

# 2024 ANNUAL LTL STUDY



CONDUCTED FOR  
**Logistics**  
MANAGEMENT.

CONDUCTED BY  
**PRG**  
PEERLESS RESEARCH GROUP



## Introduction & Methodology

### Background

This study was conducted by *Peerless Research Group* on behalf of *Logistics Management*. The purpose of this research is to continue to better understand LTL shipping practices and the importance managing various aspects of LTL shipments and transportation.

### Objectives

Specifically, the study is designed to examine the following :

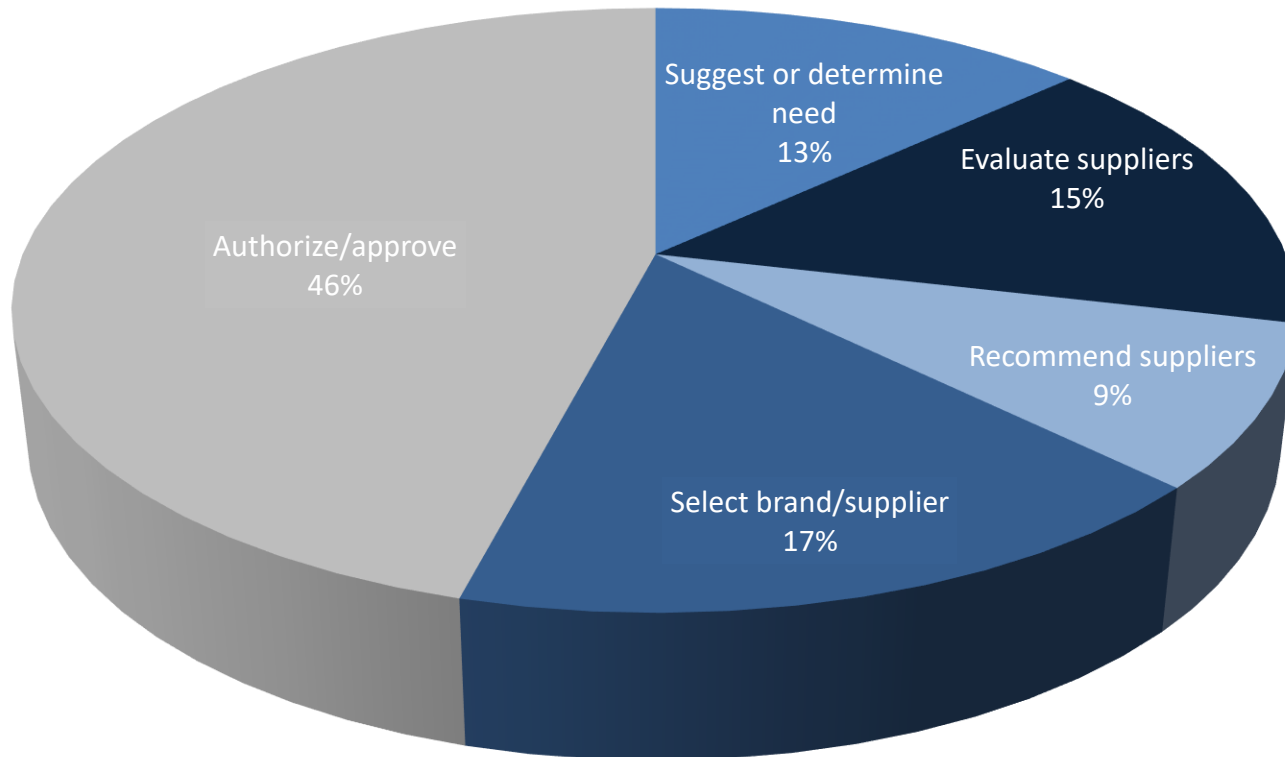
- LTL contract rates
- Challenges faced when securing LTL capacity
- Impact of e-Commerce on usage of LTL shipping
- Actions taking to better manage LTL freight
- Level of usage of Spot Contracts
- Annual number of domestic and international shipments
- Respondent and company demographics

### Method

- **Sample:** Subscribers to *Logistics Management* magazine
- **Method:** E-mail
- **Incentive:** Drawing for a \$100 Amazon card
- **Field:** February 2024
- **Respondent qualifications:** Involvement in the management of transportation, trade, warehousing, inventory or any other logistics related function for their organization or for others
- **Response:** 220 individuals participated in the survey
- **The margin of error at the 90% confidence level :** +/- 5.6% meaning if the entire population responded, results may vary by +/- 5.6%



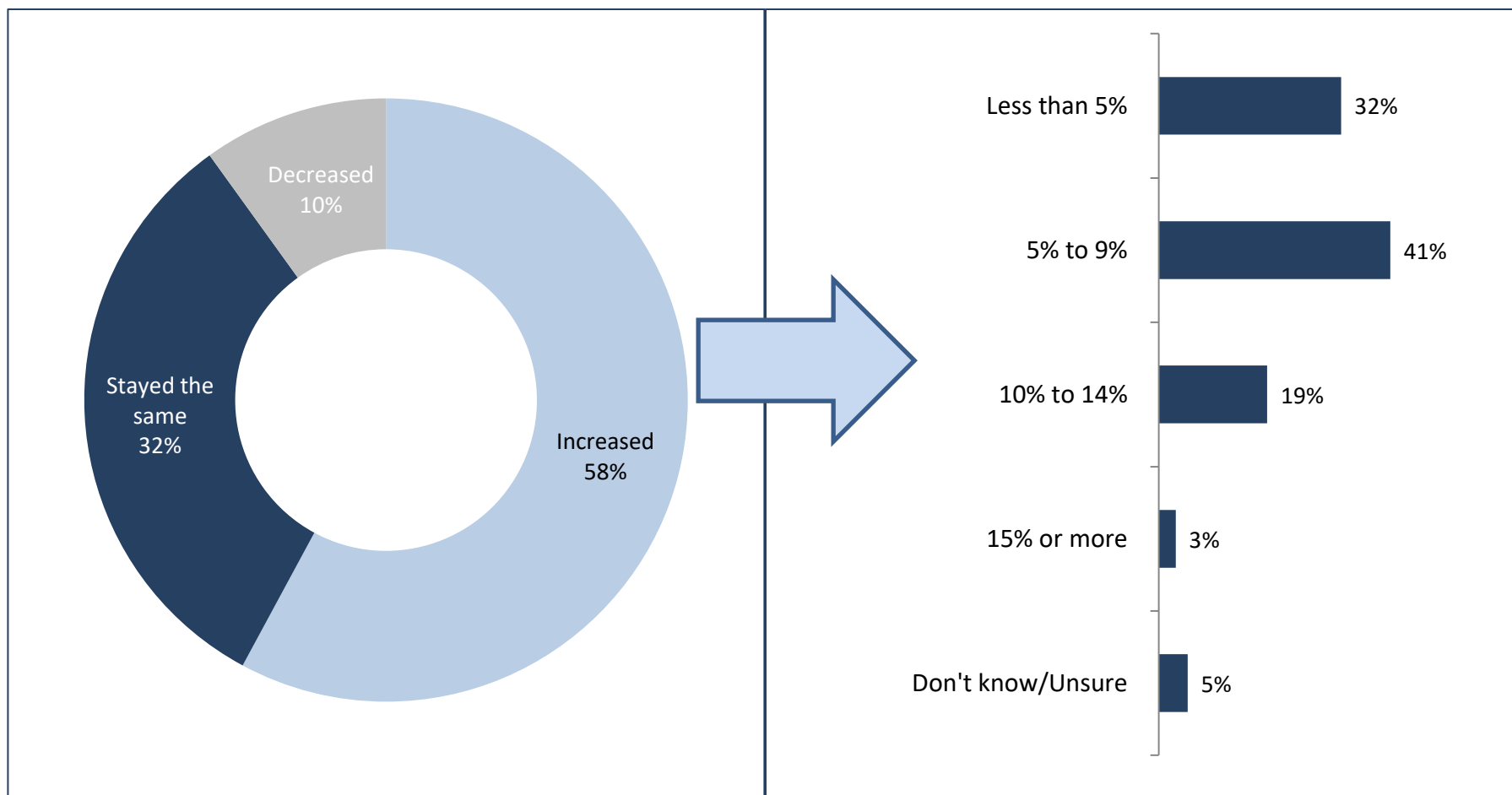
**What is your involvement in the management of transportation, trade, warehousing, inventory or any other logistics related function for either your organization or for others?**





Which best describes your LTL contract rates from 2023 to 2024?

