

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

ANNUAL REPORT
2018

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)	712 63%
District 2 (Troy-Cohoes region)	184 16%
District 14 (Schenectady region)	139 12%
District 17 (Hudson-Kinderhook region)	39 3%
District 18 (Rensselaer-Nassau region)	49 4%
	1,123
Calls from other New York State sites	251
From out of state	34
	285
CDCO business & miscellaneous calls	259
TOTAL CALLS	1,667

The Office handled an average of 4.6 calls per day during 2018.

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|                                      |              |
|--------------------------------------|--------------|
| General office visits                | 146          |
| Office visits to purchase literature | 965          |
|                                      | <b>1,112</b> |

The CDCO sold \$18,682 worth of AA literature, at list price in 2018 and \$4,350 worth of medallions to 965 groups or individuals.

The CDCO website ([www.aaalbanyny.org](http://www.aaalbanyny.org)) received 37,795 visitors; 77% were new visitors. The Office received 226 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'