

**CAPITAL DISTRICT CENTRAL OFFICE, INC (CDCO)**  
**Report of Phone Calls Received**  
**and Other Data**  
**November 2019**

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)	61
District 2 (Troy-Cohoes region)	14
District 14 (Schenectady region)	12
District 17 (Hudson-Kinderhook region)	4
District 18 (Rensselaer-Nassau region)	14
	<b>105</b>
Calls for other New York State sites*	21
For out of state**	1
	<b>22</b>
CDCO information	<b>20</b>
<b>TOTAL CALLS</b>	<b>147</b>

Of the calls received, 1 was for Al-Anon, 14 were regarding literature, 21 were for 12<sup>th</sup>-step action, and 26 were first-time callers. All other calls were for AA meeting information.

\*Amsterdam (3), Clifton Park (2), Cooperstown, District 5, Fulton County, Knox, Little Falls, Long Island, Malta, Mechanicville, New York City, Port Chester, Port Henry, St. Regis Falls, Saratoga Springs (2), Syracuse, and Utica.

\*\*Louisiana.

General office visits	12
Office visits to purchase literature	77
	<b>89</b>

The Office sold \$3,012 worth of AA literature, at list price, and \$477 worth of medallions.

The CDCO website received 1,275 visitors; 80 % were new visitors.

The Office received 14 emails at [chair@aalbanyny.org](mailto:chair@aalbanyny.org). All were resolved.

All CDCO reports are available at <http://aalbanyny.org/reports>.

Respectfully Submitted, CDCO data coordinator, Tom O.