




Monthly Information Technology Department Report

To: Albert P. Childress
City Manager 

Date: April 11, 2024

From: Dave Monroe
Information Technology Director

Subject: March 2024 Information Technology Report

Support Desk

- Support Requests – 194
- Support Phone Calls – 60

EMAIL:

- 48% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number Received – 95,383

Total number delivered – 49,681

Total number not delivered – 45,702



Website Statistics

Website Overview

Mar 1, 2024 - Mar 31, 2024

Total users	New users	Sessions	Views	Average session duration
48,067	46,073	68,102	118,513	00:02:52

	Page title	Views
1.	Duval Loop Key West, FL	11,066
2.	Key West, FL Official Website	10,662
3.	Schedules and Route Maps Key West, FL	9,255
4.	Facilities • Smathers Beach	5,306
5.	Careers • Key West, FL • CivicEngage	3,481
6.	Bus Fares Key West, FL	2,772
7.	Search • Key West, FL • CivicEngage	2,559
8.	Facilities • Southernmost Point & Bouy	2,464
9.	Old Town Parking Garage Key West, FL	2,461
10.	Parking Department Key West, FL	2,189
	Grand total	118,513