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City of Dallas Public Information Office

Guide to acronyms and abbreviations

Ac-ro-nym: A word formed from the initial letters or groups of letters of words in a set phrase or series of words, as NATO, COBOL, DOS. Acronyms are pronounced like words.

Ab-bre-vi-a-tion: A shortened or contracted form of a word or phrase, used to represent the whole, as Dr. for Doctor, U.S. for United States, lb. for pound.

For better or worse, acronyms and abbreviations are part of the organizational communications system in the City of Dallas. Acronyms and abbreviations are commonly used, save time, and can be a useful way to shorten overly long names or titles. However, they can also be a mystery to employees or citizens who are unfamiliar with the organizations involved.

To help you navigate through the city's various departments and organizations, and their many acronyms and abbreviations, the City of Dallas Public Information Office (PIO) has created this Guide. Because new acronyms and abbreviations crop up from time to time, the Guide will be updated periodically, to keep it as current as possible.

If you know of an acronym or abbreviation that is not included in this Guide, please send the information to: PIOdepartment@dallascityhall.com.

Department abbreviations

AUD - City Auditor's Office
AVI - Aviation -
BDPS - Business Development & Procurement Services
BMS – Budget Management Services
CAO - City Attorney's Office -
CCO – City Controller's Office
CVS - Civil Service
CMO - City Manager's Office
CSO – City Secretary's Office
CIS – Communication & Information Services
CES - Convention & Event Services
CTS - Courts & Detention
DCC - Code Compliance
DWU – Dallas Water Utilities
DEV – Sustainable Development and Construction – Transportation Planning
DFD - Fire
DPD - Police
DFM - Dallas Farmers Market
DSV – Communication & Information Services (in AMS and other budget-related systems)
EBS - Equipment & Building Services
ECO - Economic Development
ERF - Employee Retirement Fund
E-Team – Efficiency Team
FHO - Fair Housing Office
HOU – Housing/Community Services
HSG - Housing
HR - Human Resources
IGS - Intergovernmental Services
JUD - Judiciary
LIB - Library
MCC- Mayor/City Council Office
MGT – Office of Management Services
OCA - Cultural Affairs
OEQ - Office of Environmental Quality **OFS** – Office of Financial Services
OEM – Office of Emergency Management
OSE – Office of Special Events
PIO - Public Information Office
PKR - Park & Recreation
PWT - Public Works & Transportation -
SAN - Sanitation Services
SCS - Strategic Customer Services
SEC - City Secretary's Office
STS - Street Services
TWM - Trinity Watershed Management

Other abbreviations and acronyms

ACM – Assistant City Manager
CAD – Computer Aided Design **COD** – City of Dallas
CAD - Computer Aided Dispatch
COB - Close of Business

CPAT – Candidate Physical Ability Test
CRMS – Customer Request Management System
CSR – Customer Service Request System
EMS – Emergency Management System
EMS – Environmental Management System
EOB – End of Business
ERT - Estimated Response Time
FQ – Flex Question
GEO – Geographical
GIS – Geographic Information System
KFA – Key Focus Area
LOV – List of Values
MDT – Mobile Data Terminal
NOx – Nitric Oxides **ORR** – Open Records Request
PAT – Physical Ability (or Agility) Test **QSR** – Quality Service Request
SLA - Service Level Agreement
SR – Service Request

Business Development and Procurement Services

AA - Administrative action
A&E - Architectural & Engineering
AD - Administrative Directive
CRFCSP - Construction Request for Competitive Sealed Proposal POM - Purchasing
DBCC - Dallas Black Chamber of Commerce
DO - Delivery Order
EBC - Express Business Center
GFE – Good Faith Effort
GDHCC – Greater Dallas Hispanic Chamber of Commerce
GDAACC – Greater Dallas Asian American Chamber of Commerce
HUB - Historically Underutilized Business
MA - Master Agreement
M/WBE - Minority and Women Owned Business Enterprise
NCTRCA - North Central Regional Certification Agency
NIGP- National Institute of Governmental Purchasing
PA - Price Agreement
PO - Purchase Order
RFB - Request for Bid
RFP - Request for Proposal
RFQ - Request for Qualifications
RFCSPP - Request for Competitive Sealed Proposal
RQS - Requisition
SC - Service Contract
RLT- ResourceLINK Team
VSS - Vendor Self Service

