

2025 ANNUAL REPORT

A line graph with two lines, one white and one dark red, both showing an upward trend. The white line has a small arrow at its end, pointing towards the top right corner of the page.

A year of growth and innovation

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Emergency Help For Everyone, Everywhere

In 2025 accesSOS crossed state lines.

This report chronicles our journey from a two-state pilot to a seven-state lifeline, the launch of our most inclusive features to date, and our unwavering commitment to the 37 million Americans who are being left behind by a voice-centric system.

About accesSOS

*We're a nonprofit scaling the future of public safety.
One state, one language, and one life at a time.*

Our Mission

To make emergency help accessible to everyone. We are transforming emergency response through:



Technology

We built a free, 24/7 mobile app that everyone can use to quickly contact emergency services.



Advocacy

We are rewriting emergency accessibility standards alongside federal and industry leaders.



Community

We build *with* communities, not *for* them, shaping technology together.



Our Vision

A future where emergency help is accessible to every person, in every language, in every state and country.



From Advocacy To Action

Dear accessSOS Community,

I am incredibly proud to share our 2025 Annual Report. A year defined by the transition from proving our concept to scaling our impact. In 2025, we stopped waiting for the system to change and started building the bridge ourselves.

In 2025, we successfully scaled our operations from two states to seven, extending our lifeline to underserved communities in **Texas, Florida, Illinois, New York, and Virginia**, while deepening our work in **New Mexico and California**. This increase in our geographic footprint means that millions more Americans now have a pathway to help that doesn't depend on a voice call.

Beyond expansion, 2025 was a year of technical innovation. We integrated **30 languages** into our platform, ensuring that linguistic barriers no longer stand between a human being and lifesaving services. We also shipped our most significant feature to date: **user profiles**. By allowing users to pre-save medical data and emergency contacts, we've transformed the "911 text" from a stressful exchange into a streamlined, data-rich transmission that saves critical seconds.

accessSOS expanded our influence in shaping the future of emergency technology. From celebrating inclusive design at **Apple** to discussing high-scale reliability at **PagerDuty**, accessSOS is now recognized as a thought leader in emergency tech. Our advocacy via text911.info has reached nearly three million people, providing the transparency that the public deserves.

We are still a lean team, but our 2025 milestones prove that we are the right team. To our donors, partners, and the communities who stand alongside us and refuse to be left behind: thank you. We're not just building an app; we're helping reshape the future of public safety.

