Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager   **Date: January 2, 2024**

From: Dave Monroe, Information Technology Director

Subject: January Information Technology Report

Support Requests – 251

Support Phone Calls – 88

EMAIL:

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

  Total number Received – 97,914

  Total number delivered – 50,899

  Total number not delivered – 47,015
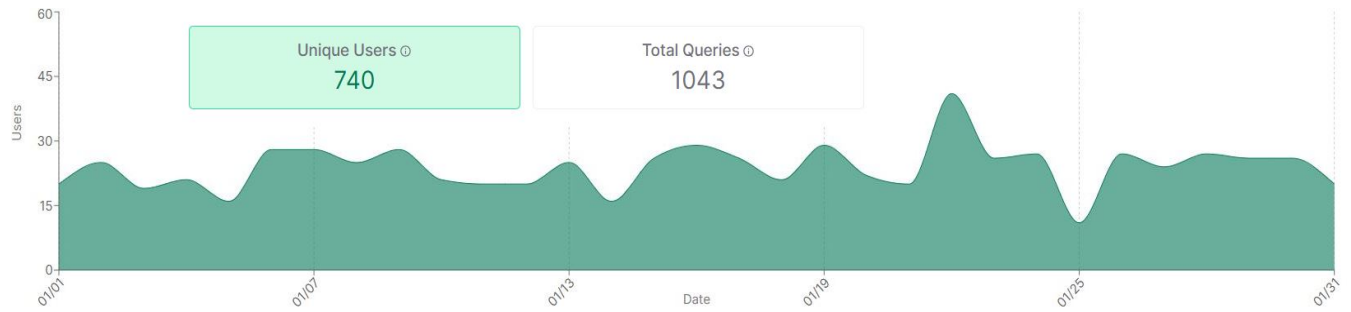
Website Statistics

Website Overview

Jan 1, 2025 - Jan 31, 2025 ▾

Total users	New users	Sessions	Views	Average session duration
51,231	48,091	75,538	138,109	00:03:19

	Page title	Views ▾
1.	Key West, FL | Official Website	14,641
2.	Duval Loop | Key West, FL	14,425
3.	Schedules and Route Maps | Key West, FL	10,473
4.	Search • Key West, FL • CivicEngage	7,731
5.	Facilities • Smathers Beach	4,148
6.	Facilities • Southernmost Point & Bouy	2,889
7.	Live Bus Tracking and More | Key West, FL	2,790
8.	Bus Fares | Key West, FL	2,609
9.	Old Town Parking Garage | Key West, FL	2,331
10.	Parking Department | Key West, FL	2,120
	Grand total	**138,109**

CHATBOT Statistics

Unique Users ⓘ	Total Queries ⓘ
740	1043

URL Sources ⓘ

https://www.cityofkeywest-fl.gov/326/Duval-Loop	97
https://www.cityofkeywest-fl.gov/	69
https://www.cityofkeywest-fl.gov/595/Schedules-and-Route-Maps	51
https://www.cityofkeywest-fl.gov/334/Old-Town-Parking-Garage	37
https://cityofkeywest-fl.gov/322/Parking-Department	28
https://www.cityofkeywest-fl.gov/350/Bus-Fares	26
https://www.cityofkeywest-fl.gov/BusinessDirectoryII.aspx?lngBusinessCategoryID=23	21
https://www.cityofkeywest-fl.gov/Search?searchPhrase=&pageNumber=1&perPage=10&departmentId=-1	21
https://www.cityofkeywest-fl.gov/1036/Live-Bus-Tracking-and-More	20
https://cityofkeywest-fl.gov/326/Duval-Loop	18

URL Destinations ⓘ

https://fl-keywest.civicplus.com/directory.aspx	102
https://cityofkeywest-fl.gov/326/Duval-Loop	44
https://cityofkeywest-fl.gov/349/Accessing-Real-Time-Bus-Information	23
https://cityofkeywest-fl.gov/888/Key-West-Rides-On-Demand-Bus-Service	23
https://cityofkeywest-fl.gov/358/Public-Transportation	18
https://cityofkeywest-fl.gov/354/How-to-Ride-the-Bus	15
https://cityofkeywest-fl.gov/FAQ.aspx	14
https://cityofkeywest-fl.gov/334/Old-Town-Parking-Garage	10
https://cityofkeywest-fl.gov/347/Transportation-KWDoT	8
https://cityofkeywest-fl.gov/732/Residential-Parking-Permit-Program	8