Code Enforcement

AD - Assistant Director
CA - Certificate of Appropriateness
CCI - Code Compliance Inspector
CCS - Code Compliance
CIT - Citation

CM - Council Member
CO - Certificate of Occupancy
CP - Consumer Protection
CPO - Certified Pool Operator
CRMS - Customer Request Management System (311 System)
CSI - Customer Service Initiative
CSR - Customer Service Request System (311 System)
DAS - Dallas Animal Services
DCAD - Dallas County Appraisal District
DCC - Code Compliance
DDC - Defensive Driving Certification **DMV** - Department of Motor Vehicles
ERT - Estimate Response Time
FYI - For Your Information
GAT - Graffiti Abatement Team
GCD - General Code Division
HCD - Historic/Conservation District
ICP - Inter-Active Community Policing
INV - Invoice
JMV - Junk Motor Vehicle
LBR - Land Based Records
M/C - Mow Clean
M/F - Multi-Family or Multi-Tenant Program
MCC - Mayor and/or City Council Office
MDT - Mobile Data Terminal
MPO - Manager of Pool Operations
MT - Multi-Tenant
NMC - Neighborhood Mow/Clean
NIP - Neighborhood Investment Program
NOV - Notice of Violation
NV - Notice of Violation
OCMC - Oak Cliff Municipal Center
OEQ - Office of Environmental Quality
PAT - Premise Abatement Team
PHP - People Helping People
PIC - Person In Control (tenant)
POUS - Parking on an unapproved surface
QA Team - Quality Assurance Team
SAFE - Support Abatement Forfeiture Enforcement (DPD)
SLA - Service Level Agreement
SOP - Standard Order of Procedure
SR - Service Request
STEP - Scrap Tire Enforcement Program
TAA - Take Appropriate Action
TAX1 - Tax Information System within LINC System
TDH - Texas Department of Health
WA - Work Authorization

Dallas Water Utilities

AF - Acre Feet
AWWA - American Water Works Association
BG - Billion Gallons
BOD - Biochemical Oxygen Demand

CFS - Cubic Feet per Second
CIABS - Customer Information Accounting and Billing System (Pronounced "See-abs")
CIP - Capital Improvement Program
CP - Commercial Paper
DWU - Dallas Water Utilities
EPA - Environmental Protection Agency
FOG - Fats, Oils and Grease Initiative
GPCD - Gallons per Capita Per day
GS - General Service
I & I - Inflow and Infiltration
MGD - Million Gallons per Day
MG - Million Gallons
MSL - Mean Sea Level
NCTCOG - North Central Texas Council of Governments
OGS - Optional General Service
POTW - Publicity Owned Treatment Work
PSI - Pounds Per Square Inch
SCADA -Supervisory Control and Data Acquisition
SIU - Significant Industrial User
SSO - Sanitary Sewer Overflow
TSS - Total Suspended Solids
ROFC - Rate of Flow Controller
TCEQ - Texas Commission on Environmental Quality
TPDES - Texas Pollution Discharge Elimination System
WEF - Water Environment Federation
WERF - Water Environment Research Foundation
WMA - Winter Months' Average

Sustainable Development and Construction – Transportation Planning

BDA - Board of Adjustment
CA - Certificate of Appropriateness
CD - Certificate of Demolition
CD - Conservation District
CE - Certificate of Eligibility
CO - Certificate of Occupancy
CPC - City Plan Commission
DIR - Development Impact Review
EDMS - Electronic Document Management System
FAR - Floor Area Ratio
HABS/HAER - Historic American Building Survey/Historic American Engineering Record
HD - Historic District
IVR - Interactive Voice Response system
LMC - Landmark Commission
MSD - Municipal Setting Designation
NSO - Neighborhood Stabilization Overlay
OCMC - Oak Cliff Municipal Center
PD - Planned Development District
P-Contract - Private development contract
RAR - Residential Adjacency Review
RPS - Residential Proximity Slope
SHPO - State Historic Preservation Officer
SSDAC - Special Sign District Advisory Committee
SPSD - Special Provision Sign District
SRC - Subdivision Review Committee

