

Puerto Rico 911 Bureau

**Population:**

3,235,289

Fed Govt Employees:

18,200

State Govt Employees:

124,000

Address:

Filipo de Planas Street,
Carr. 20 Km. 2.3, Bo.
Monacillos
San Juan, PR

Phone:

(787) 273-3001

Email:**Capabilities Statement:**

[Link](#)

Cage Code:

644Y5

UEI Number:

CRZ1A1JTLQB6

DUNS#

12-474-2474

**Site:**

<https://www.911.pr.gov/>

Mission:

To channel emergency calls received through the 9-1-1 line through a fast, efficient, and responsive service 24 hours a day, 365 days a year.

Vision

To reduce the time it takes for citizens facing an emergency, where life or property is at risk, to communicate with response agencies

Contacts and Stakeholders Information:

Ángel Reyes Cañada – Commissioner

Actsoft Workforce Manager for Gov:

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized