

CWHBA Office Operations Report 2023

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National Office Report for CWHBA

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Report Introduction

This report is to provide some insight as to the activity of the CWHBA office and the CWHBA studbook. Below are the cumulative CWHBA statistics and a summary of the office's role in the activities of the CWHBA for 2023 including the communications, registrar activities, administrative activities, and program support. The role and operation of the office has developed organically to meet the changing needs of the association. The CWHBA office continues to refine and improve its delivery of services for its members.

Statistics for the CWHBA Studbook

CWHBA Memberships

YEAR	ANNUAL	ASSOCIATE	LIFE	TOTAL
2017	314	91	53	458
2018	322	75	54	451
2019	274	55	55	384
2020	231	45	62	338
2021	248	36	63	347
2022	221	22	74	317
2023	266	37	77	380

CWHBA Registrations

YEAR	REGISTRATION	STUDBOOK ENTRY	TRANSFER
2017	225	65	455
2018	247	95	447
2019	252	60	386
2020	214	47	349
2021	223	74	406
2022	249	116	320
2023	272	87	323

CWHBA registered horses born in each year

Year Born	2017	2018	2019	2020	2021	2022	2023
# horses	206	210	186	192	187	200	118

CWHBA Total mare inspections per year

YEAR	2017	2018	2019	2020	2021	2022	2023
# mares	82	55	103	81	39	43	40

Reports for activities in other registries are provided in appendix A.

Office Activity Details

Communication Details

When phone calls, emails, and messages are received in the office a record is created for reference. The correspondence through the office is a useful measurement for the activity of the association. The website has traffic indicators, as well as the e-news provider. All of this together is a good indicator of the effectiveness of the various communication platforms and the corresponding uptake by the membership.

This table represents the communication received by the office from Jan 1 – December 31, 2023.

Communication	Total
Total Calls received ¹	~375
Total Email conversations ²	~4800
Help Desk	
Total tickets submitted	806
Total Tickets Assigned to Office	462
Total Tickets Closed by Office	185
Member mail enquiries	388
Member Equis applications	192

1. This represents unique calls regarding registrations or general questions. It does not include calls regarding routine business, committee work etc.

2. This value was calculated by counting top level email instances and does not capture nested communications.

These numbers are consistent with the numbers from last year. The only notable change being a decrease in the mail-in files which is the result of more online application options and of course last year saw all the files from CLRC come in by mail. The Help Desk communications continue to be well supported by Marilyn Powell and Jennette Coote. The office function being the follow-up on any specifics required on a file query as well as general responses.

Registrar Activity Breakdown

Following is a summary of the work received in 2023.

Work Received	2023
Registrations	410
Studbook Entries	94
Inspection Forms	61
Duplicate Certificates	30
Transfers	344
Work Orders Received	475
Work Orders Completed	433

A work order may contain multiple files/applications. The time spent on each file does vary depending on the completeness of the application and if there are any complicating factors. There is also a variance related to online applications versus form applications, the online applications typically being faster to process.

This year had the roll out for the Equis inspection sign-up option. We had some good uptake, and it was generally well received by members and organizers. This function is one we will continue to fine tune with the mare inspection coordinators.

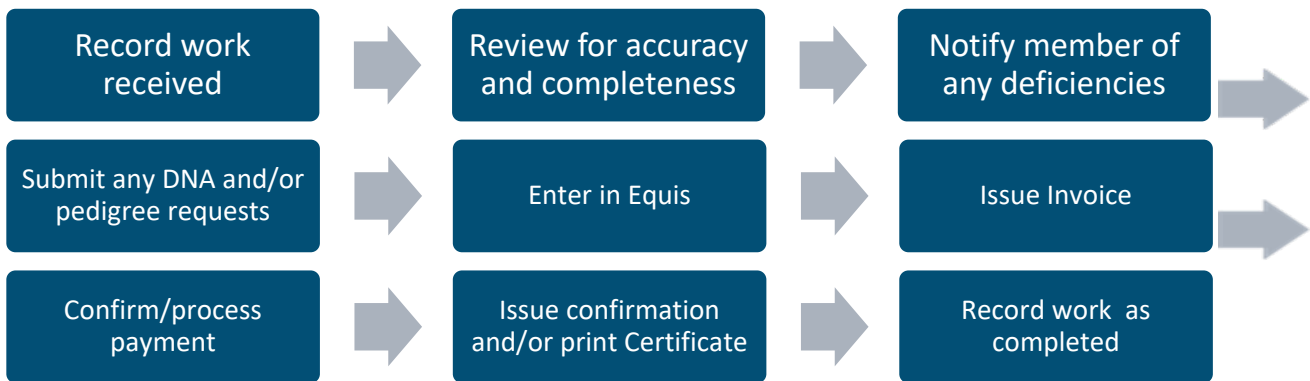
We also had the Equis member App come online. This App offers all the same member services as web-based access, but with improved functionality. This has been well received by those that downloaded it.

Office operations and workflow

1. Registration related work

The office tracks the receipt and completion of work submitted. The diagram below models the basic workflow in the office, but each service has its own detailed procedure to ensure the CWHBA regulations and policies are met.

Following is the standard procedure for processing any work:



There is the bookkeeping side of all the work being done as well. The Equis system generates invoices, which members can see on their personal dashboards. The invoices are recorded in the accounting software at month end. This year our payment options were expanded to include payment through our accounting software QuickBooks, making it easier for members to pay their invoices online.

