Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager   **Date: May 5, 2024**

From: Dave Monroe, Information Technology Director

Subject: April Information Technology Report

Support Requests – 383

Support Phone Calls – 80

EMAIL:

- 48.8% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

  Total number Received – 91,475

  Total number delivered – 46,843

  Total number not delivered – 44,632

Website Statistics

Website Overview

Apr 1, 2025 - Apr 30, 2025 ▾

Total users	New users	Sessions	Views	Average session duration
50,366	46,532	79,816	139,180	00:03:14

	Page title	Views ▾
1.	Key West, FL | Official Website	15,104
2.	Duval Loop | Key West, FL	14,393
3.	Schedules and Route Maps | Key West, FL	8,417
4.	Search • Key West, FL • CivicEngage	7,734
5.	Facilities • Smathers Beach	4,672
6.	Live Bus Tracking and More | Key West, FL	2,647
7.	Facilities • Southernmost Point & Buoy	2,601
8.	View all open positions | Key West, FL	2,449
9.	Calendar • Key West, FL • CivicEngage	2,425
10.	Calendar • Special Events	2,350
	Grand total	**139,180**

CHATBOT Statistics

Unique Users ⓘ	Total Queries ⓘ	Self Resolution Rate ⓘ	Unknown Answer Rate ⓘ
595	758	72.77%	21.24%

Top Topics ⓘ	
Duval Loop	35
Bus Schedule	33
Contact Information	14
Transportation	13
Parking	11
Bus Pass	9
City Commission	8
Parking Regulations	7
Permit Status	7
App Download	6

URL Sources ⓘ	
https://www.cityofkeywest-fl.gov/326/Duval-Loop	131
https://www.cityofkeywest-fl.gov/	45
https://www.cityofkeywest-fl.gov/595/Schedules-and-Route-Maps	36
https://www.cityofkeywest-fl.gov/1071/Police-Department	19
https://www.cityofkeywest-fl.gov/334/Old-Town-Parking-Garage	17
https://cityofkeywest-fl.gov/350/Bus-Fares	16
https://www.cityofkeywest-fl.gov/1036/Live-Bus-Tracking-and-More	16
https://www.cityofkeywest-fl.gov/322/Parking-Department	16
https://www.cityofkeywest-fl.gov/347/Transportation-KWDoT	15
https://www.cityofkeywest-fl.gov/328/Pay-or-Dispute-a-Parking-Ticket	12

URL Destinations ⓘ	
https://fl-keywest.civicplus.com/directory.aspx	42
https://www.cityofkeywest-fl.gov/326/Duval-Loop	31
https://keywesttransit.passiogo.com/	30
https://cityofkeywest-fl.gov/326/Duval-Loop	20
https://www.cityofkeywest-fl.gov/BusinessDirectoryII.aspx?lngBusinessCategoryID=23	11
https://cityofkeywest-fl.gov/888/Key-West-Rides-On-Demand-Bus-Service	10
https://cityofkeywest-fl.gov/328/Pay-or-Dispute-a-Parking-Ticket	9
https://cityofkeywest-fl.gov/354/How-to-Ride-the-Bus	9
https://cityofkeywestpermits.rmcpay.com/#account_start	8
https://sunsetwatersportskeywest.com/rentals/smathers-beach-rentals/	8