US Virgin Islands — A reliable handover between islands



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An AI answer in the US Virgin Islands should identify the island, the responsible operator and the time its information was checked. That discipline matters to a passenger using a ferry schedule, a shop preparing for visitors and a field team comparing two reef surveys.

The decision before local leaders

This paper proposes two starting points for US Virgin Islands. 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.

Rehearse one changed ferry departure across the web and terminal channels.

Proposed lead. Participating operator and passenger information desk

What to measure. Measure how long conflicting answers remain available and whether callers reach the operator.

Re-score repeat reef photographs after checking field conditions.

Proposed lead. Participating reef monitoring team

What to measure. Count flags confirmed, withdrawn and left unresolved after field review.

Local evidence in context

Indicator	Value	Observation	Source
Population	103,792	2025	World Bank WDI
GDP per person, current US dollars	44,321	2022	World Bank WDI
Residents aged 65 and over	23.1%	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

Separate spending from a count at the port

The US Bureau of Economic Analysis reported that higher visitor spending helped increase the territory's service exports in 2022, even as its overall real GDP declined. A business assistant that takes the number of visitors as a guide to every shop's revenue could badly misjudge what stock to buy. Try the forecast against dated till records and operator knowledge on each island, including weeks when receipts and arrivals move in opposite directions.

Policy response. Evaluate buying recommendations against actual sales and unsold stock for each participating business.

US Bureau of Economic Analysis, US Virgin Islands GDP, 2022

Give a ferry answer an expiry time

The territorial Department of Public Works publishes passenger ferry information for St Thomas and St John, including different fare categories. A travel assistant quoting a copied page should tell the rider which operator and sailing the answer concerns. For a test, ask staff to change one departure and trace how long an old answer remains visible. Offer a way to confirm at the terminal when the online record has expired.

Policy response. Test a changed sailing, a concession fare and a lost connection before issuing passenger-facing answers.

Virgin Islands Department of Public Works, Ferries

Public institutions and environmental needs

Know which office has power to act

The US Department of the Interior traces territorial self-government to the Organic Act of 1936 and the more detailed structure of the Revised Organic Act of 1954. A shared Caribbean service should leave each territorial or federal office responsible for decisions within its remit. Before an assistant classifies a complaint, have the programme owner document who can correct the record, order a remedy and tell the resident what happened.

Policy response. Test a misdirected complaint with the receiving office and log the time until it reaches someone authorised to resolve it.

US Department of the Interior, US Virgin Islands

Keep a reef observation separate from a cause

The US National Park Service identifies sediment runoff, groundings and other local pressures on reefs in Virgin Islands National Park. An assistant comparing photographs from St John could flag an area for inspection. Colour or visibility alone cannot identify which pressure caused a change. Before a team attributes damage, it should compare observations from the same site and give a field specialist the conditions and dates of both surveys.

Policy response. Allow an unknown cause in the survey record and require field review before attributing damage to a particular activity.

US National Park Service, Virgin Islands National Park coral reef monitoring, 2022

How the policy would change a decision

Suppose the vendor tells a benefits office that a resident using an ordinary account retrieved somebody else’s call transcript. Stop that retrieval function. Establish which account saw which record, the fields in it and whether the information meets the statutory definition.

- Agree who owns or maintains each recording and transcript, and how the vendor will alert the agency to suspected unauthorised acquisition.
- Preserve access logs for the affected accounts and record the system version. Limit the number of people who can view material collected for the investigation.
- Assign an official to determine the notice route. Have a second person verify the repair with test accounts that belong to separate cases.

Before release, the service owner should see two staged accounts retrieve only their own transcripts. If either account can retrieve the other record, keep that feature closed. Following an incident, document the scope and notice decision and repeat the same access test against the repaired version.

Source: CAIA jurisdiction guide for US Virgin Islands. The worked example illustrates the proposal.

Ask local divers to verify cloudy images

Ask local divers, shore users and scientists from the participating islands to verify labels. Include cloudy-water photographs and a way to contribute observations without owning a dive camera. Keep personal and vessel identifiers out of the public map.

The local pilot connects to Agriculture and fisheries. Review R02 · R05 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 operator and passenger information desk
During shadow testing	Measure how long conflicting answers remain available and whether callers reach the operator. Compare the same cases through both routes and record every override.	Participating operator and passenger information desk
At the local decision	Count flags confirmed, withdrawn and left unresolved after field review. Record whether the result justifies a live trial and identify the person who can stop it.	Participating reef monitoring team
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 British Virgin Islands or Puerto Rico could try the same method for classifying silt. Start by sharing the map at the broadest scale partners can use and keep inspection records and decisions within each jurisdiction.

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

Rehearse one changed ferry departure across the web and terminal channels.

Proposed pilot lead. Participating operator and passenger information desk

A ferry change reaches the web but misses the terminal

Failure to test. Travel instructions disagree between the terminal and web channels after a departure changes.

Evidence to retain. Keep the operator’s notice, screenshots or dated signs and time to correction by channel.

Pause condition. Passengers could follow a superseded departure after the operator has corrected the schedule.

When	Proposed action and evidence
Days 1–30	Participating operator and passenger information desk 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. Measure how long conflicting answers remain available and whether callers reach the operator. 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 · US Bureau of Economic Analysis, US Virgin Islands GDP, 2022 · 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. US Bureau of Economic Analysis, US Virgin Islands GDP, 2022
2. Virgin Islands Department of Public Works, Ferries
3. US Department of the Interior, US Virgin Islands
4. US National Park Service, Virgin Islands National Park coral reef monitoring, 2022
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. US Virgin Islands jurisdiction guide, Caribbean AI Association
9. US Virgin Islands pilot note, Caribbean AI Association
10. Caribbean AI Framework, consultation edition, 27 November 2026

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