Monthly Information Technology Department Report

To: Brian L. Barroso, City Manager **Date: September 8, 2024**

From: Dave Monroe, Information Technology Director

Subject: August Information Technology Report

Support Requests – 308

Support Phone Calls – 86

EMAIL:

- 46% of emails sent to the cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

  Total number received – 108,596

  Total number delivered – 58,676

  Total number not delivered – 49,920

Website Statistics

Website Overview

Aug 1, 2025 - Aug 31, 2025

Total users	New users	Sessions	Views	Average session duration
39,065	35,798	56,820	106,352	00:03:36

	Page title	Views ▾
1.	Key West, FL | Official Website	10,785
2.	Duval Loop | Key West, FL	7,682
3.	Schedules and Route Maps | Key West, FL	6,352
4.	Search • Key West, FL • CivicEngage	6,040
5.	Bus Fares | Key West, FL	2,880
6.	Facilities • Smathers Beach	2,435
7.	Facilities • Southernmost Point & Buoy	2,281
8.	Calendar • Special Events	2,241
9.	View all open positions | Key West, FL	2,154
10.	Old Town Parking Garage | Key West, FL	2,081
	Grand total	**106,352**