SOB - Sexually Oriented Business
SUP - Specific Use Permit
THC - Texas Historical Commission
W&WW - Water and Wastewater
ZOAC - Zoning Ordinance Advisory Committee

Efficiency Team

BPI – Business Process Improvement
EFT – Efficiency Team
EMF – Employee Morale Fund
EMS – Environmental Management System, or ISO 14001
ISO – International Organization of Standardization
OHSAS – Occupational Health and Safety Management System, or OHSAS18001
QMS – Quality Management System, or ISO 9001
ZIP – Citywide process improvement methodology

Fire Department

AFI - Arson and Fire Investigation
ARFF - Airport Rescue Fire Fighting
BC - Battalion Chief
Capt - Captain
CE - Continuing Education
DC - Deputy Chief
DE - Driver Engineer
DFD - Dallas Fire Department
DFR - Dallas Fire-Rescue
DMST - Dallas Medical Strike Team
EMS - Emergency Medical Services
FPE&I - Fire Prevention Education and Inspection
FPO - Fire Prevention Officer
FRO - Fire Rescue Officer
GIS -Geographical imaging Systems
HAZ-MAT- Hazardous Materials Team
IAD - Internal Affairs Department
IDS - Internal Data System
LT - Lieutenant
MICU - Medical Intensive Care Unit
PIO - Public Information Officer
SFPO - Senior Fire Prevention Officer
SC - Section Chief
SCBA. - Breathing apparatus
SDO - Shift Duty Officer
TRT - Technical Rescue Team
USAR - Urban Search and Rescue **WCS** - Water Customer Service

Housing/Community Services

ADDI - American Dream Down-Payment Initiative
AMFI - Area Median Family Income
BSR - Basic Services Repair
CDBG - Community Development Block Grant
CHDO - Community Housing Development Organization (Pronounced “Choe-doe”)
DCAD - Dallas Central Appraisal District (Pronounced “Dee-Cad”)
DHA - Dallas Housing Authority
DHADC - Dallas Housing Acquisition and Development Corporation

DHFC - Dallas Housing Finance Corp
ESG- Emergency Shelter Grant
FMR - Fair Market Rent
HAP - Housing Assistance Payment
HDAG - Housing Development Assistance Grant
HOME - Home Investment Partnership Program
HOPWA - Housing Opportunities for Persons With AIDS (Pronounced "Hop-wah")
HUD - Department of Urban & Housing Development
IDIS – Integrated Disbursement & Information System
LBR - Land Based Receivable
LIHTC - Low Income Housing Tax Credits
LM - Low and moderate income
LTV - Loan to Value
MAP - Mortgage Assistance Program
MF - Multi-Family
MHS - Minimum Housing Standard
MHR - Minor Home Repair
MOR - Monthly Occupancy Report
MSA - Metropolitan Statistical Area
NHS - Neighborhood Housing Services
NIP- Neighborhood Investment Program
NRP - Neighborhood Renaissance Program
OAG - Operating Assistance Grant
OMB - Office of Management and Budget
PHA - Public Housing Agency
PHP - People Helping People
PITI - Principal, interest, taxes, insurance
PJ - Participating Jurisdiction
PMSA - Primary Metropolitan Statistical Area
POSSE - Permit One-Stop Service
RHPP - Rental Housing Preservation Program
RDALP - Residential Development Acquisition Loan Program
RLF - Revolving Loan Fund
RTC - Resolution Trust Corporation
SF - Single-Family
SHARE - Substandard Housing Assistance & Repair Program
SMSA - Standard Metropolitan Statistical Area
SRO - Single Room Occupancy Unit
TDHCA - Texas Department of Housing and Community Affairs
TIF - Tax Increment Financing (Pronounced "Tiff")
TREC - Texas Real Estate Commission
UDAG - Urban Development Action Grant (Pronounced "You-dag")
URSB - Urban Rehabilitation Standards Board

Office of Cultural Affairs (OCA)

AACC – Asian American Cultural Center
A&F - Cultural Affairs Commission Administration & Finance Committee
BHCC - Bath House Cultural Center
CAC - Cultural Affairs Commission
CAP – Community Arts Program
COP - Cultural Organizations Program
CPH - City Performance Hall

