

# QUARTERLY PERFORMANCE REVIEW

Half Year  
(April 2016 – Sept. 2016)

Spectrum Management Authority

12/9/2016

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## **PURPOSE**

The purpose of this performance review is to highlight the operational achievements of the Spectrum Management Authority (“SMA”, “the Authority”) for the first half of the current Fiscal Year (FY) 2016/17.

## **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 2016/17 AND BUDGETARY ALLOCATION**

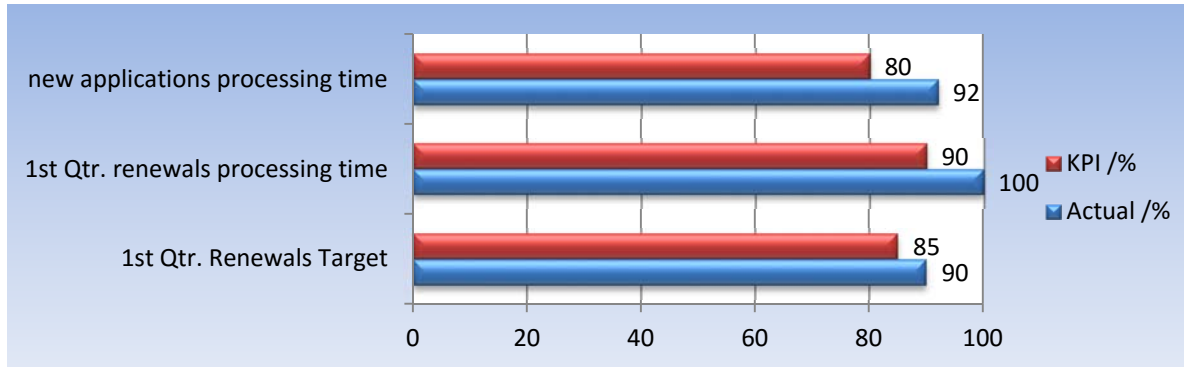
The Authority established targets for its core and support activities for the FY 2016/17 (see Appendix 1). The Authority’s Key Performance Indicators (KPI) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

## HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

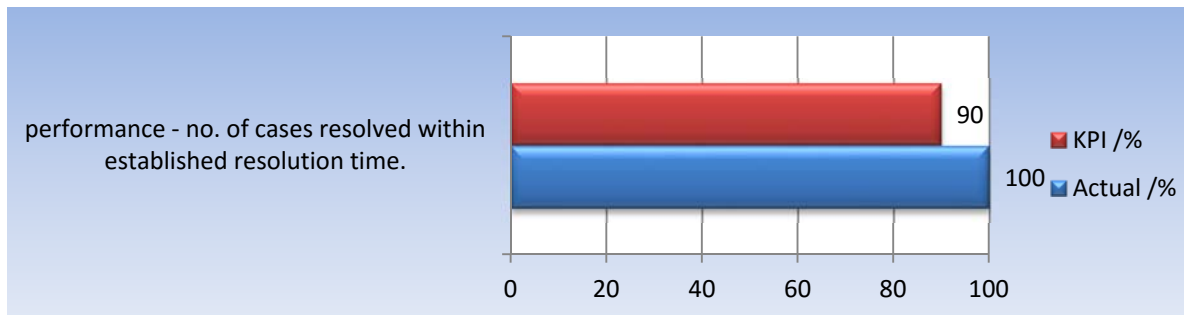
The snapshot below gives a summary of the SMA’s projected performance for the 6 months ending 2016 September 30

### Projected Core Operational Performance Dashboard

#### LICENSING



#### INTERFERENCE RESOLUTION



## Licensing

### Processing time for new Applications

#### Summary of Performance

Particulars	Actual Apr – Sept	KPI Apr – Sept	Variance
% of new applications processed within service standards	92%	80%	12%

For the first half of the FY, the SMA having brought forward 31 applications, projects to receive 176 applications, of which 168 is projected to be granted. Of the 168 licences, 155 or 92% are projected to be processed within their respective standard processing time.

## Renewal Licences

### Summary of Performance

Particulars	Actual Apr – Sept	KPI Apr – Sept	Variance
Number of Licences Renewed	246	176	-
No. of licences renewed within the service standards.	176	158	18

The projected renewal of 246 licences represents a performance rate of approx. 90%. The target was 275 existing licences, of which there are projected to be 14 cancellations, and 13 additions for the period under review; which will result in a minus 1 net effect on the target of 275 bringing it to 274. The projected performance rate is above the SMA's **KPI of 85% or 233 (85% of 274) licences for renewals**. *Note that licences are only renewed after receipt of payment.* Of the 246 licences projected to be renewed, all or 100% are projected to be processed within the established processing standard. **The KPI for this activity is 90% or 221 (90% of 246).**

### Summary of Renewal Licensing Activities as at 2016 September 30

Particulars	April – Jun 2016	July – Sept. 2016	Oct – Dec 2016	Jan – Mar 2017	April – Jun 2016 (YTD)
Renewal Target	215	60			275
Additions	4	9			13
Cancelled	11	3			14
Renewable Amount	208	66			274
Granted/Approved	176	70 <sup>1</sup>			246

## Interference Management

No. of Interference Cases: For the first half of the 2016/2017 FY, the SMA is projected to investigate 12 cases of interference reports. Of the 12 cases, 2 were brought forward from the previous FY. A total of 11 cases are projected to be resolved with 1 pending. All cases are projected to be resolved within their slated resolution time. **The KPI for resolution within slated time is 90%.**

## Regulatory Compliance

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

- Making monthly Pension payments as required;
- Submitting monthly Payroll statutory deductions in full as required;
- On 2016 July 29, the SMA submitted its Annual Report to the Ministry of Science, Energy and Technology (MSET) and the Ministry of Finance and Planning (MoFP), in accordance with the Public Bodies Management and Accountability Act, (The Act). The Act requires that all Public Bodies submit their Annual Report 4 months after the completion of the FY, which for the SMA, is by July 31 each year.;

<sup>1</sup> The 70 licences here include amounts brought forward as well.

- Submitting the monthly required statements to include Net Credit Report (Statement C), Statement A, 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 16/17 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
<b>1.0</b>	<b>RENEWAL LICENCES</b> - Regulatory Fees - Spectrum Licence Fees	<b>278 Licences</b> <b>422 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>90% 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>	
	Amateur and Alien Amateur	<b>10</b>	
	Citizens Band	<b>10</b>	
	Type Approval	<b>10</b>	
	Other Non-spectrum certification	<b>10</b>	
	Private Radio – Major Network	<b>25</b>	
	Private Radio – Other Network	<b>16</b>	
	Temporary Licence for Maritime	<b>1</b>	
	Permanent Licence for Maritime	<b>3</b>	
	Maritime ( <b>None MAJ</b> )	<b>12</b>	
	Custom Detention Notices	<b>1</b>	
	VSAT	<b>15</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>

Prepared by: Policy and Strategic Planning Division