



Monthly Information Technology Department Report

To: Todd Stoughton
Interim City Manager

Date: August 8, 2024

From: Dave Monroe
Information Technology Director

Subject: July 2024 Information Technology Report

Support

- Support Requests – 245
- Support Phone Calls – 79

EMAIL

- 57.7% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
 - Total number Received – 100,884
 - Total number delivered – 48,726
 - Total number not delivered – 58,216

Website Statistics



Website Overview

Jul 1, 2024 - Jul 31, 2024

Total users	New users	Sessions	Views	Average session duration
39,896	36,977	59,395	101,186	00:02:56

	Page title	Views
1.	Duval Loop Key West, FL	9,104
2.	Key West, FL Official Website	8,615
3.	Schedules and Route Maps Key West, FL	6,385
4.	Facilities • Smathers Beach	4,090
5.	Search • Key West, FL • CivicEngage	3,240
6.	Careers • Key West, FL • CivicEngage	3,045
7.	Live Bus Tracking and More Key West, FL	2,079
8.	Facilities • Southernmost Point & Bouy	1,961
9.	Police Department Key West, FL	1,906
10.	Parking Department Key West, FL	1,895
	Grand total	101,186