



Monthly Information Technology Department Report

To: Albert P. Childress
City Manager

Date: May 9, 2024

From: Dave Monroe
Information Technology Director

Subject: April 2024 Information Technology Report

Support Desk

- Support Requests – 206
- Support Phone Calls – 74

EMAIL

- 45.6% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
 - Total number Received – 103,783
 - Total number delivered – 56,420
 - Total number not delivered – 47,363

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
	Grand total	116,064