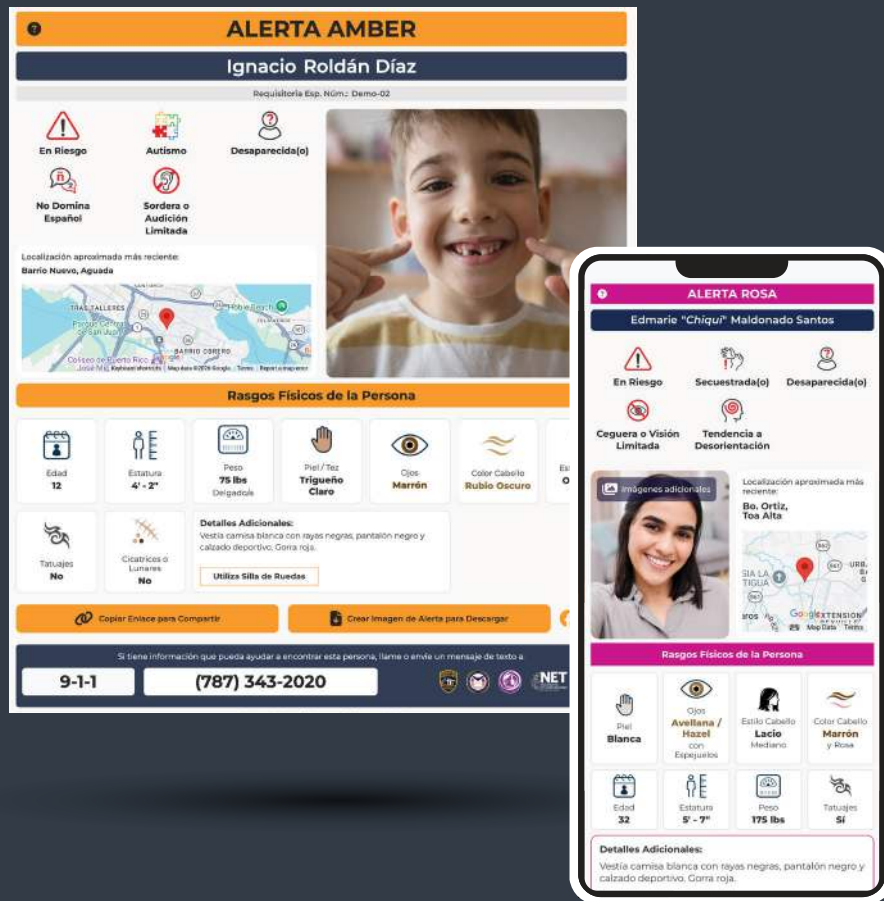




MISSING PERSONS & ALERTS PORTAL

Information & Communications Technology

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

Contact:

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Project Dates:
2026

EXECUTIVE SUMMARY



When Every Second Matters, Information Saves Lives

The Puerto Rico Alerts Portal was developed to improve the speed, accessibility and effectiveness of public emergency communications related to missing, endangered and at-risk individuals. The initiative provides citizens with a centralized official platform designed to rapidly distribute critical information, helping reduce response time during situations where every minute can make a difference in protecting human life.

By consolidating alert information into a single digital platform, the project strengthens coordination between government agencies while giving the public immediate access to official, continuously updated information. **The portal was specifically designed to support faster public awareness and citizen participation during active cases, increasing the likelihood of locating vulnerable individuals safely and, most importantly, alive.**

A key component of the platform is the use of visual communication tools that allow citizens to quickly recognize physical characteristics, medical conditions, disabilities or risk factors associated with missing individuals. These elements help the public better identify and respond to critical situations without relying solely on lengthy text descriptions, improving reaction time and situational awareness during emergencies.

The project also modernizes how alert information is delivered by integrating mobile-friendly access, accessibility standards and direct connectivity through Wireless Emergency Alerts (WEA), allowing citizens to immediately access expanded information from emergency notifications.

