

QUARTERLY PERFORMANCE REVIEW

4th Quarter
(As at 2015 March 31)

Spectrum Management Authority

16/03/2015

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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”) for the fourth (4th) 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

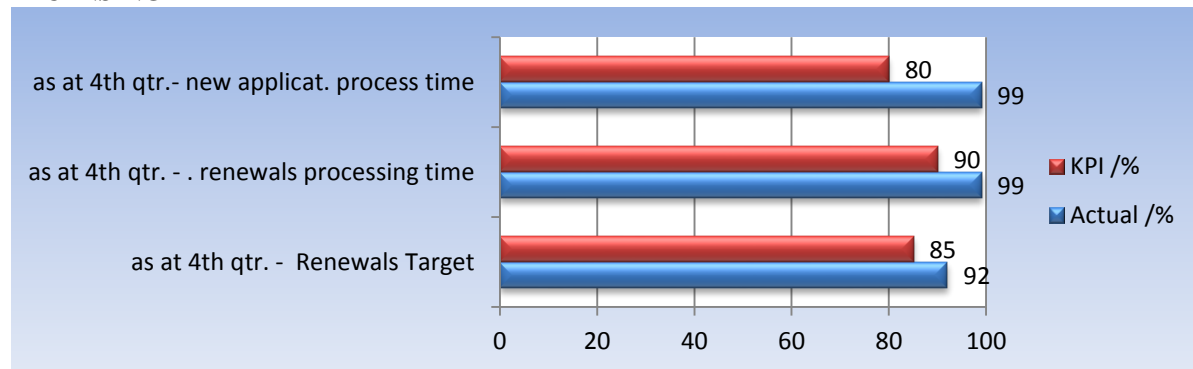
The Authority established targets for its core and support activities for the FY 2014/15 (see Appendix 1). The Authority’s Key Performance Indicators (KPIs) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

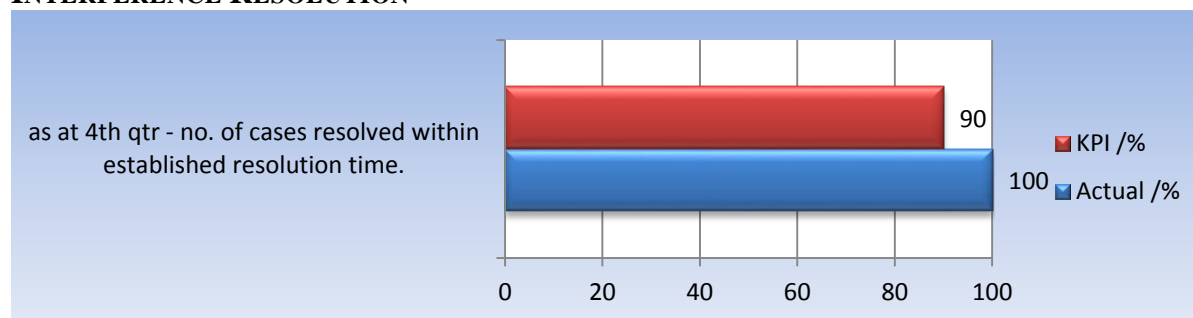
Below is a snapshot of the SMA's performance as it relates to some of the core activities.

Core Operational Performance Dashboard

LICENSING



INTERFERENCE RESOLUTION



Licensing

Processing time for new Applications

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Projected Jan – Mar	KPI Jan – Mar	Variance	Projected Apr – Mar	KPI Apr – Mar	Variance
% of new appl. processed within service standards	97%	80%	17%	96%	80%	16%

Processing as at 2015 February 28 resulted in 217 applications granted. The SMA is projecting for an additional 11 applications to be granted for the month of 2015 March. The projected total for the 12 months ending 2015 March 31 is therefore 228 applications granted. This performance is well above the average of 90 applications granted, for the past 5 years, a clear indication of the increase in activity within the sector. Of the 228 applications projected to be granted, the SMA is projecting that at a minimum approx 96% will be processed within their respective established standard processing time, based on the un-audited performance of 99% as at 2015 February 28. **The KPI is 80%.**

Renewal Licences

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Jan – Mar	KPI Jan – Mar	Variance	Actual Apr – Mar	KPI Apr – Mar	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

The SMA is projecting renewal of 345 licences for the FY, which represents a performance rate of 92%. The FY's target was 395 licences; however, there were 25 cancellations, and 17 additions; which had a minus 8 net effect on the target bringing it to 387. The performance rate is above the SMA's **KPI of 85% or 329 (85% of 387) licences for renewals**. Note that licences are only renewed after receipt of payment. Approximately 99% of the 387 licences projected to be renewed are projected to be processed within the established processing standard time, (within 5 days). **The key performance indicator for this activity is 90%.**

Summary of Renewal Licensing Activities as at 2015 Mar 31

Particulars	April – Jun 2014	July – Sept. 2014	Oct – Dec 2014	Jan – Mar 2015	April – Dec 2014(YTD)
Renewal Target	209	52	89	45	395
Additions	3		1	13	17
Cancelled	8	2	11	4	25
Renewable Amount	204	50	79	54	387
Granted/Approved	182	56	82	25	345

Interference Management

For the FY, the SMA is projecting to resolve 15 of the 17 cases of interference investigated. Of the 15 cases projected to be resolved, all or 100% is projected to be resolved within the standard processing time, for the FY. This performance rate is 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:

- Made Pension payments as required.
- Submitted Payroll statutory deductions in full as required.
- Submitted Net Credit Report and Financial Statements to the Ministry of Finance.
- Responded to Access to Information requests as required.

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