Montserrat — A public notice that works when the boat changes



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On Montserrat a short notice can connect several decisions at once. A traveller needs the sailing time, a shop needs its goods and a health worker needs a reachable contact. A shared drafting tool could save staff time only if it preserves who confirmed each detail, when the information expires and how someone without a working link can obtain the same answer.

The decision before local leaders

This paper proposes two starting points for Montserrat. Before either begins, the service owner should agree on an existing comparison service, a way to challenge an error and the conditions for ending the trial.

Check a sample week of passenger and freight notices against their originating operators.

Proposed lead. Access information editor

What to measure. Count notices with a verifiable operator, time and service type, plus corrections missed by any channel.

Conduct a handover drill using an archived hazard bulletin and a clearly marked replacement.

Proposed lead. Participating duty editor with the designated emergency liaison

What to measure. Time the withdrawal of the old version in each channel and record the last location still displaying it.

Local evidence in context

Indicator	Value	Observation	Source
Usual residents, preliminary count	4,386	2023 census	Statistics Department Montserrat
Residents aged 65 and over	19.9%	2023 census	Statistics Department Montserrat

The year and geographic coverage belong to each observation. These figures describe the jurisdiction as a whole. Collect service-level figures before setting a cost target, staff requirement or digital access threshold.

Economic and social needs

Separate a possible sailing from a booking

The government's Access Division oversees air and sea access matters. A travel assistant might combine notices from several operators into a useful list, but one postponed connection makes an onward journey impossible. A shop ordering perishables also needs to know whether a notice concerns passengers or freight. Trial a summary against dated operator notices and record the cost of calls, replacement bookings and spoiled orders after a wrong answer.

Policy response. Show the operator, service type, confirmation time and contact point beside every proposed departure.

Government of Montserrat, Access and Connectivity

Make corrections reachable by telephone

Montserrat's preliminary 2023 census counted 873 residents aged 65 or over, or 19.9% of usual residents. Age does not tell a service which channel a particular person wants. It does make excluding older residents from a user trial a consequential mistake. Invite residents who prefer a call, a printed notice or an online update. Have each person retrieve the same correction and report how long it took.

Policy response. Maintain a staffed correction route and test it with residents who choose different channels.

Statistics Department Montserrat, preliminary findings of the 2023 census

Public institutions and environmental needs

Identify who can issue a change

Montserrat is a UK Overseas Territory. Its Governor’s Office lists special responsibilities including disaster management and external affairs. A single government-looking screen can hide the difference between an operator’s timetable, a public information notice and an authorised emergency direction. Before publication, the office sponsoring a tool should agree who can approve each type, how out-of-hours clearance works and who can withdraw a mistaken message.

Policy response. Attach an issuing office, approving role and expiry time to every consequential notice.

Government of Montserrat, Governor’s Office responsibilities

Keep the volcano zone and the time together

Montserrat’s official hazard-level system for Soufrière Hills Volcano sets out land and maritime zones and describes how access restrictions vary with the hazard level. A summary that retains a zone name but drops a time restriction can change the meaning of the notice. The proposed service should reproduce the dated official instruction and offer a way to hear it read aloud. A new bulletin should invalidate summaries based on the preceding version.

Policy response. Rehearse withdrawing an expired notice from the web page, telephone script and printed display.

Government of Montserrat, Soufrière Hills Volcano Hazard Level System, version 3

How the policy would change a decision

Have a caseworker compare a sample resident’s request with the work order the assistant prepares. In the contractor’s view, check that the contractor receives the repair description and necessary address details while the private family information stays with the handling officer.

- Document what the housing office needs to schedule a job and which fields its contractors can see.
- Let residents report a fault or correct its priority by telephone. Give the handling officer access to the original message and authority to change the schedule.

The department head should retain the legal basis for the proposed use and a sample of the contractor’s view with sensitive details removed. Keep work orders under manual review if the system passes household information to a contractor who has no need for it.

Source: CAIA jurisdiction guide for Montserrat. The worked example illustrates the proposal.

Show the notice and map together

Show the Observatory’s notice, date and map alongside any explanation. If the feed is missing or stale, stop the automated answer and direct readers to the official notice. Never guess a zone’s status.

The local pilot connects to Transport, logistics and disaster response · Tourism, retail and small businesses. Review R11 · R18 in the regional risk register.

Implementation and public review

Stage	Evidence or decision	Proposed responsibility
Before the trial	Define a completed case and sample the current process. Include people who use the phone, desk or an offline route.	Access information editor
During shadow testing	Count notices with a verifiable operator, time and service type, plus corrections missed by any channel. Compare the same cases through both routes and record every override.	Access information editor
At the local decision	Time the withdrawal of the old version in each channel and record the last location still displaying it. Record whether the result justifies a live trial and identify the person who can stop it.	Participating duty editor with the designated emergency liaison
After six months	Publish results by channel, the correction time, unresolved complaints and the decision to continue, revise or stop.	Local service owner

What partners can share

Montserrat and regional volcanic observatories could share outdated-map tests. The decision to change access conditions remains with the competent Montserrat authorities.

Record the local approval, correction route and stop authority before exchanging results. Other jurisdictions can reuse the method and run their own tests. Regional recommendation 5.

Where to draw the boundary

An office adopting this proposal would still need to check its own powers, contracts and data permissions. Organisations named as possible reviewers or leads have not been appointed by this publication. Publish any accepted role and its date with the local trial record.

A 90-day plan for the first service

Check a sample week of passenger and freight notices against their originating operators.

Proposed pilot lead. Access information editor

A passenger notice inherits the terms for cargo service

Failure to test. An AI summary mixes the operator, service type or update time of two access notices.

Evidence to retain. Keep originating notices, publication versions and timestamps for each channel that carries a correction.

Pause condition. A notice could send a passenger or cargo operator to a service that no longer applies.

When	Proposed action and evidence
Days 1–30	Access information editor agrees the eligible cases, existing service measures, staffed alternative and authorised decision owner. Record reviewers and a cost estimate in local currency for staff time, testing, access and recovery. Identify the funding source and who would approve it.

When	Proposed action and evidence
Days 31–60	Run the original and proposed routes on the same sample. Count notices with a verifiable operator, time and service type, plus corrections missed by any channel. Report counted errors and eligible cases by channel and language where lawful, plus the time from error report to correction.
Days 61–90	Witness the fallback, correction and restart before asking the accountable officer for a decision. Pause on the condition above. Record affected cases, unresolved issues, costs and the date for the next check.
Six months after live launch	Publish a lawful comparison with the baseline, including corrections, open complaints and the decision to continue, change or end the use.

Sponsorship, funding and the proposed lead’s acceptance require a recorded local decision. Share test methods with Caribbean partners using the local data permissions.

Sector guide · Government of Montserrat, Access and Connectivity · Local evidence and sources · Regional high-impact use rules · Local risk scenario

Sources and method

The committee used published local evidence to select the four priorities and compared them with the Caribbean AI Framework's requirements for access, data, skills, oversight and adoption. Recommendations and stories are editorial proposals. This edition reports no results from a completed local pilot.

1. Government of Montserrat, Access and Connectivity
2. Statistics Department Montserrat, preliminary findings of the 2023 census
3. Government of Montserrat, Governor's Office responsibilities
4. Government of Montserrat, Soufrière Hills Volcano Hazard Level System, version 3
5. Statistics Department Montserrat — Usual residents, preliminary count
6. Montserrat jurisdiction guide, Caribbean AI Association
7. Montserrat pilot note, Caribbean AI Association
8. Caribbean AI Framework, consultation edition, 27 November 2026

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