

2025-2027 Service Charter

Annual Monitoring Report on the
Degree of Compliance 2025

March 2026

Contents

1. Background	3
2. Dissemination of the 2025-2027 Service Charter	3
3. Level of Compliance with the Commitments	4
▪ SAFETY	4
▪ PUNCTUALITY	6
▪ AVAILABILITY	8
▪ QUALITY	10
▪ SUSTAINABILITY	12
▪ GENERAL INFORMATION	14

1. Background



ENAIRe, a public business entity attached to the Ministry of Transport and Sustainable Mobility, is the leading air navigation service provider in Spain and the fourth largest in Europe by traffic volume.

ENAIRe adopted its first Service Charter in 2008 and has updated it continuously ever since, up to the current version in force, drawn up in 2025. This ENAIRe Service Charter has received a favourable report from the Directorate-General for Public Governance of the Ministry for Digital Transformation and the Civil Service, and is valid for the 2025-2027 period.

This report responds to the provisions of Article 12 of Royal Decree 951/2005 on the monitoring of service charters, detailing the degree of compliance with the previous year's commitments and setting out any deviations together with, where applicable, the corrective measures applied.

2. Dissemination of the 2025-2027 Service Charter



The ENAIRe Service Charter will be made public through the following channels once its approval has been published in the Official State Gazette (BOE):

- [ENAIRe website](#)
- [ENAIRe Electronic Office](#)
- [Transparency Portal](#)
- [General Access Point \(PAG\)](#)

The Service Charter is also available to all staff on ENAIRe's document manager, the internal tool for distributing current documentation.



3. Level of Compliance with the Commitments



The commitments set out in the Service Charter are listed below, covering [Safety](#), [Punctuality](#), [Availability and Continuity](#), [Quality](#), [Sustainability](#) and Electronic Services, together with their degree of compliance during 2025.

▪ [SAFETY](#)



Safety

Give the highest priority to safety in the provision of air navigation services by assessing and minimising the risks that could lead to accidents or incidents.

≤13.3

Weighted Safety Level (NPS) with a value less than or equal to 13.3 in 2025.

“Weighted Safety Level (NPS)” indicator: It is calculated from the incidents recorded with severity A, B and C Ground against the IFR flight hours controlled in Spain, with safety incidents classified from highest to lowest severity into the following levels: A, B and C.

- **NPS:** Weighted Safety Level. Number of safety incidents occurring in the airspace for which ENAIRe is responsible, weighted by severity, in relation to the total number of flight hours controlled in Spanish airspace.
- **Type A incident:** An incident in which there was a risk of collision but, owing to the last-resort action of the controller, the pilot or the anti-collision systems, or to chance circumstances, no accident occurred.
- **Type B incident:** An incident in which flight safety was not assured but no collision was imminent.
- **Type C incident:** An incident in which there is no actual risk of collision, although in other circumstances safety would not be assured

Results and analysis:

Results 2025-2027	2025 (≤13.3)	2026 (≤12.15)	2027 (≤11)
NPS (Weighted Safety Level)	11.64 ¹		

The NPS value for 2025 stands at 11.64 as at the date of this report, 12% below the target set for the year (13.30). Compared with 2024, the NPS fell by 22%, while recorded air traffic rose by 5%. Compared with 2023, the NPS fell by 12% (with air traffic up by 13%) and, compared with 2019, the last year just before the COVID-19 pandemic, it fell by 34% (with air traffic up by 19%). The indicator has therefore improved considerably over recent years, despite the need to manage a greater volume of air traffic.

This improvement is the result of various measures introduced at ENAIRe, whose effects are expected to become even more apparent in the coming years. Specifically, in 2025 a new control tool providing medium-term conflict alerts and “what-else” functionality (TTM, Tactical Trajectory Module) was introduced at the Madrid and Barcelona Control Centres; a further control alert providing short-term conflict warnings (STCA, Short Term Conflict Alert) was introduced on the approach to Tenerife North Airport; operations were optimised at the Canary Islands airports where ENAIRe provides control services (times to touchdown, adjustments between arrivals and departures, etc.); and several initiatives were undertaken to improve the management of air traffic controller fatigue. Other measures included improvements in the management of drone operations, the development of new methodologies for investigating overloads, better coordination with military activities, best-practice workshops with other European service providers and operators, and outreach and awareness-raising for flight schools and flying clubs.

¹ These results may vary somewhat as the relevant investigations, which remain open at present, progress.

▪ PUNCTUALITY



Punctuality

Help reduce the delay associated with our provision of the ATM (Air Traffic Management) service.

Continuous monitoring of punctuality, ensuring that the planned take-off window (ETOT/CTOT) remains above international regulatory requirements.

↓ 0.38m

Keep the average delay per en-route IFR flight attributable to the air navigation service provider below 0.38 minutes.

↑ 90%

At least 90% of flights will meet their planned take-off window (ETOT/CTOT).

