City of Dallas Public Information Office

Guide to acronyms and abbreviations

**Acronym**: 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.

**Abbreviation**: 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

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

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ACM</td>
<td>Assistant City Manager</td>
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<tr>
<td>CAD</td>
<td>Computer Aided Design</td>
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<td>COD</td>
<td>City of Dallas</td>
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<tr>
<td>CAD</td>
<td>Computer Aided Dispatch</td>
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</tbody>
</table>
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

Aviation

ACM - Airport Certification Manual
ADO - Airport District Office (FAA)
AEOC - Airport Emergency Operations Center
AEP - Airport Emergency Plan
AESM - Airport Electronic Systems Management
AGL - Above Ground Level (elevation)
AIP - Airport Improvement Program
ALP - Airport Layout Plan
AOCC - Airport Operations Coordination Center
AOA - Aircraft Operations Area
ATCT - Airport Traffic Control Tower
ASP - Airport Security Plan
CBP - Customs and Border Protection
CIP - Capital Improvement Program
DNL - Day/Night Noise Level
DOT - Department of Transportation
EPA - Environmental Protection Agency
FAA - Federal Aviation Administration
FAR – Federal Aviation Regulation
FBO - Fixed Base Operator
FSDO - Flight Standards District Office (FAA)
GA - General Aviation
IFR - Instrument Flight Rules
ILS - Instrument Landing System
IMC - Instrument Meteorological Conditions
LFEAC - Love Field Environmental Advisory Committee
MSD - Municipal Setting Designation
MSL - Mean Sea Level
NAS - National Airspace System
NAVAID - Navigational Aid
NOTAM - Notice to Airmen
NPIAS - National Plan of Integrated Airport Systems
NTSB - National Transportation Safety Board
NWS - National Weather Service
PAX - Passenger
PFC - Passenger Facility Charge
PST - Petroleum Storage Tank
RSA - Runway Safety Area
RW - Runway
SIDA - Security Identification Display Area
SMS - Safety Management System
SPCC - Spill Prevention, Control, and Countermeasure
SWPPP - Stormwater Pollution Prevention Plan
TARP - Terminal Area Redevelopment Plan
TSA - Transportation Security Administration
TW - Taxiway
VFR - Visual Flight Rules
Z - Greenwich Mean Time (Zulu Time)

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
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
OCCMC - 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
Court and Detention Services

OCA - Office of Court Administration
CCMS - Court Case Management System
CNS - Court Notify System
DMO - Dallas Marshals Office
MCCI - Municipal Court Contact Information form (OCA application)
CB - cash bonds
CBF - Cash Bond Forfeitures
DPS - Department of Public Safety
DSC - Driver Safety Class
DD - Deferred Disposition

Dallas Water Utilities

AF - Acre Feet
AWWA - American Water Works Association
BG - Billion Gallons
BOD - Biochemical Oxygen Demand
CFS - Cubic Feet per Second
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
TWDB: Texas Water Development Board
TAC - Texas Administrative Code
PALS – Pretreatment and Laboratory Services
UA&I – Utility Automation and Integration
CWWTP – Central Wastewater Treatment Plant
SWWTP – Southside Wastewater Treatment Plant
GIS – Geographical Information Systems
SAP - System, Applications and Products  
IVR - Interactive Voice Response system  
EPAY - Electronic Payments  
CWS - Contamination Warning System  
ISO - International Standards Organization

**Equipment and Building Services**

AA-Administrative Action  
AD-Administrative Directive  
AIS-Agenda Information Sheet  
AMS-Advantage  
AST-Above-ground storage tank  
AST -Aboveground Storage Tanks  
ATG-Automatic Tank Gauge  
CAA-Clean Air Act  
CEN-Central Service Center  
CNG-Compressed natural gas  
CT-Contract  
CWA-Clean Water Act  
DO-Delivery order  
DOT -Department of Transportation  
DSD-Dallas Security Division  
DUNS #-Dun & Bradstreet Number  
EEP-Emergency Evacuation Plan  
EMS -Environmental Management System  
FOB-Freight on board  
FTE-Full-time Equivalent  
GGE-Gasoline Gallon Equivalent  
HVAC-Heating, ventilation and air conditioning  
I.D.-Identification  
IN-Invoice  
JSA-Job Safety Analysis  
MA-Master agreement  
MLK-Martin Luther King Center  
MSDS-Material Safety Data Sheet  
NCP-North Central Police  
NE-Northeast Service Center  
NW-Northwest Service Center  
OCMC-Oak Cliff Municipal Center  
OHS -Occupational Health and Safety  
OT-Objective and Target  
PM-Preventative Maintenance  
PO-Purchase order  
QMS-Quality Management System  
RCRA -Resource Conservation and Recovery Act  
RQS-Requisition  
RTK -Right to Know  
SCP-South Central Police  
SE-Southeast Service Center  
SEP-Southeast Police  
SM-Security Manager  
SPCC-Spill Prevention, Control and Countermeasures  
SR-Service Request
SW-Southwest Service Center
TGS-Thanksgiving Square
UST-Under-ground storage tank
UST-Underground Storage Tanks
VIN-Vehicle Identification Number
VIP-Very important people
WO-Work Order

