St. Charles County’s new Emergency Operations Center (EOC) is a 30,000-square-foot facility that houses all of the County’s emergency functions previously located in different areas of the county:

- Department of Emergency Communications
- Division of Emergency Management
- Information Systems Data Center

This is where the planning and coordination of disaster preparedness, response and recovery takes place; it is where staff answer and process 911 calls around the clock; and it is the hub for data technology. Bringing these services together in one building allows for a more coordinated and efficient response during an emergency. It makes our community a safer place.

The EOC is strategically located in O’Fallon, Mo., adjacent to the St. Charles County Police Department. Landmark Contract Management was hired as the owner’s representative for the County; Brinkman Constructors, in partnership with Architects Design Group, was the design-builder.

### About St. Charles County

- Third largest in the state for population and economic share
- Healthiest county in Missouri
- Top 25 counties nationwide for high-tech job growth
- 395,504 residents
- 140,664 households
- 561 square miles
- 106,527 (30 percent) acres incorporated
- 252,737 (70 percent) acres unincorporated
- 43 percent flood plain

Data: U.S. Census, St. Charles County Department of Community Development, Progressive Policy Institute, and the Robert Wood Johnson Foundation

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For more information about St. Charles County and the Emergency Operations Center, visit sccmo.org.
Inside the EOC

Emergency Communications

The Department of Emergency Communications maintains and supports the County’s Next Generation 911 phone system and the digital P25 radio system. The department provides dispatching services for 12 fire and EMS agencies in the county, as well as the County Police, Sheriff, Corrections and Park Rangers.

Emergency Communications dispatchers process calls 24/7 for all types of emergencies covering a 561-square-mile area with more than 395,000 residents, as well as visitors and those passing through on highways. In 2017, staff processed nearly 50,000 fire/EMS calls and 90,000 law enforcement-related calls.

This new facility provides a raised supervisor area for better observation, illuminated dispatch status indicator panels and multiple overhead display monitors for weather, 911 system status, CAD system status, Gateway Green Light traffic cameras, and building security cameras.

Information Systems Data Center

The data center is the “nerve center” for all PCs, telephones, security and video located in the EOC. The center has 44 data cabinets and connections to 900 network jacks via 20 miles of cabling throughout the building. Additionally, it ensures security and resiliency with dual power, dual UPS, dual generators, and dual network links to the entire St. Charles County IT network.

In the future, the EOC Data Center will support the County’s overall technology infrastructure needs.

Emergency Management

Emergency Management staff are tasked with the unified planning of disaster preparedness, response and recovery. A building that can withstand an EF-4 tornado is extremely important in a disaster situation.

Once located in a cramped space in the basement of the County Jail, this critical service now has ample space and equipment to coordinate with municipalities, neighboring jurisdictions, and state and federal agencies during emergency activations. It is equipped with space and technology for 17 emergency task groups to work simultaneously during major responses. There are training rooms for education and disaster exercises.

During emergencies and disasters, live video feed can be received from a variety of sources, including the Metro Air Support helicopter and the County’s mobile camera tower. Multiple large monitors located on the EOC floor, briefing rooms and Joint Information Center display the video.

Federal Declarations, 2000–2016:

- 7 disasters
- 7 emergencies

911 calls answered per day:

- 150+

Police-related incidents per day:

- 190+

Fire/EMS-related incidents per day:

- 140+

Radio transmissions per day:

- 10,000+

Average yearly activations:

- 21

Annual Mobile Command Post deployments:

- 18