With heartfelt gratitude,



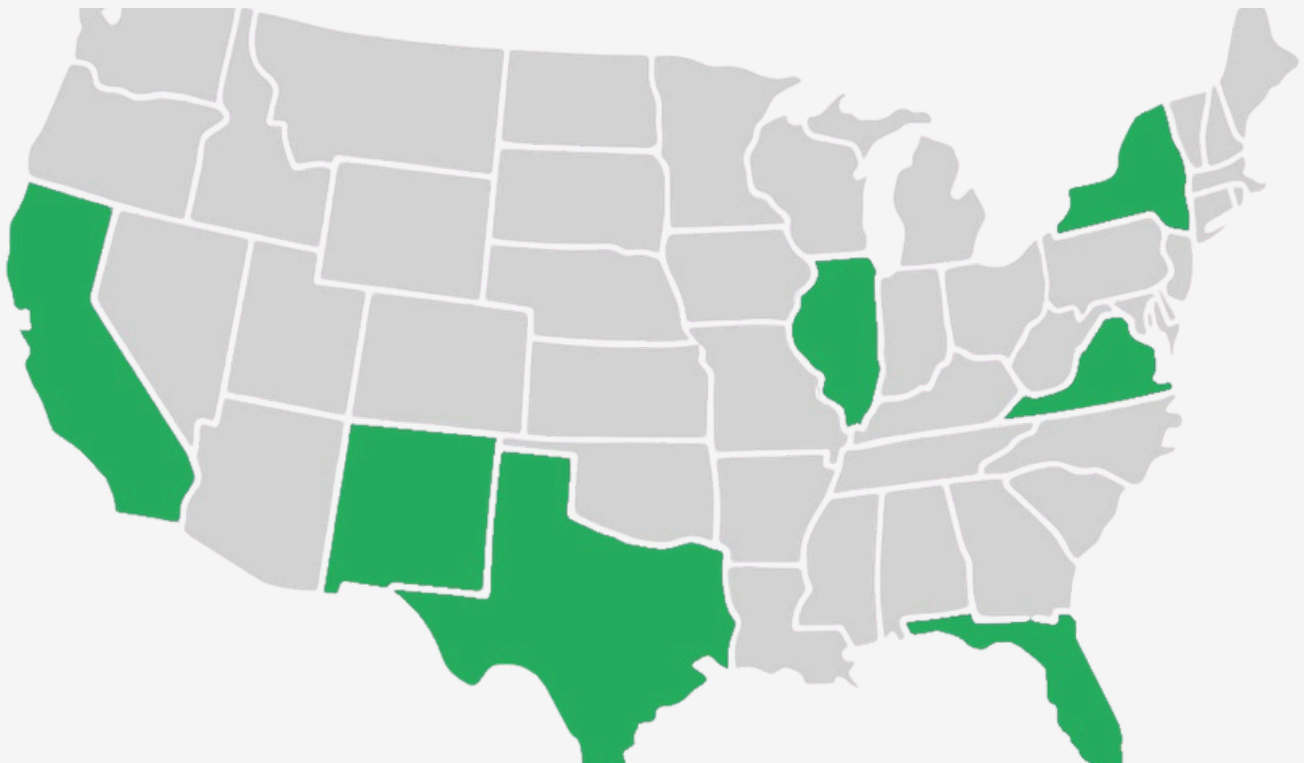
Gabriella Wong
Founder & CEO



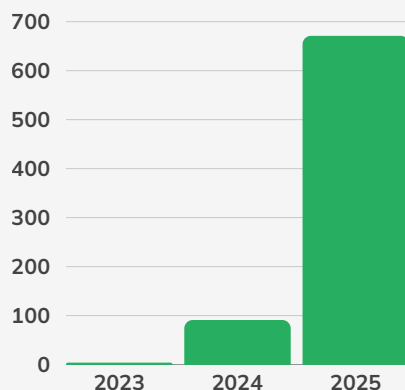
2025 Milestones



The Scale Of Protection



Growth by Counties



In 2025, our footprint grew to **671 counties** nationwide. By expanding into five new states and strengthening our presence in New Mexico and California, accesSOS can now reach more than 3.5 million people who are Deaf or hard of hearing, as well as others who speak different languages or cannot safely make a voice call in an emergency.

Access Without Limits

No one should have to translate to survive.

By integrating 30 languages and AI translation into our platform, we've expanded emergency access for immigrant and refugee communities who have long faced language barriers.

The Growth of Linguistic Diversity (1980–2025)



**based on U.S. Census Bureau data*



accessSOS

NOW SUPPORTS

English, Russian, Korean, Serbian, Thai, Armenian, Greek, Italian, Gujarati, Hindi, Simplified Chinese, Haitian Creole, Portuguese, Vietnamese, Urdu, Bengali, Spanish, German, Hmong, Arabic, Farsi, French, Tamil, Hebrew, Filipino, Japanese, Khmer, Polish, Punjabi, Telugu

Personalized Emergency Access

Launched in 2025

USER PROFILES

Instead of asking users to type their medical history during a panic, accesSOS sends a complete profile instantly, helping ensure critical information reaches responders without delay.

Emergencies demand action, not data entry. In 2025, we changed that.



Critical Details, Instantly Shared

Save home addresses, apartment numbers, and gate codes ahead of time so no one has to search for details in a crisis.



