

# QUARTERLY PERFORMANCE REVIEW

1<sup>st</sup> Half of Fiscal Year  
(April – Sept 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”) for the first-half 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

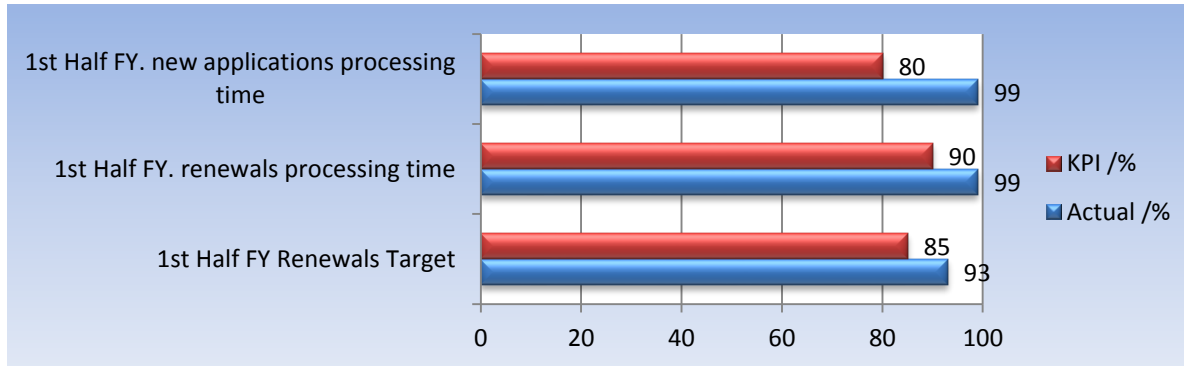
The Authority established targets for its core and support activities for the FY 2014/15 (see Appendix 1). The Authority’s Key Performance Indicators (KPIs) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

## HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

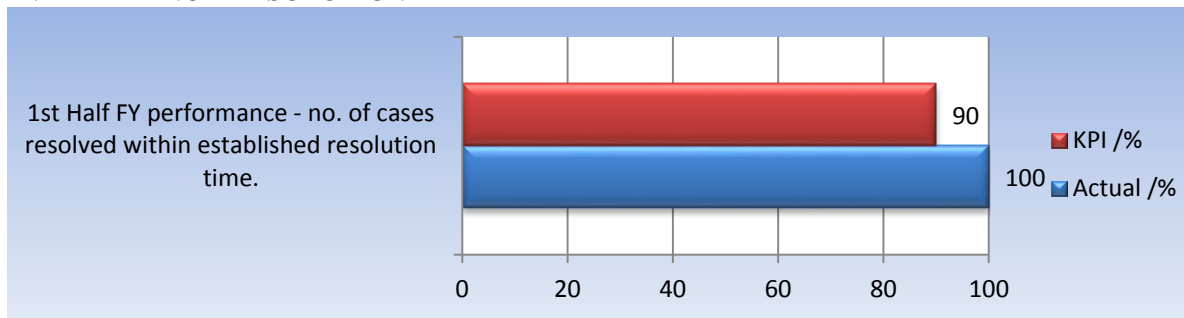
Below is a snapshot of the SMA’s performance as it relates to the core operational activities.

### Core Operational Performance Dashboard

#### LICENSING



#### INTERFERENCE RESOLUTION



## Licensing

### Processing time for new Applications

#### Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Jul – Sept	KPI Jul – Sept	Variance	Actual Apr – Sept	KPI Apr – Sept	Variance
% of new appl. processed within service standards	99%	80%	19%	99%	80%	19%

For the 1<sup>st</sup> half of the FY, the SMA received 118 applications, granted 117, and issued 120 (to include amount brought forward). Of the 117 licences granted, 116 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 Jul – Sept	KPI Jul – Sept	Variance	Actual Apr – Sept	KPI Apr – Sept	Variance
Number of Licences Renewed	56	44	14	238	222	16
No. of licences renewed within the service standards.	55	50	6	237	214	24

Actual renewal of 238 represented a performance rate of 93%. The target was 261 existing licences, of which there were 8 cancellations, and 3 additions; which had a minus 5 net effect on the target of 261 bringing it to 256. The performance rate was above the SMA's **KPI of 85% or 222 (85% of 261) licences for renewals**. Note that licences are only renewed after receipt of payment. Of the 238 licences renewed, 237 or 99% were processed within the established processing standard. **The KPI for this activity is 90% or 214 (90% of 238)**.

### Summary of Renewal Licensing Activities as at 2014 Sept 30

Particulars	April – Jun 2014	July – Sept. 2014	Oct – Dec 2014	Jan – Mar 2015	April – Sept 2014(YTD)
Renewal Target	209	52			261
Additions	2	1			3
Cancelled	7	1			8
Renewable Amount	204	52			256
Granted/Approved	182	56			238

## Interference Management

No. of Interference Cases: As at 2014 September 30, the SMA investigated 11 cases of interference reports, of which 1 was brought forward from the previous FY. YTD, the 9 cases resolved were within the established standard resolution time, which resulted in a performance rating of 100%, 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)
<b>1.0</b>	<b>RENEWAL LICENCES</b>	<b>408 Licences</b>	<b>85% of target</b>
<b>2.0</b>	<b>INTERFERENCE MANAGEMENT</b>		
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 - <b>as per agreed schedule with client(s) involved</b>	<b>Resolve all reported cases</b>	<b>85% of target</b>
2.3	Interference report acknowledged within 24 hours and resolution framework established with client.	<b>100% of cases</b>	<b>100% of cases</b>

**QUALITY OF SERVICE TARGETS**

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

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