Dear Friends of Trek Medics International,

Every January for the past five years, I’ve been writing a brief letter like this to you – our donors, supporters, and partners – in hopes of summarizing the past year’s accomplishments and lessons learned, while laying out our vision for the coming year.

In 2014, the message was simple: “We’ve set out on a mission to improve access to emergency care anywhere by helping communities build, manage, and sustain their own emergency response systems; and we also have the prototype of a new technology that could go a long way in helping to solve these problems.”

In 2015, the message was encouraging: “We’ve won some fantastic initial support to pursue our mission and we’re beginning to prove the technology’s concept through a few small, but growing emergency response programs.”

In 2016, the message was brass tacks: “The support has been great, the programs continue to grow, and the technology is making a clear impact, but if we’re really going to be building EMS systems at scale, we’re going to need a lot more financing than we’ve got.”

In 2017, the message was clarity: “We’ve had our best year yet, and we’re doing it for less money than ever before, but we still don’t have the record of achievement needed yet to get the major contracts required to build large-scale EMS systems. However, this technology is really making a difference – every agency we hear from could benefit from it and existing solutions are patchwork and not really cutting it. The technology is where we need to focus.”

In 2018, the message has come full circle. The year started with us mapping out a plan to make our Beacon platform the best on the market for resource-limited settings. And the year ended with us signing a government contract to implement the software in a high-volume emergency system, while also negotiating a separate contract to write a national EMS operations manual – essentially working to solve the same technology and policy problems we started out with back in 2014. By focusing on one area of expertise, the door is opening to help in many more ways.

I’ll let the rest of our annual report share the details on how this all transpired, but there’s one major theme here I feel is worth pointing out that’s been present in all our past annual reports, and most of all in this one: By supporting us year-after-year, you haven’t just been helping us achieve our mission, you’re been giving us the chance to do it better and better every year. Your support is truly saving lives.

In deep gratitude,

Jason Friesen
Founder & Executive Director
Emergency Response

- Emergencies Dispatched
  - 2015: 88
  - 2016: 450
  - 2017: 319
  - 2018: 1,131

- Patients Transported
  - 2015: 450
  - 2016: 805
  - 2017: 1,044
  - 2018: 1,624

Organizational Impact

- Emergencies Dispatched: 1,624 (+55%)
- Patients Transported: 1,131 (+30%)
- Active Responders: 345 (+57%)
- Messages Sent: 46,164 (+15%)
- Communities Covered: 10 (+100%)
- Population Covered: 1.1 million (+100%)
- Hurricane Deployments: 3 (-25%)
- Direct Public Support: $295,229 (+34%)
- Gift-in-Kind Services: $107,203 (+84%)
- Technology Patents: 1 (N/A)
- Website Visitors: 97,309 (-21%)
- Beacon App Downloads: 3,657 (N/A)
- Early Signups for Beacon v3.0: 367 (N/A)
New Start For A New Year
January 2018 began fittingly with a fresh start. When we decided in 2017 to pivot from being an organization that improved emergency medical systems to becoming an organization that focused on improving emergency medical systems through mobile phone technology, we determined **there were three essential software components we’d need to add to Beacon to make that transition a success:** 1) a mobile app version for responders to improve the information exchanged during emergencies and lower messaging costs; 2) a self-service web portal to make it easy for new users to get started using Beacon; and 3) group chat messaging capabilities to keep dispatchers and responders connected at all times.

Thanks to support from Twilio.org earlier in 2017, we were able to build the first of those three essential software components: a much-needed mobile app version of Beacon. When we started developing the software, a mobile app was seen as excessive, likely to limit our reach as most people in developing countries didn’t have smartphones. But that dynamic changed pretty quickly and we soon recognized that the Beacon mobile app would be essential in providing multiple, important advantages: it would improve the quality of information exchanged between emergency responders and dispatchers through Beacon, improve the quality of data collected from emergency responders during response activities, and reduce the overall costs associated with operating Beacon. In January we launched the mobile app, allowing us to finally get it into the hands of our partner agencies in the Dominican Republic and Tanzania. It also made it easier for other agencies to set Beacon up so we also began seeking new partners.

