their expectations time after time."

The 2024 study engaged over 1,600 logistics professionals, gathering comprehensive feedback on performance attributes vital to the success of shipping operations. This extensive data collection provides a well-rounded view of industry standards and shipper expectations.

The Mastio Quality Award is a testament to customers' trust and satisfaction in OD's services, further solidifying its reputation as a leader in the freight industry.

"The evaluation of carrier performance is derived from feedback collected from LTL shippers on a comprehensive array of 28 attributes," said Kevin Huntsman, President of Mastio & Company. "These performance criteria calculate the Mastio Quality Award recipient. For the

15th consecutive year, we are pleased to recognize Old Dominion as the #1 national LTL carrier based on their performance in the 2024 Mastio Customer Preference and Carrier Performance Study.”

For more information about today’s announcement, visit odfl.com.

About Old Dominion Freight Line, Inc.

Old Dominion Freight Line, Inc. is one of the largest North American 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.

View source version on businesswire.com:

<https://www.businesswire.com/news/home/20241016756126/en/>

Media:

Patrick Budd

Manager, Communications

Patrick.budd@odfl.com

336.822.1241

Source: Old Dominion Freight Line, Inc.