



# Monthly Information Technology Department Report

**To:** Brian L. Barroso, City Manager

**Date:** March 3, 2024

**From:** Dave Monroe, Information Technology Director

**Subject:** February Information Technology Report

Support Requests – 294

Support Phone Calls – 92

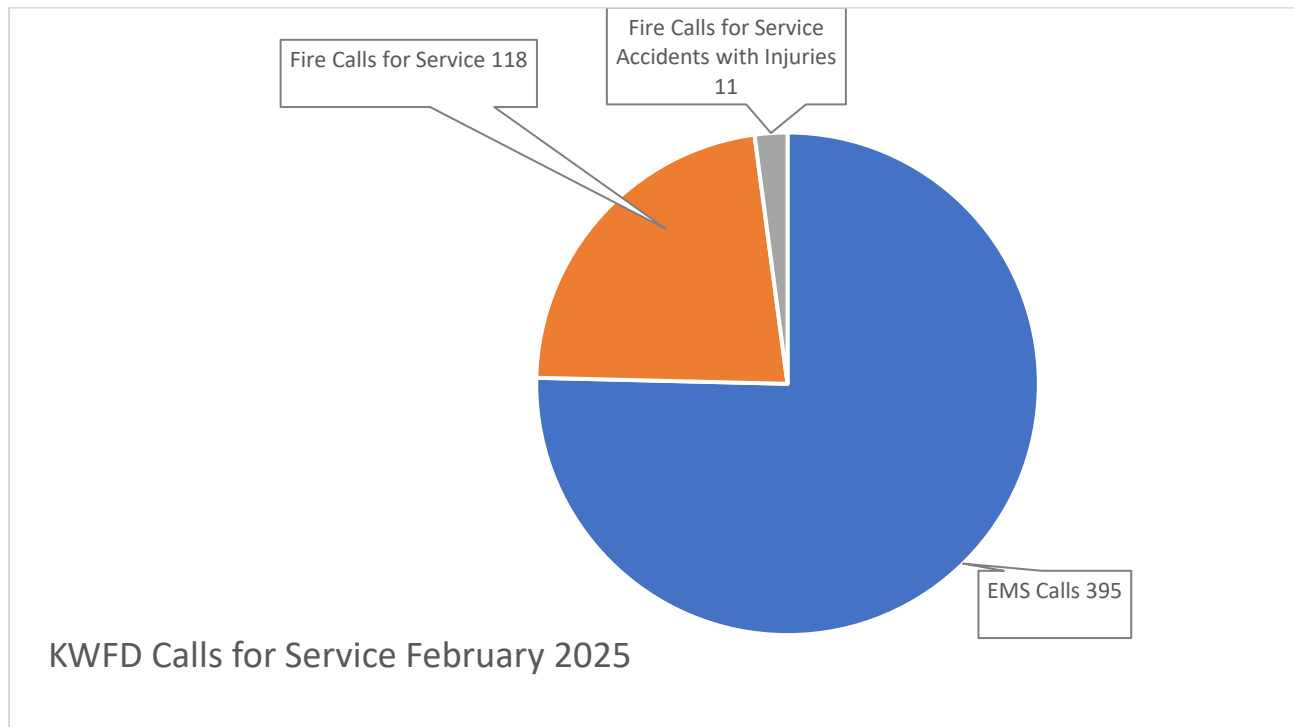
**EMAIL:**

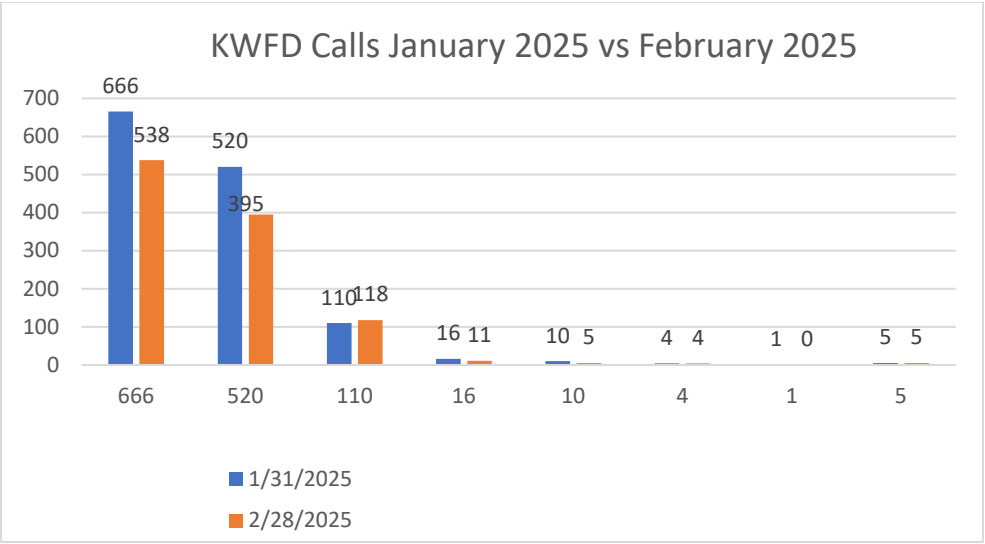
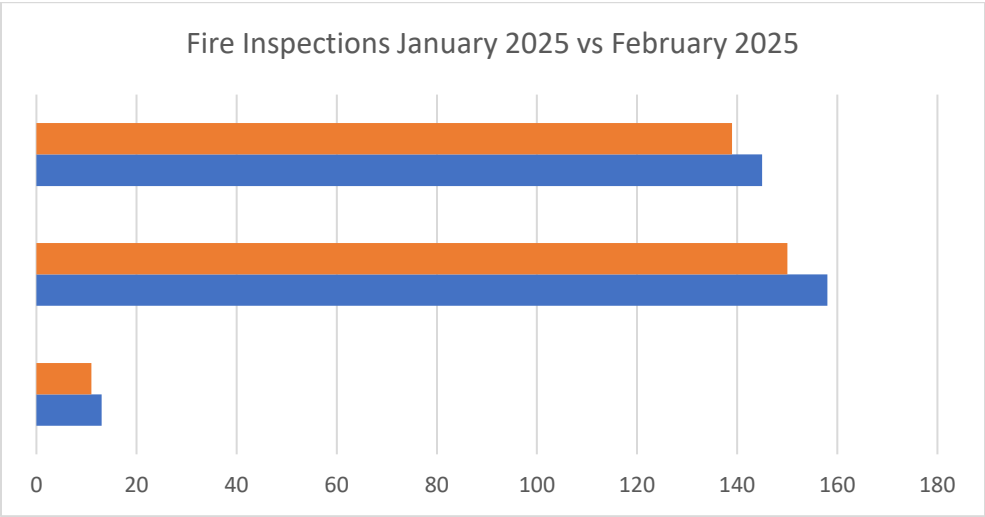
- 49.9% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number Received – 89,949

