

Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager Date: October 7, 2024

From: Dave Monroe, Information Technology Director

Subject: September Information Technology Report

Support Requests – 307

Support Phone Calls – 74

EMAIL:

• 44.5% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number received - 103,854

Total number delivered - 57,593

Total number not delivered – 46,261

Website Statistics



Website Overview

Sep 1, 2025 - Sep 30, 2025

Total users

New users

Sessions

Views

Average session duration

36,865

33,401

54,103 97,825

00:03:40

	Page title	Views ▼
1.	Key West, FL Official Website	11,167
2.	Duval Loop Key West, FL	6,717
3.	Search • Key West, FL • CivicEngage	6,240
4.	Schedules and Route Maps Key West, FL	5,245
5.	Bus Fares Key West, FL	3,384
6.	Facilities • Southernmost Buoy	3,073
7.	View all open positions Key West, FL	2,040
8.	Calendar • Key West, FL • CivicEngage	1,847
9.	Old Town Parking Garage Key West, FL	1,765
10.	Licensing Division Key West, FL	1,763
	Grand total	97,825

Chatbot Statistics

