



141 Bronte Rd  
Oakville, Ontario L6L 3C3  
905-845-5900

## 2010 Year End Report

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Telephone Calls (actual calls): 169 (actual calls)  
Internet emails (total): 199 (spam not included)  
Web Site hit counter (total visits): 10,179 (an average of 29 visits per day)

When telephone service and internet email are combined, there have been a grand total of **368** calls for service for the year 2010.

### Telephone calls

Meeting information: 89  
Still suffering alcoholic: 33  
12 step calls (bona fide): 12  
Bridging the Gap: 6  
Miscellaneous: 29  
**Total: 169**

### Internet email

Web Site announcements: 114  
Meeting information: 21  
Still suffering alcoholic: 15  
12 step calls (bona fide): 2  
Bridging the Gap: 0  
Miscellaneous: 49  
**Total 199**

\*Miscellaneous: Ala-non, PI/CPC, volunteers, general inquires