

Department abbreviations

AUD - City Auditor's Office

AVI - Aviation -

BDPS - Business Development & Procurement Services

CAO - City Attorney's Office -

CVS - Civil Service

CMO - City Manager's Office

CES - Convention & Event Services

CTS - Courts & Detention

DCC - Code Compliance

DWU – Dallas Water Utilities

DEV - Development Services

DFD - Fire

DPD - Police

DFM - Dallas Farmers Market

EBS - Equipment & Building Services

ECO - Economic Development

EHS - Environmental & Health

ER - Employee Retirement

E-Team – Efficiency Team

FHO - Fair Housing Office

HOU – Housing

HSG - Housing

HR - Human Resources

IGS - Intergovernmental Services

JUD - Judiciary

LIB - Library

MCC- Mayor/City Council Office

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 -

RA – Reunion Arena

SAN - Sanitation Services
SCS - Strategic Customer Services
SEC - City Secretary's Office
STS - Street Services
TRI - Trinity River Corridor

Other abbreviations and acronyms

ACM – Assistant City Manager
CAD – Computer Aided Design
COD – City of Dallas
CPAT – Candidate Physical Ability Test
CRMS – Customer Request Management System
CSR – Customer Service Request System
EMS – Emergency Management System
EMS – Environmental Management System
ERT - Estimated Response Time
FQ – Flex Question
GEO – Geographical
GIS – Geographic Information System
KSA – 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
RFCSP - 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
KFA - Key Focus Area
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

Development Services

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

ABC – “A Better City” employee suggestion program
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 ISO 18001

QMS – Quality Management System, or ISO 9001

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 Department

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)

A&F - Cultural Affairs Commission Administration & Finance Committee

BHCC - Bath House Cultural Center

CAC - Cultural Affairs Commission

COP - Cultural Organizations Program

CPH - City Performance Hall

CPP - Cultural Projects Program

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

PAC - Public Art Committee

PAP - Public Art Program

SDCC - South Dallas Cultural Center

OCA arts organizations

AAM - African American Museum

DBDT - Dallas Black Dance Theater

DCPA - Dallas Center for the Performing Arts

DHS - Dallas Historical Society

DHV - Dallas Heritage Village

DMA - Dallas Museum of Art

DSO - Dallas Symphony Orchestra

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

DFWHC - Dallas/Fort Worth Hospital Council

DHS - Department of Homeland Security

DMOC - Dallas Medical Operations Center

DMST - Dallas Medical Strike Team

EAS - Emergency Alert System

EAS - Emergency Alert System

EMC - Emergency Management Coordinator

EOC - Emergency Operations or Operating Center

FBI - Federal Bureau of Investigation

FEMA - Federal Emergency Management Agency

GDEM - Governor's 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

ICS - Incident Command System

JFO - Joint Field Office

JIC - Joint Information Center

JIC - Joint Information Center

JIS - Joint Information System

LWP - Local Warning Point

MIMS - Medical Incident Management System

MIMS - 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
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
CFK - Cartridges for Kids
COB – Close of business
CPM – Center for Performance Measurement
CRMS – Customer Response Management System
CSI Dallas – Customer Service Initiative Dallas
DALI – Dallas Area Learning Initiative (pronounced “Dolly”)
ED – Economic Development (KFA)
ICMA – International City/County Management Association
KFA – Key Focus Area
MSP - Mystery Shopper Program
MSVP - Mystery Shopper Volunteer Program.

NRC – National Research Center
POG – Price of Government
PS – Public Safety (Key Focus Area)
QL – Quality of Life (Key Focus Area)
SA – Staff Accountability (Key Focus Area)
SACT – Service Area Coordination Team
SCS – Strategic Customer Services
TR – Trinity River (Key Focus Area)

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 River Corridor Project

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