How much did your LTL contract rates increase from 2023 to 2024\*?

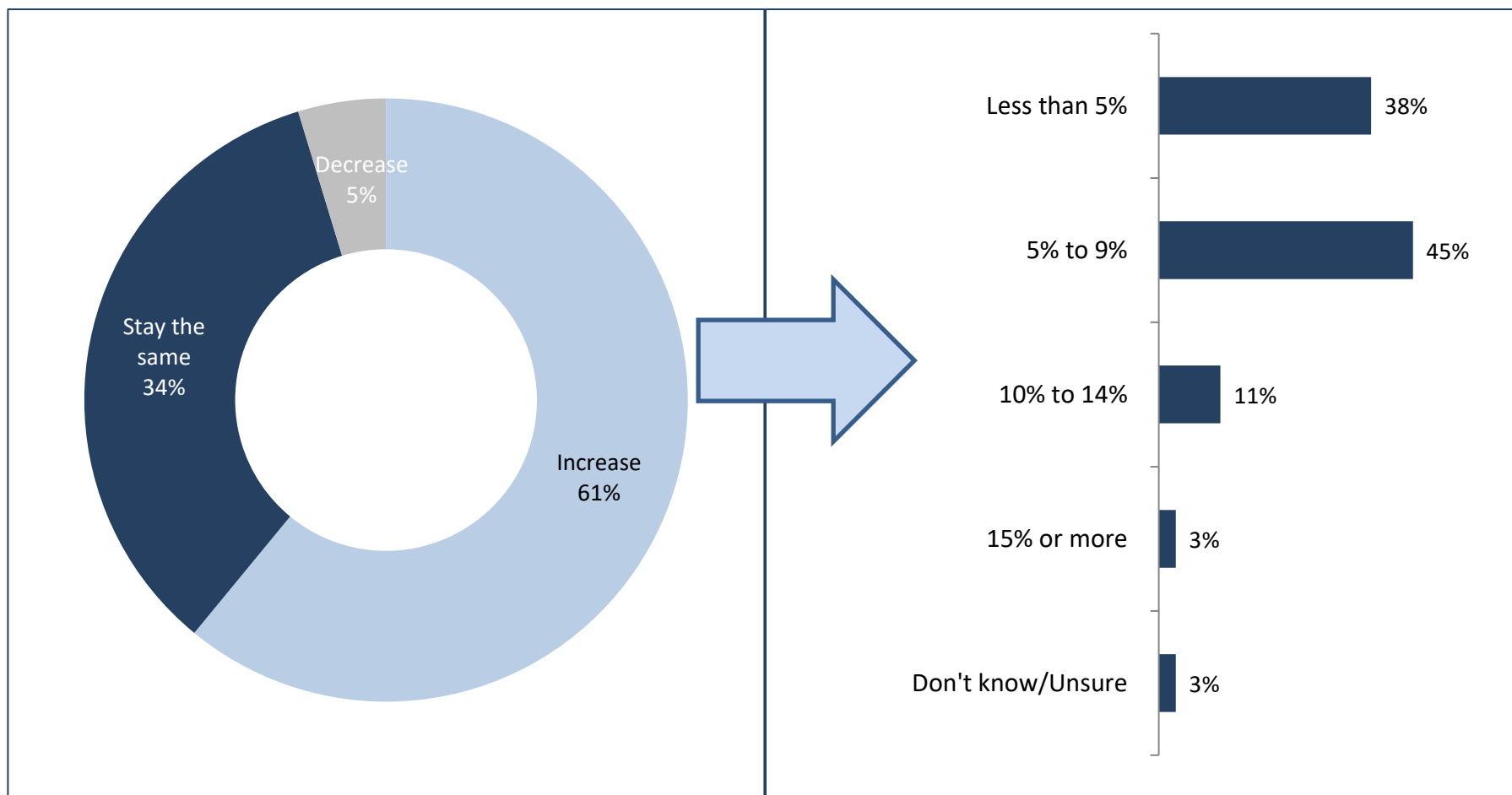


\*Among those that stated rates increased



How are you expecting your LTL contract rates to change from 2024 to 2025?

By how much do you expect rates to increase from 2024 to 2025\*?



\*Among those that expect rates to increase



## What would you say are the biggest reasons for expected rise in LTL rates?

An industry that should be overhauled  
Because they can, the extra discounts will be less and less, fuel will be up  
Better economic growth across the board  
Capacity  
Capacity constraints and industry-wide push to maintain revenue.  
Capacity rebound, driver capacity, fuel uncertainty  
Capacity Reliable Delivery On-Time/Damage-Free  
Capacity, fuel prices, and shortage of drivers  
Capacity, volatility  
Carrier inflation cost getting passed to shippers.  
Changes in the companies service the LTL market and rate hikes due to absorption of routes and volume swings  
Consolidation  
Constricting of the market with Yellow no longer in the mix  
Corporate greed.  
cost of labor and operations  
Cost of operating. Labor costs  
Economy  
Economic uncertainty  
Economical changes  
economy, cost of living increase.  
economy, cost of living, greed.  
Election year!  
Employee Pay Increases.  
Employees  
Equipment and Human Resources  
Even though LTL volume remains soft, we suspect it will increase in H2. Carrier costs continue to increase, and I believe those that purchased Yellow assets will look for rate increases to subsidize those investments.  
Fuel (8)  
Fuel and cost of doing business  
Fuel and getting workers  
Fuel prices and labor rates for drivers  
Fuel prices have the most impact on LTL rates and the costs of employees pay have an effect on rates



## What would you say are the biggest reasons for expected rise in LTL rates? [Continued]

Fuel rates

Fuel surcharges and increased labor cost

Fuel, Changes in back haul availability and rate levels

Fuel, salaries, new equipment

General inflation. Rates seldom go down.

Government war on fossil fuels

Growth

high operating cost volatility in fuel prices

hopefully the economy will be in a better place financially and with that happening the rates should rise

I believe that the enhanced e-commerce and the driver shortage are two main factors

Increase diesel cost

Increase in Canadian carbon taxes

Increase in insurance cost and fuel

Increasing labor and expenses at the carriers will result in increases. We anticipate supply/demand mismatch to have less impact compared to the last three years.

Inflation (3)

Inflation & lack of government policies to restrict raises.

Inflation in the market

Inflation, low supply of truckers, and increased demand for shipping

Inflation, Diesel fuel prices

inflationary cost increases

Labor

Labor cost

Labor shortages and cost of fuel fluctuations.

Less Capacity, more demand

Less carriers in the mix

Less competition and coverage

less competition since YRC left

Less part shortages, more OEM builds

Lower supply to match demand

More competition and opportunities but less workforce

Operating costs



## What would you say are the biggest reasons for expected rise in LTL rates? [Continued]

Operational cost to carriers

Overhead and inflation

Payroll in general and the ripple effect it has, that comes from suppliers with same issue. Look at UPS.

Raising costs

Reduced number of suppliers

Restaffing of employees

Retail

Rising cost in general

Rising fuel costs, labor costs

Salary and fuel

Stabilization of the market after YRC's exit

Steady to higher demand and operating costs

Still a tight Market since the Yellow group of companies folded

Stronger economic demand overall means tighter availability. Fuel is the wildcard.

Supply and demand. LTL is still in high demand with set levels of supply. There are no new carriers, in fact, there are fewer now with YRC gone.

