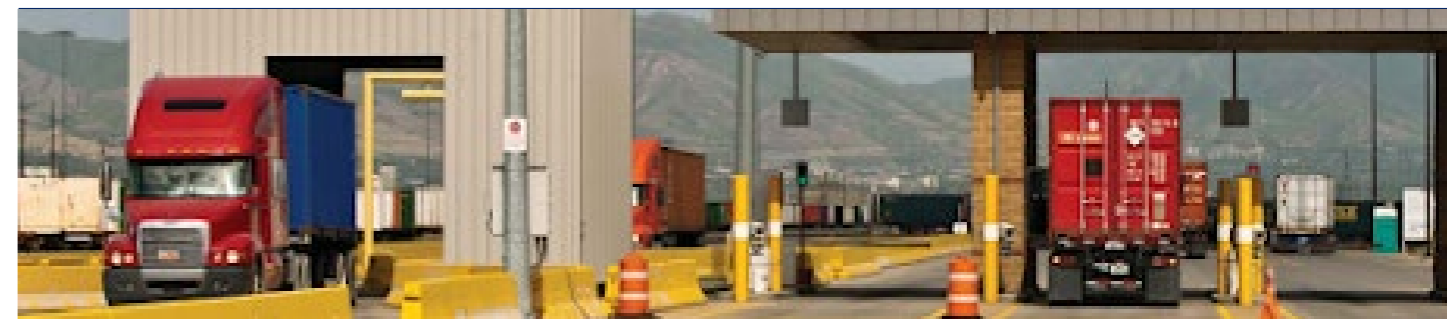


INTERMODAL SERVICE SCORECARD

JOURNAL OF COMMERCE, FALL 2024



Intermodal Service Scorecard

Fall 2024



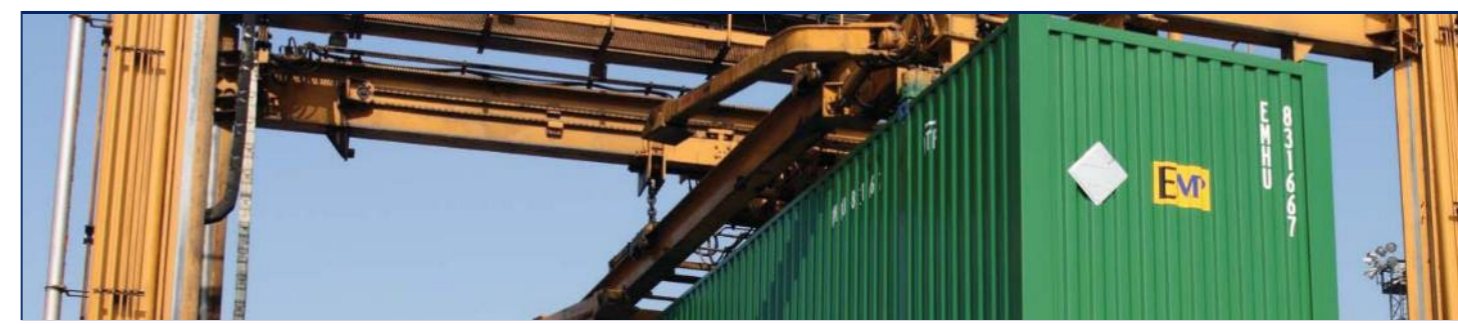
Journal of Commerce
by **S&P Global**

“Like in the spring 2024 survey, Alliance... stood out as a favorite among shippers... nearly all Alliance customers report excellent experiences.”

