

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

ANNUAL REPORT
2021

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)	711 51%
District 2 (Troy-Cohoes region)	196 14%
District 3* (Catskill-Greene County region)	24 2%
District 13 (Glens Falls, Lake George region)	153 11%
District 14 (Schenectady region)	112 8%
District 17 (Hudson-Kinderhook region)	53 4%
District 18 (Rensselaer-Nassau region)	76 5%
Unknown district	72 5%
	1,397
Calls for other New York State sites	176
For out of state	40
	216
CDCO information (location, hours, etc.)	132
TOTAL CALLS	1,745

The Office handled an average of 4.8 calls per day during 2021.

*Data collection for District 3 began in August 2021.

General office visits	25
Office visits to purchase literature	<u>330</u>
	355

The CDCO sold \$12,878 worth of AA literature, at list price, in 2021 and \$3,328 worth of medallions to 330 groups or individuals.

The CDCO website (www.aaalbanyny.org) received 83,377 visitors..

The Office received 334 e-mails (chair@aaalbanyny.org) during the year. All were resolved.

All CDCO reports are available at www.aaalbanyny.org.

Respectfully submitted, CDCO Data Coordinator, Tom O'