



CMC's Reliable Fleet Services Expands to 14 Locations



A hands-on leader, Joe Patterson, Director, has played a key role in the growth of Reliable Fleet Services (RFS). In the interview below, Patterson discusses RFS's expansion, the services it provides, and how the company is responding to increasing customer expectations for pricing clarity, communication, and reliable service.



Q: What is Reliable Fleet Services and what do you provide?

A: Reliable Fleet Services is a partner for over-the-road intermodal repairs and onsite depot services. We recently added 4 new locations across the South and Southeast, bringing the total number of locations to 14, including our home base, a seven-acre depot in Ladson, SC. Our focus is safety, competitive and transparent pricing, fast response times, and quality workmanship to get equipment back on the road quickly and safely.

Q: What is driving the rapid expansion into new markets?

A: The expansion is largely customer-driven. Many customers are looking for more consistency in pricing, communication, and service quality. We built RFS to address those needs by focusing on transparency, responsiveness, and dependable service across every location.



Q: How is your model different from traditional call center dispatch models?

A: In a traditional call center model, a job is dispatched but the company often doesn't control the vendor doing the work, which can lead to delays and unexpected charges. Our model relies on our own certified technicians and a trusted network, allowing us to maintain oversight of quality, communication, and billing while also offering convenience. Customers can see the work in real time, approve repairs in advance, and avoid unexpected invoices.

Q: Tell me about the role you play in this growth.

A: I started as a technician, so I understand both the field side and the customer side when equipment goes down. I still go out on service calls when needed. Our goal is to build the most trusted and dependable service network in North America by staying focused on service quality, transparency, and doing the job the right way.

ABOUT RELIABLE FLEET SERVICE

Reliable Fleet Service is your trusted partner for over-the-road intermodal repairs and onsite depot-style work. We have ten strategic locations throughout the South and Southeast regions, including our home base—a seven-acre depot in Ladson, SC. Our focus is on its safety-first approach, competitive and transparent pricing, rapid response, and quality workmanship, ensuring your equipment gets back on the road quickly and safely.