

MOB Performance by Month

Year
2025

Month
All

Week
All

Svc Area
All

Branch
Largo

Queue
Multiple values

Target
15 min

Meet target % (cutoff 85%)
51% 100%

% of visits meeting target (target 15 min) by MOB										
Svc Area	Branch	Queue	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	YTD avg
DCSM	Largo	Appointment	71% (1,994/2,803)	78% (2,447/3,121)	72% (2,457/3,434)	80% (2,968/3,718)	90% (3,227/3,599)	90% (3,427/3,796)	91% (1,589/1,751)	81% (18,109/22,222)
		Walk In	51% (3,563/7,002)	56% (3,744/6,688)	51% (3,655/7,155)	52% (3,424/6,627)	55% (3,594/6,493)	51% (3,285/6,413)	55% (2,007/3,673)	53% (23,272/44,051)
		Drop Off	94% (407/432)	98% (569/583)	96% (564/588)	97% (482/495)	97% (452/465)	97% (435/447)	100% (276/276)	97% (3,185/3,286)
		Timed Draw Return	86% (170/198)	89% (173/194)	90% (209/231)	94% (207/220)	96% (181/188)	93% (212/228)	96% (117/122)	92% (1,269/1,381)
	MOB avg		59% (6,134/10,435)	65% (6,883/10,586)	60% (6,885/11,408)	64% (7,081/11,060)	69% (7,454/10,745)	68% (7,359/10,884)	69% (3,989/5,822)	65% (45,835/70,940)
Service Area avg		59% (6,134/10,435)	65% (6,883/10,586)	60% (6,885/11,408)	64% (7,081/11,060)	69% (7,454/10,745)	68% (7,359/10,884)	69% (3,989/5,822)	65% (45,835/70,940)	

% of visits meeting target (target 15 min) by service area									
Svc Area	Queue	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	YTD avg
BALT	Appointment	89% (2,209/2,476)	89% (2,923/3,288)	89% (3,398/3,833)	94% (3,302/3,510)	93% (3,041/3,280)	93% (3,146/3,385)	91% (1,760/1,928)	91% (19,779/21,700)
	Walk In	77% (15,298/19,784)	80% (15,008/18,727)	80% (16,341/20,403)	83% (16,231/19,500)	89% (17,321/19,499)	86% (16,640/19,321)	82% (8,900/10,893)	83% (105,739/128,127)
	Drop Off	97% (1,085/1,120)	96% (1,243/1,298)	96% (1,492/1,550)	98% (1,184/1,214)	98% (1,200/1,227)	99% (1,276/1,294)	99% (659/669)	97% (8,139/8,372)
	Timed Draw Return	97% (335/347)	95% (344/362)	96% (389/413)	97% (364/377)	97% (368/380)	97% (364/377)	97% (181/187)	96% (2,354/2,443)
	Service area avg	80% (18,927/23,727)	82% (19,518/23,675)	83% (21,629/26,199)	86% (21,081/24,601)	90% (21,930/24,386)	88% (21,426/24,377)	84% (11,500/13,677)	85% (136,011/160,642)
DCSM	Appointment	86% (10,503/12,241)	87% (12,833/14,792)	84% (14,167/16,839)	89% (14,437/16,237)	90% (14,025/15,571)	92% (14,516/15,753)	94% (7,657/8,186)	88% (88,138/99,619)
	Walk In	66% (27,910/42,202)	63% (25,806/40,692)	63% (28,808/45,771)	70% (30,274/43,120)	67% (27,889/41,675)	68% (28,343/41,824)	71% (16,327/22,921)	67% (185,357/278,205)
	Drop Off	97% (2,859/2,936)	98% (3,837/3,901)	98% (4,271/4,361)	98% (3,484/3,548)	98% (3,186/3,252)	98% (3,301/3,354)	99% (1,844/1,869)	98% (22,782/23,221)

% of visits meeting target (target 15 min) for the region								
Queue	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	YTD avg
Appointment	89% (19,609/21,935)	89% (24,080/26,925)	89% (27,241/30,766)	92% (26,467/28,824)	92% (25,969/28,153)	93% (26,373/28,229)	94% (14,418/15,322)	91% (164,157/180,154)
Walk In	73% (73,182/99,623)	74% (70,527/95,516)	74% (78,149/105,316)	79% (79,608/100,553)	79% (77,801/98,680)	78% (76,801/98,061)	79% (42,759/54,296)	77% (498,827/652,045)
Drop Off	97% (6,728/6,914)	98% (8,436/8,650)	98% (9,674/9,870)	98% (7,793/7,936)	98% (7,720/7,863)	98% (7,869/7,998)	99% (4,384/4,446)	98% (52,604/53,677)
Timed Draw Return	96% (2,536/2,630)	96% (2,646/2,752)	97% (2,938/3,044)	97% (2,729/2,814)	97% (2,649/2,719)	97% (2,548/2,622)	98% (1,489/1,518)	97% (17,535/18,099)
KPMAS	78% (102,055/131,102)	79% (105,689/133,843)	79% (118,002/148,996)	83% (116,597/140,127)	83% (114,139/137,415)	83% (113,591/136,910)	83% (63,050/75,582)	81% (733,123/903,975)