



Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager

Date: December 7, 2024

From: Dave Monroe, Information Technology Director

Subject: November Information Technology Report

Support Requests – 324

Support Phone Calls – 97

EMAIL:

- 43.6% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number received – 119,762

Total number delivered – 67,547

Total number not delivered – 52,215

Website Statistics

Nov 1, 2025 - Nov 30, 2025

Total users47,868

New users44,766

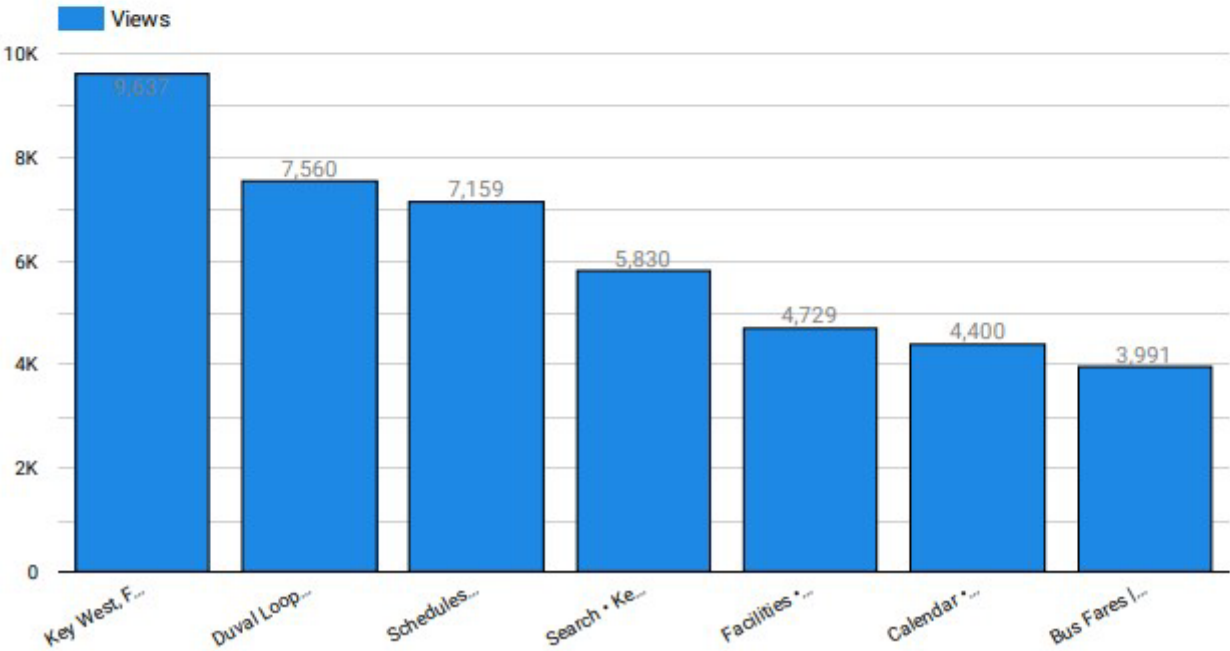
Sessions67,893

Views113,639

Average session duration00:03:08

	Page title	Views
1.	Key West, FL Official Website	9,637
2.	Duval Loop Key West, FL	7,560
3.	Schedules and Route Maps Key West, FL	7,159
4.	Search • Key West, FL • CivicEngage	5,830
5.	Facilities • Southernmost Buoy	4,729
6.	Calendar • Key West, FL • CivicEngage	4,400
7.	Bus Fares Key West, FL	3,991
8.	Calendar • Special Events	3,244
9.	News Flash • Key West, FL • CivicEngage	2,645
10.	Old Town Parking Garage Key West, FL	2,204
	Grand total	113,639

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Chatbot Statistics

