

PERFORMANCE REVIEW

3RD Quarter Report

Spectrum Management Authority

23/Dec/2013

PAGE INTENTIONALLY BLANK

PURPOSE

The purpose of this performance review is to highlight the operational achievements of the Spectrum Management Authority (“SMA”, “the Authority”) for the third Quarter of the current Fiscal Year (FY) 2013/14.

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 2013/14 AND BUDGETARY ALLOCATION

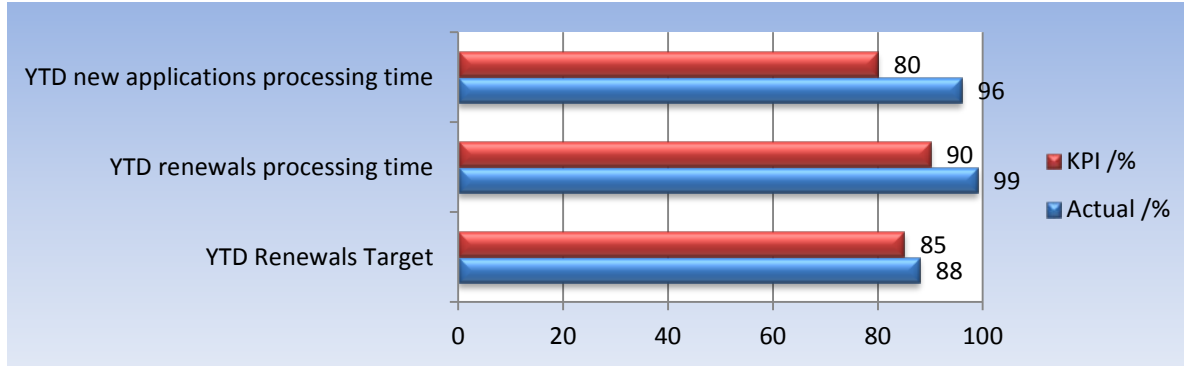
The Authority established targets for its core and support activities for the FY 2013/14 (see Appendix 1). The Authority’s Key Performance Indicators (KPI) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

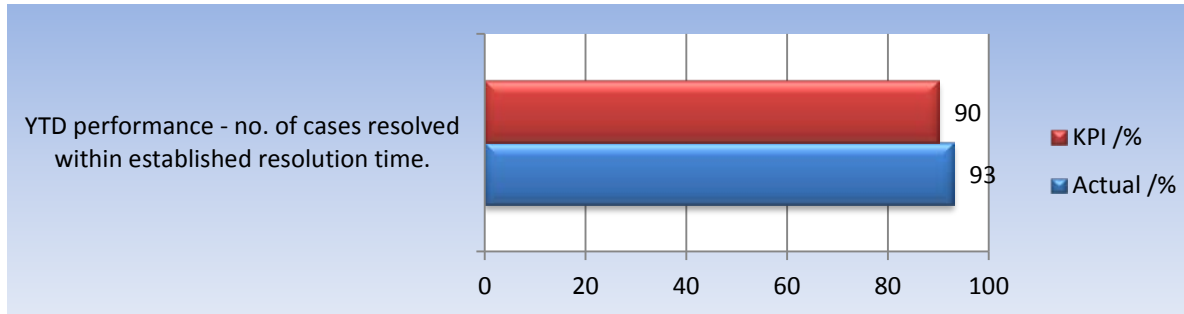
Below is a snapshot of the SMA’s performance as it relates to the core operational activities.

Core Operational Performance Dashboard

LICENSING



INTERFERENCE RESOLUTION



Licensing

Processing time for new Applications

Summary of Performance

Particulars	QUARTER			YEAR - TO - DATE		
	Actual Oct – Dec	KPI Oct – Dec	Variance	Actual Apr – Dec	KPI Apr – Dec	Variance
% of new appl. processed within service standards	93%	80%	13%	96%	80%	16%

For the three quarters in the FY, the SMA received 111 applications, granted 89, and issued 84. Of the 89 licences granted, 85 were processed within their respective standard processing time. Please note that 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	64	73	-9	318	307	11
No. of licences renewed within the service standards.	62	58	4	315	286	29

Actual renewal of 318 represented a performance rate of 88%. The target was 359 existing licences, of which there were 9 cancellations, and 11 additions; which had a plus 2 net effect on the target of 359 bringing it to 361. The performance rate was above the Authority's **KPI of 85% or 307 (85% of 361) licences for renewals**. *Note that licences are only renewed after receipt of payment.* Of the 318 licences renewed, 315 or approximately 99% was processed within the established processing standard. **The KPI for this activity is 90% or 286 (90% of 318).**

Summary of Renewal Licensing Activities as at 2013 Dec 31

Particulars	April – Jun 2013	July – Sept. 2013	Oct – Dec 2013	Jan – Mar 2014	Apr – Dec 2013(YTD)
Renewal Target	215	58	86		359
Additions	6	2	3		11
Cancelled	-4	-2	-3		-9
Renewable Amount	217	58	86		361
Granted/Approved	206	48	64		318
Issued	206	48	64		318

Interference Management

As at 2013 December 31, the SMA investigated 17 cases of interference reports for the FY. Of the 17 cases investigated, 5 were brought forward from the previous FY. As at the end of the review period, 14 of the 17 cases investigated were resolved. *Investigations are still in progress on the 3 pending cases.* Of the 14 cases resolved, 13 were within their established standard, which resulted in a performance rating of 93%, which was above the **KPI of 90% for time taken to resolve interferences**.

APPENDIX 1

CORE OPERATIONAL TARGETS

The following represents corporate core operational and quality of service targets established for the 13/14 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
1.0	RENEWAL LICENCES	423 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
3.0	LICENSING <i>New - Maintain processing times as per agreed standards.</i>		
	Aeronautical	15	
	Alien Amateur	15	
	Citizens Band	15	
	Non-spectrum certification	15	
	Other Non-spectrum certification	15	
	Private Radio	12	
	Temporary Licence for Maritime	30	
	Permanent Licence for Maritime	1	
	Maritime (None MAJ)	3	
	Custom Detention Notices	15	
	VSAT	1	
		25	
	Percentage of new applications processed within service standard.		80%
	<i>Renewal</i> Maintain processing times as per agreed standard.	5	90%
4.0	INTERFERENCE % of interference cases resolve as per standard above.	100%	90%

Prepared by: Policy and Strategic Planning Division