Monthly Information Technology Department Report

To: Albert P. Childress
City Manager

From: Dave Monroe
Information Technology Director

Date: February 8, 2024

Subject: January 2024 Information Technology Report

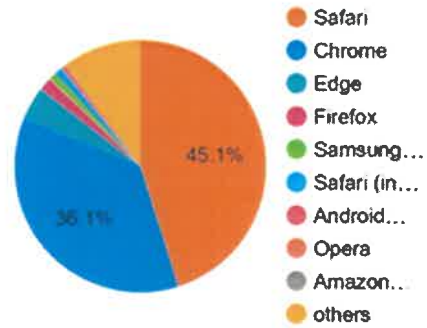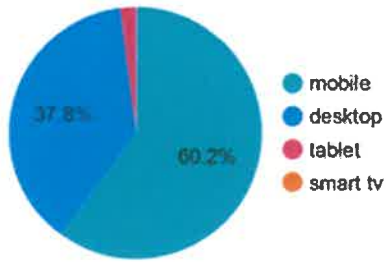**Information Technology Support**

- Support Requests – 235
- Support Phone Calls – 102

EMAIL

- 46.1% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
    - Total number Received – 94,196
    - Total number delivered – 50,724
    - Total number not delivered – 43,472

Website Statistics

Total users	New users	Sessions	Views	Average session duration
41,929	39,315	57,504	101,874	00:03:03

Pie chart (devices):
- mobile — 60.2%
- desktop — 37.8%
- tablet
- smart tv

Pie chart (browsers):
- Safari — 45.1%
- Chrome — 36.1%
- Edge
- Firefox
- Samsung...
- Safari (in...
- Android...
- Opera
- Amazon..
- others

Search Term	Event count
Cruise Ship Schedule	15
Parade	15
The City's Annual Holida...	14
Residential Parking Per...	11
Coffee Butler Amphithe...	8
Careers	7
Jobs	7
Grand total	**1,432**

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	City	Region	Country	Total users
1.	Miami	Florida	United States	5,599
2.	(not set)	(not set)	United States	5,529
3.	Key West	Florida	United States	3,794
4.	Atlanta	Georgia	United States	2,850
5.	Tampa	Florida	United States	2,060
6.	(not set)	Florida	United States	1,078
7.	(not set)	Ohio	United States	938
8.	New York	New York	United States	812

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