



# Monthly Information Technology Department Report

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**To:** Todd Stoughton  
Interim City Manager

**Date:** December 12, 2024

**From:** Dave Monroe  
Information Technology Director

**Subject:** November 2024 Information Technology Report

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## Support Desk

- Support Requests – 124
- Support Phone Calls – 78

## EMAIL:

- 38.3% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number Received – 134,981

Total number delivered – 83,285

Total number not delivered – 51,696

# Website Statistics



## Website Overview

Nov 1, 2024 - Nov 30, 2024

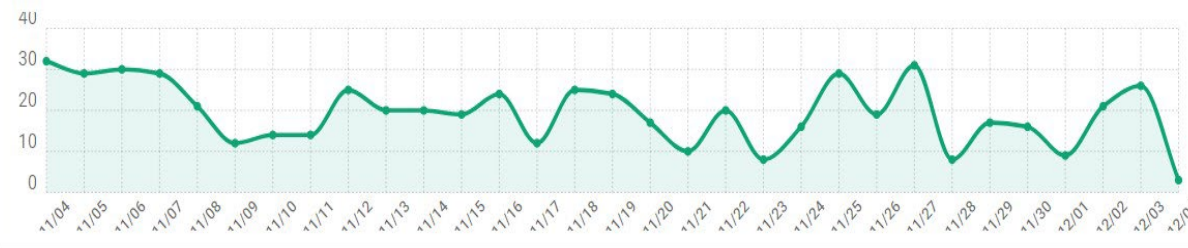
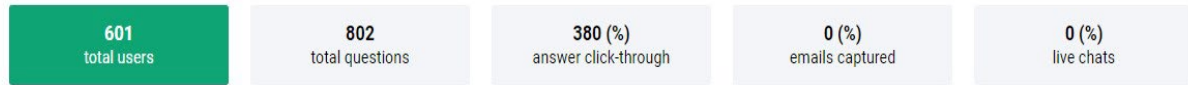
Total users	New users	Sessions	Views	Average session duration
38,958	35,997	57,980	108,563	00:03:04

	Page title	Views
1.	Duval Loop   Key West, FL	9,182
2.	Key West, FL   Official Website	8,235
3.	Schedules and Route Maps   Key West, FL	7,700
4.	Search • Key West, FL • CivicEngage	6,172
5.	Facilities • Smathers Beach	2,682
6.	Careers • Key West, FL • CivicEngage	2,624
7.	Live Bus Tracking and More   Key West, FL	2,403
8.	Facilities • Southernmost Point & Bouy	1,801
9.	Police Department   Key West, FL	1,790
10.	Bus Fares   Key West, FL	1,674
	<b>Grand total</b>	<b>108,563</b>

# CHATBOT Statistics

## Activity Overview

View [feed](#) for full logs



## Self-Service Resolutions

Successful automated resolutions, and associated cost savings