But, as is the case with any new technology, we quickly learned (again) that no one ever gets software completely right on the first shot. In this case, the problem was the registration process used in the app — a seemingly simple, if not standard, feature of almost any software platform. Yet it never ceases to amaze how easy it is to take things for granted when designing technology. Even the most innocuous functions, like a sign up page, can turn into complicated puzzles that require multiple iterations to get right.

Fortunately, we were able to find where the bottlenecks were, and by the end of the month we had worked it out. By the end of the winter we had started the advertising again and had succeeded in getting new fire departments in southeast Dominican Republic and in central Argentina to start using Beacon. We also received three grants which would play a major role in keeping the rest of 2018 on track, including from the Bill and Ann Bresnan Foundation, the Hilda & Preston Davis Foundation, and from Cisco Systems, who gave us a grant to continue improving the Beacon platform, specifically so that it would be more “disaster-friendly”.

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Trek Medics ©2019
**Disaster-Friendly Software**

Cisco saw what Beacon could do for responders in day-to-day emergencies and "routine disasters", but they wanted to know if Beacon could work in a disaster setting under significantly more pressure. Our answer was a resounding “Yes.” We’d already seen it used effectively during the 2017 hurricane season. What’s the difference between dispatching responders during routine emergencies and during a full-blown disaster? Not much, it turns out. During disasters there are likely more people needing help and more environmental dangers to be aware of, but the emergency medical response process was the same: Locate the patient, stabilize them, and transport when needed. Cisco bought into this idea and agreed to help us make it easier for Beacon to be rapidly deployable in disaster settings.

It didn’t take us long to decide what we needed to do to make that possible – in fact, the plans had already been written more than a year earlier as we’d already expected disaster response organizations would become interested in using Beacon. One of the major bottlenecks to getting more users onto the platform was the agency sign up process. While we had mostly solved the issue of signing up new responders for the mobile app, the bigger problem was signing up new agencies who could use the web pages to dispatch the responders through their mobile app. It’s one thing to ask someone to download and install an app, but it’s a completely different thing to get an entire agency to set up a new communications system to coordinate all of their responders.

The ideal solution for us was always to make Beacon as close to a do-it-yourself emergency communications platform as possible. This would help solve our problem of reducing the time needed to sign up new agencies by making it very simple to do on their own. Until now, we were having to walk interested people through the entire process: creating an account, adding responders, configuring the settings, creating incidents, and generating reports. They were all pretty simple tasks to do, but because of the need to have a Trek Medics staff assisting the process across any number of time zones and with spotting Internet connections, it made the registration and on-boarding processes very time consuming and highly inefficient.

Thanks to Cisco though, we now had the chance to make Beacon as close to a self-service communications platform as possible – a key component in attracting new emergency response agencies, whether for “routine” emergency response or disaster response.

We also started development on a few other features that would undoubtedly benefit responders in a disaster setting. One of the major new features was the customizable maps that dispatchers could add and edit in real-time, and which would also be seen by responders through their mobile apps. This would allow them to update responders of things like flood areas, closed roads, evacuation routes, or any other information that responders would want to know about while operating in austere environments. Another critical component that the Cisco grant would make possible was the implementation of a group chat function to make it easy for dispatchers and responders to communicate with each other through chat groups, essentially adding WhatsApp to the platform.

In short, it was becoming more and more evident that six months into our pivot to focus exclusively on our technology, the essential pieces were coming together and Beacon v3.0 was gradually taking shape.
Tourist-Friendly Software

While planning and initial development for the new Beacon v3.0 software was underway, we were also making more headway on understanding the range of different partners we could be targeting. This has been a question of unending deliberation since we started out. And now that what we had to offer as an organization had changed to focus exclusively on the Beacon platform, we also had to re-assess and refine who could benefit most from our software— and just as importantly, who was willing to pay. Governments were the obvious and best choice, but they often moved very slowly, and were prone to politicization. We needed to explore other potential partners if we were going to succeed in reaching our goal of self-sustainability.

