



# Monthly Information Technology Department Report

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**To:** Brian L. Barroso, City Manager

**Date:** December 7, 2024

**From:** Dave Monroe, Information Technology Director

**Subject:** November Information Technology Report

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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

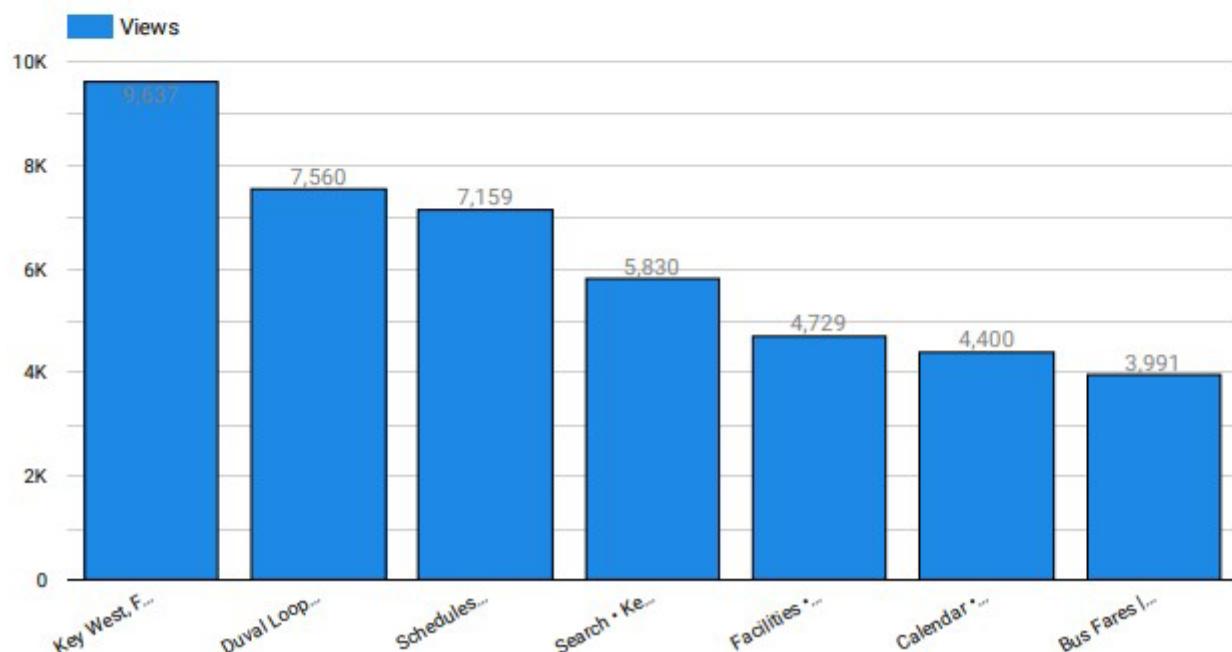
# Website Statistics

Nov 1, 2025 - Nov 30, 2025

|               |               |               |                |                          |
|---------------|---------------|---------------|----------------|--------------------------|
| Total users   | New users     | Sessions      | Views          | Average session duration |
| <b>47,868</b> | <b>44,766</b> | <b>67,893</b> | <b>113,639</b> | <b>00:03:08</b>          |

| 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          |
| <b>Grand total</b>                         | <b>113,639</b> |

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# Chatbot Statistics