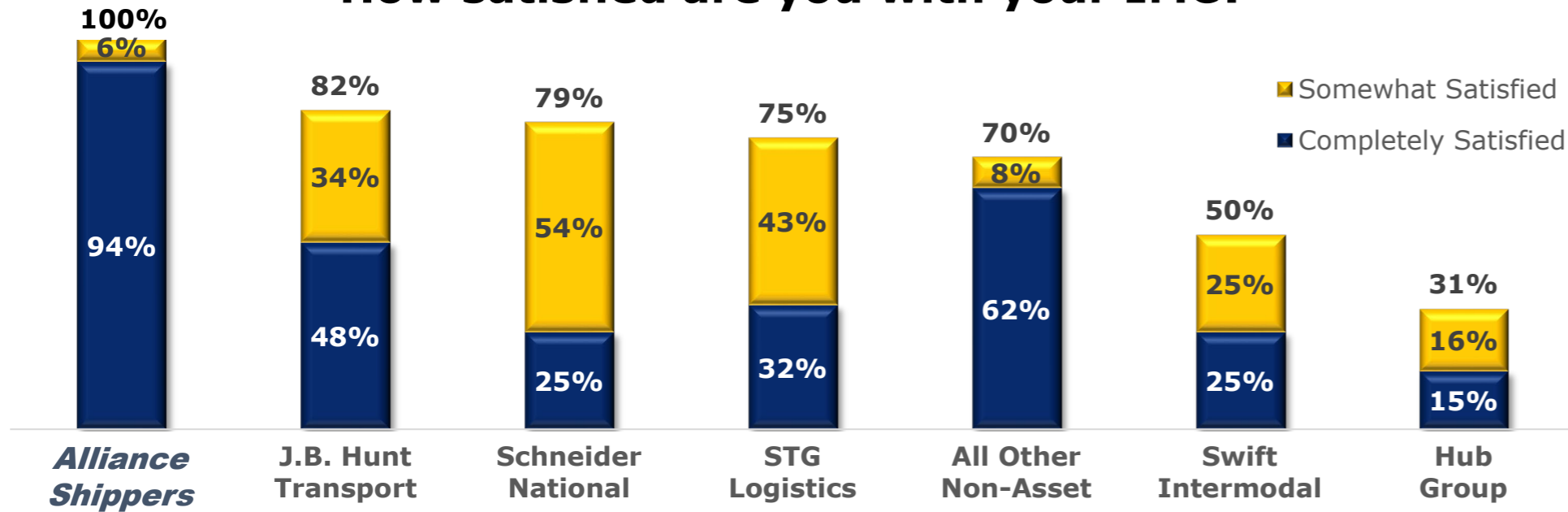
-- Ashe, Ari. (2025). Intermodal Service Scorecard, Fall 2024. Journal of Commerce.

INTERMODAL SERVICE SCORECARD

JOURNAL OF COMMERCE, FALL 2024



How satisfied are you with your IMC?



Does this IMC meet your tender acceptance expectations?

Rank	IMC	Score
1	Alliance Shippers	100%
2	STG Logistics	92%
3	J.B. Hunt	88%
4	Swift Intermodal	87%
5	Schneider National	84%
6	Hub Group	75%

Grade your IMC on the following criteria over the last six months:

Category	Alliance Shippers	J.B. Hunt Transport	Hub Group	Schneider National	Swift Intermodal	All Other Non-Asset
Customer Service	4.9	4.2	3.2	3.9	3.3	4.2
Equipment Availability	4.9	4.3	3.5	3.9	3.4	3.9
On-Time Pickup	4.8	4.0	3.3	3.7	3.4	4.1
On-Time Delivery	4.8	3.8	2.9	3.4	3.3	4.1
Pricing and Accessorials	3.7	3.9	3.3	3.6	3.3	3.6
Technology	3.9	4.2	3.3	3.8	3.3	3.6
Total Score	27.0	24.4	19.5	22.3	20.0	23.5

*Scores in green represent the highest score for each criteria

*Scores in red represent the lowest score for each criteria

INTERMODAL SERVICE SCORECARD

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Customer Net Promoter Score

Rank	IMC	Score	Sentiment
1	Alliance Shippers	94	Promoters
2	J.B. Hunt	33	Passive
3	Other Non-Asset	27	Passive
4	Schneider	-7	Detractors
5	STG	-12	Detractors
6	Swift	-25	Detractors
7	Hub Group	-52	Detractors

Customer Commentary

"Alliance does a great job. In almost all instances, they exceed our expectations."

"Transparent and communicative. Issues/circumstances are rarely allowed to become actual problems. They're out in front of our freight."

"Their execution is near flawless. Our biggest YOY gains in OTD delivery, are all the lanes they've taken over for us."

"Intensely focused on customer service."

"Alliance was instrumental in helping align our transportation network with our sustainability initiatives. They're an incredibly knowledgeable company whose expertise extends well past the core functions of logistics."

"Nobody meets our equipment needs better than Alliance Shippers, which is wild to say considering some of the other companies we work with, and that Alliance is not asset-based."

"Switching to Alliance was one of the best decisions our company has made. Communication is clear and timely, which makes our jobs a breeze. We couldn't be happier with them."

"Proactive and service-oriented."

"Alliance... addressed the situations where our team lacked experience and know-how. Their expertise in Mexico and ability to handle both the transportation and customs clearance... set them apart from everyone else we were considering."