One of the continuing benefits of being a Tamer Center for Social Enterprise grantee is the ongoing support available to their grantees through student-led programs. For the past several years we’ve had the pleasure of working with groups of graduate students from Columbia Business School through the Pangea Advisors program. This program matches Tamer Center grantees with Columbia Business School student teams to focus on a business problem that the grantee is dealing with and work together to try to come up with a solution. Throughout the Spring semester we’d been working with a group of students to evaluate the feasibility of pursuing private-public partnerships in tourist areas that would finance and manage emergency medical systems which in turn would benefit both the tourists and the local community members. Through first-hand experiences we’d seen time and time again how the hospitality industry was, across the board, far less incentivized to ensure rapid medical care for their clients and visitors than you’d expect. Using our Beacon platform, it would be fully possible for the community and private businesses to come together and form networks of trained responders who could be alerted easily and respond wherever needed, thus ensuring improved access to emergency care and transport for tourists and locals alike. Then, using one successful program as a model for other tourist communities, we could eventually expand and replicate the networks to serve larger areas of the population. What we needed to find out was how much it would cost to get one community started and who would be willing to take on what responsibilities.
Tourist-Friendly Software (cont’d)
In May, three second-year grad students – Jingyu Chen, Yue Zeng, and Patricia De Carvalho Barros – traveled down to Costa Rica to meet up with Jason who had also gone down to work on some new programs (and escape the extortion-level rents of New York City for a bit). Over the course of a week they met with a range of potential program partners, including the tourist board, hotels, excursion and tour providers, and local public and private health clinics and healthcare providers. And what we found was both encouraging and discouraging – in fact, quite similar to what we’ve found in a lot of places: Everyone agrees that emergency medical services need to be improved, and lots of people are willing to help, but without an established response agency like the Red Cross or a fire department nearby to lead, few people were comfortable (or motivated) in taking responsibility. Clearly, there were a lot of roadblocks to overcome and nothing was going to happen quickly, so we determined to stick to our original strategy seeking to work with existing response agencies to improve their communications and expand local networks through formal partners.

The Glue That Keeps Us Together
Shortly after that, a great piece of news came which did a lot to lift our spirits: the Peery Foundation confirmed they were going to fund us for another year, providing some much needed unrestricted funding. Support from private foundations like the Peery Foundation has been absolutely critical in keeping us moving forward. In every respect, private foundations have been the glue that keeps us together. Whether we’re in the middle of a big grant, or between big grants, their willingness to support us with unrestricted funding means we’re able to cover unexpected expenses brought on by big projects or to fill in the funding gaps when between them. These grants can help cover everything from travel and utilities and advertising to support for our partner agencies, or even pay our staff’s salaries when there’s no big grant to do it. We’re so grateful for the support of these private foundations and the impact they’ve been so crucial in helping us deliver.
All Hands On Deck

Early in the summer, testing of Beacon v3.0 began in earnest and would end up consuming much of our time for the rest of the year. With additional software development support from Melrose Computing (UK) and OptiSol Business Solutions (India), we had more people working on the platform than ever before. This was exciting — very exciting — but it was also a lot of work. Drafting and revising designs and plans; constant testing and re-testing to find and remove bugs; coordinating developers; documenting changes — all of it started to suck up a lot of time quickly. But no one was complaining; this was exactly the work we’d been needing to do in order to go and help improve emergency care in the ways we’d always wanted to do. We finally had the chance to build out the software properly, and there was no guarantee we’d get a chance like this again, so we knew the next several months would be absolutely crucial in setting us up well for 2019.

While development and testing started taking up more and more of our time, more and more people were still finding us through social media and internet searches leading to several small, new programs getting started with volunteer fire departments in Guatemala, Mexico, and Costa Rica. One of these programs was with the Guatemala Volunteer Fire Department, Company 69 who we’d come into contact with due to their involvement in the Fuego Volcano eruption over the summer. These were exciting new developments because they not only validated our belief that the platform would be our best way to make the biggest impact, but they also provided us with new opportunities to learn what else these services were looking for in a dispatching platform.

