

Delivery						
	January	February	March	April	May	June
Pre 9.30	100.00%	100.00%	99.40%	99.80%	99.60%	100.00%
Pre 10.30	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Pre 12	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Next Day	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Same day response time	28 minutes	31 minutes	27 minutes	21 minutes	34 minutes	33 minutes

OUR 2025 STATISTICS

Collection						
	January	February	March	April	May	June
Attempted	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Collected	94.00%	93.50%	92.40%	94.80%	96.50%	94.60%
Failed Reasons						
Couldn't Schedule	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kit In SSD when confirmed	84.00%	79.00%	74.00%	63.00%	79.00%	80.00%
Kit not found	4.00%	6.00%	7.00%	6.00%	4.00%	3.00%
Kit retained	12.00%	15.00%	19.00%	31.00%	17.00%	17.00%