

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

ANNUAL REPORT
2016

The Office address is: 11 Computer Drive West, Suite 100, Albany, NY 12205. The hotline phone number is: 518-463-0906. A daily log has been kept of all phone calls received since the Office's opening day, November 10, 2005. The following is the latest Annual Report.

Telephone Calls

District 1 (Albany region)	765 61%
District 2 (Troy-Cohoes region)	253 20%
District 14 (Schenectady region)	119 10%
District 17 (Hudson-Kinderhook region)	50 4%
District 18 (Rensselaer-Nassau region)	57 5%
	1,244
Calls from other New York State sites	201
From out of state	26
	227
CDCO business & miscellaneous calls	248
TOTAL CALLS	1,719

The Office handled an average of 4.7 calls per day during 2016.

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|                                      |            |
|--------------------------------------|------------|
| General office visits                | 173        |
| Office visits to purchase literature | 673        |
|                                      | <b>846</b> |

The CDCO sold \$15,863 worth of AA literature, at list, and \$3,920 worth of medallions during 2016 to 673 groups or individuals.

The CDCO website ([www.aaalbanyny.org](http://www.aaalbanyny.org)) received 29,326 visitors; 57% were new visitors. The Office received 313 e-mails ([manager@aaalbanyny.org](mailto:manager@aaalbanyny.org)) during the year. All were resolved.

All CDCO reports are available at [www.aaalbanyny.org](http://www.aaalbanyny.org).

Respectfully submitted, CDCO Data Coordinator, Tom O'