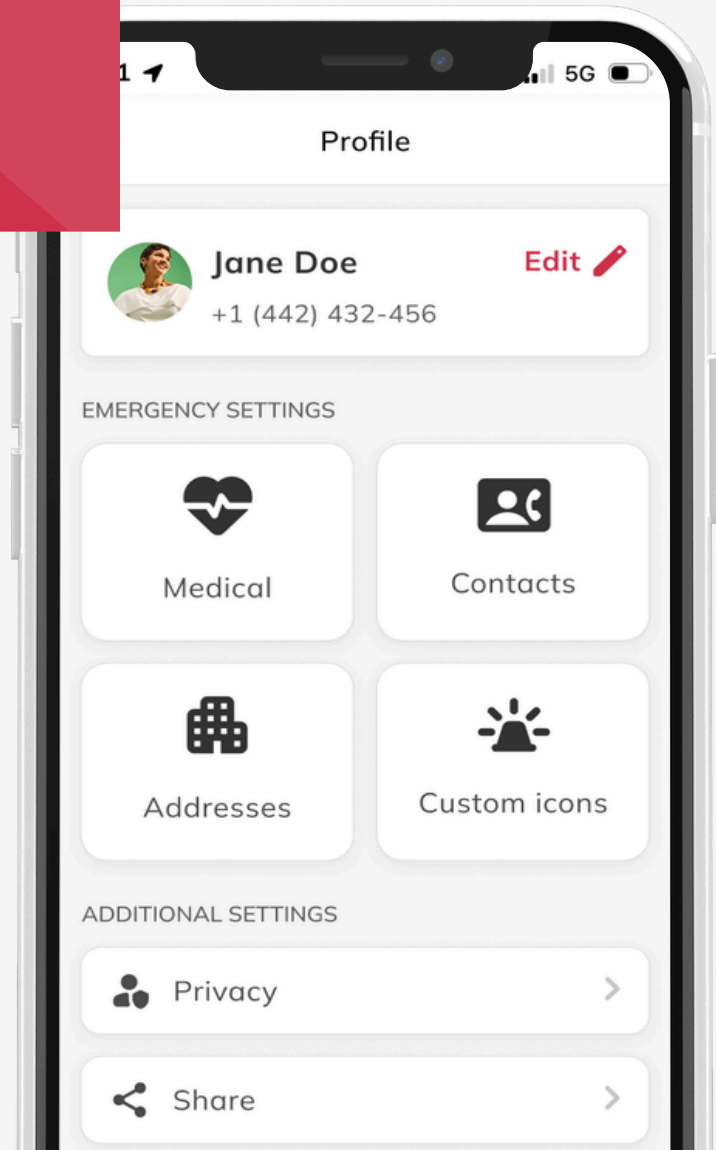
Medical Information

Essential medical information is delivered instantly with the alert, ensuring responders understand critical needs from the start.



Emergency Circles

When an alert is activated, chosen contacts are instantly informed, ensuring no one faces an emergency alone.



Emergency Requests

Emergency Requests (cumulative)

148

Requests Made in 2025

27

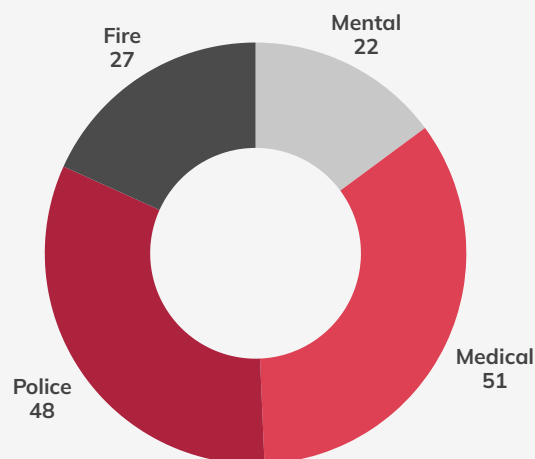
Time to Request Help

2min 18sec

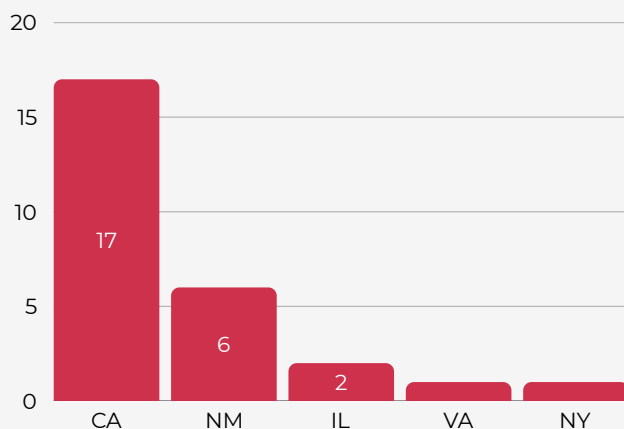
Test Sessions

825

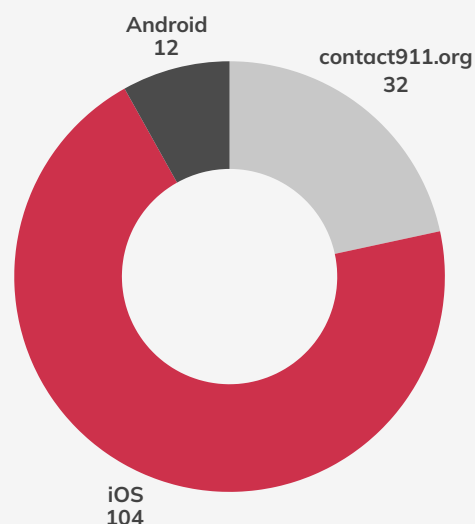
Requests by Emergency (cumulative)



