# A Saint Lucian service must make sense when people hear it



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A warning, a produce order and a public contract all depend on a listener understanding what will happen next. Saint Lucia can test AI by asking a grower to confirm the quantity, a Kwéyòl speaker to repeat the action and a purchasing officer to explain why a supplier passed. Those answers give the region useful evidence without exporting household or commercial records.

## The decision before local leaders

This paper proposes two starting points for Saint Lucia. 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.

### Run a radio rehearsal on a dated practice notice with listeners from the named area.

**Proposed lead.** Community broadcaster and sponsoring service editor

**What to measure.** Count wrong place names and wrong actions separately, then repeat the test after editing.

### Compare model purchase forecasts with confirmed orders over one harvest period.

**Proposed lead.** Participating cooperative and Marketing Board buyer

**What to measure.** Count crates harvested against cancelled or unconfirmed orders, alongside errors in the existing method.

# Local evidence in context

| Indicator | Value | Observation | Source |
|---|---|---|---|
| **Population** | 180,149 | 2025 | World Bank WDI |
| **GDP per person, current US dollars** | 14,746 | 2025 | World Bank WDI |
| **Residents aged 65 and over** | 10.0% | 2025 | World Bank WDI |
| **People using the internet** | 68.2% | 2024 | ITU / World Bank |

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

## Give growers a confirmed order

Saint Lucia's agriculture ministry describes a division of work in which the Marketing Board buys, aggregates and distributes produce while the ministry's marketing unit develops demand. A buyer enquiry and a confirmed purchase are therefore different records. If a model turns expressions of interest into orders, growers can harvest too early and bear the loss. A trial should follow rejected, reduced and cancelled orders through to the farm.

**Policy response.** Separate enquiries, confirmed purchases and cancellations in any demand forecast and let growers check the order before harvesting.

Ministry of Agriculture and Saint Lucia Marketing Board, market coordination

## Ask listeners to repeat the instruction

The Saint Lucia National Commission for UNESCO launched a project in 2022 to train community correspondents reporting in Kwéyòl for radio. Broadcasters and listeners can bring that experience to an AI drafting trial. A translation can sound natural while leaving uncertainty about which river or road it names. Give listeners the proposed message once, ask what they heard and have a speaker familiar with the area check the answer.

**Policy response.** Pay local reviewers to test the place, intended action and deadline in both the written and spoken messages.

Government of Saint Lucia, community journalism in Kwéyòl

# Public institutions and environmental needs

## Buy a service the public can challenge

Saint Lucia's Public Procurement Act assigns the Director functions including standard tender documents and public procurement information. A purchasing team considering an AI supplier can use a tender to specify the evidence it expects before signing. Require a record export and a witnessed rerun of a failed case. A supplier's demonstration is of limited help if staff cannot inspect why a resident received a different answer.

**Policy response.** Set an acceptance test and an exit test in the tender, with a named officer to record failures and costs.

Public Procurement Act, Cap. 15.10, section 5

## Avoid reopening a road from an old image

The government's draft environmental assessment for Fond St Jacques and Saltibus describes slumps and slope failures affecting Saint Lucia's roads. A picture taken before heavy rain may still be the most recent clear image in a system. A routing assistant should retain the time of observation and identify who verified access. A driver deciding whether to carry passengers needs a confirmed route or a contact who can check.

**Policy response.** Expire old road observations and require field confirmation before changing a closure notice.

Government of Saint Lucia, revised draft environmental and social impact assessment for Fond St Jacques and Saltibus, 2025

# How the policy would change a decision

Ask clinicians and fluent local speakers to prepare two messages conveying the same concern in different words. Compare where the system sends each one. An authorised clinician should review uncertain and urgent messages, and a patient should still be able to contact the clinic by phone.

- Identify the condition permitting this use of health information. Restrict access to the people handling the appointment or clinical review.
- Record which test messages reached a clinician and which landed in the wrong queue. Repeat the test after changing the model or its language settings.
- Set a deletion rule for tool logs that accounts for separate retention duties governing the clinical record.

The clinical lead should review paired language tests and a timed handover to a clinician. Keep the queue and outcome for each test message. Use staff intake while an unresolved error can leave a potentially urgent request in the routine queue.

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

## Ask listeners what they would do

Pay speakers to review a short radio warning in Kwéyòl and English. Ask a second group, including older residents and people who use screen readers, to name the place, action and deadline. Record misunderstandings and revise.

The local pilot connects to Transport, logistics and disaster response · Health and clinical care · Public health and disability access. 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. | Community broadcaster and sponsoring service editor |
| **During shadow testing** | Count wrong place names and wrong actions separately, then repeat the test after editing. Compare the same cases through both routes and record every override. | Community broadcaster and sponsoring service editor |
| **At the local decision** | Count crates harvested against cancelled or unconfirmed orders, alongside errors in the existing method. Record whether the result justifies a live trial and identify the person who can stop it. | Participating cooperative and Marketing Board buyer |
| **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

Saint Lucia and Dominica could share question sets for testing warnings. Each would pay its own reviewers and decide which Kwéyòl phrasing listeners can act on.

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

Run a radio rehearsal on a dated practice notice with listeners from the named area.

**Proposed pilot lead.** Community broadcaster and sponsoring service editor

### A radio notice changes the action although the place name is right

**Failure to test.** A practice notice directs a community to do something different from the authorised alert.

**Evidence to retain.** Keep the dated source, radio transcript and distinct counts for incorrect place and action.

**Pause condition.** A listener could take the wrong action when the warning is repeated aloud.

| When | Proposed action and evidence |
|---|---|
| **Days 1–30** | Community broadcaster and sponsoring service 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. |
| **Days 31–60** | Run the original and proposed routes on the same sample. Count wrong place names and wrong actions separately, then repeat the test after editing. 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 Saint Lucia, revised draft environmental and social impact assessment for Fond St Jacques and Saltibus, 2025 · 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. Ministry of Agriculture and Saint Lucia Marketing Board, market coordination
2. Government of Saint Lucia, community journalism in Kwéyòl
3. Public Procurement Act, Cap. 15.10, section 5
4. Government of Saint Lucia, revised draft environmental and social impact assessment for Fond St Jacques and Saltibus, 2025
5. World Bank WDI — Population
6. World Bank WDI — GDP per person, current US dollars
7. World Bank WDI — Residents aged 65 and over
8. ITU / World Bank — People using the internet
9. Saint Lucia jurisdiction guide, Caribbean AI Association
10. Saint Lucia pilot note, Caribbean AI Association
11. Caribbean AI Framework, consultation edition, 27 November 2026


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