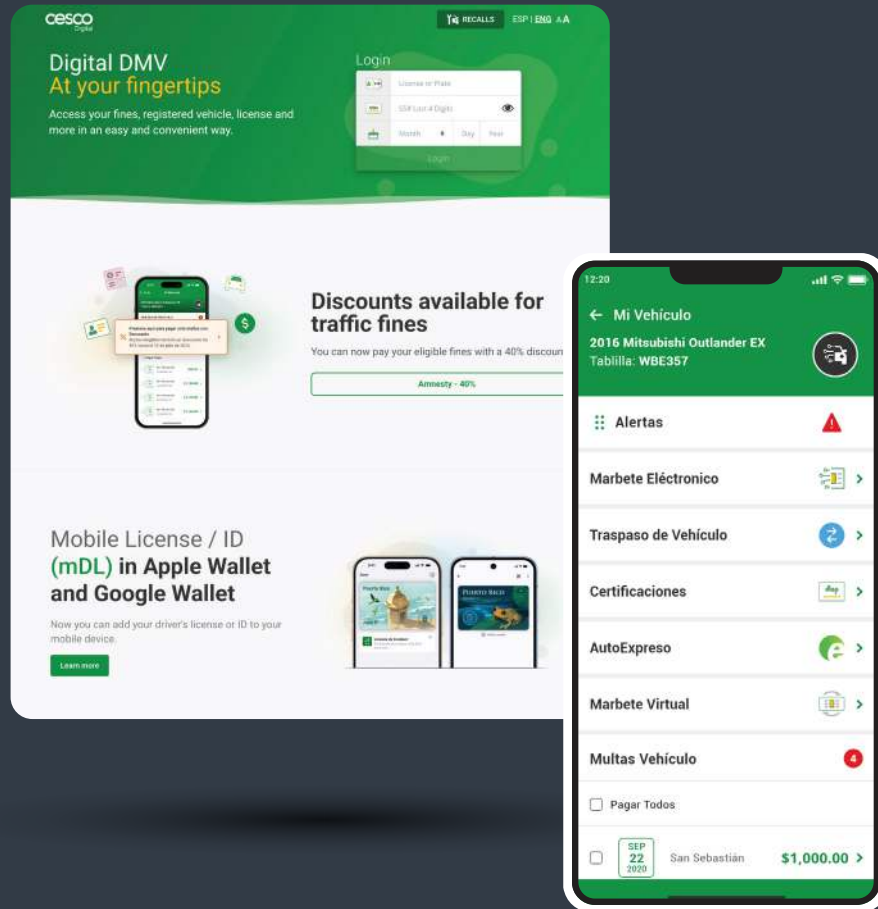




CESCO DIGITAL

Digital Experience: Enterprise Solutions

NASCIO State IT Recognition Awards Submission
Puerto Rico Innovation & Technology Service (PRITS)

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EXECUTIVE SUMMARY



cescodigital.pr.gov

CESCO Digital is Puerto Rico's integrated digital mobility platform designed to modernize and simplify transportation-related government services through a citizen-centered experience. Led by the Puerto Rico Innovation and Technology Service (PRITS) in collaboration with the Department of Transportation and Public Works (DTOP) and multiple inter-agent partners, the initiative transformed fragmented and heavily manual processes into a unified digital ecosystem accessible through web and mobile platforms.