“Average delay per en-route IFR flight attributable to ENAIRe” indicator (minutes/flight): This indicator is calculated by dividing the sum of the ATFCM delay minutes for causes C (ATC capacity), S (ATC staffing) and I (ATC strike) that Eurocontrol assigns to “En route” for all the Spanish Regions by the sum of Spain's IFR movements:

Average delay per en-route IFR flight = En-route ATFM delay minutes / IFR movements

IFR (Instrument Flight Rules): the set of rules and procedures laid down in the Air Traffic Regulations governing the flight of aircraft on the basis of instruments for navigation, which means that visual contact with the ground is not required.

Results and analysis:

Results 2025-2027	2025 (≤0.38)	2026 (≤0.28)	2027 (≤0.23)
Average delay per en-route IFR flight attributable to ENAIRe	0.68 minutes ²		

The average ATFM delay per en-route IFR flight attributable to ENAIRe (C, S and I) stands at 0.68 minutes, exceeding the established limit of 0.38 minutes. The result can nonetheless be regarded as positive, given that IFR traffic in Spain in 2025 was 1% higher than the forecast used in October 2024 and that Spain ranks among the leading contributors to network growth in the European ECAC area in 2025 (by average daily flights) compared with the 2024 figures.

² The Network Manager's (NM) “Post Operations Process Adjustment” for 2025 had not been completed when this report was drafted, so the final figure may change.

Work continues on developing flow management procedures and tools in order to minimise delays and meet the targets in the coming years.

“Percentage of flights meeting their planned take-off window (ETOT/CTOT)” indicator: This indicator is calculated by comparing the flights that meet their planned take-off window against the total number of flights that take off. It is analysed for the five main Spanish airports: Madrid-Barajas, Barcelona-El Prat, Palma de Mallorca, Málaga and Gran Canaria.

The planned take-off window varies depending on whether or not the flight is regulated:

- For traffic not affected by regulations, it is the time set in the flight plan (ETOT) with a tolerance of [-15, +15] minutes.

$$\% \text{ Compliance} = \frac{\text{Flights taking off within the } [-15, +15 \text{ min}] \text{ window relative to ETOT}}{\text{Unregulated flights that take off}} \times 100$$

- For traffic affected by regulations, it is the calculated take-off time assigned by Eurocontrol as a result of air traffic management (CTOT), with a tolerance of [-5, +10] minutes.

$$\% \text{ Compliance} = \frac{\text{Flights taking off within the } [-5, +10 \text{ min}] \text{ window relative to CTOT}}{\text{Regulated flights that take off}} \times 100$$

Where:

- **ETOT:** Estimated Take-off Time
- **CTOT:** Calculated Take-off Time

Results and analysis:

Results 2025-2027	2025	2026	2027
Take-off window ≥ 90%	ETOT compliance 91.5% CTOT compliance 98.2%		

In 2025, the CTOT/ETOT adherence indicators met the reference values, with no impact detected following the recovery in the volume of flights managed after the pandemic.

■ AVAILABILITY



Availability and continuity

Carry out preventive and corrective maintenance on Air Navigation System equipment to ensure the availability and continuity of the CNS service.

Ensure the availability of updates to the Aeronautical Information Publication (AIP)

↑99%

Ensure that 99% of Air Navigation System services have an availability of over 95%.

↑97%

Ensure that at least 97% of Air Navigation System services have a continuity of over 1,000 hours (MTBO)

100%

100% availability of AIP amendments on the dates set internationally by ICAO.

"Availability" indicator: The availability indicator is defined as the ratio between actual operating time and specified operating time.

Results and analysis:

Results 2025-2027	2025	2026	2027
Availability of Air Navigation Services (99%) > 95%	99.71%		

Of the 1,735 Air Navigation System services, 99.71% had an availability of over 95% in 2025. The commitment made in the Service Charter (>99% of all services) was therefore met.

"Continuity" indicator: The continuity indicator reflects the system's ability to perform its function in the absence of unscheduled outages.

Results and analysis:

Results 2025-2027	2025	2026	2027
Continuity of Air Navigation Services (97%) > 1,000 h MTBO	97.64%		

Of the 1,735 Air Navigation System services, 97.64% had a continuity of over 1,000 hours MTBO. The commitment made in the Service Charter (>97% of all services) was therefore met.

“Percentage of AIP amendments available on the set dates” indicator: The indicator measures the percentage of AIP amendments available on the dates set internationally at the start of each year by ICAO (the International Civil Aviation Organization).

Results and analysis:

Results 2025-2027	2025	2026	2027
Availability of AIP amendments on the set date =100%	100%		

The indicator's 100% target was met. No delays were recorded in the publication of AIP updates during 2025.

▪ QUALITY



Quality

Promote user participation and strengthen the organisation's communication with stakeholders in order to improve their perception of the quality of the services provided by

↑ 75%

Ensure that our customers' perceived quality index remains above 75%.

100%

Ensure that 100% of complaints and suggestions are answered within 20 days. Detailed information will be provided within 40 days for those requiring more thorough investigation.

≥20%

Percentage of Airspace User Consultations for which a specific meeting was held, with a minimum target threshold of 20%.

