Monthly Information Technology Department Report

To: Todd Stoughton   **Date: November 14, 2024**
           Interim City Manager

From: Dave Monroe
          Information Technology Director

Subject: October 2024 Information Technology Report

Support Desk

- Support Requests – 180
- Support Phone Calls – 92

EMAIL:

- 45.5% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
    - Total number Received – 97,836
    - Total number delivered – 53,342
    - Total number not delivered – 44,494

Website Statistics

Website Overview

Total users	New users	Sessions	Views	Average session duration
56,063	53,347	76,170	139,132	00:02:59

	Page title	Views ▾
1.	Key West, FL	Official Website	12,855
2.	Hurricanes That Shaped the Florida Keys	Key West, FL	9,356
3.	Duval Loop	Key West, FL	7,436
4.	Schedules and Route Maps	Key West, FL	6,836
5.	Search · Key West, FL · CivicEngage	6,196
6.	Careers · Key West, FL · CivicEngage	5,691
7.	Evacuation & Shelters	Key West, FL	4,102
8.	Facilities · Southernmost Point & Bouy	3,752
9.	Residential Parking Permit Program	Key West, FL	2,465
10.	Facilities · Smathers Beach	2,174
	Grand total	**139,132**

CHATBOT Statistics

502 total users	698 total questions	350 (50.1%) answer click-through	0 (0%) emails captured	0 (0%) live chats

Self-Service Resolutions

Successful automated resolutions, and associated cost savings

410 Self-service Resolutions	81.7% Self-service Resolution Rate	$5 Cost per Resolution	$2050 Cost Savings