

AI + WhatsApp on Puerto Rico's 311 Citizen Service Line

AI in the Public Sector · Good practice · Puerto Rico

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

In Nov. 2024 Puerto Rico's Department of State linked AI messaging to WhatsApp on its 311 line, auto-texting citizens who call after hours or abandon the queue, extending coverage to 24/7. Called the first AI-for-call-handling use in PR government; no usage metrics published yet.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	0/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-30

[Puerto Rico Department of State \(Departamento de Estado\)](#) — accessed 2026-07-30

[Puerto Rico Dept. of State announcement](#) — accessed 2026-07-30

[El Sol de Puerto Rico coverage](#) — accessed 2026-07-30

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