Monthly Information Technology Department Report

To: Todd Stoughton, Interim City Manager   **Date: January 2, 2024**

From: Dave Monroe, Information Technology Director

Subject: December 2024 Information Technology Report

Support Requests – 265

Support Phone Calls – 102

EMAIL:

- 33.6% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

  Total number Received – 109,858

  Total number delivered – 73,164

  Total number not delivered – 36,694

Website Statistics
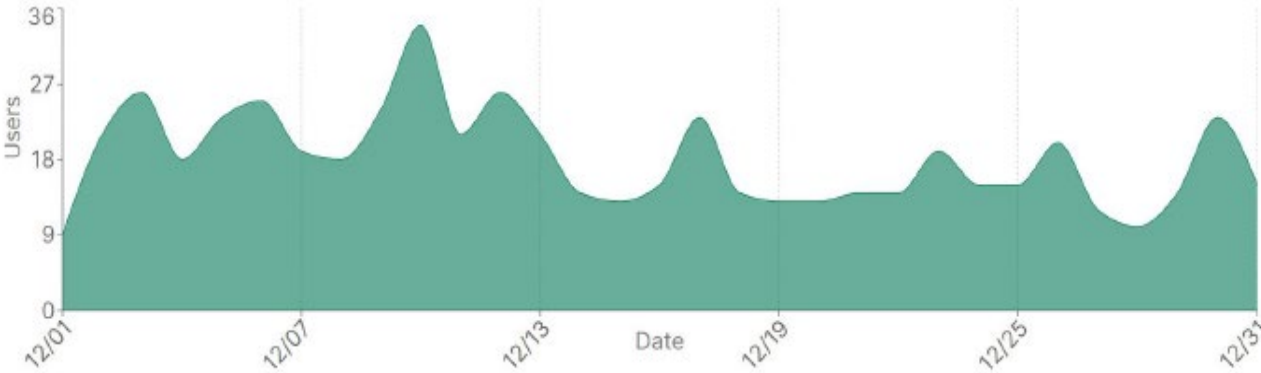
Website Overview

Dec 1, 2024 - Dec 31, 2024 ▾

Total users	New users	Sessions	Views	Average session duration
42,695	39,532	62,671	112,506	00:03:16

	Page title	Views ▾
1.	Duval Loop | Key West, FL	10,027
2.	Key West, FL | Official Website	9,924
3.	Schedules and Route Maps | Key West, FL	8,530
4.	Search • Key West, FL • CivicEngage	6,414
5.	Calendar • City of Key West's Annual Holiday Parade	3,280
6.	Facilities • Smathers Beach	3,251
7.	Live Bus Tracking and More | Key West, FL	2,670
8.	Facilities • Southernmost Point & Bouy	2,445
9.	Parking Department | Key West, FL	2,071
10.	Bus Fares | Key West, FL	1,959
	Grand total	**112,506**

CHATBOT Statistics

December 1-31, 2024 Analytics for City's ChatBot

Unique Users ⓘ
562

Total Queries ⓘ
732