

## THE CAPITAL DISTRICT CENTRAL OFFICE, INC (CDCO)

### Report of Phone Calls Received and Other Data

November 2023

The CDCO office address is: 11 Computer Drive West, Suite 100, Albany, NY 12205.

The CDCO helpline phone number is 518-463-0906 and is available for confidential support 24/7.

The CDCO office is open Mon thru Fri 10 a.m. to 6 p.m. and Sat noon to 4 p.m.

#### Telephone Calls:

District 01 (Albany region)	43
District 02 (Troy-Cohoes region)	7
District 03 (Catskill-Greene County region)	8
District 13 (Glens Falls-Lake George region)	6
District 14 (Schenectady region)	4
District 17 (Hudson-Kinderhook region)	2
District 18 (Rensselaer-Nassau region)	5
Unknown region	7
	<b>82</b>
For other New York State sites*	11
For out of state**	2
	<b>13</b>
CDCO Information	<b>11</b>
<b>TOTAL CALLS</b>	<b>106</b>

Of the calls received, 23 were regarding literature, 19 were for 12th-step action, and 40 were first-time callers. All other calls were for general AA meeting information.

\* Clifton Park, Saratoga, Schoharie, Middleburgh, Woodstock, Oneonta

\*\* New Jersey, Gainesville, Florida

#### Other Data:

General Office Visits	16
Office visits to purchase literature	75
<b>TOTAL CDCO VISITS</b>	<b>91</b>

The Office sold \$1,879.02 in AA literature and \$472.75 in medallions in the month of November.

The CDCO website received 4,602 visitors during the month of November.

The Office received 17 emails at [chair@aaalbanyny.org](mailto:chair@aaalbanyny.org). All but 1 were resolved.

All CDCO reports are available at <https://aaalbanyny.org/cdco-reports/>

Respectfully Submitted, CDCO data coordinator, Kate O.