

SLA compliance report

All concessions

Year to date, January to October 2026. Issued 22 October 2026.

Demo data. Illustrative figures for nine concessions, year to date January to October 2026. Changes compare October with September. Trends, forecasts and AI predictions are generated for the demo. Do not use these figures for decisions.

Summary

This report sets out performance against the service levels in each concession contract: SLA compliance, lane availability, the incident response chain and the penalty exposure they create.

The group is on target for service levels: 2 of 2 headline KPIs on target. Overall SLA compliance is 95.0% against a target of 95.0% or higher (on target). Lane availability is 99.1% against a target of 99.0% or higher (on target). Of 11 supporting indicators, 2 are on target, 5 on watch and 4 off target. Furthest from target for Overall SLA compliance: Ruta 27, Ruta Portuaria, ACEGA / AP-53.

Headline KPIs

Overall SLA compliance

95.0%

● On target Target 95.0% or higher

Lane availability

99.1%

● On target Target 99.0% or higher

KPI	Value	Target	Status	Change vs September
Overall SLA compliance, weighted by contract obligations	95.0%	95.0% or higher	● On target	+0.3 pts
Lane availability, of lane-hours open	99.1%	99.0% or higher	● On target	-0.3 pts

Overall SLA compliance by concession

Every concession against the target of 95.0% or higher, furthest from target first.

Concession	Value	Status
Ruta 27	90.6%	● Off target
Ruta Portuaria	91.8%	● Off target
ACEGA / AP-53	93.1%	● Watch

Costa Arauco	94.2%	● Watch
A23 Beira Interior	95.4%	● On target
Transmontana	96.8%	● On target
Pocahontas Parkway	97.2%	● On target
Concesiones de Madrid	97.5%	● On target
M50	98.1%	● On target

Lane availability by concession

Every concession against the target of 99.0% or higher, furthest from target first.

Concession	Value	Status
Ruta 27	98.6%	● Watch
Concesiones de Madrid	98.7%	● Watch
ACEGA / AP-53	98.9%	● Watch
M50	99.1%	● On target
A23 Beira Interior	99.2%	● On target
Costa Arauco	99.3%	● On target
Transmontana	99.4%	● On target
Ruta Portuaria	99.5%	● On target
Pocahontas Parkway	99.6%	● On target

Incident response chain

Each step from detecting an incident to clearing it, against its contractual deadline.

Step	Within SLA	Median	SLA	Status
Detect	96%	2.4 min	5 min	● On target
Dispatch	93%	3.8 min	5 min	● Watch
Arrive	89%	17.2 min	20 min	● Off target
Clear	87%	48.0 min	60 min	● Off target

Supporting indicators

Indicator	Value	Target	Status	Three-month trend
Incident response chain within SLA (detect to clear)	91.4%	95.0% or higher	● Watch	Worsening
Category 1 defects fixed within deadline	94.2%	98.0% or higher	● Off target	Worsening
Category 2 defects fixed within deadline	89.5%	95.0% or higher	● Off target	Worsening
Category 3 defects fixed within deadline	92.8%	95.0% or higher	● Watch	Worsening
Inspections completed on time	93.1%	95.0% or higher	● Watch	Worsening
CCTV availability	98.6%	99.0% or higher	● Watch	Worsening
VMS availability	99.2%	99.0% or higher	● On target	Improving
SOS point availability	97.4%	99.0% or higher	● Off target	Improving
Time to inform the public (VMS / DATEX II)	6.4 min	5.0 min or lower	● Watch	Worsening
Call and case closure time, median	3.6 days	5.0 days or lower	● On target	Worsening
Penalty or deduction exposure, YTD	€400k	€250k or lower	● Off target	Worsening

Early warnings

Generated prediction. These forecasts are generated for the demo. No prediction model is connected yet.

- 18 items likely to breach their SLA in the next 24 hours.
- 47 items likely to breach their SLA in the next 72 hours.
- 71% of incidents detected automatically.

About this report

- Period: Year to date, January to October 2026. Changes compare October with September.
- On target meets the approved target. Watch is between the target and the watch threshold. Off target is beyond the watch threshold.
- A theme takes the status of its weakest headline KPI.

- Platform requirements covered (tender references): TMC-08, TMC-12, TMC-15, INS-05, MNT-06, CALL-05.