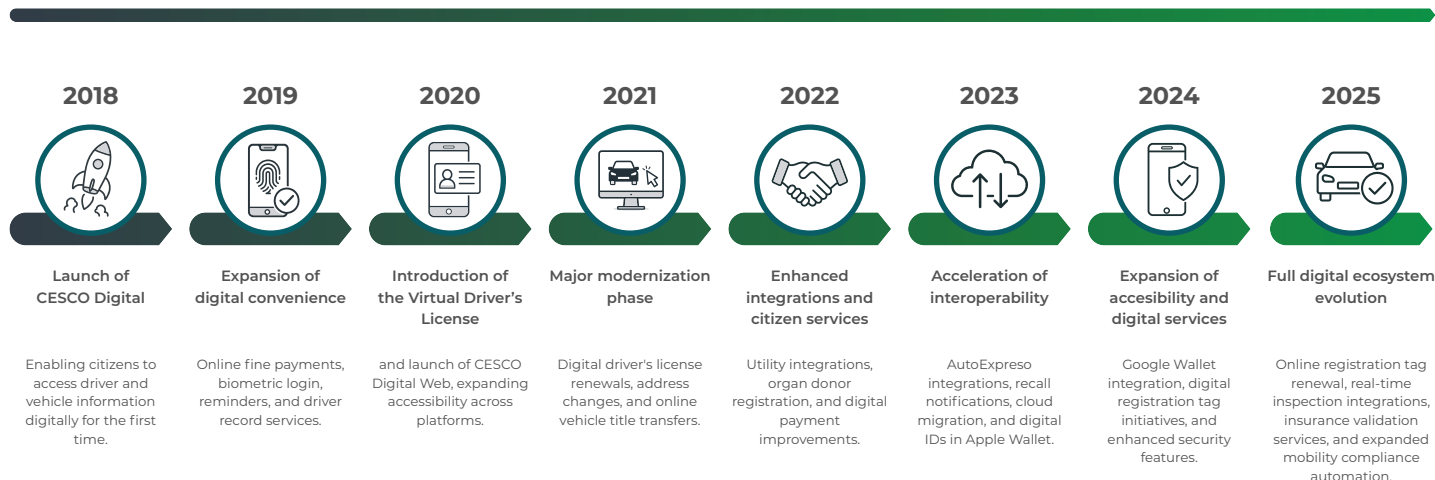
The platform centralizes key services such as vehicle registration renewals, driver's license services, traffic fine and toll payments, digital notifications, and access to vehicle-related information. By integrating multiple agencies and external partners into a single digital experience, CESCO Digital significantly reduced process complexity, improved operational efficiency, and expanded citizen access to government services.

Beyond digitizing existing processes, the project redesigned the citizen experience through interoperability, automation, and modern digital tools, including digital IDs, real-time integrations, and automated compliance reminders. The initiative has driven strong citizen adoption, increased digital transactions and collections, reduced dependency on in-person services, and strengthened transparency and accessibility across Puerto Rico's transportation ecosystem.

CESCO Digital continues to evolve as a scalable digital government platform, positioning Puerto Rico as a leader in citizen-centered digital transformation and providing a replicable model for other jurisdictions seeking to modernize mobility and transportation services.

A journey of innovation and impact

From a digital access initiative to a full mobility ecosystem, transforming how citizens connect with government transportation services.



IDEA

What problem or opportunity does the project address?

Before CESCO Digital, Puerto Rico faced a fragmented ecosystem of transportation and motor vehicle-related services. Citizens had to interact with multiple platforms and administrative processes to manage fines, toll debts, vehicle registration renewals, and other essential mobility-related services. In many cases, these processes required in-person visits to government offices, resulting in long wait times, paper-based workflows (prone to errors, loss, and fraud), and duplicated procedures across multiple entities that did not communicate with each other in real time, leading to a complex user experience for citizens.

This fragmentation also created significant operational challenges for the government, including limited visibility into outstanding obligations, manual administrative processes, and difficulties in centralizing information from different entities within the transportation ecosystem.

For example, to renew the vehicle registration decal (marbete), which is the mandatory annual vehicle registration, a citizen had to navigate separate processes—often in person—with multiple entities that did not communicate with each other in real time.

The Vehicle Registration Renewal Process Before CESCO Digital (Worst-Case Scenario)

Before CESCO Digital, renewing a vehicle registration decal (marbete) in Puerto Rico, especially in the worst-case scenario, was a fragmented, time-consuming, and heavily manual process:

During peak periods, especially at the end of the month when most citizens renewed their registration, government offices became overcrowded, resulting in long lines, system congestion, and frustrated citizens navigating a slow and fragmented experience.

