

1/10/2018

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

**ANNUAL DATA REPORT  
2017**

The Office address is 11 Computer Drive West, Suite 100, Albany, NY 12205. The hotline phone number is: 518-463-0906. The Office has been operating 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)	681 64%
District 2 (Troy-Cohoes region)	166 16%
District 14 (Schenectady region)	116 11%
District 17 (Hudson-Kinderhook region)	44 4%
District 18 (Rensselaer-Nassau region)	56 5%
	<b>1,063</b>
Calls for other New York State sites	202
For out of state	34
	<b>236</b>
CDCO information	<b>1/10/20181/10/20181/10/2018 245</b>
<b>TOTAL CALLS</b>	<b>1,544</b>

The Office handled an average of 4.2 calls per day during 2017.

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General office visits 195  
Office visits to purchase literature 1/10/2018 911  
**1,106**

The CDCO sold \$16,049 in AA literature, at list price, in 2017 and \$4,525 in medallions to 911 groups or individuals. The Office website received 20,057 visitors; 58% were new visitors. The Office received and resolved 239 e-mails at [chair@aaalbanyny.org](mailto:chair@aaalbanyny.org). All other reports are also available at [www.aaalbanyny.org](http://www.aaalbanyny.org).

Respectfully submitted, CDCO Data Coordinator, Tom O'