



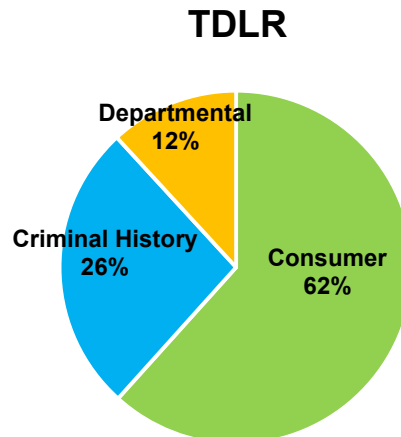
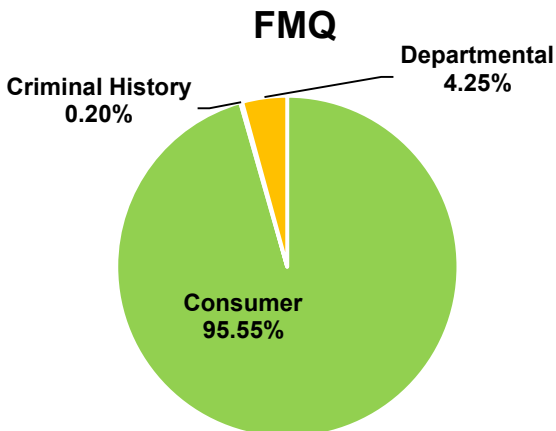
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Motor Fuel Metering and Quality (FMQ)

Key Statistics	FMQ Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	15,212	848,268
Complaints Received	1,081	32,655
Cases Opened	1,011	10,121
Cases Closed	472	9,335
Average Time to Close (days)	157.33	209.86
% of Cases Resolved Within 6 Months	69.07%	60.00%
% of Cases Resulting in Disciplinary Action	1.48%	13.41%
Open Cases Pending at End of Fiscal Year	805	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	FMQ Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	3	455
Agreed Orders	5	711
Average Penalty Assessed on Orders	\$740.63	\$2,124.56
Total Penalties Assessed	\$5,925.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	FMQ Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$11,540.96	\$192,825.53
Warning Letters	46	1,768
Other Informal Resolutions	418	6,208
Cease & Desist Orders	0	19

### Source of Cases Opened Fiscal Year 2021





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

**TOP 10 FMQ Alleged Violations at Opening**

<b>Fiscal Year 2021</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Fuel quality	451
Fuel quantity	234
Device not in working order	194
Unlicensed	118
Pricing	90
Expired license	62
Labeling requirements	14
Criminal History	2
Failed to display license	1
Skimmers	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, 2021.

**FMQ Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2021</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Unlicensed	3
Pricing	2
Device not in working order	1
Labeling requirements	1
Fuel quantity	1