# Sint Maarten — Rebuilding a service record after the storm



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Sint Maarten’s recovery experience makes this a practical test for AI: can an airport worker, a housing applicant or a planning officer still find the underlying evidence and reach the local person responsible when records are incomplete?

## The decision before local leaders

This paper proposes two starting points for Sint Maarten. 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.

### Compare repair assessments before and after residents add evidence.

**Proposed lead.** Participating housing recovery review lead

**What to measure.** Count changed assessments and time to resolve disputed files.

### Run a scheduling drill using local flight confirmations during a feed disruption.

**Proposed lead.** Airport duty manager and participating transport operators

**What to measure.** Measure time to a usable roster and the number of unconfirmed arrivals treated as certain.

# Local evidence in context

| Indicator | Value | Observation | Source |
|---|---|---|---|
| **Population** | 43,923 | 2025 | World Bank WDI |
| **GDP per person, current US dollars** | 42,978 | 2025 | World Bank WDI |
| **Residents aged 65 and over** | 14.5% | 2025 | World Bank WDI |

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

## Plan for missing airport data

After Hurricane Irma, the Sint Maarten airport reconstruction project set out to restore passenger capacity at Princess Juliana International Airport and improve hurricane resilience. A staffing assistant trained on normal flight arrivals can recommend the wrong shift during a disrupted recovery. A proposed pilot should give dispatchers a way to override a forecast, identify which flights were confirmed and record when local observations became more reliable than the feed.

**Policy response.** Rehearse an operating day with a stale arrival feed and give the duty manager a manual scheduling route.

World Bank, Sint Maarten Trust Fund project factsheets: airport reconstruction

## A roof photo is only one piece of a repair file

The National Recovery Program Bureau describes a home repair programme intended to return vulnerable families affected by Hurricane Irma to their homes. A model can order photographs for a reviewer, but photographs taken after temporary repairs may conceal the original damage. The proposed policy gives the applicant a route to add a dated account, a different image or a site visit request before the team closes a disputed repair file.

**Policy response.** Keep the original photograph, the applicant’s correction and the officer’s reason together.

Sint Maarten National Recovery Program Bureau, Home Repair Program

# Public institutions and environmental needs

## Make a public decision traceable

The Ombudsman of Sint Maarten describes its role in handling public complaints about government bodies and entities exercising public authority. Where AI helps a department prepare a letter, the resident should be able to identify the body that acted and how to challenge the decision. Notices used in Sint Maarten should give the competent local contact. A shared island name or a cross-border supplier should never determine the address on a complaint.

**Policy response.** Have a resident follow the complaint instructions on a sample notice and record where it lands.

Ombudsman Sint Maarten, Role and complaint procedures

## Treat Mullet Pond as a wetland in a permit file

Sint Maarten's Nature Policy Plan records the Ramsar designation of the Mullet Pond section of Simpson Bay Lagoon and identifies mangrove and seagrass habitat there. A computer-generated site plan may label water beside a quay as unused space. A planning officer needs the official boundary, the date of the base map and a field observation where development could affect the wetland. A clean outline on a screen supplies none of these on its own.

**Policy response.** Flag proposals overlapping the wetland for an officer to compare with authoritative mapping.

Government of Sint Maarten, Nature Policy Plan 2021–2025

# How the policy would change a decision

Take an application that the score would reject. Give the credit officer the original statements and the applicant’s explanation. Check that changing the decision also changes the outcome delivered to the applicant.

- Identify the specific exception and its safeguards if the lender intends to rely on Article 34.
- Let an applicant explain an unusual payment pattern and give the reviewer enough time to assess the evidence.

The head of credit should retain the test application and the final outcome displayed in the lending system. If an officer approves a case but the applicant still receives a rejection, pause automated decisions and reopen the affected cases.

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

## Test notices with passengers crossing the island

Ask airport and passenger-service staff to test messages with residents and travellers in English and other languages they request. Include a person who uses a wheelchair and someone with no roaming data.

The local pilot connects to Transport, logistics and disaster response. 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. | Participating housing recovery review lead |
| **During shadow testing** | Count changed assessments and time to resolve disputed files. Compare the same cases through both routes and record every override. | Participating housing recovery review lead |
| **At the local decision** | Measure time to a usable roster and the number of unconfirmed arrivals treated as certain. Record whether the result justifies a live trial and identify the person who can stop it. | Airport duty manager and participating transport operators |
| **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

The operators on each side could agree how to spell shared place names and date the notice. Keep passenger records with the issuing operator unless a separate arrangement authorises a transfer.

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

Compare repair assessments before and after residents add evidence.

**Proposed pilot lead.** Participating housing recovery review lead

### An earlier housing assessment hides a resident’s new evidence

**Failure to test.** An AI summary preserves the earlier decision even after residents submit a credible correction.

**Evidence to retain.** Keep the original file, dated submission and independent reviewer’s changed decision.

**Pause condition.** An adverse repair decision could be made before the reviewer sees the new evidence.

| When | Proposed action and evidence |
|---|---|
| **Days 1–30** | Participating housing recovery review lead 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 changed assessments and time to resolve disputed files. 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 · Sint Maarten National Recovery Program Bureau, Home Repair Program · 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. World Bank, Sint Maarten Trust Fund project factsheets: airport reconstruction
2. Sint Maarten National Recovery Program Bureau, Home Repair Program
3. Ombudsman Sint Maarten, Role and complaint procedures
4. Government of Sint Maarten, Nature Policy Plan 2021–2025
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. Sint Maarten jurisdiction guide, Caribbean AI Association
9. Sint Maarten pilot note, Caribbean AI Association
10. Caribbean AI Framework, consultation edition, 27 November 2026


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