



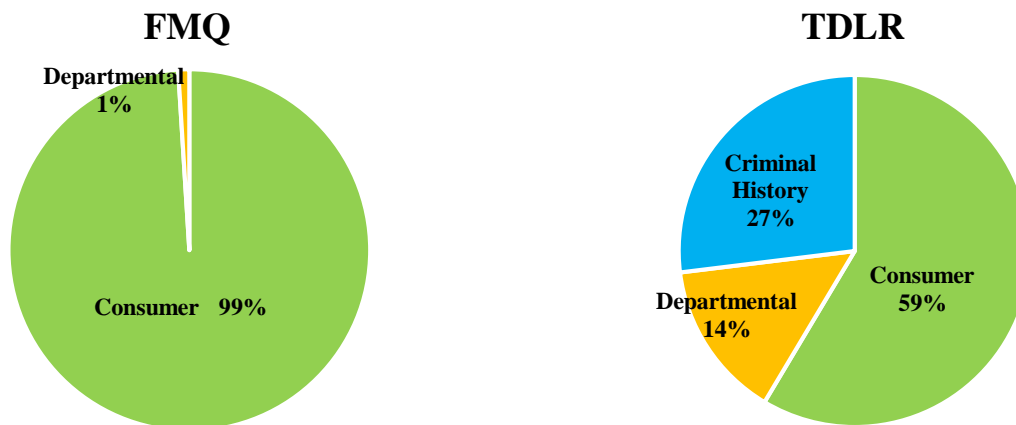
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Motor Fuel Metering and Quality (FMQ)

Key Statistics	FMQ Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	16,364	823,189
Complaints Received	970	32,683
Cases Opened	912	10,465
Cases Closed	647	9,763
Average Time to Close (days)	44.16	157.58
% of Cases Resolved Within 6 Months	97.99%	68.64%
% of Cases Resulting in Disciplinary Action	0.00%	13.48%
Open Cases Pending at End of Fiscal Year	266	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	FMQ Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	0	339
Agreed Orders	0	853
Average Penalty Assessed on Orders	\$0.00	\$2,199.86
Total Penalties Assessed	\$0.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	FMQ Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	35	1,615
Other Informal Resolutions	612	6,749
Cease & Desist Orders	0	46

### Source of Cases Opened Fiscal Year 2020





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**FMQ Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Fuel quality	344
Fuel quantity	246
Device not in working order	152
Pricing	95
Skimmers	73*
Expired license	42
Unlicensed activity	38
Labeling requirements	5
Failed to display license	1

\*Enforcement Skimmer complaint statistics are from September 1, 2019 through December 31, 2019. The responsibility to handle these complaints was transferred to the Regulatory Program Management Division on January 1, 2020.

**FMQ Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
There were no violations resulting in Disciplinary Action for Fiscal Year 2020 for the FMQ program.	N/A