**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
DFR - Dallas Fire-Rescue
DMST - Dallas Medical Strike Team
EMS - Emergency Medical Services
EOD - Explosive Ordnance Disposal
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

**Housing/Community Services**

ADDI – American Dream Down-Payment Initiative
AMFI – Area Median Family Income
CBDO – Community-Based Development Organization
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 (Land Bank)
DHFC – Dallas Housing Finance Corp
ESG – Emergency Shelter Grant
FMR – Fair Market Rent
HAP – Housing Assistance Payment
HDAG – Housing Development Assistance Grant
HMFA – HUD Metro FMR Area
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>HOME</td>
<td>Home Investment Partnership Program</td>
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<tr>
<td>HOPWA</td>
<td>Housing Opportunities for Persons With AIDS (Pronounced “Hop-wah”)</td>
</tr>
<tr>
<td>HUD</td>
<td>U.S. Department of Housing &amp; Urban Development</td>
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<tr>
<td>IDIS</td>
<td>Integrated Disbursement &amp; Information System</td>
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<tr>
<td>LBR</td>
<td>Land Based Receivable</td>
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<tr>
<td>LIHTC</td>
<td>Low Income Housing Tax Credits</td>
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<tr>
<td>LMI</td>
<td>Low and moderate income</td>
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<tr>
<td>LTV</td>
<td>Loan to Value</td>
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<td>MAP</td>
<td>Mortgage Assistance Program</td>
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<td>MF</td>
<td>Multi-Family</td>
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<td>MHS</td>
<td>Minimum Housing Standard</td>
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<td>MOR</td>
<td>Monthly Occupancy Report</td>
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<tr>
<td>MSA</td>
<td>Metropolitan Statistical Area</td>
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<tr>
<td>MSRP</td>
<td>Major Systems Repair Program</td>
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<td>NIP</td>
<td>Neighborhood Investment Program</td>
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<tr>
<td>NRP</td>
<td>Neighborhood Renaissance Program</td>
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<tr>
<td>NSP</td>
<td>Neighborhood Stabilization Program</td>
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<tr>
<td>OAG</td>
<td>Operating Assistance Grant</td>
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<td>OMB</td>
<td>Office of Management and Budget</td>
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<tr>
<td>PHA</td>
<td>Public Housing Agency</td>
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<tr>
<td>PHP</td>
<td>People Helping People</td>
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<tr>
<td>PITI</td>
<td>Principal, interest, taxes, insurance</td>
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<tr>
<td>PJ</td>
<td>Participating Jurisdiction</td>
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<tr>
<td>PMSA</td>
<td>Primary Metropolitan Statistical Area</td>
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<td>POSSE</td>
<td>Permit One-Stop Service</td>
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<td>RHPP</td>
<td>Rental Housing Preservation Program</td>
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<td>RDALP</td>
<td>Residential Development Acquisition Loan Program</td>
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<td>RLF</td>
<td>Revolving Loan Fund</td>
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<td>RTC</td>
<td>Resolution Trust Corporation</td>
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<tr>
<td>SF</td>
<td>Single-Family</td>
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<tr>
<td>SHARE</td>
<td>Substandard Housing Assistance &amp; Repair Program</td>
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<tr>
<td>SMSA</td>
<td>Standard Metropolitan Statistical Area</td>
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<td>SRO</td>
<td>Single Room Occupancy Unit</td>
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<tr>
<td>TDHCA</td>
<td>Texas Department of Housing and Community Affairs</td>
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<tr>
<td>TIF</td>
<td>Tax Increment Financing (Pronounced “Tiff”)</td>
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<td>TREC</td>
<td>Texas Real Estate Commission</td>
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<tr>
<td>UDAG</td>
<td>Urban Development Action Grant (Pronounced “You-dag”)</td>
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<td>URSB</td>
<td>Urban Rehabilitation Standards Board</td>
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<tr>
<td>WIC</td>
<td>Women, Infants, &amp; Children Program</td>
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**Office of Cultural Affairs (OCA)**

