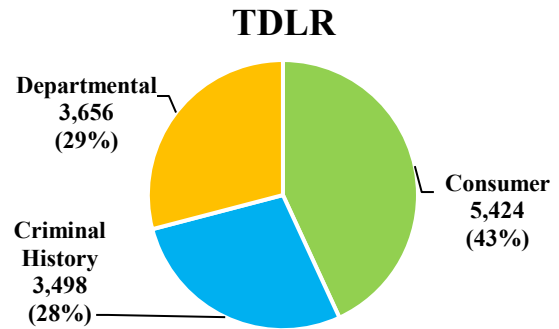
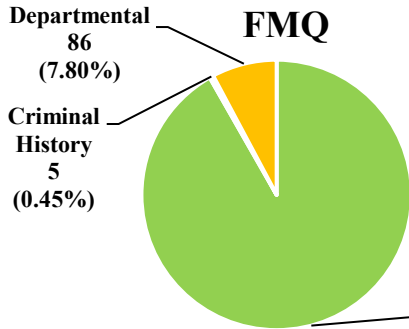


Motor Fuel Metering and Quality (FMQ)

Key Statistics	FMQ Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	1,463	122,942
<i>Consumer complaints</i>	1,275	13,669
<i>Department initiated complaints</i>	86	3,733
<i>Criminal History Records reviewed for licensure</i>	102	105,540
Cases Opened	1,103	12,578
<i>Consumer</i>	1,012	5,424
<i>Departmental</i>	86	3,656
<i>Criminal History</i>	5	3,498
Cases Closed	949	13,449
<i>Consumer</i>	864	5,511
<i>Departmental</i>	80	4,554
<i>Criminal History</i>	5	3,384
Average Time to Close (days)	181.58	199.58
% of Cases Resolved Within 6 Months	59.54%	57.67%
% of Cases Resulting in Disciplinary Action	10.33%	9.56%
% of Cases Not Resulting in Disciplinary Action	89.67%	90.44%
Open Cases Pending at End of Fiscal Year	695	7,433
Cases Referred to SOAH	1	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	FMQ Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	98	1,287
<i>Agreed Orders</i>	74	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	24	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$3,030.36	\$3,205.97
Total Penalties Assessed	\$296,975.00	\$3,792,665.00
Total Penalties Collected	\$160,743.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	FMQ Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$127,881.69	\$402,875.87
Warning Letters	261	4,907
Other Cases Closed without Disciplinary Actions	590	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



FMQ Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Fuel quality	581
Fuel quantity	180
Device not in working order	157
Unlicensed	140
Expired license	73
Operated without a Device Perform Review	35
Pricing	29
Labeling requirements	27
Skimmers	10
Criminal history	5

FMQ Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
Unlicensed	42
Fuel quality	25
Operated without a Device Perform Review	17
Expired license	12
Device not in working order	12
Failed to display license	7
Failed to cooperate with Department	6
Labeling requirements	5
Fuel quantity	5