CESCO Digital emerges as a transformative solution that integrates multiple transportation services into a single citizen-centered digital platform. The platform allows users to view and pay traffic fines and toll debts, renew driver's licenses, renew vehicle registration tag decals (marbete), verify vehicle information, and access transaction history, all through a unified interface accessible via mobile devices and the web.



Registration Tag Renewal

Over the past few years, particularly since 2023, advanced functionalities have been incorporated, including vehicle registration (marbete) renewal, email reminders for renewal deadlines, email notifications for outstanding traffic fines, and the ability to pay traffic fines and AutoExpreso toll debts (the toll operator) via both web and mobile platforms. Additional enhancements include vehicle recall searches, recall alerts integrated into vehicle registration records, the integration of digital driver's licenses and IDs into Apple Wallet and Google Wallet, and the implementation of digital communication of approved vehicle inspections across inspection centers throughout the island.

These innovations have established CESCO Digital as the primary gateway to government mobility services in Puerto Rico.



Why does it matter?

Vehicle-related services directly impact the majority of Puerto Rico's adult population and generate millions of annual transactions tied to legal compliance, mobility, and road safety. The payment of outstanding tolls and traffic fines is a mandatory requirement for completing processes such as vehicle registration renewal (marbete) or vehicle title transfers. Delays or difficulties in completing these processes have direct economic consequences for citizens, who often lose hours or even days of work while handling these administrative procedures.

Before the implementation of CESCO Digital, citizens faced multiple barriers to fulfilling these obligations due to the lack of system integration and the requirement to complete processes in person. This situation created high operational costs for the government and placed a significant administrative burden on the agencies responsible for managing these services.

The digitalization and integration of these processes improves government efficiency, increases revenue collection by making payments more accessible, and simplifies citizen compliance. In addition, the platform enhances transparency and access to information by allowing citizens to clearly view their obligations and transaction history.

The project also enables the resolution of historical toll debts, considering that these obligations do not expire and must be settled in order to complete vehicle-related transactions. By centralizing this information within a single platform, the government facilitates citizen compliance, reduces the costs associated with manual processing, and increases overall revenue collection.

What makes it different?

CESCO Digital stands out from traditional government digitalization initiatives because it does not simply replicate existing processes online. Instead, it integrates multiple services into a citizen-centered digital mobility ecosystem. CESCO Digital redesigned each service workflow from the citizen's perspective, eliminating unnecessary steps, manual procedures, paperwork, and bureaucratic barriers. The platform enables citizens to manage, in a single interface, services related to driver's licenses, vehicle registration, tolls, traffic fines, marbete renewals, and other vehicle-related transactions. This "one-stop-shop" model significantly reduces process complexity and improves the overall user experience.

Among the system's most relevant innovations are the integration of toll and traffic fine payments through web and mobile platforms, the ability to process payments of up to \$5,000 per transaction with options to split larger

balances, the availability of digital receipts in the payment history, and interoperability with external systems such as AutoExpreso.

In addition, the project incorporates modern digital experience features such as driver's license renewals, vehicle registration (marbete) renewals, traffic fine payments, integration of digital driver's licenses and IDs into Apple Wallet and Google Wallet, automated email notifications related to unpaid fines or renewal reminders, and improvements in digital processes such as vehicle title transfers.

CESCO Digital integrates with multiple agencies and entities with the goal of simplifying and improving the user experience, reducing data entry, minimizing errors, decreasing fraud, and eliminating dependence on paper-based processes.

This set of innovations positions CESCO Digital as a modern government services platform that combines interoperability, user experience, and operational efficiency.

What makes it universal?

The challenge addressed by CESCO Digital is common across many jurisdictions: the fragmentation of public services related to transportation, licensing, and vehicle compliance. In numerous states and territories, citizens must interact with multiple systems to complete motor vehicle-related transactions, resulting in complex processes and an inefficient user experience. This is further compounded by increasing citizen expectations for seamless digital services.

