

**CAPITAL DISTRICT CENTRAL OFFICE, Inc. (CDCO)**  
**Report of Phone Calls Received**  
**And Other Data**  
**November 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. Following is the latest monthly report:

*Telephone Calls*

District 1 (Albany region)	65
District 2 (Troy-Cohoes region)	23
District 14 (Schenectady region)	2
District 17 (Hudson-Kinderhook region)	1
District 18 (Rensselaer-Nassau region)	7
	<b>98</b>
Calls for other New York State sites*	17
For out of state**	3
	<b>20</b>
CDCO business	<b>23</b>
<b>TOTAL CALLS</b>	<b>141</b>

Of the total calls received, 1 was for ACOA, 1 was for Corrections, 5 were first-time callers, 10 were for 12-step action, and 13 were regarding literature.

\*Canaan, Clifton Park, District 5, Dutchess County, Glens Falls, Hudson, Long Island, Malta, New York City (4), Saratoga Springs (2), Schuylerville, Walton, and Warrensburg.

\*\*Las Vegas, NV; Massachusetts; and Seattle, WA.

General office visits	29
Visits to purchase literature/coins	65
Total visits	<b>94</b>

The Office sold \$1,525 worth of AA literature, at list price, and \$405 worth of medallions to a total of 65 groups or individuals.

The CDCO website ([www.aaalbanyny.org](http://www.aaalbanyny.org)) received 2,616 visitors; 55 % were new visitors.

The Office received 39 emails at [chair@aaalbanyny.org](mailto:chair@aaalbanyny.org). All were resolved.

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

Respectfully submitted, CDCO Data Coordinator, Tom O'