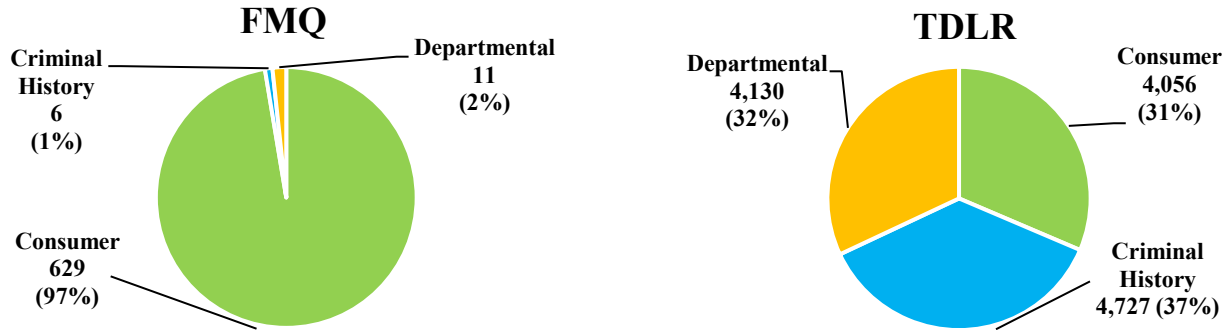


## Motor Fuel Metering and Quality (FMQ)

| Key Statistics  | FMQ Fiscal Year 2025  | TDLR Fiscal Year 2025 |
|---|-----------------------|-----------------------|
| Total Licensees   | 13,787                | 1,019,176             |
| <b>Complaints Received by Source</b>                            | <b>1,039</b>          | <b>134,663</b>        |
| Consumer complaints   | 924                   | 12,216                |
| Department initiated complaints                                 | 12                    | 4,096                 |
| Criminal History Records reviewed for licensure                 | 103                   | 118,351               |
| <b>Cases Opened</b>   | <b>646</b>            | <b>12,913</b>         |
| Consumer  | 629                   | 4,056                 |
| Departmental  | 11                    | 4,130                 |
| Criminal History  | 6                     | 4,727                 |
| <b>Cases Closed</b>   | <b>945</b>            | <b>12,694</b>         |
| Consumer  | 855                   | 4,467                 |
| Departmental  | 85                    | 3,487                 |
| Criminal History  | 5                     | 4,740                 |
| <b>Average Time to Close (days)</b>                             | <b>278.80</b>         | <b>206.68</b>         |
| % of Cases Resolved Within 6 Months                             | 40.85%                | 64.46%                |
| % of Cases Resulting in Disciplinary Action                     | 18.94%                | 12.94%                |
| % of Cases Not Resulting in Disciplinary Action                 | 81.06%                | 87.06%                |
| <b>Open Cases Pending at End of Fiscal Year</b>                 | <b>396</b>            | <b>7,651</b>          |
| Cases Referred to SOAH  | 0                     | 133                   |
| Contested Cases Heard at SOAH                                   | 0                     | 62                    |
| Formal Case Outcomes  | FMQ Fiscal Year 2025  | TDLR Fiscal Year 2025 |
| <b>Final Orders</b>   | <b>179</b>            | <b>1,643</b>          |
| Agreed Orders   | 147                   | 918                   |
| Commission Orders   | 0                     | 20                    |
| Default Orders  | 32                    | 602                   |
| Denied by Operation of Law                                      | 0                     | 6                     |
| Denied of Application by Prior Agreement                        | 0                     | 3                     |
| Revocation by Operation of Law                                  | 0                     | 92                    |
| Revocation by Prior Agreement                                   | 0                     | 1                     |
| Suspension by Operation of Law                                  | 0                     | 0                     |
| Recovery Fund Orders  | 0                     | 1                     |
| Average Penalty Assessed on Orders                              | \$6,639.39            | \$3,095.17            |
| <b>Total Penalties Assessed</b>                                 | <b>\$1,188,450.00</b> | <b>\$4,769,650</b>    |
| <b>Total Penalties Collected</b>                                | <b>\$320,425.00</b>   | <b>\$1,783,085</b>    |
| <b>Total Disciplinary Suspensions and Revocations</b>           | <b>0</b>              | <b>171</b>            |
| Licenses Revoked (Disciplinary)                                 | 0                     | 162                   |
| Licenses Suspended (Disciplinary)                               | 0                     | 9                     |
| Licenses Denied/Suspended/Revoked (Criminal History)            | 0                     | 206                   |
| Restricted Licenses Granted                                     | 0                     | 4                     |
| <b>Enforcement cases that resulted in District Court Filing</b> | <b>0</b>              | <b>5</b>              |
| Other Case Actions  | FMQ Fiscal Year 2025  | TDLR Fiscal Year 2025 |
| Consumer Restitution  | \$349,617.96          | \$808,739.25          |
| Other Cases Closed without Disciplinary Actions                 | 28                    | 4,993                 |
| Informally Resolved   | 18                    | 526                   |
| Insufficient Evidence   | 461                   | 2,516                 |
| Warning Letters   | 248                   | 2,939                 |
| Withdrawn by Complainant  | 11                    | 77                    |
| Cease & Desist Orders   | 0                     | 19                    |
| Emergency Orders  | 0                     | 54                    |

### Cases Opened Fiscal Year 2025



### FMQ Alleged Violations at Opening

| Fiscal Year 2025                    |       |
|-------------------------------------|-------|
| Alleged Violation at Opening        | Count |
| Fuel quality                        | 428   |
| Device was not in working order     | 95    |
| Fuel quantity                       | 65    |
| Unlicensed                          | 52    |
| Expired license                     | 31    |
| Pricing                             | 30    |
| Violated labeling requirements      | 7     |
| Criminal history                    | 6     |
| Failed to pay dishonored check      | 3     |
| Failed to display license           | 1     |
| Failed to comply with an order      | 1     |
| Failed to cooperate with Department | 1     |

### FMQ Violations Resulting in Disciplinary Action

| Fiscal Year 2025  |       |
|---|-------|
| Violation Resulting in Disciplinary Action                | Count |
| Unlicensed  | 70    |
| Operated device without Performance Review                | 57    |
| Fuel quality  | 53    |
| Device was not in working order                           | 9     |
| Expired license   | 4     |
| Pricing   | 4     |
| Failed to display license                                 | 3     |
| Violated labeling requirements                            | 3     |
| Failed to comply with an order                            | 1     |
| Skimmers  | 1     |
| Fuel quantity   | 1     |
| Refused or interfered with an inspection or investigation | 1     |