



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

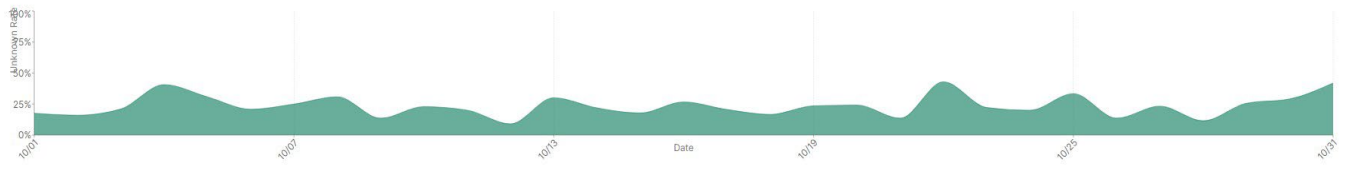
Oct 1, 2025 - Oct 31, 2025

Total users	New users	Sessions	Views	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

Unique Users ○ 616	Total Queries ○ 822	Self Resolution Rate ○ 68.34%	Unknown Answer Rate ○ 25.18%
------------------------------------	-------------------------------------	---	--



Top Topics ○	
Parking Permit	67
Bus Schedule	30
Duval Loop	27
Bus Pass	13
Contact Information	11
Parking	9
Body Painting	8
License Renewal	7
Parking Sticker	7
Ticket Payment	7

URL Sources ○	
https://www.cityofkeywest-fl.gov/	76
https://www.cityofkeywest-fl.gov/326/Duval-Loop	62
https://www.cityofkeywest-fl.gov/595/Schedules-and-Route-Maps	41
https://cityofkeywest-fl.gov/732/Residential-Parking-Permit-Program	39
https://www.cityofkeywest-fl.gov/1071/Police-Department	25
https://cityofkeywest-fl.gov/350/Bus-Fares	20
https://cityofkeywest-fl.gov/322/Parking-Department	20
https://www.cityofkeywest-fl.gov/350/Bus-Fares	19
https://cityofkeywest-fl.gov/Facilities/Facility/Details/Southernmost-Point-44	19
https://www.cityofkeywest-fl.gov/317/Licensing-Division	18

URL Destinations ○	
https://fl-keywest.civcpplus.com/directory.aspx	57
https://cityofkeywest-fl.gov/732/Residential-Parking-Permit-Program	33
https://cityofkeywestpermits.mcplay.com/#account_start	24
https://cityofkeywest-fl.gov/319/New-Business-License-Application-Portal	15
https://www.cityofkeywest-fl.gov/326/Duval-Loop	14
https://cityofkeywest-fl.gov/888/Key-West-Rides-On-Demand-Bus-Service	12
https://cityofkeywest-fl.gov/350/Bus-Fares	12
https://cityofkeywest-fl.gov/326/Duval-Loop	11
https://keywesttransit.passiogo.com/	11
https://www.cityofkeywest-fl.gov/FAQ.aspx?TID=49	8