Adiós, Amiga

However, we also received some discouraging news in the Spring. After nearly three years leading our efforts in the Dominican Republic, overseeing programs in multiple locations across the country responding to several thousand emergencies, including a few hurricanes, and giving birth to her own child, our Country Director, Dr. Dianne Dorville notified us she was planning on going back into medical practice. While a definite blow to our organization, we always knew she wanted to get back to practicing medicine, so we’re thankful for all the great work she did for us — and wished her all the success in her future. ¡Muchas gracias, Doctora!
After having had all the paperwork signed and just waiting for the bank transfer to be made, we got an email saying it wasn’t going to happen anymore. The corporation had come into some turmoil, funding needed to be cut, so the grant wouldn’t be coming any longer. *If we didn’t get something worked out quick, our software wouldn’t be up to the task for the emergency response programs – and our biggest chance yet would be lost.*

Thankfully, the Peery Foundation was available again. After hearing our story, they knew of an foundation that supported organizations in our exact circumstances and they made us an introduction to the Open Road Alliance. The Open Road Alliance (ORA) occupies a unique and exceptional place in philanthropy, providing contingency funds to nonprofits and social enterprises that run into unexpected challenges during project implementation, “so that impact and finite resources can be maximized across the social sector.” Our story, exactly.

Thanks to ORA’s last-minute, life-saving generosity, we were able to replace more than half of the funds we were originally pledged in very quick time, while also able to offset some of the other costs with the Cisco and Peery Foundation grants, while raising the rest from the Henry E. Niles Foundation and individual supporters.

Barely missing a beat (though notwithstanding a few sleepless nights), we were able to keep everything on track and began development on the remaining Beacon updates we’d been looking for. And in the meantime, we received some wonderful news from our pro bono lawyers at Baker Botts LPC that they’d been successful, after several years of trying, in securing a patent for Beacon.

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**Beta-Testing In Active Hurricanes**

Still more opportunities to evaluate the effectiveness of Beacon occurred in September/October when hurricanes Florence and Michael struck North Carolina and the Florida panhandle. In both hurricanes we were able to get new groups of volunteer community responders up and running on the Beacon platform, ultimately being used to dispatch nearly 100 incidents. Chief among the responders we were working with was Geaux Rescue, a volunteer disaster response organization led by George Ruiz, a former Coastguardsmen, whose team went out of their way time and time again to make sure victims got the attention they needed, whether to assist transports to a clinic or to perform simple welfare checks for concerned family members.

For a half-finished platform, we were very encouraged by how Beacon performed during the hurricanes and remain excited to continue working with Geaux Rescue and other partners in the future.

**Life-Saving Help for Saving Lives**

While everyone was excited by the progress being made on the software and with new programs, we also received news that threatened to torpedo everything. Over the past year or so, we’d be working to win a contract to provide the communications solutions for two new 9-1-1 systems that were being launched in two East African countries through funding from the World Bank.

In order for Beacon to be used as the primary emergency communications system for these large-scale road traffic response programs (each estimated to cover several hundred miles of highway), a few costly upgrades would have to be made before launching. Fortunately, we had secured that funding through a corporate grant. Until we didn’t.
A Full Beacon Makeover

With the grant secured for the East Africa projects, we went back to our files and pulled out the plans for the rest of the items on our Beacon v3.0 wish list. The first thing we would need to do was re-vamp the user interface for both dispatchers using the website as well as for responders using the mobile app. Since we first started designing Beacon in late 2012, we’ve been adding new features and functionality to improve what Beacon can do. But every time you add something to improve how the software works, you usually end up changing how the software looks. After awhile, things inevitably start to get cluttered – the “user interface” gets confusing, causing the “user experience” to deteriorate. Where buttons go, how things are arranged, which fonts and colors and sizes are used and when, which sounds and beeps are made and when – all of these things need to be very well thought out while also working perfectly on every type of device shape and size. Otherwise the user won’t bother to use your software.

So it pays to have a professional designer onboard and thanks again to the Tamer Center, we were introduced to another one of their former grantees, Juan Figueroa, a software developer and designer with extensive experience working with organizations like ours. Thanks to Juan’s expert input, and additional design support from Sean Jones, we were able to re-design and re-organize the entire Beacon platform, including both the website and the mobile app.

