



Monthly Information Technology Department Report

To: Todd Stoughton
Interim City Manager

Date: October 10, 2024

From: Dave Monroe
Information Technology Director

Subject: September 2024 Information Technology Report

Support Desk

- Support Requests – 185
- Support Phone Calls – 98

EMAIL:

- 46% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
 - Total number Received – 97,874
 - Total number delivered – 53,053
 - Total number not delivered – 44,821

Website Statistics



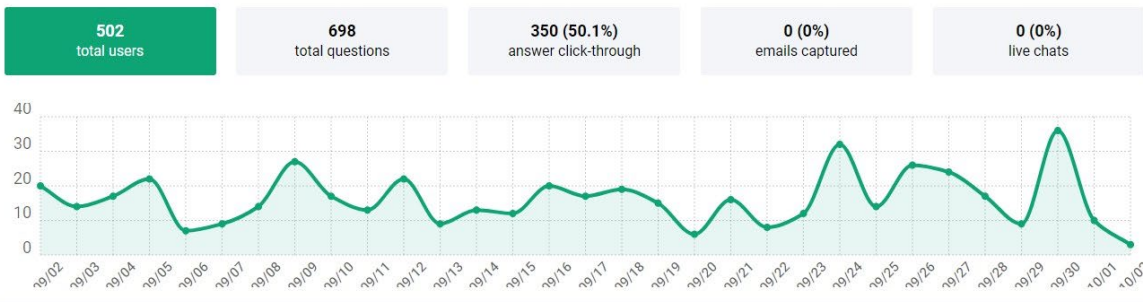
Website Overview

Sep 1, 2024 - Sep 30, 2024

Total users	New users	Sessions	Views	Average session duration
40,021	37,769	56,542	102,097	00:03:04

	Page title	Views
1.	Key West, FL Official Website	9,800
2.	Duval Loop Key West, FL	7,732
3.	Schedules and Route Maps Key West, FL	6,001
4.	Search • Key West, FL • CivicEngage	3,710
5.	Careers • Key West, FL • CivicEngage	3,621
6.	Facilities • Southernmost Point & Bouy	2,772
7.	Facilities • Smathers Beach	2,598
8.	Hurricanes That Shaped the Florida Keys Key West, FL	2,463
9.	Live Bus Tracking and More Key West, FL	2,033
10.	Police Department Key West, FL	1,610
	Grand total	102,097

CHATBOT Statistics



Self-Service Resolutions

Successful automated resolutions, and associated cost savings