The economy will drive carriers to raise trucker salaries and that will be passed along to the market

The global situation, as war is expanding the territories. Elections and new governments

There are enough shipments available for 48 & 53 ft trailers but not much LTL are coming out since 1 year & if the shipper will divide the full length commodity in to 3-4 parts then this way he will be able to save more money & even small truck owners will get the regular shipments

They go up every year

We are getting busier

With the exit of Yellow last fall, very tight capacity, high barrier to entry for new capacity, continuing inflationary costs in every aspect of running a trucking business, more regulatory costs, escalating insurance premiums (where you can get them) and rising accident settlement costs from tort cases

Workload increased

Yellow backing out of the marketplace emboldened some carriers to raise rates

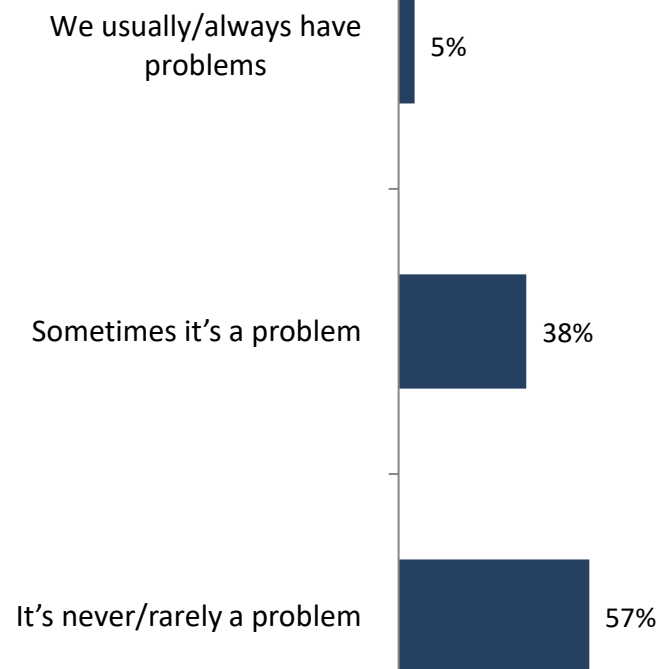
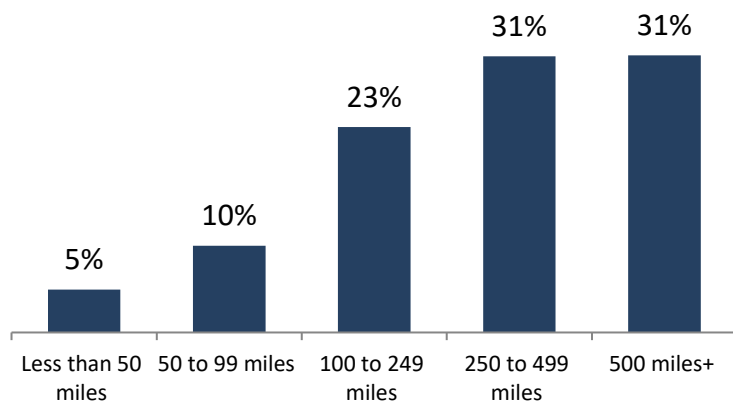
Yellow's bankruptcy will increase the volume for other LTL carriers. Which will force carriers to hire more drivers and warehouse workers. They will pass this increase in expenses to the shippers.





What is your average length of haul?

Which best describes your current experiences securing LTL capacity?





## Of those that Sometimes/Usually have problems securing LTL Capacity:

Ability for the LTL carries to pick up once confirmed that they will

Availability (2)

Being able to handle over length items

Brokers are focusing more on making money for themselves & carriers are suffering big time losses. Some policies need to be brought in to the action immediately by the authorities as many of the small trucking companies have winded up their business already.

Capacity

Capacity issues normally forces the load to a higher cost freight company when normal transportation companies cannot meet delivery requirements

Carrier showing up when scheduled. or showing up with no room in truck after comminuting what we have to ship

Certain shipping points are not high dense areas, so securing pick ups has been challenging. Also, our products can be difficult to ship so some

Carriers will opt not to haul ours for more desirable freight

Competitive rates

Cost

Damage claims

Delivery time is longer

Depends on lane and carrier. It's improved over the past year, some spirit issues still exist

Finding driver

Getting pickups early in the day

Getting quotes in on time and reflecting the correct rates

high price and no trucks available

inconsistent Pricing and availability to certain regions we ship to

Lack of availability, when needed

Lack of drivers sometimes causes a delay in picking up freight

late or missed pickups

Late pick-ups, pallet qty restrictions vary by carrier

LTL Reps don't seem to really care whether or not they get new business

Making sure they pick up product when it has been approved for shipment

Most carriers want full truck loads don't want LTL loads. LTL loads are more expensive than full truck loads. Discounts are not as good on LTL loads.

Mostly constrained spaces. And carrier expectations

Never on schedule

No drivers

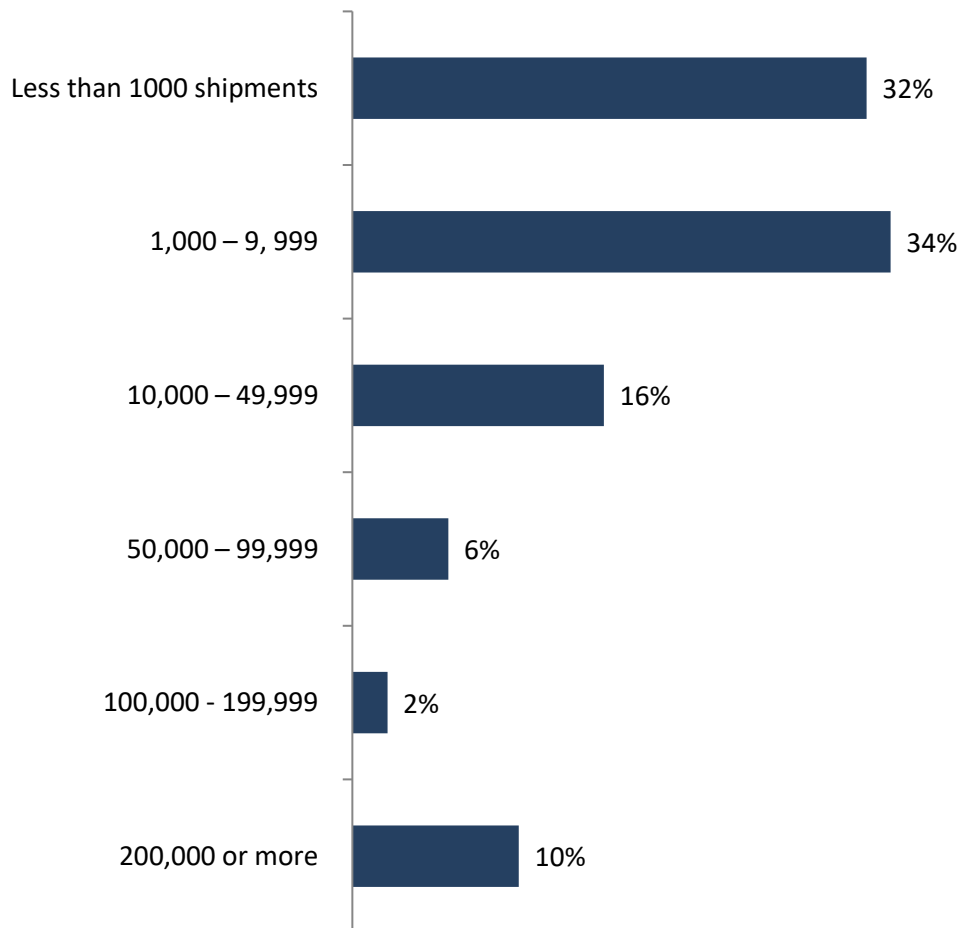


## Of those that Sometimes/Usually have problems securing LTL Capacity: [Continued]

Not enough options  
Not having capacity  
Our operations are within Mexico. The main challenge is safety during the journey.  
over eyeballing the load  
Peak, capacity, volatility  
Pick up times and long transit time in-between warehouses  
Pickups not made or late deliveries especially due to weather events  
Poor service  
Price on capacity means nothing everything is going up per day  
pricing  
Rates change after load has been booked  
Reliability, showing up for appointment and waiting to be loaded  
Reliable carriers, drivers waiting to be loaded.  
Rush Orders  
Schedules changing  
seasonal business, but like everybody else when we are going during the season we want first rate delivery times/pick ups and prices.  
Showing up on time. Finding LTL going to and from Canada.  
Some O/O do not want to haul unless the trailer is full.  
Some of our delivery sites are somewhat remote with less chance for return or continuing loads  
space in our locations  
The increased needs for transportation make it challenging to find a slot for the immediate transportations  
The size it's always too big  
the weather issue  
Time it takes  
Timing  
Timing and pricing  
transit time  
Truck availability in the area or region the freight is in  
Unable to fit on trailer at time of pickup  
We don't, we deliver the new trucks for the OEM's  
We usually have issues with getting extra fees added on after we are quoted



What would you estimate the number of annual domestic and international shipments to be?