And how things changed. In every respect, Beacon came out for the better. The new web pages became more intuitive for dispatchers to operate; the displays were simplified and re-organized; the fonts, colors, sizes were enhanced to bring everything together. Across the board, the entire platform got a major upgrade, making everything look and feel better. No more poorly organized features and counter-intuitive designs; no more excessive blank spaces and cluttered typography; and no more drab colors. As it turns out, software design has as much to do with functionality as it does with marketing, and thanks to Juan’s work, we now had a website which caught people’s eyes – and it worked on all screen sizes, from laptops to smartphones. Our future was suddenly looking a lot brighter – and intuitively designed.
A Full Beacon Makeover (cont’d)

The final change that needed to be made was the group chat functionality. One of the things that’s kept us going at this for so long has been the fact that most emergency response groups are using WhatsApp or Facebook Messenger to coordinate their emergency response operations – and very few are satisfied with them. The good thing is that these group messaging apps allow private groups to text amongst themselves. The bad thing is that they were never intended for emergency response agencies to coordinate their operations. It doesn’t take long before these open chat groups become chaotic – with too many members and/or too many incidents and it quickly becomes very difficult to manage, or even follow, the message threads. We’ve always known that a more appropriate app – one designed specifically for emergency response – would have a great chance at converting these response groups into dedicated users as long as it incorporated a simple group messaging feature. This way, the core functionality of the software would coordinate and track responders – much like dispatchers do via redundant radio communications today – while the group messaging feature would allow them to maintain dynamic communications that fell outside the standard dispatch sequence. In other words, we wanted to automate what was predictable in emergency dispatching and provide free form communications for what wasn’t.

By the start of the autumn, our future was suddenly looking significantly brighter – and intuitively designed. And to help keep the rest of our organization in order, we gained two new sets of helping hands when we hired Samantha Sanchez to be our Grants Director, while Casey McGillicuddy, a third-year medical student, took a year off from school to come and join us for a full-time internship. Their arrival couldn’t have come at a better time and there was no doubt we’d be able to put them to work.

TRHM responders assist a man stabbed in the abdomen in Mwanza, Tanzania
In September, after much time waiting and hoping, we finally signed a contract with the government of Malawi to assist them in designing and implementing an emergency communications system for a pilot project which was hoped would be turned into the country’s first formal emergency medical services (EMS) system. Spanning a stretch of highway close to 250 miles long, the EMS system was being implemented as part of a World Bank-funded transportation project known as the Southern Africa Trade and Transport Facilitation Program (SATTFP).

The pilot’s focus on a single stretch of highway was unique in that the catchment area would be narrow, likely as wide as the road itself, as opposed to being focused on a community or region, as is typically done. There would be nine ambulances stationed at hospitals spread out along the highway, with nearly 500 community responders available in communities between the hospitals and at known traffic accident hot spots, who would be able to arrive on scene quickly and well in advance of the ambulances to determine the severity of the incident and whether the ambulance would be needed or could be canceled well before they arrived.

This unconventional program design was very exciting for us because it was exactly the type of challenging set up that Beacon had been designed to be able to manage. With Beacon, it was possible to alert scores of responders no matter how far from or close to each other they were. And, thanks to ORA, new functionality had been added to give dispatchers a greater ability to manage the responders, making it possible for the system to operate as both a crowdsourcing tool and a conventional dispatch system. This would mean, for example, that the dispatcher could assign the nearest ambulance to an incident while simultaneously sending out an alert to the closest 25 community responders asking for five volunteers. It seemed like a perfect fit.

In late October, we finally got things started. Jason Friesen, our Executive Director, was accompanied by our Lead Engineer, Dr. William Prescott, and our Communications Specialist, Jeff Gray, to travel to Lilongwe to meet the program managers and partners, assess the progress to date, and size up what would be needed to finish implementation and launch the system.

For once it seemed like all the pieces had come together for a large-scale program: Leadership was in place; political will was strong; vehicles had been purchased and stocked; responders were trained; the telecommunications regulatory authority was in place. Now, we just needed the telecom companies to bring it all together.

But that would have to wait until 2019.
We ended 2017 by adding five small, yet crucial words to the end of our mission statement: “Dedicated to reducing premature death and disability in resource-limited settings by improving access to emergency medical care through innovative mobile phone technologies”.

In 2018, we spent the year making sure we could fulfill that mission by focusing on improving the innovative mobile phone technologies we’d been working on part-time.

