



ANNUAL REPORT 2025

Photo: © ComMed Emergency Medical Services
Johannesburg, South Africa



Dear Friends of Trek Medics,

It's hard to know where to start. In many ways, 2025 has been our strongest year to date. Over the last twelve months, our Beacon Dispatch platform supported the alerting and coordination of 65,458 emergency and crisis incidents – a 54% jump compared to 2024. We expanded Beacon into new U.S. states and additional countries, partnering with ambulance services, mental health crisis teams, and search and rescue organizations.

Our team continues to grow. We welcomed new software engineers to accelerate development – including our first steps into artificial intelligence – and we added technical support staff to ensure our expanding user base gets the most out of Beacon. Adding to our momentum, in December of last year we won a major contract to support the technology needs of a statewide mental health crisis program in North Carolina. Looking ahead, current projections predict that 2026 will bring at least a 50% increase in Beacon-dispatched incidents over 2025 – our most meaningful measure of real-world impact.

If there was ever a case of having the right technology at the right time, we are undoubtedly where we need to be. As we saw in 2024, mental health crisis providers across the United States continue to seek a dispatch platform that's streamlined, affordable, and easy to use to coordinate their response networks. At the same time, anticipated reductions to U.S. Federal Emergency Management Agency (FEMA) funding are pushing states to strengthen their own emergency preparedness and response systems, opening new doors for Beacon. Finally, as private equity continues to consolidate the emergency communications technology market – often driving steep price increases for volunteer fire departments and small, independent ambulance services for the very same tools – we see tremendous opportunities to support these resource-limited, mission-focused response agencies – exactly the mission we set out to pursue over a decade ago.

On the other hand, it would be naive to ignore the challenges we face internationally. Opportunities outside the U.S. remain limited and show little signs of near-term recovery. The outlook for international aid funding is uncertain compared to past levels, and interest among low- and middle-income countries in making large-scale investments in local emergency response capacity remains modest.

The good news is that we're in a strong position to keep advancing both the sophistication of our technology and our organization's ability to scale. These investments will pay off wherever opportunities arise to expand access to emergency care for people and communities most at risk. As a technology leader in community response systems – admittedly a specialized space, but one with genuine global need – our focus for 2026 is to stay the course:

- Continue building high-quality technology for agencies serving vulnerable and at-risk populations
- Use that technology to form new partnerships with agencies struggling to coordinate their systems
- Achieve financial sustainability through recurring revenue to better weather uncertainty

As we find ourselves in one of the strongest positions in our history, we remain deeply thankful to the supporters who have stood by us and helped us grow through constant and unexpected challenges. None of this would have been possible without you.

