



Monthly Information Technology Department Report

To: Albert P. Childress
City Manager 

Date: March 14, 2024

From: Dave Monroe
Information Technology Director

Subject: February 2024 Information Technology Report

Support Desk

- Support Requests – 165
- Support Phone Calls – 80

EMAIL:

- 47% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
- Total number Received – 95,923
- Total number delivered – 50,924.
- Total number not delivered – 44,999



Website Statistics

Website Overview

Feb 1, 2024 - Feb 29, 2024 ▾

| | | | | |
|-------------|-----------|----------|---------|--------------------------|
| Total users | New users | Sessions | Views | Average session duration |
| 46,834 | 43,579 | 68,591 | 116,301 | 00:02:51 |

| | Page title | Views ▾ |
|-----|---|----------------|
| 1. | Duval Loop Key West, FL | 12,099 |
| 2. | Schedules and Route Maps Key West, FL | 9,937 |
| 3. | Key West, FL Official Website | 9,851 |
| 4. | Facilities • Smathers Beach | 4,049 |
| 5. | Careers • Key West, FL • CivicEngage | 3,682 |
| 6. | Bus Fares Key West, FL | 2,944 |
| 7. | Facilities • Southernmost Point & Bouy | 2,451 |
| 8. | Old Town Parking Garage Key West, FL | 2,445 |
| 9. | Search • Key West, FL • CivicEngage® | 2,367 |
| 10. | Key West Rides On-Demand Bus Service Key West, FL | 2,296 |
| | Grand total | 116,301 |