## What practices and/or initiatives do you undertake in attaining capacity?

Always having consistent volume allows us to maintain good partnerships with our providers  
annual RFP and lane awards  
anticipate / notify shipments  
Be proactive  
being proactive instead of reactive. Always planning ahead and always knowing that ETA for delivery are estimates and setting those expectations up front when it comes to shipments.  
better communication with supply chain  
booking  
brokers  
Build better relationships.  
capacity is not an issue its service  
Careful interview of acting services  
Carrier friendly, paying invoices in a timely fashion.  
Carrier score carding.  
charges very based upon shipments and capacities.  
Communicating with local terminal to anticipated volumes  
Consider 1-3 new carriers a year.  
consistent carrier base  
Consolidate the cargo  
Contact many LTL shippers  
Contract with one supplier to guarantee capacity  
Contracting from outside our Agency.  
Cubing out loads from planning WMS orders  
Depending on the volume and type of deliveries, work our partners that are good at handling that type of business and negotiate a reasonable price. Price isn't the only thing that matters. Happy customers are what counts  
Direct contact with carrier/partners to understand our volume requirements.  
Drop trailer and agreements with carriers on capacity  
Forced to use brokers.  
forecast during busy season  
Forecasting needs with my suppliers  
Freight consolidation



## What practices and/or initiatives do you undertake in attaining capacity? [Continued]

Ganging shipments  
Get close to weight limit  
Good communications  
Have 6 LTL vendors  
Have a set of preferred transportation suppliers with a group of secondary suppliers that are more costly.  
Have more options available  
Have multiple alternatives in terms of transportation companies  
I have accounts with 8 LTL carriers. I use a TMS to cover loads.  
I obtain at least 2-3 quotes from our LTL partners.  
I tend to keep multiple carriers in certain lanes.  
I try to order more product to get the best rates from the existing LTL carriers that I utilize.  
I try to use one main carrier so we have higher visibility to other companies.  
I usually have my shipping manager take care of this for me.  
Identifying best lanes, both outbound and inbound with each carrier  
It is rarely a problem  
Keep searching for reliable carriers at a reasonable price.  
keeping doing what works  
Leverage volume & relationships to ensure capacity with carrier partners. Look to add more capacity through new carrier relationships.  
local companies for us in each market..  
logical steps to use capacity and consolidation for transport destinations that are closer together.  
Look for other providers  
Loyalty  
Mainly always inform the customers  
Maintain good carrier relationships.  
Maintaining a Trailer Pool Utilizing a set number of core carriers Weekly Carrier Calls Quarterly Business Reviews Annual review and Continuous improvement  
Making sure nothing that's not needed is loaded  
Making sure the numbers are correct and accurate  
Monitoring current contracts and then investing in 3pl options for alternatives to move freight  
Monthly lane reviews with LTL carriers and scorecards to show performance levels. Sharing capacity requests a month out a time to help plan.  
Mostly spot bidding



## What practices and/or initiatives do you undertake in attaining capacity? [Continued]

Multi-carrier strategy

multiple 3pls

multiple carriers rate shopped for specific lanes

multiple carriers within our TMS

multiple LTL suppliers

none required

ON TIME DELIVERY

Organization wide RFP. Reduced carrier base by 50% in order to leverage volume.

Pallet rates, 3PL's

pay extra

Personnel dedicated to monitoring the units. tracking technologies and hiring of security companies

plan ahead

plan ahead

plan for delays and be prepared for price hikes

Planning

Pre-shipment planning and sharing forecast with carriers.

rate shopping

rates and past performance

realigning expectations with customers

regular conversations with carriers, sharing our needs, lanes and volumes of LTL

relate to customers questions and vice/versa

Relationship with carriers goes a long ways to having timely and competitive response

rent or lease more places

Review current accounts and underrated business

Searching for the best Rates with more Reliable Companies

Securing a guaranteed service or calling the local terminal

Shipper reviews quarterly

Size and space

split up orders

Spot Market sourcing for capacity, Flock Freight consolidation, load building to limit LTL freight altogether

Spread capacity across 2-3 carriers, stay committed to them versus ride the spot market



## What practices and/or initiatives do you undertake in attaining capacity? [Continued]

Stay in touch with the brokers continuously  
strong relationships with carriers  
Taking more market share from our competitors  
Target lowest cost but allow overrides based on carrier experience in each location  
truck and trailer management  
Use current logistics partners with LTL networks to maximize spend leverage  
USE TMS  
Using market insights  
Utilize a 3PL to evaluate and select best carrier options  
Vetting carriers and closely monitoring performance  
We establish long term relationships and build volume with the same carriers.  
We group shipments together.  
We have a good understanding of our capacity.  
We have a long standing commitment and we also haul our own products  
We have a set group of carriers that we rely heavily on for all our logistics needs  
We have contract with carriers directly  
We have contracts with fixed capacity  
We have contracts with multiple carriers so that we have multiple options  
We have formal RFPs with awarded volume that is actively managed and if a provider cannot meet Balanced Scorecard KPIs they are managed up or out  
We have only a few LTL Providers and know their capacities  
We keep things on an even keel. No variances are allowed.  
We look at safety, type of truck(s), trailers, with special fixturing and restraints for insuring safety when delivering to a client/customer. We hire contractor professional truck drivers that are experienced with certain kinds of deliveries.  
We use a 3PL and a few regional brokers for securing our LTL loads capacity.  
With our own assets we are trying to maximize utilization and with carrier partners we work with them on committing certain levels of volume on lanes we have regular movement.  
work with carriers to remedy  
Work with established vendors and sometimes paying a premium  
work with qualified suppliers  
Working with Brokers or buying capacity on the free market  
Working with contracted brokers in order to always have capacity in our high run regions.





## What steps are you taking to better manage LTL freight?

3PL relationship

Advanced forecasting for demand

API and EDI links across all carriers

Assure the companies we work with

Automated Shipping Software

be more accurate, pay more attention to what needs to be done

Better communication and packaging

better in playing

Carrier Score carding

checking reliability of delivery and overall service

coding for NMFC, subclass and class to be auto populated on the BOL

Combining freight with other loads in order to get as many FTL as possible.

Common reviews and respect

compare costs

comparing prices for heavier shipments, spot quoting volumes

Consistency in freight and carriers

consolidated shipments

Consolidation of loads to get better rates. Increased visibility in pricing to understand what accessorials are being charged. Working with multiple 3PLs in an RFQ to understand the markets pricing.

Constant communication with carriers about volumes and changes

Constant contact with LTL sales rep

Constantly looking inward to determine what needs to be done to be 'better'.

Continuous evaluation and engagement

Contract with one supplier

cost management

Currently, we try to have annual contracts that fix rates of certain sizes and/or delivery locations. This is handled through corporate logistics.

Data analytics

Data analysis using Business Intelligence tool through WMS/TMS.

Deal only with carriers with best discount rates

Developing route specify carriers - a routing guide.

Digging into measurable data. Where are exact issues, what can we both do.

Discuss support with carrier reps



## What steps are you taking to better manage LTL freight? [Continued]

Ensure that reserves are available at an affordable cost!

Everything. Working with warehouses to ensure proper dimensions and weights. Securing contracts for difficult areas. Maintaining local connections while developing national contracts.

Find a small-business LTL company to partner with directly. This will allow us to oversee movements and rates more clearly and increase the ability to negotiate

Find the best rate

First and foremost, safety, with professional drivers that are experienced with the right equipment, tie downs/restraints, enclosures, etc. It is important to have the necessary experienced manpower to complete all tasks efficiently and in a safe manner. There are times where special equipment such as hoists and cranes are necessary, and we hire contractors/outside staff or hire experienced personnel when hoists are used every week or months. A list of safety steps for employees to follow when hoisting something heavy and loading trucks. It is my job to insure efficiency and safety of the company, and I walk around to observe and make sure all operations are safe.

Focus on higher service carriers

Further the relationships by finding other modes within their company capacity, to drive spend with like carriers.

Get more rates to compare.

Getting more competitive pricing from LTL carriers.

Having more people involved

heads up

I am shopping the LTL carriers that I use. use those that give me the best rate and the best service.

I go with the best price and service combination. A lot of the process is personal experience. It would be hard to spell out.

Identifying strategic partners that can assist in our initiatives. Not just going with "big brands" because they seem less likely to address issues

Implementation of a new comprehensive TMs system for LTL shipments.

