

**Gerry F. Means**  
Next Gen 911 Program Manager



Gerry currently serves as the Next Gen 911 Program manager for the North Carolina Next Gen 911 migration project. He is responsible for the planning and oversight of the implementation of Next Gen 911 services to all 127-state supported 911 centers in NC. His mission is to develop and implement the NG911 services portfolio by utilizing industry standard IP service management policies and procedures that will ensure the highest levels of performance and services support to all NC public safety answering points (PSAPs).

As Program Manager, Gerry is also directing the migration to NENA i3 call routing standards via new statewide GIS database services to provide enhanced caller location information. The GIS based call routing effort is being deployed in synch with the deployment of the NG911 services network. Gerry also oversees the 911 Board Network Monitoring and Assistance Center (NMAC) that provides advanced technical support in the areas of incident management, problem resolution, service monitoring and user support for all NC PSAPs.

With his extensive background in network engineering, Gerry provides technical direction and input to the 911 Board Technology Committee and the 911 Board at large. Gerry is an active member of NENA, APCO, and NASNA. Prior to joining the NC 911 Board staff, Gerry held senior positions in multiple areas including strategic business planning, customer relationship management, IT product management, IT service management, finance and process development in both the public and private sectors.