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<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>AACC</td>
<td>Asian American Cultural Center</td>
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<tr>
<td>A&amp;F</td>
<td>Cultural Affairs Commission Administration &amp; Finance Committee</td>
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<tr>
<td>BHCC</td>
<td>Bath House Cultural Center</td>
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<tr>
<td>CAC</td>
<td>Cultural Affairs Commission</td>
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<tr>
<td>CAP</td>
<td>Community Arts Program</td>
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<td>COP</td>
<td>Cultural Organizations Program</td>
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<td>CPH</td>
<td>City Performance Hall</td>
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<tr>
<td>CPP</td>
<td>Cultural Projects Program</td>
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<td>FNOT</td>
<td>Free Night of Theater</td>
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<tr>
<td>IHCC</td>
<td>Ice House Cultural Center</td>
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<tr>
<td>LCC</td>
<td>Latino Cultural Center</td>
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<tr>
<td>LEAP</td>
<td>Leadership Exchange Assistance Program</td>
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<tr>
<td>LRP</td>
<td>Cultural Affairs Commission Long Range Planning Committee</td>
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</table>
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
DCT – Dallas Center for the Performing Arts
DCT – Dallas Center for the Performing Arts
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
FFR – Financial Forecast Report
FTA – Financial Target Analysis
CDBG – Community Development Block Grant
HOME – Home Investment Partnerships Program
HOPWA – Housing Opportunities for Persons with AIDS
ESG – Emergency Solutions Grant
GO – General Obligation
CO – Certificate of Obligation
CP – Commercial Paper
ML – Master Lease
EAN – Equipment Acquisition Note
CD – Council District
CW – City-Wide

**Public Works**

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
**Office of Risk Management**

**AL** – Automobile Liability  
**AP** – Accounts Payable  
**AWW** – Average Weekly Wage  
**BI** – Bodily Injury  
**BRC** – Benefit Review Conference  
**CAO** – City Attorney Office  
**CCH** – Contested Case Hearing  
**CN** – Certified Network  
**COI** – Certificate of Insurance  
**DD** – Designated Doctor  
**DISC** – Discrepancy  
**DWC** – Division of Workers’ Compensation  
**GL** – General Liability  
**LD** – Limited Duty  
**LT** – Lost Time  
**MMI** – Maximum Medical Improvement  
**MO** – Medical Only  
**NOC** – Notice of Cancellation  
**NOC** – Notice of Claim  
**NR** – New Review  
**ORM** – Office of Risk Management  
**PD** – Property Damage  
**RF** – Risk Review File  
**RM1A** – Supervisor’s Injury Investigation Report  
**RO** – Record (Incident) Only  
**RRV** – “Review for”  
**SUBRO** – Subrogation  
**TIB** – Temporary Income Benefits  
**TDI** – Texas Department of Insurance  
**TPA** – Third Party Administrator  
**UM** – Umbrella Liability  
**WC** – Workers’ Compensation  
**WS** – Wage Supplementation
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
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

CFI - Contracts, Finance and Inspection
CMAQ - Congestion Mitigation and Air Quality
CMS - Congestion Management System
CRMS - Customer Request Management System
CSR - Customer Service Representative
CSAC - Citizen Safety Advisory Committee
DART- Dallas Area Rapid Transit
DOT- Department of Transportation
FRWS - Flooded Roadway Warning system
GIS - Geographical Information System
MIS - Management Information System
ISTEA - Intermodal Surface Transportation Efficiency Act
ITS - Intelligent Transportation System
LAP - Local Assistance Program
NCTCOG - North Central Texas Council of Governments
NTTA - North Texas Tollway Authority
PASS - Principal Arterial Street System
ROP – Resident Only Parking
SMA 1 - Southeast Service Maintenance District
SMA 2 - Southwest Service Maintenance District
SMA 3 - Northwest Service Maintenance District
SMA 4 - Northeast Service Maintenance District
STP-MM - Surface Transportation Program-Metropolitan Mobility
STTC - Surface Transportation Technical Committee
TAP - Technical Assistance Program
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