Total number delivered – 45,070

Total number not delivered – 44,879





# Website Statistics



## Website Overview

Feb 1, 2025 - Feb 28, 2025

Total users	New users	Sessions	Views	Average session duration
56,458	52,176	76,181	137,166	00:03:11

Page title		Views ▾
1.	Duval Loop   Key West, FL	14,444
2.	Key West, FL   Official Website	13,720
3.	Schedules and Route Maps   Key West, FL	9,867
4.	Search • Key West, FL • CivicEngage	7,474
5.	Facilities • Smathers Beach	4,047
6.	Live Bus Tracking and More   Key West, FL	3,195
7.	Old Town Parking Garage   Key West, FL	2,317
8.	Bus Fares   Key West, FL	2,278
9.	View all open positions   Key West, FL	2,203
10.	News Flash • Key West, FL • CivicEngage	2,192
Grand total		137,166

CHATBOT Statistics

Unique Users ⓘ

708

Total Queries ⓘ

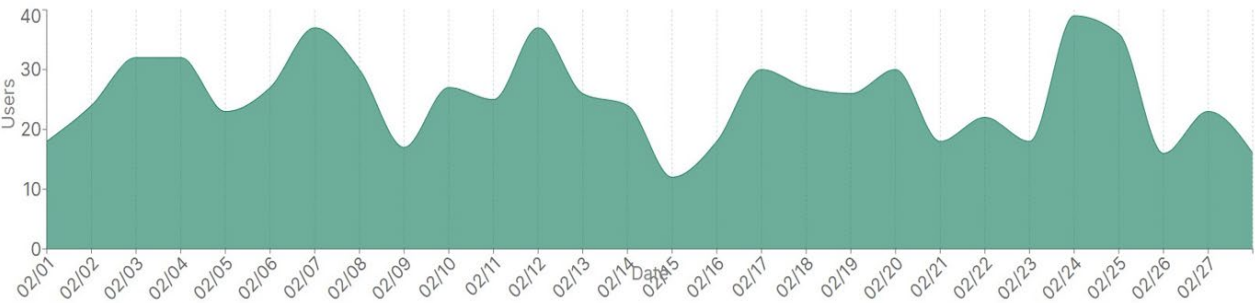
935

Self Resolution Rate ⓘ

63.14%

Unknown Answer Rate ⓘ

33.26%



Top Topics ⓘ

Duval Loop	32
Bus Schedule	26
Transportation	21
Bus Stop	15
Parking Permit	12
Parking	11
Bus Stops	10
App Download	9
Contact Information	9
Bus Station	8

URL Sources ⓘ

<a href="https://www.cityofkeywest-fl.gov/326/Duval-Loop">https://www.cityofkeywest-fl.gov/326/Duval-Loop</a>	131
<a href="https://www.cityofkeywest-fl.gov/595/Schedules-...">https://www.cityofkeywest-fl.gov/595/Schedules-...</a>	75
<a href="https://www.cityofkeywest-fl.gov/">https://www.cityofkeywest-fl.gov/</a>	74
<a href="https://www.cityofkeywest-fl.gov/Search?searchP...">https://www.cityofkeywest-fl.gov/Search?searchP...</a>	38
<a href="https://www.cityofkeywest-fl.gov/350/Bus-Fares">https://www.cityofkeywest-fl.gov/350/Bus-Fares</a>	31
<a href="https://www.cityofkeywest-fl.gov/1071/Police-Dep...">https://www.cityofkeywest-fl.gov/1071/Police-Dep...</a>	22
<a href="https://cityofkeywest-fl.gov/595/Schedules-and-R...">https://cityofkeywest-fl.gov/595/Schedules-and-R...</a>	20
<a href="https://cityofkeywest-fl.gov/322/Parking-Departm...">https://cityofkeywest-fl.gov/322/Parking-Departm...</a>	14
<a href="https://www.cityofkeywest-fl.gov/1036/Live-Bus-T...">https://www.cityofkeywest-fl.gov/1036/Live-Bus-T...</a>	14
<a href="https://www.cityofkeywest-fl.gov/347/Transportati...">https://www.cityofkeywest-fl.gov/347/Transportati...</a>	13