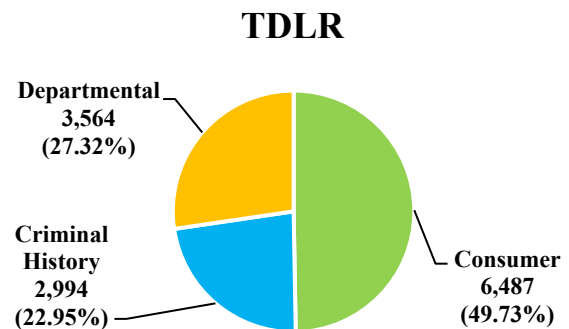
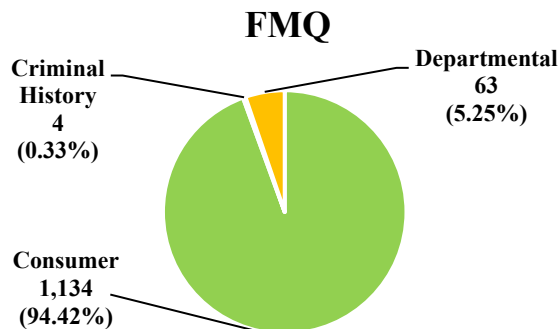


## Motor Fuel Metering and Quality (FMQ)

Key Statistics	FMQ Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>1,370</b>	<b>111,084</b>
Consumer complaints	1,231	14,240
Department initiated complaints	64	3,535
Criminal History Records reviewed for licensure	75	93,309
<b>Cases Opened</b>	<b>1,201</b>	<b>13,045</b>
Consumer	1,134	6,487
Departmental	63	3,564
Criminal History	4	2,994
<b>Cases Closed</b>	<b>1,251</b>	<b>11,284</b>
Average Time to Close (days)	176.15	215.01
% of Cases Resolved Within 6 Months	65.31%	55.52%
% of Cases Resulting in Disciplinary Action	8.23%	12.46%
Open Cases Pending at End of Fiscal Year	541	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	FMQ Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>129</b>	<b>1,329</b>
Agreed Orders	114	843
Commission Orders	0	12
Default Orders	15	472
Average Penalty Assessed on Orders	\$1,404.84	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$181,225.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$128,225.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	1	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	FMQ Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$145,782.15	\$272,187.43
Warning Letters	385	2,757
Other Informal Resolutions	737	7,121
Cease & Desist Orders	0	8
Stop-Sale Orders	4	4

### Cases Opened Fiscal Year 2023



### Top 10 FMQ Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Fuel quality	464
Fuel quantity	324
Device was not in working order	191
Unlicensed	146
Pricing	94
Expired license	62
Operated without a Device Perform Review	22
Labeling requirements	21
Failed to display license	18
Criminal history	4

### Top 10 FMQ Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Unlicensed	36
Fuel quality	27
Device was not in working order	22
Expired license	21
Labeling requirements	15
Failed to display license	12
Failed to cooperate with Department	10
Operated without a Device Perform Review	10
Pricing	8
Fuel quantity	3