Requests by State (2025)



Requests by App (cumulative)



When Seconds Count

accessSOS has been used to report medical emergencies such as injuries, severe pain, and difficulty breathing; urgent threats including traffic accidents and fires; and dangerous situations where speaking aloud could put someone at risk, including domestic violence, break-ins, and assault.

Platform & Community

337,913

People Informed About Accessible
Emergency Tools

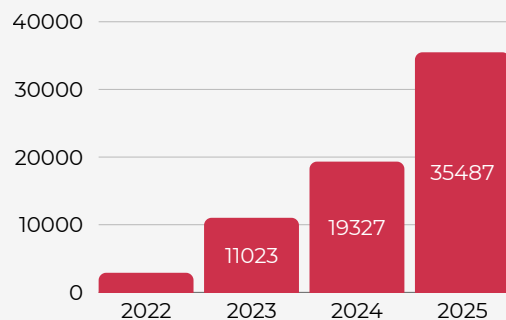
35,487

accessSOS Platform Users
(Native app, PWA, text911.info)

2,655

Took Action to Learn About
Accessible 911

Platform Users by Year



New Connections



Southern California Asian Deaf
Association

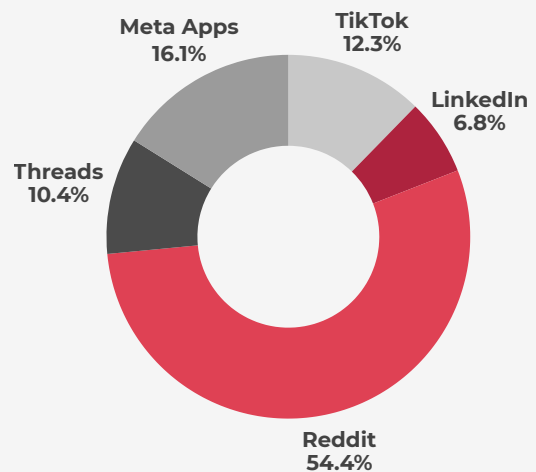


SF Police Dept. Deaf and Hard-of-
Hearing Working Group



Chabot College

Reach by Community



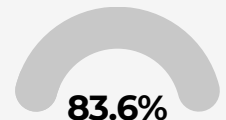
App Downloads



Platform Session



Community Activists



Platform Growth

Policy & Systems Change

Submitted formal recommendations to:

- Federal Communications Commission
- Department of Labor
- Department of Energy

Mapping a Safer Future

Technology with a Purpose

Many Americans are unsure if they can text 911 in a crisis. To solve this, Text911.info provides a real-time national map that bridges the gap between official data and local reality.

We leverage AI for Good by using automated scraping to monitor news and local updates, catching service expansions months before they appear in federal records. This ensures our community has the most accurate information available.

ERIKA C.