Beyond its current implementation, the Alerts Portal establishes a scalable foundation for future public safety initiatives in Puerto Rico. The platform creates opportunities to incorporate additional types of public safety registries, emergency response resources and citizen-facing information systems that can **further**

strengthen coordination, preparedness and rapid response capabilities across government agencies. As the platform continues to evolve, it represents a long-term investment in digital public safety infrastructure focused on improving emergency communication, accelerating response efforts and ultimately helping safeguard lives throughout Puerto Rico.

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Technology must become the Government of Puerto Rico's primary tool for operating more efficiently, serving more effectively, and responding more rapidly to the needs of our citizens. Our vision is clear: to transform government into a digital ecosystem where all public services are available 24 hours a day, 7 days a week.

We are committed to ensuring that technology, interoperability, and cybersecurity coexist seamlessly, creating a secure, efficient, and reliable environment for delivering public services.

Because, at the end of the day, while there may be many agencies, we all share the same mission: building a government that works for its citizens.

Poincaré Díaz Peña
Chief Innovation and Information Officer

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IDEA

What problem or opportunity does the project address?

The Alerts Portal was created in response to the need to improve how the Government of Puerto Rico communicates information related to missing, abducted, or at-risk individuals. Prior to this initiative, much of the information depended on messages distributed through the WEA (Wireless Emergency Alerts) system, social media posts, isolated press releases, and independent efforts among agencies.

Although these mechanisms allowed urgent information to be shared, they presented important limitations. In many cases, the alert message disappeared from the mobile device once opened, and **citizens did not have an official place where they could revisit the details of the case**. In addition, much of the public information depended on limited spaces such as news segments or digital billboards, significantly reducing the reach and continued visibility of active cases.

The project was developed to address this need through a centralized, accessible, and continuously available platform. This portal allows citizens to quickly access **official and updated information** related to active alerts and missing persons.

Why does it matter?

In emergency situations or disappearances, time can make the difference. **The faster accurate information is distributed, the greater the chances of achieving an effective response from both authorities and the public.** The Alerts Portal ensures that official information is immediately available through a single digital platform, reducing dependence on fragmented communication channels and improving public access to important information. Likewise, it allows individuals to revisit information after receiving an alert on their mobile devices.

The initiative also strengthens public trust in government communication by providing an official, clear, and constantly updated source of information. At the same time, **it promotes more active citizen participation, turning the community into an additional support resource in search and protection efforts involving at-risk individuals.**

information not easily identifiable

very limited exposure

static photo

details get lost

too much text

PERSONA DESAPARECIDA		
1. Nombre: MARÍA SOFÍA LÓPEZ TORRES	2. Requisito Esp. Núm: 2026-001	
3. Dirección: URB. JARDINES DEL LAGO, CALLE ROBLE, CAROLINA, P.R.		
4. Fecha de Nacimiento: 15 DE MAYO DE 2011	5. Lugar de Nacimiento: CAROLINA	
6. Fecha de Radicación: 10 DE MARZO DE 2026		
7. Sitio y Fecha de la Desaparición: CENTRO COMERCIAL LOCAL, CAROLINA, P.R. / 9 DE MARZO DE 2026		
8. Nombre de la Persona que solicita su localización: LUIS ALBERTO LÓPEZ RIVERA	9. Parentesco: PADRE	
FOTOGRAFÍA		
DESCRIPCIÓN		
10. Edad: 14	11. Estatura: 5'-02"	12. Peso: 110 LBS
13. Ojos: MARRON	14. Cabello: CASTAÑO	
15. Tipo: TRIGUENA	16. Grupo Étnico: HISPANO	
17. Condición Mental: S/D		
18. Señas Particulares: PEQUEÑA CICATRIZ EN LA CEJA IZQUIERDA		
Detalles de la Desaparición: LA MENOR FUE VISTA POR ÚLTIMA VEZ SALIENDO DE UN ESTABLECIMIENTO COMERCIAL EN COMPAÑÍA DE OTRAS PERSONAS. INDICÓ QUE REGRESARÍA A SU HOGAR, PERO NO LLEGÓ.		
Número de Cuartel: 2026-000123	Número de Mensaje: 4-10-001	Número de NIC: M0000000001
Datos de Importancia: AL MOMENTO DE SU DESAPARICIÓN, VESTÍA CAMISETA BLANCA, PANTALÓN LARGO NEGRO Y TENIS DEPORTIVOS COLOR GRIS. LLEVABA CONSIGO UNA MOCHILA PEQUEÑA COLOR NEGRO.		
De tener información sobre el paradero de esta persona, comuníquese inmediatamente con el Negociado de la Policía de Puerto Rico a cualquier de los siguientes números de teléfonos 787-343-2020 / 787-795-1234 extensiones 2463, 2464.		
Comisionado Auxiliar en Investigaciones Criminales		
APROBADO POR LA OFICINA DEL CONTRALOR ELECTORAL POC-SA-2026-00100		

