

QUARTERLY PERFORMANCE REVIEW

3rd Quarter
(April – December 2014)

Spectrum Management Authority

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PURPOSE

The purpose of this performance review is to highlight the operational achievements of the Spectrum Management Authority (“the SMA”, “the Authority”) as at the third (3rd) quarter of the current Fiscal Year (FY) 2014/15.

MISSION

“To ensure the efficient management of Jamaica’s radio frequency spectrum in keeping with international best practices and in the interest of social, economic and technological development.”

ROLE AND FUNCTIONS OF SMA

Role: The SMA was established by the Telecommunications Act 2000 as the regulatory body responsible for managing the radio frequency spectrum.

The **core functions** of the Authority are:

- ✓ Planning the use of the spectrum and allocating frequencies in a way which will minimize interference.
- ✓ Monitoring users of the radio spectrum to ensure compliance and minimize interference.
- ✓ Licensing new users of the spectrum.
- ✓ Collection of spectrum licence fees which are remitted to the Government’s Consolidated Fund.
- ✓ Proactive monitoring of the spectrum to identify and eliminate cases of interference reported by spectrum users.
- ✓ Providing advice to the Government both with respect to policy and legal issues concerning the spectrum.

PRIORITY TARGETS FOR FY 2014/15 AND BUDGETARY ALLOCATION

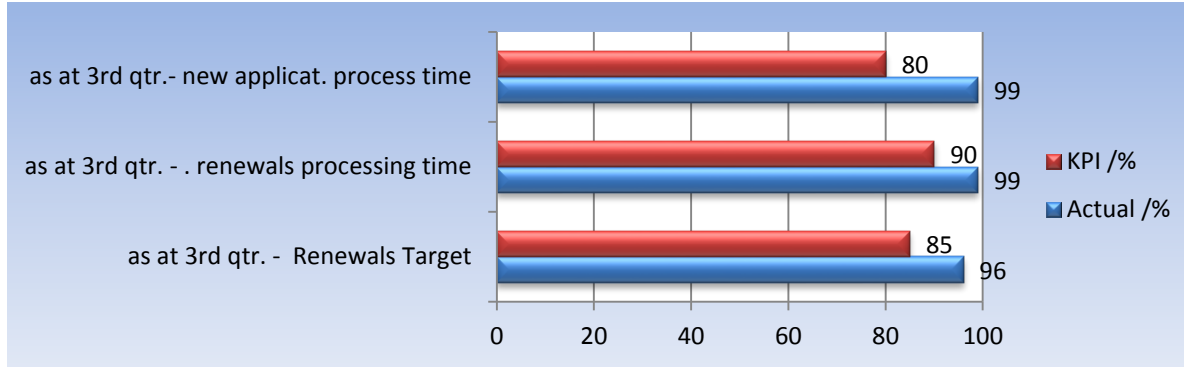
The Authority established targets for its core and support activities for the FY 2014/15 (see Appendix 1). The Authority’s Key Performance Indicators (KPIs) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

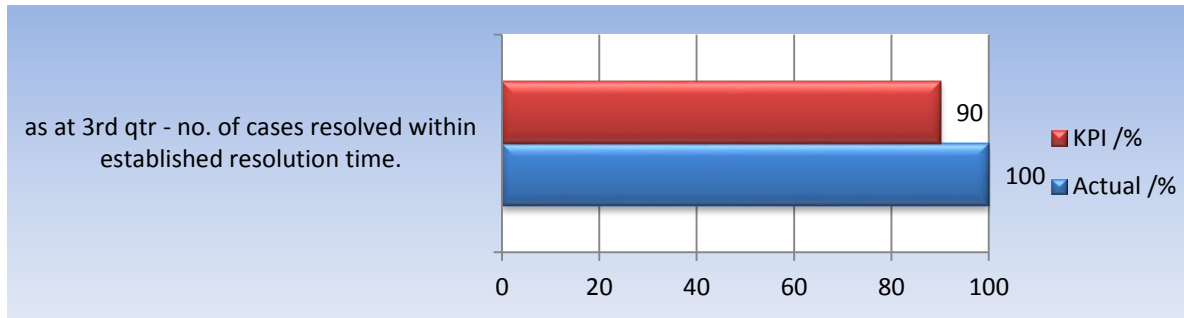
Below is a snapshot of the SMA’s performance as it relates to these core activities.

