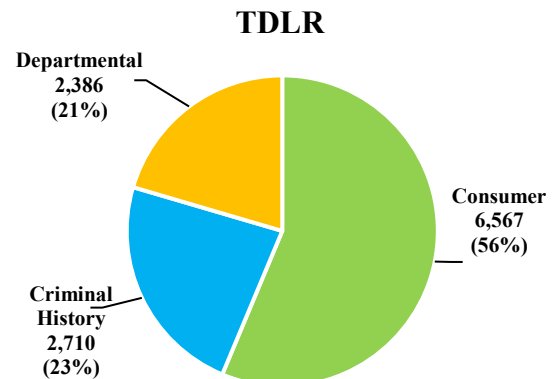
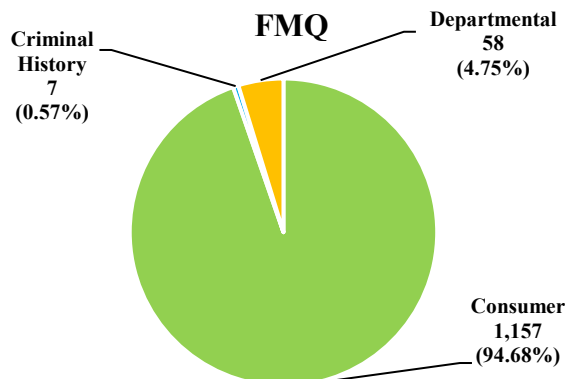


Motor Fuel Metering and Quality (FMQ)

Key Statistics	FMQ Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	13,810	890,735
Complaints Received by Source	1,274	64,954
<i>Consumer complaints</i>	1,165	14,098
<i>Department initiated complaints</i>	59	2,368
<i>Criminal History Records reviewed for licensure</i>	50	48,488
Cases Opened	1,222	11,663
<i>Consumer</i>	1,157	6,567
<i>Departmental</i>	58	2,386
<i>Criminal History</i>	7	2,710
Cases Closed	1,435	11,754
Average Time to Close (days)	208.25	215.79
% of Cases Resolved Within 6 Months	52.75%	57.64%
% of Cases Resulting in Disciplinary Action	4.04%	10.81%
Open Cases Pending at End of Fiscal Year	591	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	FMQ Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	67	1,160
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	9	384
<i>Agreed Orders</i>	58	749
Average Penalty Assessed on Orders	\$1,211.94	\$2,231.30
Total Penalties Assessed	\$81,200.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	1	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	FMQ Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$25,182.15	\$390,011.62
Warning Letters	415	3,378
Other Informal Resolutions	953	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



FMQ Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Fuel quality	357
Fuel quantity	313
Device not in working order	257
Unlicensed	169
Pricing	141
Expired license	97
Operated without device performance review	25
Labeling requirements	25
Failed to display license	16
Criminal history	8

*Enforcement Skimmer complaint are the responsibility to handle these complaints was transferred to the Regulatory Program Management Division on January 1, 2021.

FMQ Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Unlicensed	19
Device not in working order	15
Expired license	13
Labeling requirements	12
Fuel quality	8
Pricing	5
Failed to display license	2
Operated without device performance review	2
Refused or interfered with inspection or investigation	2
Failed to comply with an order	1