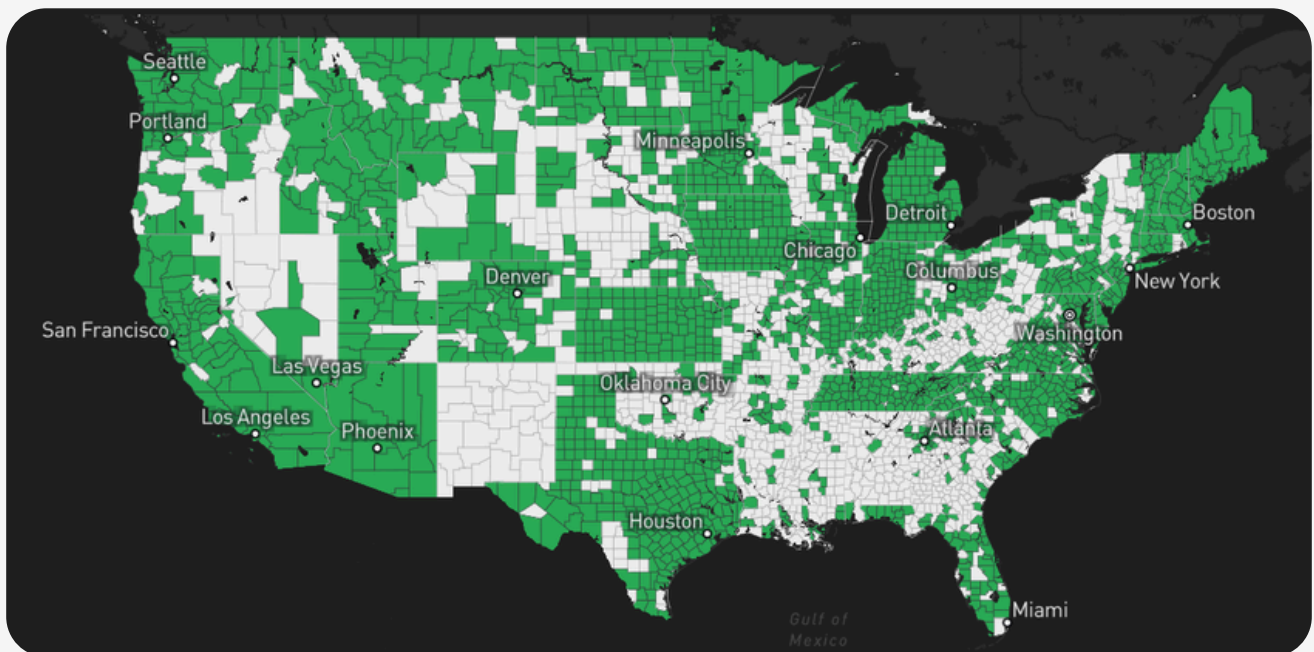
Wow! I had no idea this was available! Thank you for sharing. Reposting. Scary times, hard to believe this is where we are.

REBEKAH B.

Thank you for sharing such an important resource!

REDDIT USER

Not only can you text 911, you can contact them regardless if the phone has a plan with a service provider or not.



Text-911 not supported



Text-911 supported

Public Advocacy & Leadership



March 2025

Apple Women's Celebration

Discussed the intersection of gender, disability, and tech at one of the world's largest stages.

PagerDuty Engineering Summit

Partnered with PagerDuty to ensure our lifeline stays online when traditional systems fail.

[Read Case Study →](#)

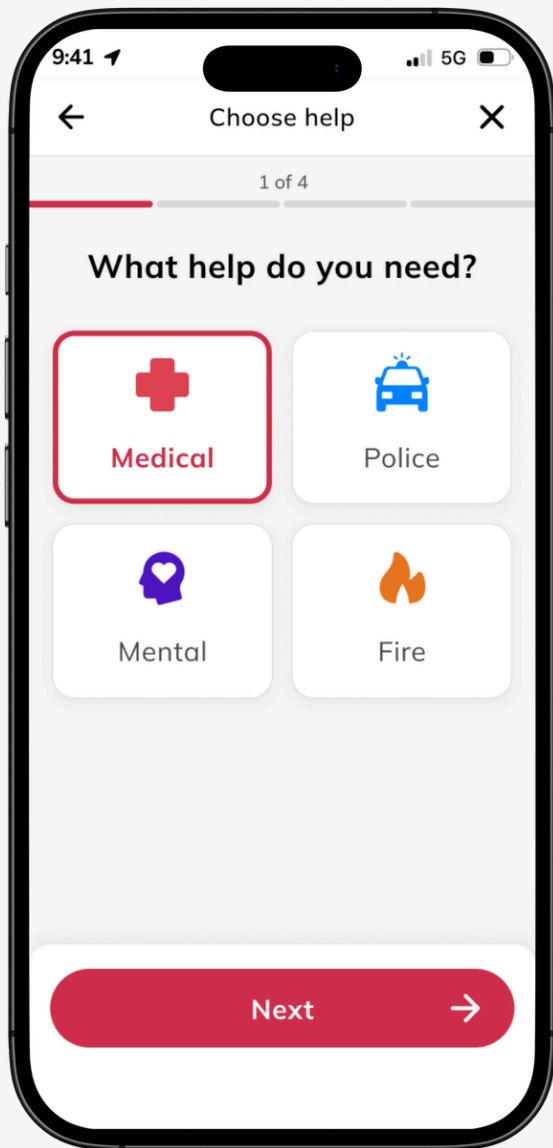


June 2025

NENA Conference

Joined the national conversation with 911 leaders and professionals to champion the shift toward Next Generation 911 (NG911) standards.