The approach adopted in Puerto Rico demonstrates how the digital integration of services can significantly simplify the interaction between citizens and government. The unified platform model developed through CESCO Digital can be replicated by other states seeking to modernize their systems for driver licensing, vehicle registration renewals, traffic fine payments, and toll payment systems.

In addition, the project directly aligns with several strategic priorities identified by NASCIO for state Chief Information Officers, including improving the citizen digital experience, optimizing government processes through technology, and fostering interagency collaboration to develop integrated technology solutions.

IMPLEMENTATION

What was the roadmap?

The evolution of CESCO Digital was driven by a progressive technological modernization strategy that gradually transformed transportation services in Puerto Rico. The process began with the identification of key pain points in existing workflows and collaboration with various agencies and entities involved in these services. It started with the initial digitization of CESCO services, followed by the gradual expansion of functionalities that enabled online inquiries and transactions.

Beginning in 2023, service integration accelerated significantly, incorporating additional entities involved in renewal processes and introducing features such as toll and traffic fine payments through AutoExpreso, vehicle recall search tools, email notification subscription services, and the integration of digital identification into Apple Wallet and Google Wallet.

During 2025, new capabilities were added to further enhance the citizen experience and strengthen compliance. These included email notifications for previously unnotified fines, automated reminders for vehicle registration (marbete) renewal, improvements to digital vehicle title transfer processes, and new integrations with AutoExpreso for handling chargebacks and toll-related fine management. This phased approach enabled the development of a robust and scalable platform that continues to evolve as the primary digital channel for mobility services in Puerto Rico.

Who was involved?

The Puerto Rico Innovation and Technology Service (PRITS) led the technological development and overall platform architecture, while the Department of Transportation and Public Works (DTOP) provided operational and regulatory oversight of the services. Integration with the AutoExpreso toll system enabled the consolidation of information and allowed toll debt payments to be processed within the digital ecosystem. Integration with the Department of Treasury (Hacienda) ensured that revenues and collections were properly managed and accounted for.

Additionally, participation included insurance providers related to mandatory vehicle insurance, as well as the vehicle inspection system provider. Citizen adoption efforts were supported through communication campaigns, telephone support via the DTOP call center, and orientation strategies designed to facilitate the transition to digital services.

- **Puerto Rico Innovation and Technology Service (PRITS):** Led technological development and the digital transformation strategy.
- **Department of Transportation and Public Works (DTOP):** Provided operational and regulatory oversight of services.
- **Department of Treasury (Hacienda):** Managed revenue collection and supported integration to notify renewal requirements and related processes.
- **Office of the Commissioner of Insurance and Joint Underwriting Association (ASC):** Integrated systems to verify vehicle insurance coverage and provide real-time confirmation of selected mandatory insurance.
- **Vehicle inspection system provider:** Enabled real-time reporting of approved vehicle inspections.
- **AutoExpreso:** Integrated for the payment of tolls and outstanding violations.
- **Citizens:** Participated in pilot testing prior to full system launches.
- **Carfax:** Integrated to identify vehicle recalls and display notifications within the vehicle record.

This interagency collaboration enabled the creation of a platform that connects multiple stakeholders within the mobility ecosystem and strengthens interoperability across government systems.



How did you do it?

The implementation of CESCO Digital required a combination of technological, human, and organizational resources. Multidisciplinary teams in software development, user experience, data analytics, and government operations worked in a coordinated manner to design and implement the platform.

From a technological perspective, the system architecture is based on a central cloud-based platform hosted on AWS GovCloud, designed for resilience and scalability, serving as the primary access point for government transportation services. System integration is achieved through application programming interfaces (APIs), enabling connectivity between vehicle databases, toll systems, traffic fine records, and electronic payment gateways.

The system includes a payment gateway that accepts Visa and Mastercard, along with guided workflows that allow citizens to select their vehicle, view outstanding balances, and complete secure online transactions. Digital receipts are automatically generated and stored in the user's payment history, improving transaction traceability.