Existing Missing Person report used to distribute information.

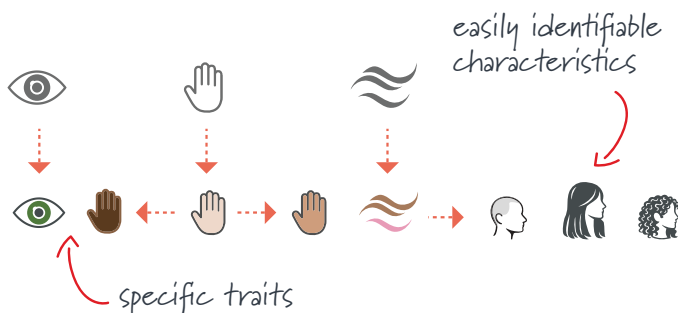
What makes it different?

The Alerts Portal brings together multiple types of alerts and cases within a single official Government of Puerto Rico platform, designed with speed, clarity and accessibility in mind. Before this initiative, public information related to missing persons was often distributed across emergency alerts, social media posts and agency communications, limiting continuous public access to critical information. As part of the project, Wireless Emergency Alerts (WEA) messages were updated to include a direct link to the portal, allowing citizens to quickly access official and continuously updated information related to missing or at-risk individuals.

The platform also **incorporates visual communication elements that help the public rapidly identify important conditions, dangers or risk factors associated with a missing person.** Icons and graphic indicators are used to represent situations such as autism spectrum disorder, dementia, disorientation risks, medical conditions or violent behavior, **helping citizens better understand how to safely respond if they encounter a reported individual.**



In addition, **visual identifiers and structured graphic elements are used to highlight physical characteristics and distinguishing features, making identification faster and more intuitive without relying solely on large amounts of text during urgent situations.** The portal was also optimized for mobile devices and developed following digital accessibility standards to ensure critical information remains accessible to all users.



Interactive maps play a critical role in improving the effectiveness of emergency response and public collaboration by providing a clear visual reference of a person's last known location. **By making geographic information easier to understand and access, citizens can more quickly recognize nearby areas connected to a case** and provide timely assistance or relevant information. This feature also enhances coordination between agencies and the public, supporting faster decision-making and increasing the likelihood of safe and successful outcomes.

The platform also allows the incorporation of multiple images within each case, expanding the amount of visual information available to the public. **In addition to photographs of the missing or at-risk individual, the portal can include images of vehicles involved, persons of interest, distinguishing objects, or other relevant visual evidence** that may assist in identification and investigation efforts.

What makes it universal?

The need to communicate critical information quickly and accessibly is a shared reality across government jurisdictions worldwide. **Situations involving missing, abducted, or at-risk individuals require effective public communication mechanisms and interagency coordination.**

The Alerts Portal addresses this need through a centralized digital tool that facilitates the dissemination of official information in a clear, accessible, and real-time manner. The project also reflects priorities present in many modern digital government initiatives, including accessibility, citizen experience, transparency, and modernization of public services.

In addition to addressing an immediate operational need, the platform establishes an adaptable technological foundation for future initiatives related to public safety and emergency management. Its structure allows continued **expansion of functionalities and improvements to government communication capabilities during critical situations.**

IMPLEMENTATION

What was the roadmap?