With deepest gratitude,

Jason Friesen
Executive Director

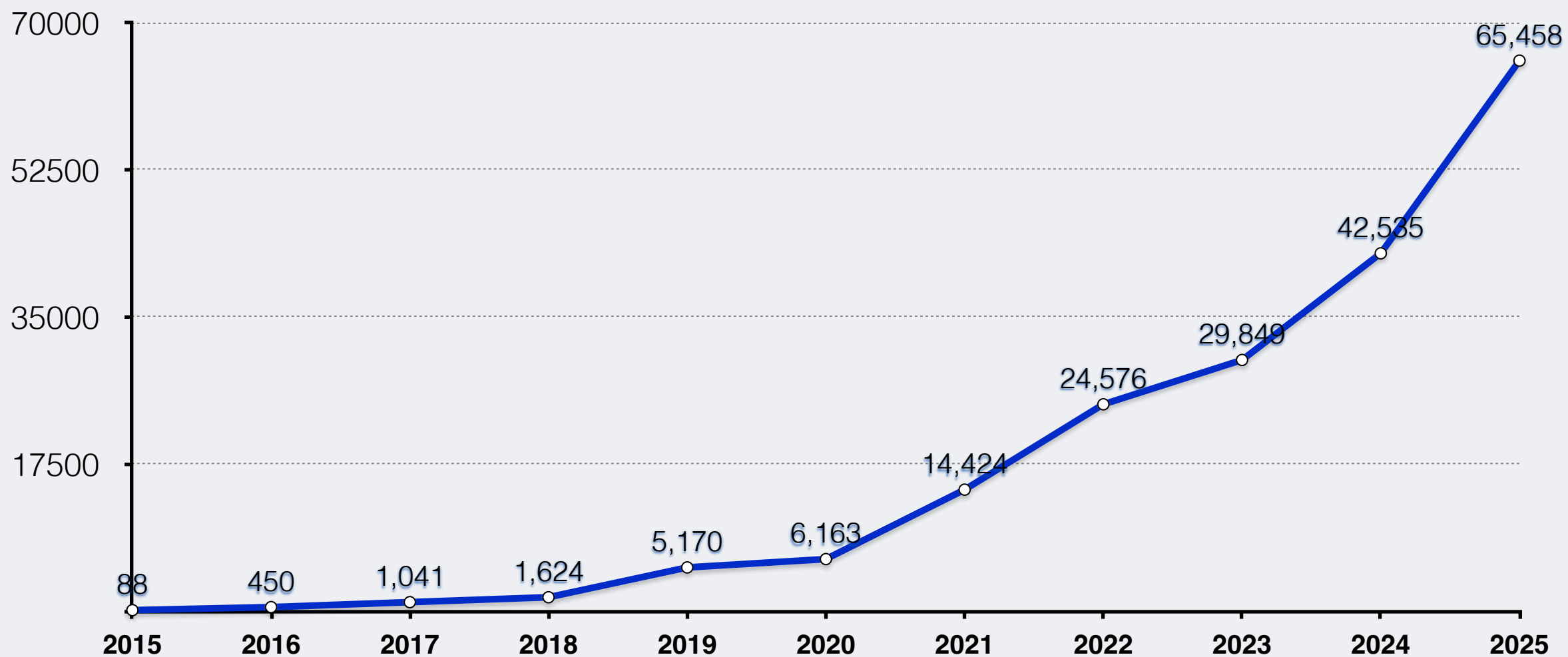


Photo: © Belize National Fire Service



OUR IMPACT

Emergencies Dispatched through Beacon: 2015-2025



IN PARTNERSHIP WITH AGENCIES IN:



AUSTRALIA



BELGIUM



BELIZE



CANADA



COLOMBIA



DOMINICAN
REPUBLIC



HAITI



MEXICO



NETHERLANDS



PUERTO RICO



ROMANIA



SOMALIA



SOUTH
AFRICA



TANZANIA



UKRAINE



UNITED
KINGDOM



UNITED
STATES



VENEZUELA



OUR PRODUCT

Beacon Emergency Dispatch Platform

At the center of our work is the Beacon Emergency Dispatch platform, designed to alert, coordinate and track emergency and crisis responders at the community level using readily-available mobile technologies, with or without Internet. The Beacon platform is comprised of three core components:

- **Beacon Web Application** allows emergency dispatchers to create alerts and manage the local response network through real-time maps and monitoring tools on any computer or tablet
- **Beacon Mobile Application** allows emergency responders with smartphones and Internet connectivity to receive and respond to emergency alerts, coordinate and communicate with other responders, and interact with real-time maps
- **Beacon SMS** allows emergency responders without smartphones and/or Internet connectivity to receive and respond to emergency alerts through SMS text messages

In 2025, thanks to the efforts of our entire engineering team, we made significant improvements to all of Beacon's components, including overall performance improvements, enhanced cybersecurity, SOC 2 Type 1 compliance, a customizable intake script builder, AI-automated dispatching, and a customizable dashboard to give Users the ability to re-size the layout of their screens as needed.

When we first started building Beacon in 2013, we never anticipated it would become what it is today; back then all we were trying to build was a "simple messaging system that would send a few text messages back and forth between emergency responders to let them know when and where they were needed". More than ten years and thousands of "small tweaks" later, that software system has evolved into a sophisticated communications platform for emergency and crisis response agencies that is as competitive as any other solution on the market – a genuine feat for a scrappy non-profit organization.

As it turns out, raising money to pay for software engineers is not an easy task. Not only is quality software development expensive, but it's also risky – no software company ever gets their product "exactly right" the first go-around. Software development is a constantly evolving effort and the more useful a software system becomes, the more ways there are to make it better. Fortunately, we've got exceptional supporters behind us who understand the challenges of software development, recognize the lack of precedent for what we're trying to accomplish, and who have been willing to stick by us as we learn and grow.

In 2025, we were able to expand our highly-qualified software development team, who have all played an out-sized role in improving all aspects of Beacon, including:

- Yazan, our lead engineer, who also manages his own development shop, [Black Iris](#), managing the growing team and making it easier for companies like ours to find skilled engineers
- Alex, from Ukraine, who started working with us on the mobile application in February 2022, just weeks before his home city was invaded by the Russians, causing him and his family to flee to Canada in 2024, where he continues to lead mobile app development
- Olga, who joined us in 2023 and led the development of our AI automation and integrations
- Nick, who has spear-headed major new features, including our intake script builder and new incident workflows
- Shabab, who re-vamped our analytics page and is leading the development of our AI Analytics Chatbot
- Farhad, who has led on the implementation of redundant alerts through email and voice calls, ensuring responders have multiple ways to receive alerts
- Gillian, who joined our team at the end of 2025 and is working alongside Alex to continue developing the mobile application





THE ROAD AHEAD: 2026

In order to make the most of a very unique opportunity to expand our impact, we're going to need to grow our organization in very focused ways, specifically by improving our ability to secure large-scale opportunities, adding meaningful AI tools to our software, and strengthening our financial sustainability to ensure long-term stability.

