

PERFORMANCE REVIEW

1st Half of Fiscal Year Report
(April – Sept 2015)

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 (“SMA”, “the Authority”) for the first 6 months of the current Fiscal Year (FY) 2015/16.

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 2015/16 AND BUDGETARY ALLOCATION

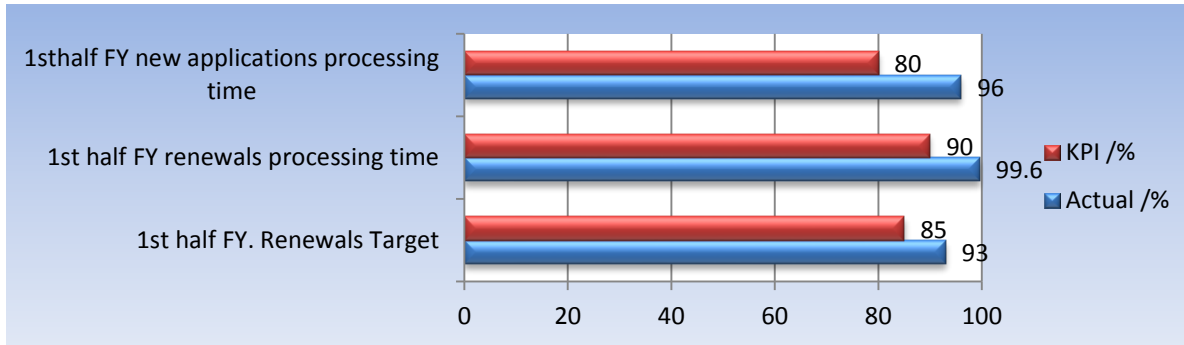
The Authority established targets for its core and support activities for the FY 2015/16 (see Appendix 1). The Authority’s Key Performance Indicators (KPIs) are derived from these targets and they form the basis upon which the Authority’s performance for the FY is analysed.

HIGHLIGHTS OF PERFORMANCE/ACHIEVEMENTS AGAINST TARGETS

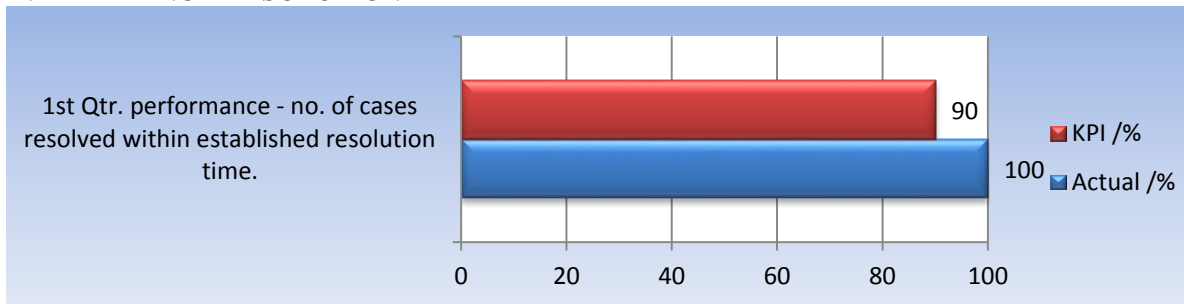
Below is a snapshot of the core operational performances as it relates to the core operational activities.

Core Operational Performance Dashboard

LICENSING



INTERFERENCE RESOLUTION



Licensing

Processing time for new Applications

Summary of Performance

Particulars	YEAR - TO - DATE		
	Actual Apr – Sept.	KPI Apr – Sept.	Variance
% of new applications processed within service standards	96%	80%	16%

Y-T-D: For the 6 months ending 2015 September 30, the SMA having brought forward 15 applications, received 134 applications, of which 118 was granted. Of the 118 licences granted, 113 were processed within their respective standard processing time, which is above the KPI of 94 or 80%.

Renewal Licences

Summary of Performance

Particulars	YEAR - TO - DATE		
	Actual Apr – Sept.	KPI Apr – Sept.	Variance
Number of Licences Renewed	243	221	22
No. of licences renewed within the service standards.	240	219	21

Y-T-D: Projected renewal of 243 licences represents a performance rate of 93%. The target was 262 existing licences, of which there were 12 cancellations and 10 additions. This resulted in a minus 2 net effect on the target of 262 bringing it to 260. The performance rate was above the SMA's **KPI of 85% or 221 (85% of 260) licences for renewals.** Note that licences are only renewed after receipt of payment. Of the 243 licences processed, 2 are without processing standard. Of the 241 with processing standards 240 were processed accordingly. **The KPI for this activity is 90% or 219 (90% of 243).**

Summary of Renewal Licensing Activities as at 2015 September 30

Particulars	April – Jun 2015	July – Sept. 2015	April – Sept. 2015 (YTD)
Renewal Target	205	57	262
Additions	7	3	10
Cancelled	6	6	12
Renewable Amount	206	54	260
Granted/Approved	189	54	243

Interference Management

YTD: No. of Interference Cases: As at 2015 September 30, the SMA investigated 8 cases of interference report, 1 of which was brought forward from the previous FY. Of the 8 cases investigated 5 were resolved as at 2015 September 30, and were all resolved within their respective resolution times. Investigations will continue on the 3 cases pending. The SMA's KPI is with respect to the resolution time. 90% of interference resolved, should be within the standard resolution time. Based on the foregoing results, the SMA has achieved a performance rating of 100%, which was above the **KPI of 90% for interference resolution.**

Legal, Policy and Regulatory

Annual Report

As required, in compliance with the Public Bodies Management and Accountability Act, the SMA submitted its Annual Report on 2015 July 28 to the MSTEM and the MOF, as per requirement for submissions to be made within 4 months after the end of the fiscal year. The following was submitted for Cabinet and Parliament as required:

- Thirty-six (36) tangible copies; and,
- Two (2) copies on compact disc.

Regulatory Compliance

YTD, the SMA continued to maintain 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; and,
- Submitting the Quarterly Contract Awards reports to the Office of the Contractor General, etc.

APPENDIX 1**CORE OPERATIONAL TARGETS**

The following represents corporate core operational and quality of service targets established for the 15/16 FY

No.	Particulars	Targets	Key Performance Indicator (KPI)
1.0	RENEWAL LICENCES	404 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	90% 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	
	Amateur and Alien Amateur	10	
	Citizens Band	10	
	Type Approval	10	
	Other Non-spectrum certification	10	
	Private Radio – Major Network	25	
	Private Radio – Other Network	16	
	Temporary Licence for Maritime	1	
	Permanent Licence for Maritime	3	
	Maritime (None MAJ)	12	
	Custom Detention Notices	1	
	VSAT	15	
	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