

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

ANNUAL REPORT
2023

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:

	Last Year	This Year	% Change
Phone Calls:	2022	2023	Increase/ (Decrease)
District 01 (Albany region)	487	503	3%
District 02 (Troy-Cohoes region)	133	117	(12%)
District 03 (Catskill-Greene County region)	69	57	(17%)
District 13 (Glens Falls-Lake George region)	111	126	14%
District 14 (Schenectady region)	113	137	21%
District 17 (Hudson-Kinderhook region)	50	45	(10%)
District 18 (Rensselaer-Nassau region)	51	48	(6%)
Unknown region	139	101	(27%)
Total Calls for Districts served by CDCO:	1153	1134	(2%)
Calls for other New York State sites	181	121	(33%)
For out of state	33	20	(39%)
Total Calls for Other Areas:	214	141	(34%)
Calls for CDCO Info (location, hours, etc.)	56	61	9%
Total All Calls:	1423	1336	(6%)
Average # of Calls per day:	3.90	3.66	(6%)
Office Visits:	2022	2023	Incr/(Decr)
# of General Office Visits	61	104	70%
# Office visits to purchase literature	679	773	14%
Literature/Medallion Sales:	2022	2023	Incr/(Decr)
Total Literature Sales	\$17,775.00	\$18,684.00	5%
Total Medallion Sales	\$3,790.00	\$4,656.00	23%
Online Visits:	2022	2023	Incr/(Decr)
# Visitors to CDCO Website (aaalbanyny.org)	81,035	94,642	17%
# Emails Received (chair@aaalbanyny.org)	103	112	9%

All CDCO reports are available at www.aaalbanyny.org.
Respectfully submitted, CDCO Data Coordinator, Kate O.