

Verona Township, NJ



Population

14,320

System Replaced

Excel Spreadsheet

Inefficiencies in Verona's OPRA Workflow

⊘ Manual Data Entry

Clerks manually logged request details into Excel, consuming 10–15 minutes per request.

⊘ Inefficient Tracking Progress

tracking required color-coded spreadsheets and manual reminders, adding 5–10 minutes per request.

⊘ Time-Consuming Workflows

The cumulative burden resulted in significant staff time spent on repetitive administrative tasks.

CUSTOMER CASE STUDY: OPEN PUBLIC RECORDS REQUEST

Verona, NJ, a vibrant suburban community, has significantly improved its government services by adopting GovPilot's OPRA Module. This transition has streamlined request processing, enhanced tracking capabilities, and delivered substantial time and cost savings.

Challenge

The Township of Verona processes over 700 OPRA (Open Public Records Act) requests annually. The traditional process relied heavily on manual data entry and tracking, leading to inefficiencies.

Solution

To modernize operations, Verona implemented GovPilot's OPRA Module, transforming the way records requests are processed:

- ✓ Digital-First Approach – Applicants now submit OPRA requests through an online digital form, eliminating manual data entry.
- ✓ Automated Tracking & Notifications – A customized dashboard provides real-time tracking of request status and auto-reminders to assigned departments.
- ✓ Optimized Workflow – Reduced clerical workload, allowing staff to focus on higher-value tasks while still providing constituents with a better experience.

Results

67%



Reduction in Fulfillment time

*Staff are fulfilling requests 4x faster than the previous process allowed

100%



Online Submissions

*117 of 117 (100%) of applications were submitted YTD via the public form in 2025

24 Hours



Recover Lost Time

*Reclaim 24 staff hours monthly—with even greater savings as adoption grows

97%



Delivered via Email

*Leveraging GovPilot's ability to email attachments of any size to requestors

For more information

Email Sales@GovPilot or visit www.govpilot.com

“ GovPilot's OPRA module has drastically decreased the amount of time spend on processing requests. The module is so user friendly...when all departments began using it they were all impressed with how easy it is to use. Especially with the live chat support feature! I love the pending request reminder and the ability to see the status of all the requests on one screen. ”

Jennifer Kiernan

Municipal Clerk - Verona Township, New Jersey