Trinity Watershed Management

ADA - American with Disabilities Act
ALU - American Society of Civil Engineers
ASA - Assistant Secretary of the Army
ASCE - American Society of Civil Engineers
ASFPM - Association of Floodplain Managers
ASTM - American Society of Testing and Materials
ATR - Agency Technical Review
BCR - Benefit Cost Ratio
BCRA - Base Condition Risk Assessment
BFE - Base Flood Elevation
BMPs - Best Management Practices
BOD5 - Biochemical Oxygen Demand, measured over a 5 day period
BVP - Balanced Vision Plan
CAADD - Computer Aided Design and Drafting
CAFOS - Confined Animal Feeding Operations
CBU - Central Business Unit
CB Wall - Cement Bentonite Wall
CCTV - Closed Circuit Television
CDC - Corridor Development Certificate
CE - Categorical Exclusion
CFR - Code of Federal Regulations
CFU - Colony Forming Units (Unit measurement for bacteria)
CGP - Construction General Permit (Discharge Permit for Construction Activities)
CLU Plan - Comprehensive Land Use Plan
COW - Chain of Wetlands
CPM - Critical Path Method
CPT - Cone Penetration Test
CRMS - Customer Response Management System
CSA - Comprehensive System Analysis
CSN - Construction Site Notice
CTP - Cooperating Technical Partner
CWA - Clean Water Act
CY - Cubic Yards
DCAD - Dallas County Appraisal District
DEIS - Draft Environmental Impact Statement
DF - Dallas Floodway
DFE - Dallas Floodway Extension
DFIRM - Digital Flood Insurance Rate Map
DOJ - Department of Justice
DSHS - Texas Department of State Human Services
EA - Environmental Assessment
EAP - Emergency Action Plan
EC - Elevation Certificate
E. coli - Escherichia coli (Indicator bacteria)
EDMS - Environmental Data Management System
EIS - Environmental Impact Statement
EGs - Effluent Limit Guidelines
EMS - Environmental Management System
EO - Executive Order
EPA - Environmental Protection Agency
FC - Flood Control
FDR - Flood Damage Reduction
FEIS - Final Environmental Impact Statement
FEMA - Federal Emergency Management Agency
FHWA - Federal Highway Administration
FIA - Flood Insurance Administration
FIRM - Flood Insurance Rate Map
FIS - Flood Insurance Study
FONSI - Finding of No Significant Impact
FP - Floodplain, Fill Permit
FRWS - Flooded Roadway Warning System
FS - Feasibility Study
GIS - Geographic Information System
GPS - Global Positioning System
GTF - Great Trinity Forest
HC3 - Household Chemical Collection Center
H & H - Hydraulics and Hydrology
HHW - Household Hazardous Waste
HUC - Hydrologic Unit Codes
IBI - Index of Biotic Integrity
IBRP - Interim Bacteria Reduction Plan
IEPR - Independent External Peer Review
IET - Interagency Executive Team
i-PLAN - Implementation Plan
IPM - Integrated Pesticide Management Program
ISO - International Standards Organization
iSWM - Integrated Stormwater Management
LCOW - Lower Chain of Wetlands
LEED™ - Leadership in Energy and Environmental Design
LERD - Lands, Easement, Right-of-way and Disposal areas
LID - Low Impact Development
LOMA - Letter of Map Amendment
LOMR - Letter of Map Revision
LONO - Letter of No Objection
LOP - Letter of Permission
LSAC - Levee Safety Action Classification
LSS - Limited Scope Supplemental
MAS - Mapping Activity Statement
MCM - Minimum Control Measure (also referred to as a Permit Element)
MDCP - Maintenance Deficiency Correction Period
MEP - Maximum Extent Practicable
MOA/MOU - Memorandum of Agreement/Understanding
MPN - Most Probable Number (Measure for bacteria)
MS4 - Municipal Separate Storm Sewer System
MSGP - Multi-Sector General Permit (Discharge Permit for Industrial Facilities)
NC - Non-compliance
NCTCOG - North Central Texas Council of Governments
NEC - No Exposure Certification
NELAP - National Environmental Laboratory Accreditation Program
NEPA - National Environmental Policy Act
NFIP - National Flood Insurance Program
NOC - Notice of Change
NOI - Notice of Intent
NOT - Notice of Termination
NOV - Notice of Violation
NPDES - National Pollutant Discharge Elimination System
NTTA - North Texas Tollway Authority
NWP - Nationwide Permit
OC - Outside Complaint (form of Citation)
TRCPC - Trinity River Corridor Project Committee
TSS - Total Suspended Solids
TWM - Trinity Watershed Management
TxDOT - Texas Department of Transportation
UCOW - Upper Chain of Wetlands
UOTM - Used Oil and Toxic Materials
USACE - United States Army Corps of Engineers
UTRFS - Upper Trinity River Feasibility Study
VE - Value Engineering
WQ - Water Quality
WRDA - Water Resources Development Act
WWTF - Wastewater Treatment Facility