For 2019, our goal is to turn that mission statement into a practical reality in the following ways:

**THE ROAD AHEAD**

*For existing partners:* Our goals are to focus on helping agencies promote their services more effectively; create better incentive programs for volunteers; and build stronger relationships and collaboration with neighboring services for large-scale events.

*For new partners:* Target organizations with active operations and develop a minimum criteria for new partner programs, e.g.,:

- Has minimum number of trained personnel
- Has adequate transportation already in use
- Is well-managed with active operations
HEADQUARTERS
- Jason Friesen – Executive Director
- William Prescott, PhD – Lead Software Engineer
- Mickey Cowden – Software Engineer
- Kevin Munjal, MD – Medical Director
- Samantha Sanchez – Grants Director
- Casey McGillicuddy – Intern

SOFTWARE DEVELOPMENT SUPPORT
- Vision Point Systems
- OptiSol Business Solutions
- Melrose Computing

TANZANIA
Marko Hingi, MD - Country Director
Luke Glaude, Training

DOMINICAN REPUBLIC
Dianne Dorville, MD - Country Director

Manzanillo
- Coronel Ramon Soriano
- Ronand Nuñez

Guayubín
- Coronel Hipolito Capellan

Puerto Plata
- Reynaldo Ortiz
- Anariel Fernandez

BOARD OF DIRECTORS
- Perry Robinson
- Krysta Butler
- Meg FitzGerald
- Quinton Friesen
- Scott Friesen
- Dean Patterson

TECHNICAL ADVISORS
- Joel Harms
- Adeel Khurshid
- Yong Lee
- Jeff Schlegelmilch
- Jim Schweitzer
- Jonathan Washko
- Russ Ziskind
## FINANCIAL STATEMENTS

### Trek Medics International
### 2018 Statement of Activities

<table>
<thead>
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<th></th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
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<td><strong>Revenue</strong></td>
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<td>Gift-in-Kind</td>
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<td>Facilities and Equipment</td>
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*Gift-in-Kind includes pro bono services provided by technical experts, including software developers, communications specialists, and accountants

*Contract Services includes staff salaries for:
- Senior Management - $32,725
- Field Staff - $11,850
- Software Developers - $91,731

Agency Support refers to monthly support provided to partner response agencies to subsidize costs associated with operations, specifically: Internet, SMS, mobile devices, computers, fuel, first aid supplies, training materials, for Field Programs in Dominican Republic, Tanzania, Guatemala, Puerto Rico, Costa Rica, US, Mexico and Argentina.

Rescate Ambar responders providing care to a man injured during Semana Santa (Holy Week) festivities in Puerto Plata, Dominican Republic.
### Detailed Statement of Activities

#### 2018

<table>
<thead>
<tr>
<th>Income</th>
<th>Admin</th>
<th>Field Programs</th>
<th>Beacon</th>
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<th>Fundraising</th>
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<td>Tanzania</td>
<td>Malawi</td>
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<td>Business Expenses</td>
<td>$5,838</td>
<td>$554</td>
<td>$376</td>
<td>$2,180</td>
<td>$143</td>
<td>$0</td>
</tr>
<tr>
<td>Operations (HQ)</td>
<td>$3,197</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Travel and Meetings</td>
<td>$1,202</td>
<td>$0</td>
<td>$0</td>
<td>$31,000</td>
<td>$1,917</td>
<td>$0</td>
</tr>
<tr>
<td>Agency Support†</td>
<td>$0</td>
<td>$18,363</td>
<td>$7,063</td>
<td>$0</td>
<td>$1,704</td>
<td>$1,457</td>
</tr>
<tr>
<td>Other Types of Expenses</td>
<td>$519</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$2</td>
</tr>
<tr>
<td><strong>Total Expense</strong></td>
<td>$32,156</td>
<td>$30,767</td>
<td>$7,439</td>
<td>$43,486</td>
<td>$3,774</td>
<td>$3,482</td>
</tr>
<tr>
<td><strong>Net Ordinary Income</strong></td>
<td>$3,091</td>
<td>$(25,767)</td>
<td>$17,561</td>
<td>$9,514</td>
<td>$21,226</td>
<td>$(3,482)</td>
</tr>
</tbody>
</table>

† Gift-in-Kind includes pro bono services provided by technical experts, including software developers, communications specialists, and accountants.