Testimonials



AFRIETHICS INITIATIVE



Expanding emergency access in 30 languages is a powerful step toward equity and inclusion in public safety. Truly inspiring work!

LULU R.



This app could save your life!

TAYLOR R.



This can absolutely save someone. Being able to text 911 without having to call for help. This is amazing!

TYLER E.



As a first responder and former dispatcher, this is IMPORTANT and INCREDIBLE.

SMITH FAMILY FOUNDATION



Love this innovative concept you've put together!

Forward Momentum

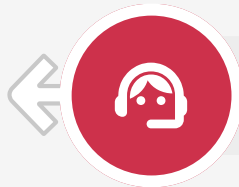
With real-world results behind us, we are expanding nationwide. In 2026, we are scaling our reach to ensure no community is left behind.

Nationwide Coverage



Expanding our footprint to reach all 50 states, ensuring millions more have a reliable lifeline.

Strengthening dispatcher integration and community awareness in active states.



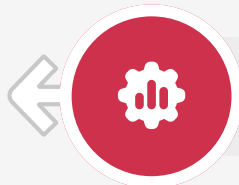
Deepening Regional Impact

Expanding AI Intelligence



Using GenAI to deliver smarter routing and clearer real-time awareness during emergencies.

Strengthening our infrastructure to ensure uninterrupted reliability.



Mission-Critical Reliability

Community Co-Design



Making community partnership the foundation of every new feature we build.

Support Our Mission

It takes a community to transform an outdated system. Here is how you can lead.

Click the button, or go to qr.accessos.io/donate

DONATE



Fuel the Mission

Support the engineering and innovation that keeps our lifeline free and accessible to everyone.



Amplify Our Voice

Stay connected and spread the word; access to help should be known before it's needed.



Review for Visibility

Write a review—it helps us reach the millions still searching for emergency access.



Advocate for Change

Join our mission to influence federal policy and modernize emergency standards.

Click to Follow:



[911access](https://www.facebook.com/911access)



[911access](https://www.instagram.com/911access)



[911access](https://www.tiktok.com/@911access)



[accessos](https://www.linkedin.com/company/accessos)



[911access](https://twitter.com/911access)

People Behind The Change

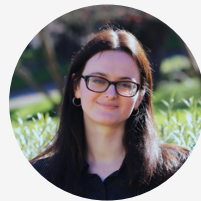
Behind every line of code and every voice raised, is a team committed to making help accessible.



Gabriella Wong
CEO



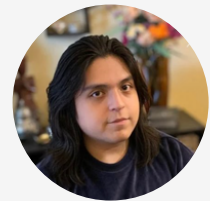
Phaneendra A. Ravi
Engineering



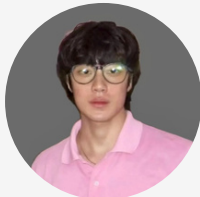
Olya Warren
Product & Design



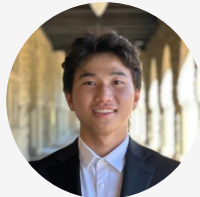
Bill Karpowicz
Marketing



Luis Sanchez
Engineering



Paul Kim
Marketing



Tuvana Soronzonbold
Engineering



Lisa Jurca
Engineering



Stephanie Pena
Engineering



Preyanka Sivacheliyan
Grants & Marketing



Daniel Truong
Engineering



Elana Chen
Engineering



Aili Hamawaki
SMM



Francesca Lorthe
SMM



Kylie Wu
SMM



Colin Pham
Engineering



Lucas Brodsky
Engineering



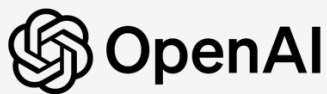
Austin Asher
Engineering



Cora Schmidt
Engineering

Our Partners

Thank you to the partners and donors who believe that emergency access is a universal right.



With Sincere Gratitude

accessSOS is more than just tech—it is a community.

Our progress is made possible by the dedication of our volunteers, interns, staff, and funders, and the unwavering support of our family and friends. Together, we move into 2026 with a shared resolve to make emergency access a reality for every person, everywhere.



Contact Us

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FOLLOW US

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