

Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager Date: November 7, 2024

From: Dave Monroe, Information Technology Director

Subject: October Information Technology Report

Support Requests – 313

Support Phone Calls – 92

EMAIL:

• 43.4% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number received – 109,642

Total number delivered - 62,052

Total number not delivered – 47,590

Website Statistics



Website Overview

Oct 1, 2025 - Oct 31, 2025

Total users

New users

Sessions

/iews

Average session duration

46,970

43,947

65,259

116,138

00:03:31

| | Page title | Views ▼ |
|-----|---|---------|
| 1. | Key West, FL Official Website | 10,563 |
| 2. | Duval Loop Key West, FL | 7,251 |
| 3. | Search • Key West, FL • CivicEngage | 6,667 |
| 4. | Schedules and Route Maps Key West, FL | 6,515 |
| 5. | Facilities • Southernmost Buoy | 4,071 |
| 6. | Bus Fares Key West, FL | 3,852 |
| 7. | Calendar • Key West, FL • CivicEngage | 3,117 |
| 8. | Residential Parking Permit Program Key West, FL | 2,635 |
| 9. | Calendar • Special Events | 2,353 |
| 10. | News Flash • Key West, FL • CivicEngage | 2,297 |
| | Grand total | 116,138 |

Chatbot Statistics

