



# Monthly Information Technology Department Report

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To: Albert Childress  
City Manager

Handwritten initials "AK" in blue ink, enclosed in a blue circle.

Date: June 6, 2024

From: David Monroe  
Information Technology Director

Subject: May 2024 Information Technology Report

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## Support Desk

- Support Requests – 190
- Support Phone Calls – 71

## EMAIL

- 47% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
  - Total number Received – 89,246
  - Total number delivered – 47,281
  - Total number not delivered – 41,965

# Website Statistics



## Website Overview

Apr 1, 2024 - Apr 30, 2024

Total users	New users	Sessions	Views	Average session duration
45,317	42,368	65,671	116,064	00:03:03

	Page title	Views
1.	Duval Loop   Key West, FL	12,945
2.	Key West, FL   Official Website	9,848
3.	Schedules and Route Maps   Key West, FL	8,710
4.	Facilities • Smathers Beach	5,020
5.	Careers • Key West, FL • CivicEngage	3,929
6.	Search • Key West, FL • CivicEngage	2,367
7.	Bus Fares   Key West, FL	2,287
8.	Old Town Parking Garage   Key West, FL	2,269
9.	Police Department   Key West, FL	2,170
10.	Custom404 • Key West, FL • CivicEngage	2,164
	<b>Grand total</b>	<b>116,064</b>