Implementation of OTM

Implementing new Software

Increasing authorized carriers and partners

Installing a new TMS

keeping an extra eye on it

learn new procedures for faster and safer delivery

limiting shipments to pre-determined destinations at a regular rate

long term contracts

Long term relationship with my suppliers

Looking for opportunities to consolidate orders to customers and ship truckload when we can

Manage and train the team more efficiently



## What steps are you taking to better manage LTL freight? [Continued]

Maximizing content by combining with Ecom item picks  
Monthly evaluation  
More communications with shippers  
Much of our business is determined by our customers, and we like happy customers.  
multiple suppliers and many follow ups with customer service  
Negotiating to the fullest with the brokers  
Online quotations and tracking websites, alert messages  
orders come a random times on an as needed basis  
Organize and palletize shipments before pickup making sure to visually identifying shipments is easy for the receiving crew.  
Our current set-up has no issue's.  
Proactive Management  
Rate shopping  
Reading books and taking test  
Real time visibility & reporting  
relationship with sales reps  
renewed the fleet hired extra outsource OTR  
Review the flows of freight and margin levels  
Safety Quality Delivery and Cost in that order Total cost of ownership of doing business Carrier Scorecards  
SAME PROCESS FOR ALL LTL FREIGHT  
Searching for lower rates through 3PL's  
Seeking price balancing while not sacrificing service.  
Select strategic partners and funnel more business their way  
ship early  
Ship lima  
shop around  
Shop for rates  
shopping around for better prices  
software  
Talking to representative to the various LTL companies we use  
TMS planning  
Try to ask for a quotation as soon as possible and not spend time



## What steps are you taking to better manage LTL freight? [Continued]

Try to keep on top of the suppliers to make it happen.

try to pad pricing to customers and under promise delivery dates

Trying to run consolidations better if sales could enter better forecasting that would allow for 1 a week versus 2-3 LTL per week. If data was more accurate we could plan capacities better and local hubs.

Turning to some vendors with upgraded logistics

Under promising so that we can hopefully over deliver

Update recordkeeping. Rewarding prompt delivery

Using a dynamic TMS that incorporates all the facets of transportation, and KPI to allow me to see at a glance how the carriers are performing.

Utilize a 3PL for a portion of our inbound and outbound LTL shipments to compare carrier cost and service

Utilize consolidation opportunities

Utilizing a 3PL

Watching pricing, talking with the carriers in advance. Making sure everything is dialed in and ready so we don't have surprises. One thing that is getting out of control are accessorial charges. Those seem to be happening more and more and at times are very tricky tack.

Watching what companies we ship with

We are going to a reseller

We are really focused internally on taking advantage of the spaces inside the boxes and pallets

We are spending more time planning and routing along with follow up with our carrier partners

We have upgraded our TMS and only use those carriers that can perform Nationwide

We look to use truckload carriers if it is more practical

We mostly haul our own products

web source activity

work directly with LTL carriers and a 3PL

work with customers to understand all the different charges

Working closely with customer service to minimize it; using LTL only if a customer requires it

working more closely with carriers in the areas we service

working on integrations

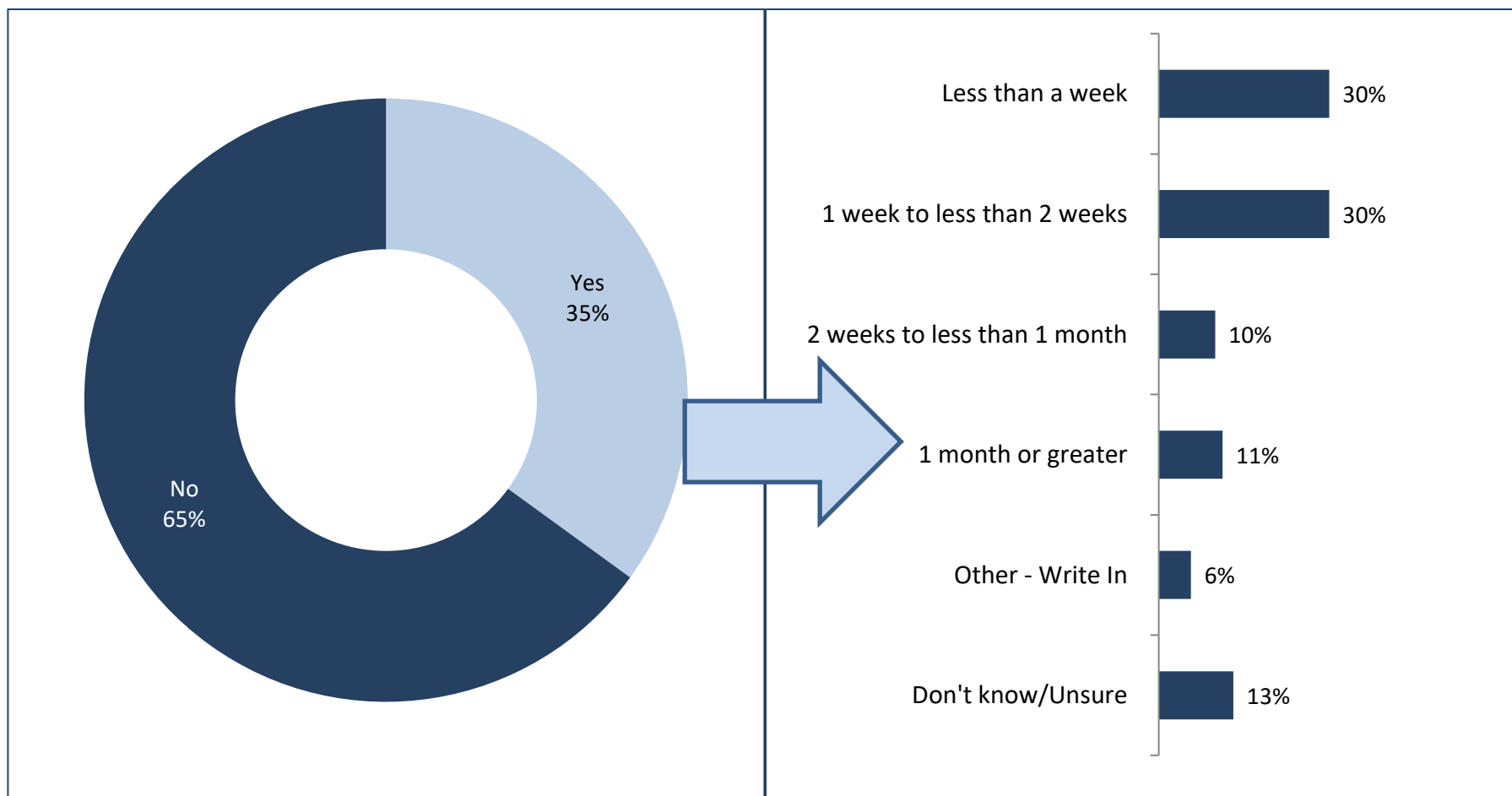
working with carriers to ensure the freight we tender is most efficient for them, with clean, secure, properly loaded pallets. Also considering some shifts of formerly LTL loads into partial truckloads, with a corresponding change in service requirement

Working with more reliable carriers even if it costs more



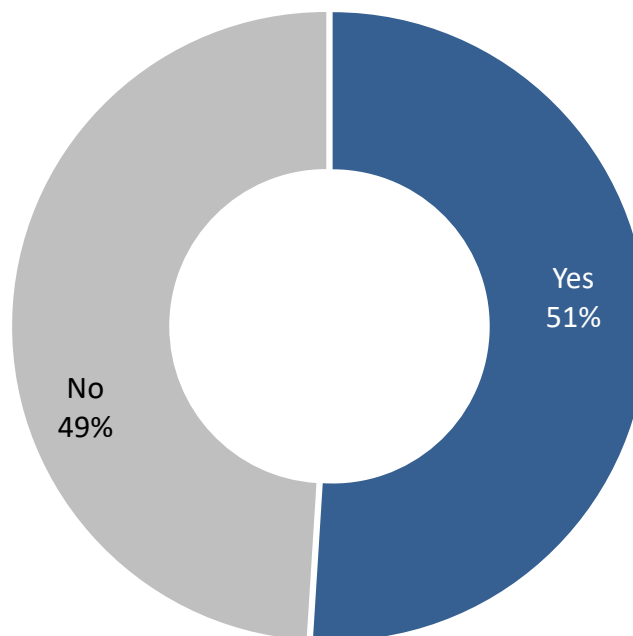
Do you secure loads/capacity through the spot market?

How long is/are your current contract(s) through the spot market?





Have you taken any steps to closer partner with your LTL carrier(s)?





