



# ANNUAL REPORT 2025



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

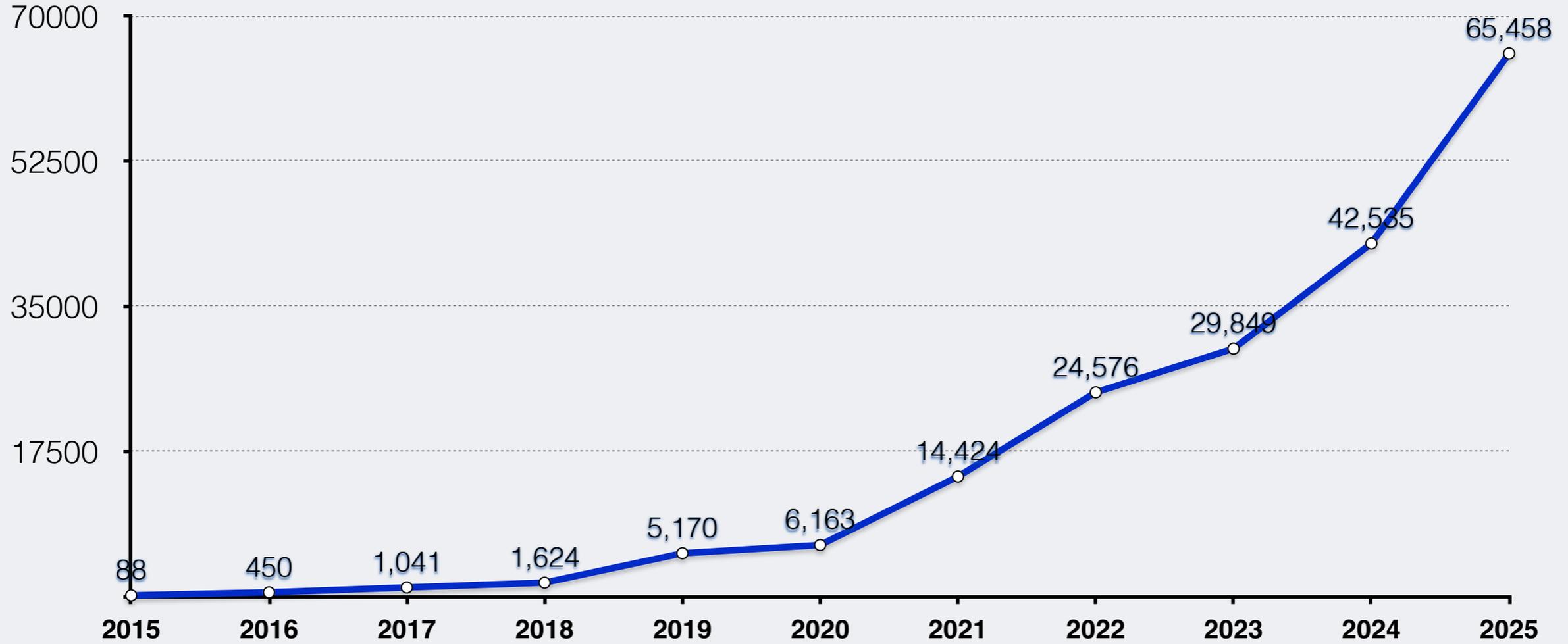


Photo: © Belize National Fire Service



# 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
- Inna, who also relocated to Canada from Ukraine with Alex, has developed a veritable library of testing documentation to ensure Beacon's growing list of features and functionality are performing exactly as designed





# 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:

<b>Admin</b>	Hire outreach and advancement staff
<b>Programs</b>	2x increase in the number of active responders
	>100,000 incidents dispatched through Beacon
	Diversify our user base to include more EMS and emergency management
	Secure ≥2 large-scale, long-term agreements
<b>Beacon</b>	Enhance cybersecurity
	Implement real-time analytics dashboard
	Develop an AI Chatbot for custom data reports
	Implement customizable workflows to expand emergency management capacity
<b>Business Development</b>	Increase annual earned revenue to \$1,500,000
	Increase total budget to \$3,000,000 for 2026

## OUR LEADERSHIP TEAM

**Josué Díaz-Berrios**

Communications Specialist

**Jason Friesen**

Executive Director

**Melanie Kahn**

Program Administrator

**Inna Kalashnikova**

Quality Assurance

**Yazan Khalaileh**

Lead Software Engineer

**James Millard**

Operations Manager



Photo: © ComMed Emergency Medical Services  
Johannesburg, South Africa



# FINANCIAL STATEMENTS

## Trek Medics International 2025 Statement of Activities

	2025	2024	2023
<b>Revenue</b>			
Direct Public Support	\$ 987,257	\$ 734,191	\$ 587,330
Program Income	\$ 912,072	\$ 171,045	\$ 147,695
<b>Total Revenue</b>	<b>\$ 1,899,329</b>	<b>\$ 905,236</b>	<b>\$ 735,025</b>
<b>Program Expenses</b>			
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
<b>Total Program Expenses</b>	<b>\$ 1,417,328</b>	<b>\$ 594,886</b>	<b>\$ 520,752</b>
<b>Support Expenses</b>			
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
<b>Total Support Expenses</b>	<b>\$ 110,270</b>	<b>\$ 91,927</b>	<b>\$ 67,606</b>
<b>Total Expense</b>	<b>\$ 1,527,598</b>	<b>\$ 686,813</b>	<b>\$ 588,358</b>
<b>Net Revenue</b>	<b>\$ 371,731</b>	<b>\$ 218,423</b>	<b>\$ 146,667</b>

^**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
<b>Income</b>							
Direct Public Support	-	-	-	-	987,305	-	987,305
Program Income	-	-	-	-	-	912,024	912,024
<b>Total Income</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 987,305</b>	<b>\$ 912,024</b>	<b>\$ 1,899,329</b>
<b>Expenses</b>							
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
<b>Total Expenses</b>	<b>\$ 119,153</b>	<b>\$ 627,157</b>	<b>\$ 298,252</b>	<b>\$ 483,036</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 1,527,598</b>
<b>Net Operating Income</b>	<b>\$ (119,153)</b>	<b>\$ (627,157)</b>	<b>\$ (298,252)</b>	<b>\$ (483,036)</b>	<b>\$ 987,305</b>	<b>\$ 912,024</b>	<b>\$ 371,731</b>

^**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



**NETHOPE**



**EMPACT**  
INTERNATIONAL



**Robinson Family Fund**

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Trek Medics off-site retreat in  
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