

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

ANNUAL REPORT
2020

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)	840 66%
District 2 (Troy-Cohoes region)	175 14%
District 13 (Glens Falls, Lake George region)	25* 2%
District 14 (Schenectady region)	141 11%
District 17 (Hudson-Kinderhook region)	44 3%
District 18 (Rensselaer-Nassau region)	52 4%
	1,277
Calls for other New York State sites	174
For out of state	31
	205
CDCO information & miscellaneous calls	126
TOTAL CALLS	1,608

The Office handled an average of 4.4 calls per day during 2020.

*District 13 joined the Central Office in November 2020.

General office visits	32
Office visits to purchase literature	356
	388

The CDCO sold \$10,172 worth of AA literature, at list price in 2020 and \$1,369 worth of medallions to 356 groups or individuals.

The CDCO website (www.aaalbanyny.org) received 13,050 visitors; 86% were new visitors. The Office received 370 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'