CPP - Cultural Projects Program
FNOT – Free Night of Theater
IHCC - Ice House Cultural Center
LCC - Latino Cultural Center
LEAP - Leadership Exchange Assistance Program
LRP - Cultural Affairs Commission Long Range Planning Committee
MSC - Meyerson Symphony Center
NTP - Neighborhood Touring Program
OCCC – Oak Cliff Cultural Center
PAC - Public Art Committee
PAP - Public Art Program
SDCC - South Dallas Cultural Center
TM – Thriving Minds Program

OCA arts organizations

AAM - African American Museum
ANMBF – Anita N. Martinez Ballet Folklorico
ATTPAC – AT&T Performing Arts Center
DBDT - Dallas Black Dance Theater
DCPA - Dallas Center for the Performing Arts
DCT – Dallas Children’s Theater
DHS - Dallas Historical Society
DHV - Dallas Heritage Village
DMA - Dallas Museum of Art
DSO - Dallas Symphony Orchestra
DTC – Dallas Theater Center
MNS – Museum of Nature & Science
TBAAL – The Black Academy of Arts & Letters

Office of Emergency Management (OEM)

AAR - After Action Report
ARC - American Red Cross
CERT - Community emergency response team
CDC - Center for Disease Control and Prevention
COG - Council of Government
CRI - Cities Readiness Initiative
DDC - Disaster District Committee
RAC – Regional Trauma Advisory Council
DHS - Department of Homeland Security
DMOC - Dallas Medical Operations Center
DMST - Dallas Medical Strike Team
EAS - Emergency Alert System
EMC - Emergency Management Coordinator
EOC - Emergency Operations Center
FBI - Federal Bureau of Investigation
FEMA - Federal Emergency Management Agency
TDEM - Texas Division of Emergency Management
Hazmat - Hazardous Material
HHS - Health and Human Services

HICS - Hospital Incident Command System
HPAB - Hospital Preparedness Advisory Board
IC - Incident Commander
ICP - Incident Command Post
ICS - Incident Command System
JFO - Joint Field Office
JIC - Joint Information Center
JIS - Joint Information System
LWP - Local Warning Point
MIMS - Medical Incident Management System
MMRS - Metropolitan Medical Response Team
NAWAS - National Warning System
NIMS - National Incident Management System
NOAA - National Oceanic & Atmospheric Administration
NRP - National Response Plan
NWS - National Weather Service
PHAC - Public Health Advisory Committee
RACES - Radio Amateur Civil Emergency Service
SNS - Strategic National Stockpile
SOC - State Operations Center
SOG - Standard Operating Guidelines
SOP - Standard Operating Procedures
TCEQ - Texas Commission of Environmental Quality
TRRN - Texas Regional Response Network

Office of Financial Services

CAFR – Comprehensive Annual Financial Report
CCU – Centralized Collections Unit
FY – Fiscal Year
GAAP – Generally Accepted Accounting Principles
GASB – Governmental Accounting Standards Board
GFOA – Government Finance Officers Association

Public Works and Transportation

APT - American Public Transit Association
BP - Bond Program
CDBG - Community Development Block Grant
CDC - Corridor Development Certificate
CMAQ - Congestion Mitigation and Air Quality
CMS - Congestion Management System
CSAC - Citizen Safety Advisory Committee
CSN - Construction Site Notice
DART - Dallas Area Rapid Transit
DOT - Department of Transportation
DRMC - Dallas Regional Mobility Coalition
ED - Economic Development
EPA - Environmental Protection Agency
FAUS - Federal Aid Urban System