Core Operational Performance Dashboard

LICENSING



INTERFERENCE RESOLUTION



Licensing

Processing time for new Applications

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Oct – Dec	KPI Oct – Dec	Variance	Actual Apr – Dec	KPI Apr – Dec	Variance
% of new appl. processed within service standards	100%	80%	20%	99%	80%	19%

For the 9 months ending 2014 Dec 31, the SMA received 179 applications, granted 176, and issued 178 (to include amount brought forward). Of the 176 licences granted, 175 were processed within their respective standard processing time. Licences are only issued upon payment of requisite fees.

Renewal Licences

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Oct – Dec	KPI Oct – Dec	Variance	Actual Apr – Dec	KPI Apr – Dec	Variance
Number of Licences Renewed	82	76	6	320	283	37
No. of licences renewed within the service standards.	82	74	8	319	288	31

Actual renewal of 320 represented a performance rate of 96%. The target was 350 existing licences, of which there were 21 cancellations, and 4 additions; which had a minus 17 net effect on the target of 350 bringing it to 333. The performance rate was above the SMA's **KPI of 85% or 283 (85% of 333) licences for renewals.** *Note that licences are only renewed after receipt of payment.* Of the 320 licences renewed, 319 or 99% were processed within the established processing standard. **The KPI for this activity is 90% or 288 (90% of 320).**

Summary of Renewal Licensing Activities as at 2014 Dec 31

Particulars	April – Jun 2014	July – Sept. 2014	Oct – Dec 2014	Jan – Mar 2015	April – Dec 2014(YTD)
Renewal Target	209	52	89		350
Additions	3		1		4
Cancelled	8	2	11		21
Renewable Amount	204	50	79		333
Granted/Approved	182	56	82		320

Interference Management

No. of Interference Cases: As at 2014 December 31, the SMA investigated 13 cases of interference reports, of which 1 was brought forward from the previous FY. YTD, All 13 cases have been resolved. Of the 13 cases resolved 1 does not fall in any standard resolution category. The case was related to an illegal broadcaster, (JamAir on 88.7 MHz), which is not contemplated in the current resolution times. Only technical fixes are considered for the standard resolution times. All remaining 12 cases were resolved within the standard resolution times, which was above the **KPI of 90% for time taken to resolve interferences.**

Regulatory Compliance

During the quarter, the SMA maintained regulatory compliance, by performing, *inter alia*, the following:

- Making Pension payments as required.
- Submitting Payroll statutory deductions in full as required.
- Submitting Net Credit Report and Financial Statements to the Ministry of Finance.

APPENDIX 1**CORE OPERATIONAL TARGETS**

The following represents corporate core operational and quality of service targets established for the 14/15 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
1.0	RENEWAL LICENCES	408 Licences	85% of target
2.0	INTERFERENCE MANAGEMENT		
2.1	<i>All interference resolved as per, performance standards set out below:</i>		
	External influence, readily identifiable	15 business days	
	External influences, not readily identifiable	75 business days	
2.2	To respond to major cases requiring substantial modifications to networks & systems - as per agreed schedule with client(s) involved	Resolve all reported cases	85% of target
2.3	Interference report acknowledged within 24 hours and resolution framework established with client.	100% of cases	100% of cases

QUALITY OF SERVICE TARGETS

No.	Particulars	Standard Per Business Days	Key Performance Indicator (KPI)
1.0	<u>LICENSING</u> <i>New</i> - Maintain processing times as per agreed standards.		
	Aeronautical	15	
	Alien Amateur	15	
	Citizens Band	15	
	Type Approval	15	
	Other Non-spectrum certification	10	
	Private Radio	30	
	Temporary Licence for Maritime	1	
	Permanent Licence for Maritime	3	
	Maritime (None MAJ)	15	
	Custom Detention Notices	1	
	VSAT	25	
	Percentage of new applications processed within service standard.		80%
	<i>Renewal</i> Maintain processing times as per agreed standard.	5	90%
2.0	<u>INTERFERENCE</u> % of interference cases resolve as per standard above.	100%	90%

Prepared by: Policy and Strategic Planning Division