



Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager

Date: April 2, 2024

From: Dave Monroe, Information Technology Director

Subject: March Information Technology Report

Support Requests – 367

Support Phone Calls – 167

EMAIL:

- 49.2% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number Received – 112,136

Total number delivered – 56,984

Total number not delivered – 55,152

Website Statistics



Website Overview

Mar 1, 2025 - Mar 31, 2025 ▾

Total users	New users	Sessions	Views	Average session duration
51,795	47,642	74,633	137,928	00:03:41

	Page title	Views ▾
1.	Duval Loop Key West, FL	15,687
2.	Key West, FL Official Website	13,244
3.	Schedules and Route Maps Key West, FL	9,778
4.	Search • Key West, FL • CivicEngage	7,925
5.	Facilities • Smathers Beach	4,997
6.	Facilities • Southernmost Point & Buoy	2,994
7.	Live Bus Tracking and More Key West, FL	2,994
8.	Old Town Parking Garage Key West, FL	2,260
9.	Bus Fares Key West, FL	2,235
10.	View all open positions Key West, FL	2,219
	Grand total	137,928

CHATBOT Statistics

Unique Users ☐

675

Total Queries ☐

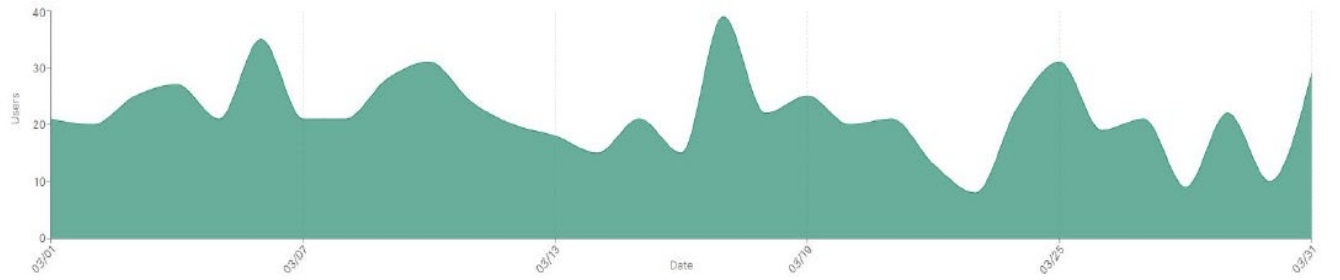
895

Self Resolution Rate ☐

69.33%

Unknown Answer Rate ☐

27.04%



Top Topics ☐		URL Sources ☐		URL Destinations ☐	
Bus Schedule	44	https://www.cityofkeywest-fl.gov/326/Duval-Loop	177	https://www.cityofkeywest-fl.gov/326/Duval-Loop	6
Duval Loop	37	https://www.cityofkeywest-fl.gov/	67	https://fl-keywest.civicplus.com/directory.aspx	4
Transportation	23	https://www.cityofkeywest-fl.gov/595/Schedules-and-Route-Maps	45	https://keywesttransit.pesslogo.com/	4
Bus Fare	16	https://www.cityofkeywest-fl.gov/1071/Police-Department	28	https://cityofkeywest-fl.gov/819/Historic-Key-West-City-Cemetery	2
Parking Permit	15	https://www.cityofkeywest-fl.gov/350/Bus-Fares	24	https://www.cityofkeywest-fl.gov/350/Bus-Fares	2
Bus Stop	12	https://www.cityofkeywest-fl.gov/1036/Live-Bus-Tracking-and-More	23	https://www.cityofkeywest-fl.gov/886/Key-West-Rides-On-Demand-Bus-Service	2
Parking	12	https://cityofkeywest-fl.gov/	19	https://www.cityofkeywest-fl.gov/BusinessDirectory/fl.asp?ngBusinessCategoryID=23	2
App Download	10	https://cityofkeywest-fl.gov/350/Bus-Fares	17	https://www.clerk-of-the-court.com/	2
Bus Pass	10	https://cityofkeywest-fl.gov/595/Schedules-and-Route-Maps	15	https://cityofkeywest-fl.gov/1036/Live-Bus-Tracking-and-More	1