* Contract Services includes staff salaries for:
  • Senior Management - Total of $32,725
  • Software Developers - Total $91,731

† Agency Support refers to monthly support provided to partner response agencies to subsidize costs associated with operations, specifically: internet, SMS, mobile devices, computers, fuel, first aid supplies, training materials.

† Other Field Programs includes Guatemala, Puerto Rico, Costa Rica, US, Mexico and Argentina, and is earmarked for disaster response.
OUR THANKS

All of 2018’s work and success is owing to the tremendous generosity and commitment of our many volunteers and champions. A number of these individuals and families deserve special mention:

- Ruth Aguilar-Urrea
- Karen Alampi
- Marcus and Debora Aust
- Kristen Bailey
- Thomas Barker
- Marla Batchelder
- Steven Beckett
- Jen Benedict
- Will Benedict
- Krysta Butler
- Matthew Camp
- David Campbell
- Karen & Christopher Charlton
- Gene Colucci
- Kevin Conlon
- Erin Connor
- Mickey Cowden
- Wilfred & Missy Dawa
- Velda Decker
- Laura Ellington
- Juan Figueroa
- Meg Fitzgerald
- Mark Fleury
- Daniel Foote
- Thomas Freteur
- Norris & Grace Friesen
- Quinton & Gail Friesen
- Scott & Sandy Friesen
- Todd & Rachael Friesen
- Jill Gamache
- Matthew Gamache
- Scott Garell
- Benjamin Gilmour
- Luke Glaude
- Sheila Goldfarb
- Jeffrey Gray
- Robert Gustafson
- Robert Hill
- Daniel Hulseberg
- Dmitry Ivanhoe
- Sean Jones
- Lukas Keller
- Yong Lee
- Lucia LoMonaco
- Ted & Cindy Maurer
- The McArdle Family
- Casey Shea McGillicuddy
- John McGrath
- Roberta & Ted Meier
- Melissa Mitchell
- Veronica Momjian
- Franklin Mora
- Jason Morris
- Kevin Munjal
- Sandra Navalli
- Meghan Nesbit
- Ronand Nuñez Susana
- Reynaldo Ortiz Santos
- Pangea Advisors
- Geoffrey Parkinson, Jr.
- Geoffrey Parkinson, Sr.
- Christopher Patrick
- Caitlin Prinsen
- William Prescott
- Jocelyn Rheem
- Perry Robinson
- Jeffrey Schlegelmilch
- Bo Shang
- Matt Simmons
- Alex Simon
- Jenise Steverding
- Dorine Van Ophalvens
- Johannah Waite
- Jonathan Washko
- Jean Wong
- Robert Wong
- Russ Ziskind

AND A VERY SPECIAL THANKS TO:

- Bill and Ann Bresnan Foundation
- Hilda and Preston Davis Foundation
- Henry E. Niles Foundation
- Open Road Alliance
- The Peery Foundation
- The Tamer Center for Social Enterprise
- Widgeon Point Charitable Foundation

OUR 2018 SUPPORTERS
MONTHLY EMERGENCIES DISPATCHED
TOTAL = 3,203

WITH EMERGENCIES DISPATCHED IN:

DOMINICAN REPUBLIC
TANZANIA
GUATEMALA
MÉXICO
ARGENTINA
UNITED STATES
COSTA RICA
2018 BEACON RESPONDER AWARDS

Awarded to the highest performing responder in each agency that uses Beacon throughout the year and for a minimum of 100 incidents.

**ABU BAKARI**
Boda Boda Taxi Drivers
Mwanza, Tanzania
Runner Up
LAURENT MWOBEMKI

**PETER DE LEON**
Rescate Ambar
Puerto Plata, Dominican Republic
Runner Up
ANA MERCEDES CASTILLO

**ELMER GUZMAN**
Bomberos de Manzanillo
Manzanillo, Dominican Republic
Runner Up
NIKO TORRES

**ANGELA REYES**
Bomberos de Guayubín
Guayubín, Dominican Republic
Runner Up
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