Here's how Trek Medics plans to do that in 2026:

Admin	Hire outreach and advancement staff
	2x increase in the number of active
Programs	>100,000 incidents dispatched through
	Diversify our user base to include more response verticals
	Secure ≥2 large-scale, long-term agreements
Beacon	Enhance cybersecurity
	Implement real-time analytics dashboard
	Develop an AI Chatbot for custom data
Business Development	Implement customizable workflows
	Increase annual earned revenue to
	Increase total budget to \$3,000,000 for 2026

OUR LEADERSHIP TEAM

Josué Díaz-Berrios

User Success Manager

Josué leads the development and maintenance of all training materials, release notes, and other communications. He also supports several programs, supports UX design and software testing, and oversees our technical support system.

Melanie Kahn

Program Administrator

Melanie manages our day-to-day administrative, accounting and compliance responsibilities, while also supports the onboarding and training of new programs, and collaborating in software testing.

Inna Kalashnikova

Quality Assurance

Inna leads our software testing efforts, providing thorough QA/QI, while developing and maintaining all documentation. She also supports new user training and onboarding and provides technical support where needed.

Jason Friesen

Executive Director

Jason's primary responsibility is to support the team, our partners and supporters.

Yazan Khalaileh

Lead Engineer

Yazan oversees the software engineers, providing technical oversight and direction while ensuring that the platform meets existing and future requirements for all users.

James Millard

Operations Manager

James is our in-house air traffic controller, making sure everything is moving forward, including the oversight of software development and our product roadmap, new user training and onboarding, technical support, software testing and collaborating on business development strategy.

OUR BOARD OF DIRECTORS

Thomas Barker

Krysta Butler

Meg FitzGerald

Quinton Friesen

Dean Patterson

Perry Robinson

Jonathon Washko



Photo: © ComMed Emergency Medical Services
Johannesburg, South Africa



FINANCIAL STATEMENTS

Trek Medics International 2025 Statement of Activities

	2025	2024	2023
<u>Revenue</u>			
Direct Public Support	\$ 987,257	\$ 734,191	\$ 587,330
Program Income	\$ 912,072	\$ 171,045	\$ 147,695
Total Revenue	\$ 1,899,329	\$ 905,236	\$ 735,025
<u>Program Expenses</u>			
Agency Support	\$ 180,297	\$ 36,269	\$ 32,358
Operations (HQ)	\$ 11,725	\$ 8,779	\$ 12,046
Staff Salaries	\$ 1,219,067	\$ 543,218	\$ 474,348
Facilities and Equipment	\$ 6,240	\$ 6,620	\$ 2,000
Total Program Expenses	\$ 1,417,328	\$ 594,886	\$ 520,752
<u>Support Expenses</u>			
Travel and Meetings	\$ 27,145	\$ 17,676	\$ 41,704
Business Expenses	\$ 32,238	\$ 44,162	\$ 14,997
Promotion / Outreach	\$ 50,887	\$ 30,089	\$ 10,905
Total Support Expenses	\$ 110,270	\$ 91,927	\$ 67,606
Total Expense	\$ 1,527,598	\$ 686,813	\$ 588,358
Net Revenue	\$ 371,731	\$ 218,423	\$ 146,667

[^]**Agency Support** refers to monthly support provided to partner response agencies to subsidize costs associated with operations, including: Internet, SMS, mobile devices, computers, fuel, first aid supplies, training materials, per diems, stipends etc.



The Beacon Dispatch platform displayed on a tablet mounted in a volunteer response vehicle in Puerto Rico.

Photo: SVERI/Rescate Isabela



FINANCIAL STATEMENTS

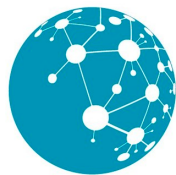
Detailed Statement of Activities 2025

	Admin	Beacon Platform	Business Development	Field Programs	Fundraising	Revenue	TOTAL
Income							
Direct Public Support	-	-	-	-	987,305	-	987,305
Program Income	-	-	-	-	-	912,024	912,024
Total Income	\$ 0	\$ 0	\$ 0	\$ 0	\$ 987,305	\$ 912,024	\$ 1,899,329
Expenses							
Business Expenses	20,508	99	11,631	-	-	-	32,238
Salaries	78,723	600,598	58,508	481,238	-	-	1,219,067
Facilities and Equipment	6,240				-	-	6,240
Agency Support		24,547	155,750		-	-	180,297
Operations (HQ)	2,779	1,913	7,034		-	-	11,725
Promotion	125		50,762		-	-	50,887
Travel and Meetings	10,779		14,567	1,799	-	-	27,145
Total Expenses	\$ 119,153	\$ 627,157	\$ 298,252	\$ 483,036	\$ 0	\$ 0	\$ 1,527,598
Net Operating Income	\$ (119,153)	\$ (627,157)	\$ (298,252)	\$ (483,036)	\$ 987,305	\$ 912,024	\$ 371,731

^**Agency Support** refers to support provided to partner agencies to subsidize costs associated with operations, including: software, Internet, SMS, mobile devices, computers, fuel, first aid supplies, training materials, per diems, stipends etc.



SUPPORTERS & PARTNERS



Patrick J McGovern
FOUNDATION

PagerDuty.org



NETHOPE



EMPACT
INTERNATIONAL



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Robinson Family Fund

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Trek Medics off-site retreat in
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