



NICE Announces 2023 PSAPs' Finest Award Winners for Achievements in Emergency Communications

Eleven recipients honored for their lifetime achievements, going above and beyond in public safety communications in service to their communities

Hoboken, N.J., October 17, 2023 – [NICE \(Nasdaq: NICE\)](#) today announced the winners of its 2023 PSAPs' Finest Awards. Now in its eighteenth year, NICE's PSAPs' Finest Awards recognize dedicated individuals and team standouts in public safety emergency communications. Honorees are recognized for their Lifetime Achievements and for going Above & Beyond, and in the following additional categories: Director, Line Supervisor, Technician, Trainer, Telecommunicator, Innovator and PSAP of the Year. PSAPs' Finest winners are selected by an independent panel of volunteer judges from the public safety community who evaluate nominees based on their skills, knowledge, professionalism and dedication to service in their communities.

This year's PSAPs' Finest Award recipients are:

- **Director of the Year** – Melissa Alterio, Executive Director, Cobb County Department of Emergency Communications (Marietta, GA)
- **Line Supervisor of the Year** – Michael Ortiz, Public Safety Dispatch Supervisor I, California Highway Patrol (Los Angeles, CA)
- **Technician of the Year** – Robert Kubisch, PSAP Information System Specialist, Winnipeg Police Service (Winnipeg, Manitoba, Canada)
- **Telecommunicator of the Year** – Cheri Kline, Emergency Communications Specialist III, Aurora911 (Aurora, CO)
- **PSAP of the Year (tie)** – Marion County Florida - Public Safety Communications (Ocala, FL) and Florence County Central Dispatch (Effingham, SC)
- **Trainer of the Year (tie)** – Amy Sullivan, Communications Training Officer, Spokane Regional Emergency Communications (Spokane, WA) and Leighann Schultz, Training & QA Coordinator, Cobb County Department of Emergency Communications (Marietta, GA)
- **Innovator of the Year** – Helena Rothenberger, Operations Manager, Denver 9-1-1 (Denver, CO)
- **Lifetime Achievement Award** – Marie Johnson, 911 Professional Standards Coordinator, Florence County Central Dispatch (Effingham, SC)
- **Above & Beyond Award** – Spring Case-Mattarollo, Dispatcher, Newport Beach Police Department (Newport Beach, CA)

Chris Wooten, Executive Vice President, NICE, said, "As a company that serves emergency communications centers, we are honored to work with 911 heroes every day. While vital to saving lives and protecting citizens, their efforts often go unrecognized. We are pleased to offer this program to honor the every-day heroes, innovators and leaders in emergency communications."

The PSAPs' Finest Awards Program is made possible by emergency communications professionals who volunteer their time to judge each submitted nomination. PSAPs' Finest judge **Timothy Buchfeller, Communications Manager, Riverside Sheriffs Dept. Communications Bureau**, said, "It was an honor to serve as a judge for PSAPs' Finest and to be able to recognize these amazing 911 professionals and the incredible work they do."

Nominations for the 2024 PSAPs' Finest Awards will open in January 2024. More information can be obtained on the [PSAPs' Finest](#) website or by emailing PSInfo@NICE.com.

NICE Public Safety & Justice

With over 3,000 customers and 30 years of experience, NICE helps all types of public safety and criminal justice agencies, from emergency communications and law enforcement to prosecutors and courts, digitally transform how they manage digital evidence and data from beginning to end, to get to the truth faster. Powered by Artificial Intelligence (AI), NICE's Evidential platform features an ecosystem of integrated technologies that bring data together to give a single view of the truth, enabling public safety and justice agencies to do what they do better – whether it's responding to incidents, investigating and building cases, or prosecuting crimes. With comprehensive digital transformation solutions that can be

deployed across entire counties and states, NICE also helps everyone work better together, so justice flows more smoothly, from incident to court. <https://www.nicepublicsafety.com>

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform - and elevate - every customer interaction. www.nice.com

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Forward-Looking Statements

This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Mr. Wooten, are based on the current beliefs, expectations and assumptions of the management of NICE Ltd. (the "Company"). In some cases, such forward-looking statements can be identified by terms such as "believe," "expect," "seek," "may," "will," "intend," "should," "project," "anticipate," "plan," "estimate," or similar words. Forward-looking statements are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of changes in economic and business conditions, including as a result of the COVID-19 pandemic; competition; successful execution of the Company's growth strategy; success and growth of the Company's cloud Software-as-a-Service business; changes in technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; an inability to maintain certain marketing and distribution arrangements; the Company's dependency on third-party cloud computing platform providers, hosting facilities and service partners; cyber security attacks or other security breaches against the Company; the effect of newly enacted or modified laws, regulation or standards on the Company and our products and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the "SEC"). For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the SEC, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.