"Perceived Quality Level (NCP)" indicator: The Perceived Quality Level (NCP) represents the degree of satisfaction of ENAIRe's customers. It is updated annually on the basis of surveys sent to airlines, pilots, airports and non-commercial aviation.

Results and analysis:

Results 2025-2027	2025	2026	2027
Perceived Quality Level (NCP) >72%	81.1%		

The 2025 perceived quality survey of the airport and general aviation customer segments returned a Perceived Quality Level of 81.1%, above the target value (> 75%).

The perceived quality level was kept at its historic highs by continuing to apply processes for analysing and implementing suggestions and improvements in service provision, as set out in ENAIRe's quality system and driven by ENAIRe's Customers and Stakeholders Plan.

“Percentage of customer complaints and suggestions answered within the committed times” indicator: Ensure that 100% of complaints and suggestions are answered within 20 days. Detailed information will be provided within 40 days for those requiring more thorough investigation.

Results and analysis:

Results 2025-2027	2025	2026	2027
% of complaints and suggestions answered in under 20 days = 100%	100%		
% of complaints and suggestions closed in under 40 days	96.2%		

The response times for complaints and suggestions received from customers in 2025 met the target set. Firstly, the commitment to answer 100% of communications within 20 days was met. In addition, 96.2% of complaints and suggestions were provided with further information in under 40 days, thereby completing their analysis.

“Percentage of Airspace User Consultations for which a specific meeting was held” indicator: This indicator, associated with the Flight Procedure Design Service, aims to promote user participation in Airspace User Consultations.

Results and analysis:

Results 2025-2027	2025	2026	2027
Average number of user responses to FPD airspace projects >20%	34%		

During 2025, a total of 8 specific meetings were held out of 23 airspace project user consultations, to explain the proposed changes to airspace users and to address their needs.

▪ SUSTAINABILITY



Sustainability

Help reduce greenhouse gas emissions from our customers' aircraft by improving airspace organisation, and contribute to the climate strategy.

↑ 30% CDO

↑ 70% CCO

$KEA_a < KEA_{a-1}$

100%

Keep the percentage of continuous descents and continuous climbs above 30% and 70% respectively.

Continuous improvement in horizontal en-route efficiency (KEA) so that aircraft fly fewer additional miles on average each year

Keep 100% of the electricity consumed sourced from renewable sources with a guarantee of origin

"Percentage of continuous descents and climbs" indicator: this indicator shows the percentage of continuous climbs and descents at the five main Spanish airports (Madrid-Barajas, Barcelona-El Prat, Palma de Mallorca, Málaga and Gran Canaria). These manoeuvres, promoted at European level to reduce CO₂ emissions, are performed by aircraft that climb or descend continuously and without steps, optimising the vertical profile.

Results and analysis:

Results 2025-2027	2025	2024	2025
Continuous descents — CDO >30%	38.6%		
Continuous climbs — CCO >70%	75.7%		

The target set was met in 2025 for both CDOs and CCOs and, in the case of continuous descents, there was an improvement of almost 5% compared with 2024.

“Horizontal en-route efficiency (KEA) for Spain” indicator: The KEA measures the additional distance flown between an origin airport and a destination airport relative to the shortest distance between the two points. It is calculated from the difference between the length of the actual track flown and the great circle distance.

$$\text{KEA} = \frac{\text{Length of the actual track} - \text{Great Circle Distance}}{\text{Great Circle Distance}} \times 100$$

Results and analysis:

Results 2025-2027	2025	2026	2027
Horizontal en-route efficiency (KEA _a < KEA _{a-1})	3.23% 3.30% in 2024		

In 2025, horizontal en-route efficiency improved compared with 2024 and the average additional distance flown by aircraft within Spanish airspace was reduced, implying a proportional decrease in CO₂ emissions.

“Percentage of electricity from renewable sources” indicator: This indicator shows the percentage of electricity used that comes from renewable sources with a guarantee of origin.

Results and analysis:

Results 2025-2027	2025	2026	2027
Keep 100% of the electricity consumed by ENAIRE sourced from renewable sources	100%		

In 2025, 100% of the energy consumed by ENAIRE was renewable energy with guarantees of origin.

▪ GENERAL INFORMATION



General information

Ensure the availability of the ENAIRE website to the public, giving advance notice of interruptions for technical maintenance.

100%

Ensure that planned interruptions to the ENAIRE website are notified at least 24 hours in advance (100%).

“Percentage of planned interruptions to the ENAIRE website announced at least 24 hours in advance” indicator: The indicator is calculated by dividing the number of planned interruptions to the ENAIRE website that were notified at least 24 hours in advance by the total number of planned interruptions.

Results and analysis:

Results 2025-2027	2025	2026	2027
Percentage of planned interruptions to the ENAIRE website announced at least 24 hours in advance = 100%	100%		

ENAIRe has established change management and maintenance procedures for its information systems so that, when planned service interruptions affect the ENAIRE website, a notification is sent to the relevant team, prompting a notice to the public at least 24 hours in advance. For 2025, the indicator result was 100%.