



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