The project began with an analysis phase focused on identifying how alert dissemination was currently being managed and **what the primary limitations were for both agencies and citizens**. Based on this analysis, a clear information architecture and an experience centered on speed of access, simplicity, and accessibility were developed. The implementation included a mobile-responsive interface aligned with the design and digital accessibility guidelines promoted by PRITS and the Interface and Design Guidelines (GUIDI).

A flexible content management structure was also created to allow alerts to be published and updated efficiently during active situations. At the same time, interagency coordination processes were established to ensure consistency and reliability of the information being published.

From the beginning, the project was envisioned as a scalable platform, allowing future integrations, new alert types, and additional functionalities.

Who was involved?

The initiative began alongside the Puerto Rico Telecommunications Bureau, the entity responsible for bringing together the agencies involved in the project. Participating entities included the Puerto Rico Police Bureau, the Bureau for Emergency and Disaster Management, and the Office of the Women's Advocate. PRITS participated as the project's technological facilitator, leading efforts related to design, development, digital experience, accessibility, and platform implementation.

The project also required collaboration among communications teams, web developers, UX/UI designers, and operational personnel from the participating agencies.

How did you do it?

From the start, the primary focus was to create a tool that would be simple to use and quick to update during critical situations. The project was developed through multidisciplinary collaboration among design teams, web developers, digital accessibility specialists, and government agencies related to public safety and emergency management.

The platform was developed using modern web technologies and a flexible structure capable of handling multiple alert types and updating content in real time. This enables agencies to publish official information quickly and maintain continuous communication with citizens. During the process, reusable components and standardized structures were created to maintain visual consistency, simplify maintenance, and support future expansion. The portal was also optimized for mobile devices and subjected to digital accessibility validations to ensure compatibility with assistive technologies and ease of navigation for all users.

The implementation included strategic planning, experience design, development, functional testing, accessibility validations, and interagency coordination prior to its official launch.



IMPACT

What did the project make better?

The Portal of Alerts improved and modernized the way the Government of Puerto Rico communicates urgent and high-interest public information related to missing or at-risk individuals. Before the platform, information could be scattered across different agencies, social media channels, and independent communications, making it difficult to quickly and consistently access important details. With the portal, citizens now have a centralized and official location where updated information can be consulted at any time.

The project also increased the speed at which critical information can be published and updated, facilitating a more agile response from agencies and increasing public visibility of active cases. In addition, it strengthened coordination among government entities and established a more consistent model for the dissemination of official alerts. As a result, the Government of Puerto Rico now has a modern and scalable tool that improves public communication and facilitates citizen access to critical information.

How do you know?

The impact of the Alerts Portal is evaluated through quantitative and qualitative metrics related to reach, citizen engagement and effectiveness in disseminating critical information. Key indicators include the number of visits to the portal, especially during alert activations, the reach and visibility of published information, and the time required to publish or update critical content. Citizen interaction is also analyzed, including recurring access to the platform and public participation in the dissemination of information related to active alerts.

A major part of the project's impact is the increased ability for citizens to directly assist in the safe and timely recovery of missing or at-risk individuals. By providing centralized, accessible and continuously updated information, the portal allows the public to more quickly recognize, identify and report individuals who may be in danger. The inclusion of visual indicators, physical

descriptions and critical condition identifiers helps improve awareness and encourages faster community response, increasing the likelihood of locating vulnerable individuals safely and, most importantly, alive.

At the operational level, the project also improves interagency coordination and consistency in public communication among participating government entities. Feedback from users and agencies continues to play an important role in the platform's ongoing evolution, helping identify opportunities for improvement and ensuring the system continues to adapt to operational and citizen needs.

What now?

The Portal of Alerts was designed as a scalable platform prepared to continue evolving. Future plans include the incorporation of new alert types, additional integrations with other government platforms, and ongoing improvements in functionality and user experience.

The project will also continue strengthening its analytics and visualization capabilities to measure behavior, reach, and impact of published alerts. At the same time, future enhancements include expanding mobile functionalities and notification systems to further accelerate the dissemination of critical information and keep citizens informed in real time.