FEMA - Federal Emergency Management Agency
FIRM - Flood Insurance Rate Map
FP - Floodplain
FTA - Federal Transit Authority
GIS - Geographical Information Systems
Haz Waste - Hazardous Waste
HC3 - Dallas County Household Chemical Collection Center
HOV - High Occupancy Vehicle
HW - Hazardous Waste
ICLRT - Intermediate Capacity Light Rail Transit
ISTEA - Intermodal Surface Transportation Efficiency Act
ITS - Intelligent Transportation System
LAP - Local Assistance Program
LOMA - Letter of Map Amendment
LOMR - Letter of Map Revision
LRT - Light Rail Transit
MA - Metropolitan Area
MIS - Major Investment Study
MPO - Metropolitan Planning Organization
MS4 - Municipal Separate Storm Sewer System
NCTCOG - North Central Texas Council of Governments
NOE - Notice of Enforcement
NOI - Notice of Intent
NOT - Notice of Termination
NOV - Notice of Violation
NPDES - National Pollutant Discharge Elimination System
NTTA - North Texas Tollway Authority
OSHA - Occupational Safety and Health Administration
P2 - Pollution Prevention
PASS - Principal Arterial Street System
PBR - Permit by Rule (for air emissions)
PFC - Passenger Facility Charge (DART Term)
Ppb - parts per billion
Ppm - parts per million
RCRA - Resource Conservation and Recovery Act (Deals with Hazardous Waste Management)
RFC - Passenger Facility Charge (DART term)
RFQ - Request for Qualifications
RQ - Reportable Quantity
RTC - Regional Transportation Council
SDM - Storm Water Drainage Management (Storm Water Utility Fee System)
SIP - State Improvement Program
SOQ - Statement of Qualifications
STEP - Statewide Transportation Enhancement Program
STP-MM - Surface Transportation Program-Metropolitan Mobility
STTC - Surface Transportation Technical Committee
SWM - City of Dallas Storm Management Section
SWP3 - Storm Water Pollution Prevention Plan
SWPPP - Storm Water Pollution Prevention Plan
TAP - Technical Assistance Program
TCEQ - Texas Commission on Environmental Quality
TCM - Transportation Control Measures
TDM - Transportation Demand Management
TIF - Tax-Increment Financing
TIP - Transportation Improvement Program
TMA - Transportation Management Area

TNRCC - Texas Natural Resource Conservation Commission
TPDES - Texas Pollutant Discharge Elimination System
TSDHS - Texas State Department of Health Services
TSM - Transportation System Management
TTI - Texas Transportation Institute
TxDOT - Texas Department of Transportation
UPWP - Unified Planning Work Program
USP - Urban Street Program
WQ - Water Quality

Strategic Customer Services

BFO – Budgeting for Outcomes
CAR – Culture, Arts, and Recreation (Key Focus Area)
CHE – Clean, Healthy Environment (Key Focus Area)
COB – Close of business
CPM – Center for Performance Measurement
CRMS – Customer Response Management System
CSI Dallas – Customer Service Initiative Dallas
EE – Educational Enhancements (Key Focus Area)
E³ – Efficient, Effective, Economical Government (Key Focus Area)
EV – Economic Vibrancy (Key Focus Area)
ICMA – International City/County Management Association
KFA – Key Focus Area
LMC – Loving My Community
PIYN – Pride in Your Neighborhood
POG – Price of Government
PS – Public Safety (Key Focus Area)
SACT – Service Area Coordination Team
SCS – Strategic Customer Services
WCS - Water Customer Service

Street Services

AC - Alarm Control
ALERT - Automated Local Evaluation in Real Time
CFI - Contracts, Finance and Inspection
CRMS - Customer Request Management System
CSR - Customer Service Representative
D-1 - Southeast Service Maintenance District
D-2 - Southwest Service Maintenance District
D-3 - Northwest Service Maintenance District
D-4 - Northeast Service Maintenance District
D-5 - Central City Maintenance District
FL - Flood Control
FLO - Fleet Operations
FRWS - Flooded Roadway Warning system
GIS - Geographical Information System
MIS - Management Information System

MOW - Mowmentum
NI - Nights Operations
NWS - National Weather Service
ROW - Right-of-Way
RL - River Levee
SCADA - Supervisory control and Data Access
SIR - Snow and Ice Response
SMA - Service Maintenance Areas
SRD - Street Repair Division
STS - Department of Street Services

Trinity Watershed Management

ASA - Assistant Secretary of the Army
BVP - Balanced Vision Plan
CLU Plan - Comprehensive Land Use Plan
DFE - Dallas Floodway Extension
DF - Dallas Floodway
EIS - Environmental Impact Statement
FHWA - Federal Highway Administration
GTF - Great Trinity Forest
IET - Interagency Executive Team
NTTA - North Texas Tollway Authority
ROD - Record of Decision
SPF - Standard Project Flood
TRCP - Trinity River Corridor Project
TxDOT - Texas Department of Transportation
USACE - United States Army Corps of Engineers
UTRFS - Upper Trinity River Feasibility Study