2026 Extra Mile Award – Example Winning Internal Customer Nomination

1. Person-Centered & Inclusive Service (Internal)

The nominee consistently treats internal partners as valued customers and designs support around teams' real operational needs, rather than rigid processes or assumptions. They take time to understand constraints such as staffing capacity, competing deadlines, system limitations, and varying levels of familiarity with procedures, and they adapt their approach accordingly. This includes adjusting timelines, providing alternative formats for guidance, and offering direct support when teams are under pressure.

They ensure a true “no wrong door” experience internally by coordinating across programs and units so partners are never left navigating complexity on their own. When a request spans multiple areas, the nominee takes ownership of routing, communication, and follow-through, providing warm handoffs and tracking progress through resolution. Internal partners are not asked to repeat information or decipher organizational boundaries.

Their approach is grounded in respect, empathy, and awareness of frontline staff's lived experience. As a result, partners consistently report feeling supported, capable, and confident in completing their work. By removing internal barriers and fostering trust, the nominee strengthens the overall service ecosystem and enables teams to deliver better, more consistent service to the public.

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2. Clear, Simple & Efficient Delivery (Internal)

The nominee transformed internal workflows that were previously confusing, inefficient, and prone to delays. They examined processes from the perspective of internal partners and identified unnecessary steps, unclear requirements, duplicative approvals, and inconsistent guidance that created rework and frustration. Rather than adding complexity, they simplified the process to focus only on what was truly necessary.

They clarified instructions using plain language, standardized templates and tools, and established clear expectations so internal partners understood precisely what was required and when. These changes reduced incomplete submissions, minimized back-and-forth communication, and shortened turnaround times. Where appropriate, they

introduced self-service resources that allowed teams to access information quickly without waiting for assistance.

The result was a more predictable, efficient, and user-friendly internal experience. Staff time was used more effectively, errors declined, and teams were able to focus on higher-value work. By demonstrating strong stewardship of time and resources, the nominee improved internal service delivery, benefiting both employees and the customers they serve.

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3. Responsive & Reliable Follow-Through (Internal)

The nominee is widely trusted for their dependable follow-through and consistent communication with internal partners. They respond promptly to requests, set clear and realistic timelines, and provide proactive updates so partners are never left uncertain about status or next steps. This reliability allows teams to plan their work with confidence.

They actively track requests and commitments through completion, coordinating across teams when multiple parties are involved. When potential delays or issues arise, the nominee intervenes early, communicates transparently, and works collaboratively to resolve problems before they escalate. Partners do not need to chase updates or escalate concerns because follow-through is built into the process.

The nominee also uses patterns in feedback, recurring issues, and service delays to strengthen reliability over time. By addressing root causes rather than one-off problems, they improve outcomes for many teams, not just individual requests. Their consistent accountability and proactive problem-solving build trust across the organization and contribute to smoother, more effective internal operations.

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4. Equity, Fairness & Inclusive Access (Internal)

The nominee actively promotes equity and fairness within internal service delivery by identifying and addressing disparities in access to information, support, and decision-making. They recognize that not all teams have the same capacity, institutional knowledge, or resources, and they intentionally design processes to avoid favoring those with informal connections or insider expertise.

They examine internal service patterns to identify where specific teams—such as smaller programs, newer staff, or geographically dispersed offices—experience delays, confusion,

or inconsistent outcomes. In response, they clarify requirements, standardize expectations, and make support more transparent and accessible to all internal partners.

In their interactions, the nominee demonstrates respect and cultural humility, fostering a safe environment where teams can ask questions or request assistance without fear of judgment. Their actions lead to more consistent, equitable outcomes across the organization and strengthen trust among internal partners. By embedding fairness into internal systems, the nominee ensures that all teams are positioned to serve the public effectively.

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5. Innovation, Continuous Improvement & Collaboration (Internal)

The nominee consistently seeks opportunities to improve internal services rather than accepting inefficiencies as inevitable. They identify recurring pain points by listening to internal partners, reviewing request patterns, and observing where processes break down. These insights inform targeted improvements grounded in real operational needs.

They collaborate across teams and agencies to design and pilot solutions, ensuring changes work end-to-end rather than shifting the burden from one group to another. Improvements are tested on a small scale, refined using feedback, and expanded once outcomes demonstrate clear value. The nominee uses data such as reduced cycle times, fewer errors, and improved partner satisfaction to guide decisions.

They also share lessons learned, tools, and documentation so improvements are sustained and adopted beyond their own work. By fostering collaboration, learning, and adaptability, the nominee strengthens internal systems and creates lasting improvements that enhance the organization’s ability to deliver high-quality public service.