2. Administrative Support

Throughout the year the office also supports various CWHBA committees and programs including: the Stud Book Committee, Stallion tour, Mare inspections, Stallion Service Auction, and Board meetings.

The role of the office with the committees and board being to keep a record of the meetings, provide relevant reference information and complete any work that may be assigned by the committee. As part of the stallion and mare inspections the office assists with entries, organization, and general support as required.

3. Other activities

This year I attended the WBFSH general assembly. This was a great opportunity to have discussions with other registry representatives as well as participate in the lectures and AGM. Through these discussions I was able to gain some insight into the operations and challenges of other registry offices. It was interesting to find large studbooks are sensitive to the loss of members/registrations to comparable registries with simpler processes.

It was also beneficial to get a deeper understanding of the focus for WBFSH in the coming year. Some of the areas of interest pertained to discussions around the use of SNIP technology, the new Studbook Championships, and the plans for continuing the State of the Industry report in every second year.

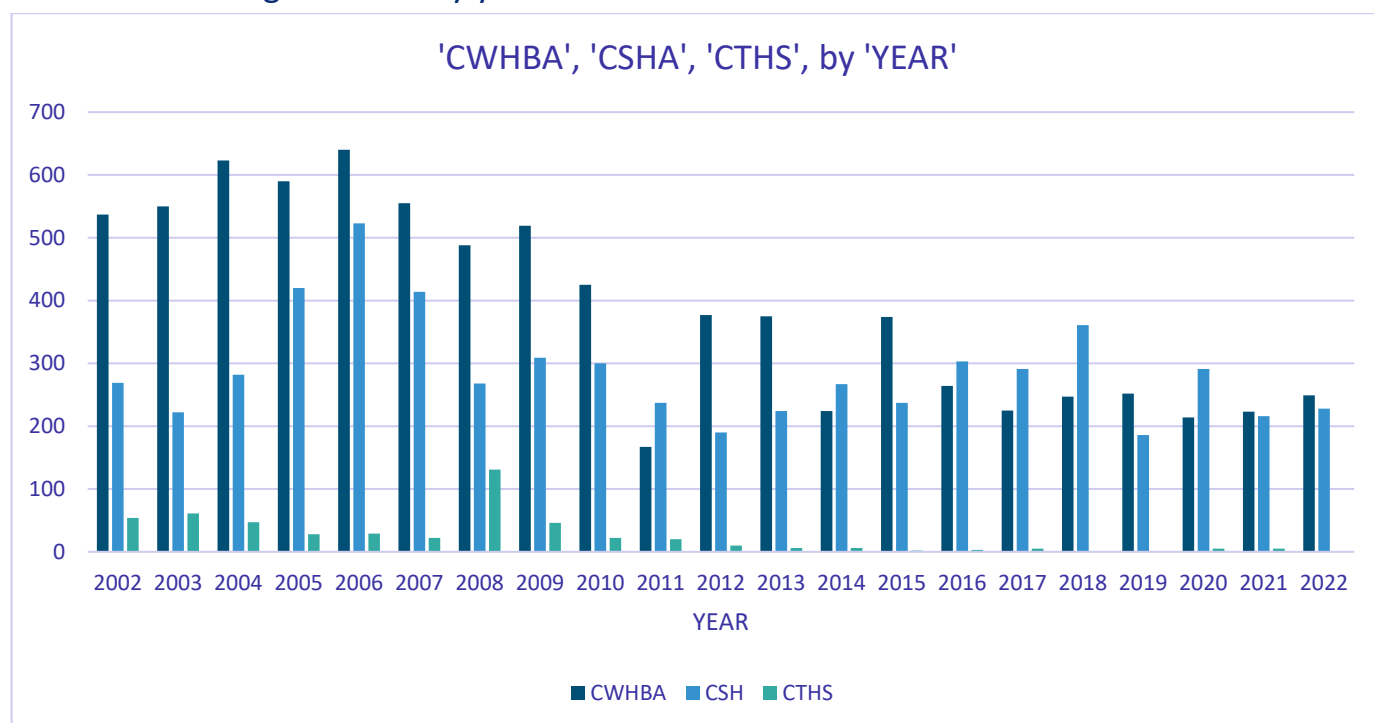
During 2023 I attended the Alberta chapter Licensing, provided an informational presentation at the Saskatoon Equine Expo, and attended an inspection in the maritime chapter. Each of these events created an opportunity to meet and work with members and volunteers directly and to continue building relationships and awareness of CWHBA programs.

Office Report Summary

2023 benefited from the operational efficiencies developed through 2022. This resulted in an increase in processed registrations, memberships, and more direct action in the chapters. The focus remains to provide timely and professional service to continue the growth of the Canadian Warmblood association.

Respectfully Submitted by,
Victoria Kendall
CWHBA Office

APPENDIX A - Registrations by year for selected Canadian studbooks.



YEAR	CWHBA	CSHA	CTHS	CMHA
2002	537	269	54	630
2003	550	222	61	522
2004	623	282	47	468
2005	590	420	28	515
2006	640	523	29	492
2007	555	414	22	366
2008	488	268	131	390
2009	519	309	46	331
2010	425	300	22	260
2011	167	237	20	229
2012	377	190	10	194
2013	375	224	6	252
2014	224	267	6	207
2015	374	237	2	177
2016	264	303	3	183
2017	225	291	5	203
2018	247	361	1	165
2019	252	186	1	195
2020	214	291	5	161
2021	223	216	5	193
2022	249	228	1	225