## What benefits are you seeing due to this closer partnership with your LTL carrier(s)?

Ability to negotiate rates, have a more clear picture of routes, rates, increases/decreases, and increased ownership

Additional capacity and quicker response times

Availability and competitive pricing

Better business practices and better customer service for everyone

Better customer service, lower claim rates, better claim resolutions

Better customer service. Discount increases.

Better Pay

Better pricing

Better pricing and more capacity

Better rates

Better rates and better communication

Better rates and communication

Better rates and have the spirit to serve the immediate transportation needs

Better rates and service (2)

Better response time for unusual situations may occur.

Better service

Better service and dependability

Better service better rates

better service, rates and understanding of each others needs, capabilities and challenges

Capacity is no longer a problem.

Cheaper and more access

Communication

consistent service improved customer service

consolidating freight to pre-determined destination on a regular basis

Convenience of carrier. Other benefits usually determined by corporate logistics.

Credit mainly

easier to answer questions, solve or avoid problems

Everyone works better together

Expand the business



## What benefits are you seeing due to this closer partnership with your LTL carrier(s)? [Continued]

Expectations and goals do not match  
Faster problem solving  
First of all we will have to make sure that we are providing them time to time  
Getting better service  
High quality at fair and stabilizing rates  
If emergency situation arises, we get preference  
If I partner with my partners I get better discounts with each partner  
improved communication and more accurate inquiries  
Improved Loss and Damage Claims Increased Capacity Better Rate Management  
Improved rates and lower damage  
Improved service and capacity  
Increased discounts and consistent service  
Increased efficiency on pickups and deliveries and more proactive communication as the carriers begin to understand our standards  
Increased tender acceptance  
It secures our daily pick-ups  
Jointly work on improving our shipping characteristics and optimizing our shipping process.  
Just started, anticipate benefits to be lower overall LTL spend from better optimization and consolidation of loads into fewer pallets.  
Just trying to give them as much information about our customers and shipping characteristics as possible  
Keep rates flat  
Low delays on the shipments. Secure the space on the truck.  
Lower cost, increased capacity  
Lower prices and better service  
More capacity and limited price increases  
More consistent service  
More reliable service. Sometimes get better rates.  
new pricing  
no claims, no need to track as service is consistent and on time  
No monetary benefits but more in non monetary gains in better communication  
Person to person meetings at our factories  
Quicker delivery times  
Rate changes, better assessorial rates, capped fuel surcharges





## What benefits are you seeing due to this closer partnership with your LTL carrier(s)? [Continued]

Reliability

secure best business practices have a voice with the carrier

Secure capacity

service and commitment

Still remains to be seen, as none have achieved full implementation yet

Technology improvements

Understanding and more direct assistance

Volume pricing

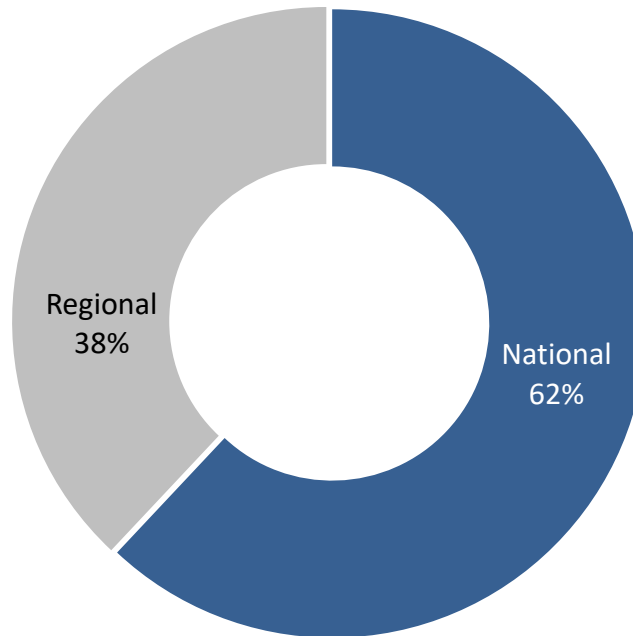
We are seeing benefits from the relationship, clearer communication. Top of list.

We get better service and the carrier provides some lower cost options

When we can de-commoditize the relationship we can be more open to creating win-win solutions



## Are your partners National or Regional?





## What are you looking for in an LTL partner?

Ability to service LTL, and lift gate services without playing a game of who's on first with what carrier is being actually sent in to make the pick up  
Attention, pick up performance, improved billing accuracy  
Best value and consistent service levels  
Both Regional and National. Quality product at a fair market price  
Both regional and national - we look for quality and consistency  
Carriers who will advocate and do the right thing for us without compromising the spirit of our agreement  
Clear and transparent communication  
Commitment to serve us  
Communication  
Communication, reliability  
Competitive pricing  
Competitive rate and availability  
competitive rates, consistent service and minimal damage  
Competitive rates, proactive communication and reliability  
Consistency  
Consistent service  
Consistent service, transparency on limitations and challenges, superior online technology, competitive pricing  
Constant communication, honest rates, and good drivers that will treat our vendors and customers well when picking up or dropping off  
contracts for haul the any goods in dry vans  
Cost - Speed and service  
Cost effectiveness and on time delivery  
coverage good pricing low damage  
Dependable and those that get the load there on time without damaging the freight  
Ease of use and dedicated load classifications  
Effective pricing, performance, consistency, and reliability  
Ethical and accountable.  
Excellent service Competitive rates  
Excess capacity  
Good deal and reliable



## What are you looking for in an LTL partner? [Continued]

Good network of and access to information routes and fleet traveling our more common routes  
Good rate, handle products from point A to point B without damage.  
Good rates, capacity, communication, tracking on time,  
Good service and competitive pricing  
Great rates & on time shipments.  
High Service level Reliable partnership  
High tender acceptance, dependable service, mitigated rate movement  
Honesty Great service Communication  
Honesty, Urgency  
How we can improve service and reduce costs  
I have found it  
I'm not looking  
Increasing ownness of LTL moves, transparent rate changes,  
Like everybody, Time of shipping, price and quality/service  
Low cost, low damage, capacity  
Lower prices and reliable.  
On line pickups and deliveries without damage  
On time and good pricing.  
On time delivery (2)  
On time pick up and delivery, exception free delivery and billing accuracy.  
On time/Damage free  
Pallet rates, capped fuel surcharge  
partnership  
pricing, quality, on time delivery, reliable  
Provide them maximum shipments which are not available much as of now in the market  
quality and on time delivery  
Quality of service. Retailers are looking for 98% OTIF scores. It's just a matter of time before everyone will be using the same method in shipping.  
Chargebacks is big money.  
Quality service and dependable  
Quality without excuses  
Quality, Delivery & Cost Responsive Sales rep and desk operations Speed to market transit times



## What are you looking for in an LTL partner? [Continued]

Reliability (2)

Reliability and consistent rates.

Reliability, efficiency, and cost savings

Reliable service, good safety record, quality experienced drivers, good equipment, fair pricing for value and our efforts to be a good shipper that helps the carrier be more efficient.

Reliable service. Looking for LTL to work with us.

Service

Superior service on time delivery competitive pricing

The good times

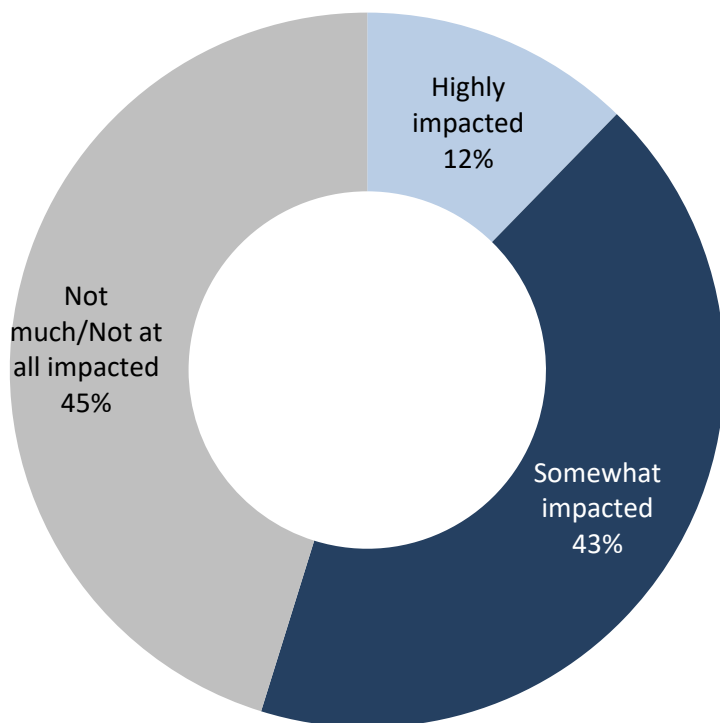
Tracking, communication, good prices, credit

