

**CAPITAL DISTRICT CENTRAL OFFICE (CDCO)
Report of Phone Calls Received
and Other Data**

**ANNUAL REPORT
2013**

The office has been operating at 575 Broadway, Suites 128-130, Menands, NY 12204 (518-463-0906) since November 10, 2005. A daily log has been kept of all phone calls received since that opening day. The following is the latest Annual Report.

Telephone Calls

District 1 (Albany region)	837	55%
District 2 (Troy-Cohoes region)	240	16%
District 14 (Schenectady region)	279	18%
District 17 (Hudson-Kinderhook region)	78	5%
District 18 (Rensselaer-Nassau region)	81	5%
	1,515	*
Calls from other New York State sites	332	
From out of state	48	
	380	
CDCO business & miscellaneous calls	178	
TOTAL CALLS	2,073	

The Office handled an average of 5.7 calls per day during 2013.

General office visits	76
Office visits to purchase literature	226
	302

The CDCO sold \$7,488 in AA literature during 2013 to 226 groups or individuals. All literature was sold at cost. Manager's e-mails (manager@aaalbany.org): 36 e-mails received and resolved.

*Percentage does not equal 100 % due to rounding.

Respectfully submitted, CDCO Data Coordinator, Tom O'