This technological architecture enables the platform to scale and integrate new services, supporting the continued expansion of Puerto Rico's government mobility digital ecosystem.

IMPACT

What did the project make better?

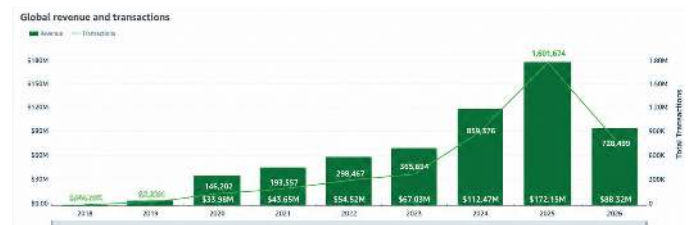
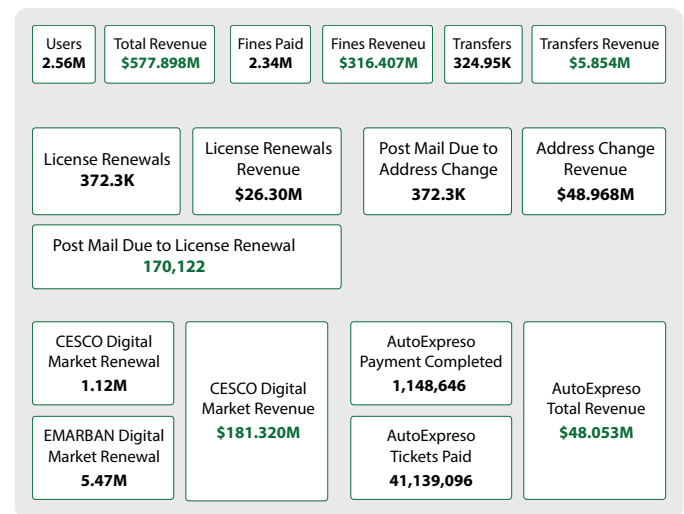
The implementation of CESCO Digital significantly transformed how citizens interact with the Government of Puerto Rico's transportation services. Before the project, transportation-related processes were often slow and fragmented, spread across multiple systems and heavily dependent on in-person visits. This created long lines at government offices, outdated procedures, and a frustrating experience for citizens.

With the implementation of the CESCO Digital platform, these services can now be completed in minutes and from anywhere, in a completely online environment.

This transformation not only improves the user experience, but also optimizes government operations by reducing the administrative burden associated with traditional public services.

How do you know?

The impact of the project is reflected in both quantitative metrics and qualitative feedback from citizens. Since the implementation of various system functionalities, more than 2.6 million users have been registered, demonstrating significant adoption of digital services by the population. A considerable reduction in in-person visits to CESCO offices has also been observed, evidencing an effective transition toward digital service usage.



What now?

CESCO Digital will continue to evolve as part of the Government of Puerto Rico's digital transformation strategy. Future plans include the expansion of services available on the platform, as well as the integration of new technologies aimed at improving operational efficiency and the citizen experience.

Upcoming phases include the integration of advanced analytics tools and artificial intelligence-based solutions to enhance compliance pattern detection, optimize administrative processes, and deliver automated citizen support through intelligent interfaces.

Additional planned enhancements include strengthening integration with AutoExpreso to enable balance top-ups, collaboration with banking institutions to support leased vehicles, expanded notifications regarding fines and expirations, the ability to request a REAL ID independently of driver's license renewal, renewal of identification cards, and the inclusion of additional payment methods such as ATH Móvil.

The developed technological infrastructure enables the platform to scale and integrate new services related to driver's licenses, vehicle registration, and other transportation-related processes. The ongoing maintenance and evolution of CESCO Digital will be supported by PRITS' technological leadership and interagency collaboration with DTOP and other related entities.

This investment in digital infrastructure not only improves government efficiency but also establishes a solid foundation for the development of future citizen-centered digital services.