Transparent

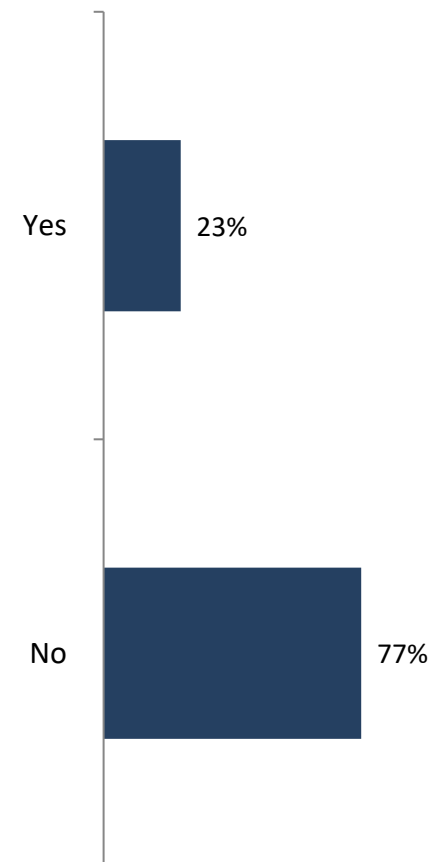
WE have both. Rates are always important, but also the ability to get/find help if there is a problem. Communication is a big deal.



How has e-commerce impacted your business?



Are you using more LTL to help with your e-commerce delivery?





## What are the biggest challenges you're facing with LTL due to the current environment?

3PL's racing to the bottom

All is good. No delays and pricing is attractive

Availability (2)

Availability of LTL Carriers in the regions I need to service

Because we haul our own products we don't face any problem

Behind the scenes LTL decision makers that are out of touch with current market conditions

Bill backs on assessorials, reweighs, reclass

Capacity

capacity and times

Capacity, volatility

Carrier acceptance at customer locations, tender acceptance

Carrier only interested in taking advantage of uneducated vendors and creating additional charges by refusal to do the right thing.

Combining ecommerce picks going via LTL

Consistency

consistency

consistent transit times.

Continued increases due to corporate greed.

Cost (6)

cost, missed pick ups, poor service

customer has specific LTL carriers to use on different regions

Damages (2)

Delays in getting products for various reasons

Delays on highways

Delivery delays due to carriers being at capacity

Delivery time

down turn in orders due to the economy

Drivers not paying attention to the load. More damages in transit

During transportation, merchandise is occasionally lost or damaged

Everyone wants more business, but they can't always handle it. Missed pick ups are a serious problem.

Expense of shipping over length bundles of rods costs more than the value of the product

Finding carriers with available drivers



## What are the biggest challenges you're facing with LTL due to the current environment? [Continued]

Finding good service at competitive rates.  
fluctuation in fuel surcharges  
fragmented volume across multiple lanes that varies due to seasonality.  
Freight rates are high and carriers are generally not giving any discounts for LTL as opposed to FTL, so product on the truck is much more valuable after the freight cost on a LTL is applied.  
From a cargo perspective things have improved post pandemic. Rate pressure seems to be the biggest hurdle right now. The YRC Bankruptcy didn't help.  
Fuel costs, Lack of qualified drivers and trucker over length charges-  
getting contract  
Getting drivers to pick-up loads  
Getting loads picked up in a timely manner  
High cost, longer lead time  
Higher fuel prices and employee benefits.  
I like to meet deadlines, and I do not want to delay orders. I want consistency and efficiency at the safe level.  
Incidents  
Increasing prices  
Invoice discrepancies  
Just keeping consistent and reliable partnerships.  
Keeping the trucks moving both ways.  
lack of availability.  
Lack of reliable carriers.  
Less carriers in the market  
Limit damages. Making sure we're getting on time deliveries.  
limited regional LTL carriers with few alliances.  
Longer delivery times, sometimes cargo is lost and found much later  
Low capacity  
Margins are shrinking and shippers are trying to reduce freight costs further.  
More LTL to support inventory replenishment at local hubs.  
Moving freight on time  
My biggest challenge now is giving my carriers enough freight to keep them interested. Our shipping is way down.  
Need more carriers that provide higher quality service





## What are the biggest challenges you're facing with LTL due to the current environment? [Continued]

No shipments are available at all

Non availability of transportation means  
on time deliveries is the biggest challenge overall.

On time delivery (2)

On time pickups and lack of capacity during surge times.

On-time deliveries. Accurate tracking and tracing.

On-time deliveries/lost shipments have increased since the YRC closure

Penetrating corporate bureaucracy to get attention from customer service and sales. Billing accuracy remains as much an issue across all  
carriers as it was a decade ago.

performance consistency

Price and service

prices and routes

pricing

Pricing in a volatile environment

Rates (3)

Rates and surcharges going into CA, NY, and other areas.

Reliability, care in handling

Reliable partners

Reliable, damage-free, on-time delivery

Respect and reliability

Rising costs

Supply and pricing

Low supply, high demand and inconsistent pricing

Scheduling

Service

Service consistency.

Some difficulty finding carriers that meet our service level requirements

Stability and forecasting.

Stable pricing and on-time delivery

Supply chain challenges

Surcharges

Surprisingly it is on time deliveries - damage free



## What are the biggest challenges you're facing with LTL due to the current environment? [Continued]

the environment the climate is changing constant

The increase cost of living

The rates are up due to the economy and the rising fuel prices. I find myself shopping the carriers looking for the best rate.

Tighter capacity ever since yellow went out of business. Accessorial charges, and rising rates.

Tracking is still an issue as some carriers have great portals. Other carriers are still trying to get their portals, and tracking to be more advanced with notification and events.

Transit times

Transit times with National Carriers

unpredictable

W&I issues

We ship to various finishers for our products (B to B) so making sure LTL shipments come back as they were sent can be challenging.

When shopping around, seeing increased rates from companies

White glove and less than a mile delivery



## Where do you see the LTL market one year from now?

About the same (6)  
About the same as last year  
About the same with some growth  
About where it is today, but perhaps with more capacity as the Yellow terminals bought by other LTLs come on line  
Available capacity  
Back to pre-covid years  
Better  
Better prices  
Busy  
Capacity tightening with improving economy  
Competitive but increase in damages  
Don't see any changes anytime soon  
Flat - Overcapacity  
Flat lines with maybe capacity issues of driver shortages on certain zones  
getting better  
Getting bigger  
Growing (3)  
Holding steady  
Hopefully lower priced with more capacity  
Hopefully shipments will rise  
Hopefully, there will be steady prices and more drivers  
I believe we will see federal interest rates soften which will support increased spending and demand for LTL service will increase  
I do not see much of a change in the 12 month range  
I expect to see YRC to come back into the market and expand capacity  
I imagine it will be similar  
I see it doing better than it is now  
I see more consolidation in this market as the big players will continue to consume the weaker or mismanaged carriers.  
I see steady or rising needs for LTL  
I see the LTL market holding steady  
Improved



## Where do you see the LTL market one year from now? [Continued]

In the same way as now

Increasing demand

It is going to be more expensive in the next year with rising fuel prices

Less capacity and increase in rates

Little change

Longer transit times

Loosening up with the hope of yellow freight coming back at some capacity. Rates coming down or stabilizing. More and more shippers utilizing this services.

Maybe some consolidation

more chaotic

more consolidation

MORE DEMAND

More demand, less availability

more expensive (3)

more expensive and some of the smaller providers exiting the market

More expensive with fewer players

More supply chains

Normalizing

Not changed (4)

Not sure

over supply

Possible one or more carriers go out of business

Probably less

probably more challenging

Probably more compressed with less capacity and higher costs to shippers

Rates increasing

Rates will be much lower I believe.

