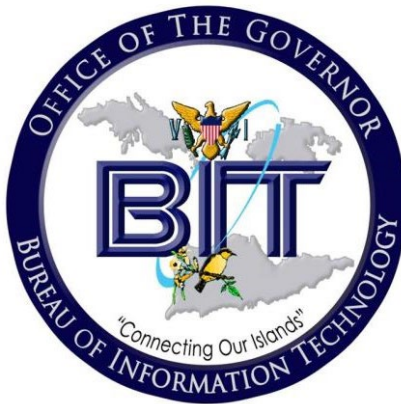


The 36th Legislature of the U.S. Virgin Islands
Committee on Budget, Appropriation and Finance

Bureau of Information Technology

Bill No. 36-0045

June 8, 2026



Presented by:
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1 Good day, Chairperson Novelle Francis, Jr., members of the Committee on Budget,
2 Appropriations and Finance, and other Senators. I am Rupert Ross, Director of the Bureau of
3 Information Technology and the Chief Information Officer for the Government of the Virgin
4 Islands. I appreciate the opportunity to testify on Bill No. 36-0045, which proposes an
5 investment in technological upgrades for the Taxicab Commission.

6 At the outset, I want to be clear that the Bureau of Information Technology does not take a
7 position on the specific funding source or appropriation mechanism reflected in this bill. Our
8 role is to evaluate the technical opportunity presented and to ensure that, should resources
9 be made available, the Territory is positioned to deliver a successful and sustainable
10 modernization effort.

11 From a technology standpoint, the need for modernization within the Taxicab Commission
12 is well understood. The agency currently relies on manual processes and paper-based
13 records, which limit efficiency, slow service delivery, and create challenges in maintaining
14 accurate and accessible information. Transitioning to a digital, structured environment
15 represents an important step forward in improving operations, transparency, and service to
16 the public.

17 Importantly, this is not a new relationship or a future concept. BIT has already been actively
18 supporting the Taxicab Commission in strengthening its technology environment. Earlier this
19 year, we successfully completed the procurement and installation of a new network and
20 computing infrastructure at the Commission. This included deploying fully operational
21 computer systems for staff, integrating those systems into the government domain, and
22 implementing enhanced network infrastructure, including a new firewall and network
23 switch, to improve both performance and security.

24 In addition, the environment was configured to support core operational needs, including
25 printing, scanning, and secure data backup capabilities. This work established a stable and
26 secure foundation upon which further modernization efforts can build.

27 This recent progress demonstrates commitment to supporting the Commission and BIT's
28 ability to execute. It also highlights an important point: modernization is not a single event,
29 but a series of coordinated improvements that build on one another over time.

30 If this investment moves forward, BIT is prepared to continue that support by providing the
31 technical leadership and implementation expertise necessary to advance the next phase of
32 modernization.

33 Specifically, BIT can assist in digitizing existing records and implementing a structured
34 electronic records system that allows information to be securely stored, easily retrieved, and

35 managed in accordance with government standards. This will significantly reduce
36 administrative burden and improve access to critical information.

37 Another critical area is workflow automation. BIT can support the design and
38 implementation of structured digital workflows to streamline core processes such as
39 licensing, permitting, complaints, and enforcement. By reducing reliance on manual
40 handoffs, the Commission can improve processing timelines and deliver more consistent
41 and transparent services.

42 Equally important is ensuring that any solutions implemented are secure, scalable, and
43 aligned with the broader Government of the Virgin Islands technology environment. This
44 includes applying cybersecurity best practices, protecting sensitive data, and enabling
45 future integration with other government systems as needed.

46 We approach this effort as a partnership with the Taxicab Commission. Our objective is to
47 bring the technical expertise, standards, and operational support necessary to help the
48 agency succeed, while allowing the Commission to maintain full ownership of its mission
49 and service delivery.

50 This presents a meaningful opportunity for the Territory to improve how a key agency
51 operates and serves the public. With the right technical execution, it can reduce
52 administrative inefficiencies, improve responsiveness, and create a more modern and
53 accessible experience for both operators and customers within the tourism sector.

54 In closing, while BIT does not take a position on the funding mechanism within Bill No. 36-
55 0045, we stand ready to support the Taxicab Commission in delivering a successful
56 modernization effort if resources are made available.

57 Thank you for the opportunity to testify. I am available to answer any questions.