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## **DPNR Cites Staffing Shortage as Cause of Vessel Registration Delays, Urges Online Payments to Ease Backlog**

**Facing a temporary staffing shortage during peak season, DPNR's Enforcement Division has shifted vessel registration processing to its St. Croix office and is urging the public to use online payment options to help reduce delays and improve efficiency.**

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The V.I. Department of Planning and Natural Resources is urging the public to exercise patience and utilize digital tools as it navigates delays in vessel registration processing due to a temporary staffing shortage.

As the territory approaches the height of registration season, the Division of Environmental Enforcement—responsible for handling vessel registrations—is currently operating with limited personnel. With staffing stretched thin, the bulk of registration processing duties has shifted to the department’s St. Croix office, according to DPNR Commissioner Jean-Pierre L. Oriol.

“We kindly ask for the community’s patience, understanding, and cooperation during this time,” said Oriol in a statement issued Wednesday.

To help ease the backlog and streamline operations, the division is encouraging all vessel owners to take advantage of its online payment system at [my.onlinemooring.com](http://my.onlinemooring.com). Those needing assistance can also complete payment over the phone by contacting the St. Croix office at (340) 773-5774.

While the department continues to fulfill its enforcement and service responsibilities, staff are also managing a high volume of phone calls, many of which involve addressing complaints and de-escalating tensions. According to the commissioner, this has further impacted the team’s ability to stay focused on registration duties.

DPNR says it remains committed to resolving the issue and asks for public cooperation to help manage the temporary challenges.