Same / Same as today (15)

Secured at the top

Settled down, with one major player emerging as the inheritor of the Yellow business

shrinking business environment will result in increased competition between companies resulting in lower prices to secure the business

Similar situation, but I anticipate Carriers will continue to select their customers more carefully after the YRC fall out



## Where do you see the LTL market one year from now? [Continued]

similar to today, hopefully with minimal price increases

stabilize with overcapacity

Stabilized

Stable with moderate price increases

Starting to catch up with demand

Steady

Steady and stable

Still growing. The YRC shutdown has not finalized, and it will be interesting to see how carriers that purchased assets make them useful over the next few years.

Still hot

Still turbulent

The next year will see carriers transitioning the YRC in the other carrier's networks and in some cases, carriers re-inventing themselves.

The same

There are more businesses, it must be delivered in less time, so I see it growing and serving new markets

There will be a continued demand for LTL

tight competition, possible acquisitions

Tighter market (3)

Very similar to current market conditions



## Where do you see the LTL market three years from now?

A consolidated space with a few top national carriers, and the continued growth of regional carriers.

A tighter market as the driver issue will remain a key obstacle, but also the handing off of freight to other subcontractors for final mile delivery.

About the same (4)

Additional consolidation through M&A activities

AI enabled

Better (2)

Better EDI communications

By three years from now, I wouldn't be surprised to see some more acquisitions or mergers.

Capacity balanced

Challenging due to more players folding

Cost will rise

Depends on the price of diesel

doing way better than ever before

Expanding gradually

fewer players - maybe better pricing

fewer support people, more computerized for customer service

Growing

Growth and stability.

handful of financially strong carriers

hard to say, but likely much higher price

hard to tell as the economy is fluctuating as it is...most likely ample capacity, but strong push for price increases

Higher

Higher cost

higher rates, fewer carriers

Hopefully back to pre-pandemic levels

Hopefully continuing to grow and getting bigger and better.

Hopefully to cube based pricing

Hotter

I could see higher rates 3 years from now.



## Where do you see the LTL market three years from now? [Continued]

I hope to be retired by then, but I would see a 10 percent increase

I see the LTL market changing in increasing numbers but much shorter distances being hauled

I think the next two years will see some increased demand for LTL services and continued acquisitions by some of the major players will also have continued. In 3 years, it is likely that the new higher level of demand will level off as an adjustment year before the economy slightly softens again.

If fuel continues to rise and the economy does not improve we might have to use rail car to ship with versus trucking companies.

It's a huge opportunity

LESS CARRIERS

less LTL providers

less regional carriers

Likely higher pricing

Lower availability due to retirements

LTL should still be around at a consistent level because there are definite needs.

Making big moves

market balancing out

maybe getting bigger

More automation, more transparency, more EV

More capacity, higher rates

More carriers

more competitive for select lanes

more consolidation; poor performers dropping out

more cost effective

More expensive (2)

More expensive with fewer players

more market consolidation

More of the same issues with labor shortages

More stable

Much more expensive

My hope is it transitions fully to Density based pricing and integration continues to improve. LTL is difficult to predict due as it sits between FTL and Parcel and all 3 modes are Economy based.

Ongoing capacity and resource constraints



## Where do you see the LTL market three years from now? [Continued]

Same as now (8)

Same it will be another election cycle.

Shrinking market due to other carriage conversion.

Slightly higher

Small pool of carriers

Smaller regional companies will be absorbed by larger LTL carriers

Softer

Stabilized

stable with over capacity

starting to improve and adapt to market needs.

Steady Grow

Stronger as shippers look to limit the expense of FTL.

The larger companies have true potential to capitalize on YRC's downfall. Hopefully the regionals can stand strong.

There are more businesses, it must be delivered in less time, so I see it growing and serving new markets

There may be less LTL carriers but there will still be a demand.

Tight as driver capacity tightens market, continued consolidation in the LTL market makes rate escalation a real concern.

tighter capacity, higher rates

Too far to predict

Turmoil due to lack of drivers and a short memory of the COVID challenges

Very similar to current market conditions

When the economy returns to normal, we will again see the effects of YRC being gone beginning with driver shortages. I believe you will continue to see more mergers and acquisitions which will also reduce capacity/competition. We will see LTL carriers taking the opportunity to force larger than normal increases (7-8% average) on their customers.

Will be more accessible with better rates





## Where do you see the LTL market five years from now?

About the same

Adapted full to market Needs.

Again, the economy is a huge driver, if the economy grows LTL will grow, but if it stays flat or regresses, I could see an opportunity for less carriers or more mergers

Aggressive pricing

An average increase of at least ten percent each year.

Better

Capacity balanced

Carriers will have hired more drivers and purchased additional equipment and things will return to a more balanced supply/demand but continue to leave the carriers in the driver's seat when it comes to pricing.

continue to grow

Continued consolidation of assets

continued shrinking market.

Different, with the elimination of fossil fuels

Even higher cost

Even higher.

Even more expensive

even more market consolidation

even more questions. what will electrification requirements do to the ability to haul anywhere? pricing and availability will follow

Growing

Hard to predict that far out with the regulatory environment and uncertain future of fuel cost

Hard to say but likely more turmoil

Higher rates, longer delivery times, more consolidation of carriers.

hopefully all integrated.

hottest

I believe LTL market will continue to grow. Believe it will continue to be needed in the economy.

I think the five year view is unpredictable in terms of the market as we have seen so much change in the last four years. It is pretty hard to predict a pandemic, or increased interest rates. That could plague companies with high debt, and decreased annual volumes of freight.

I would be surprised to see the same number of carriers in 5 years. There may be some further tightening of freight size and weight limits.



## Where do you see the LTL market five years from now? [Continued]

Increase at max capacity  
Larger to cover more area  
less big LTL players  
less carrier options, more consolidation  
Less carriers  
less carriers, higher rates  
level playing field  
Lower availability due to retirements  
LTL will still be around with consistency.  
maybe getting bigger  
More automation, more transparency, more EV Hopefully lesser cost. More interest in autonomous vehicles  
more consolidated  
more consolidation; poor performers dropping out  
More expensive with fewer players  
more saturated and costly  
new strategies and better prices  
Not sure. Depends on regulations and innovations regarding electric vehicles and autonomous vehicles.  
plenty of capacity as many carriers are constantly calling or emailing asking for our business  
Possible Driver shortages.  
probably being one of the top companies  
Same (10)  
Shippers will be looking for strategies to work with carriers who can provide consolidated services in order to find cost reduction strategies as well as maximize trucks on the road resulting in truckloads of LTL delivering into DC's and less LTL single shipments being delivered. This also supports responsible carbon reduction strategies.  
Shortage of drivers will impact the industry dramatically.  
Should capture a big chunk in the market  
small pool of carriers  
Smaller players getting into the market  
Softer  
Some growth  
Stable



## Where do you see the LTL market five years from now? [Continued]

The continued change of frequency increases, lesser miles between stops

The starting of driverless trucks

There will be fewer companies and prices will increase

Tight

Tight labor market and decreased competition in the LTL market

tighter and higher rates

Very similar to current market conditions

Whole new world

Without a doubt, the LTL market has expanded over the years



## Respondent Demographics

Job title or function	
Corporate/Divisional Manager	14%
VP/General Manager	20%
Logistics/Distribution Manager	14%
Transportation Manager	10%
Warehouse Manager/Supervisor	4%
Supply Chain Manager	5%
Information Technology Management	2%
Operations Manager	11%
Purchasing/Procurement Management	7%
Other	13%

Nature of your business	
Manufacturer (NET)	41%
Aerospace	4%
Automotive & Transportation Equipment	4%
Chemicals/Pharmaceuticals	10%
Computers & Electronics	4%
Electrical Equipment	5%
Fabricated Metals	2%
Food, Beverage & Tobacco	10%
Furniture	2%
Industrial Machinery	6%
Paper/Printing	6%
Plastics & Rubber	4%
Primary Metals	2%
Textiles/Apparel	5%
Other	36%
Retailer	9%
E-tailer/E-commerce	2%
Wholesaler	12%
Consulting	7%
3PL	8%
Transportation/Warehousing services	16%
Other	5%



## Respondent Demographics

Company Revenues - 2024	
Under \$50 million	42%
\$50 million to \$99.9 million	10%
\$100 million - \$249,999 million	10%
\$250 million – \$499,999 million	8%
\$500 million - \$999,999 million	7%
\$1 billion - \$2.49 billion	7%
\$2.5 billion or more	7%
Cannot disclose	10%

Number of employees in company	
Less than 100	48%
100 - 499	24%
500 - 999	7%
1,000 - 4,999	11%
5,000 or more	10%