



Agriculture Transportation Coalition

"The principal voice of agriculture in U.S. transportation policy"

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2019 AgTC Ocean Carrier Performance Survey Results Announced

At the 31st Annual Meeting of the Agriculture Ocean Transportation Coalition, in Tacoma, WA in front of 500 leaders of the agriculture and forest products export and import community, ocean carriers, port authorities and other service providers, the results of the 14th Annual AgTC Ocean Carrier Performance Survey were announced.

OOCL, ONE and Evergreen were the three highest ranked carriers. OOCL was presented the coveted plaque as Top Ranked Carrier, while ONE and Evergreen were presented "Recognized Performance" awards.

- **Andy Tung, Co-Chief Executive Officer, OOCL:** "We would like to thank AgTC and the members for this resounding vote of confidence in OOCL and our achievements. The mark of quality has long been the hallmark of OOCL and we have constantly been working on improving our processes, operations and technologies to meet the evolving needs of the industry while facilitating trade growth."
- **Mike Young, Vice President, OOCL:** "We are very encouraged by this top honor, a strong recognition of the success that we have in delivering best-in-class services and our commitment to continue growing our partnership with the AgTC community."
- **Jeremy Nixon, CEO, ONE:** "I sincerely appreciated the opportunity to engage with AgTC members last year, and am gratified that the membership has recognized Ocean Network Express this year. Continued effort to be best in class is an ongoing pursuit, we greatly value the AgTC's recognition."
- **Tom Smart, Director of Sales, Central US, ONE:** "The entire team at Ocean Network Express would like to extend our most sincere thanks to the members of AgTC for selecting ONE as one of the award recipients for 2019. It was an honor to receive the award at the AgTC Annual Dinner in Tacoma."

The Agriculture Transportation Coalition members who completed this Survey represent a broad, diverse cross-section of US agriculture and forest products exporters and importers, some being the largest exporters from the US, others smaller — from all geographic locations, of virtually all dry and refrigerated products, via dry and refrigerated container. In addition, freight forwarders, who often serve as the export departments of ag and forest products exporters, are members of the AgTC, and bring their expertise to the Survey.

Shippers assessed carrier performance in each of these areas:

- Documentation Accuracy and Timeliness
- Quote Responsiveness
- Rate Competitiveness
- Claims Service
- Freight Billing Accuracy
- On-time Performance
- Ease of Doing Business
- Canceling or Rolling Bookings
- Equipment and space allocation
- Problem Resolution
- Customer service practices

Congratulations to OOCL, ONE and Evergreen.