

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

ANNUAL REPORT
2022

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)	487 42%
District 2 (Troy-Cohoes region)	133 12%
District 3* (Catskill-Greene County region)	69 6%
District 13 (Glens Falls, Lake George region)	111 10%
District 14 (Schenectady region)	113 10%
District 17 (Hudson-Kinderhook region)	50 4%
District 18 (Rensselaer-Nassau region)	51 4%
Unknown district	139 12%
	1,153
Calls for other New York State sites	181
For out of state	33
	214
CDCO information (location, hours, etc.)	56
TOTAL CALLS	1,423

The Office handled an average of 3.89 calls per day during 2022.

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|                                      |            |
|--------------------------------------|------------|
| General office visits                | 61         |
| Office visits to purchase literature | 679        |
|                                      | <b>740</b> |

The CDCO sold \$17,775 worth of AA literature, at list price, in 2022 and \$3,790 worth of medallions to 679 groups or individuals.

The CDCO website ([www.aaalbanyny.org](http://www.aaalbanyny.org)) received 81,035 visitors..

The Office received 103 e-mails ([chair@aaalbanyny.org](mailto:chair@aaalbanyny.org)) during the year. All were resolved.

All CDCO reports are available at [www.aaalbanyny.org](http://www.aaalbanyny.org).

Respectfully submitted, CDCO Data Coordinator, Tom O'