



# 2025 CWHBA Office Report

# SUMMARY

This report is to provide a summary as to the activity of the CWHBA office and the CWHBA studbook. The role and operation of the CWHBA office is to meet the needs of the association as they develop. The office continues to refine and improve the delivery of services for the members with the focus to provide professional service and support program development. 2025 saw the implementation of the CHIP program, and the EC horse recording pilot project. These projects while still in their infancy should through the long term provide positive impact for CWHBA registered horses, their breeders and owners. The 2025 Statistical Snapshot provides a cumulative report of the studbook activity.

## Office Activities through 2025

1. Processed applications received
  - See Snapshot page for completed work
2. Processed 306 new members and owners
  - This is the number of new people that were added to the database through member applications, and new owners.
3. Completed accounting records and GST filings
  - See financial report
4. Direct member support/communications
  - See communications record below
5. Worked on EC Horse Recording Pilot development
  - 62 horses were entered through 2025
6. Worked on CHIP program implementation
  - 40 chips were provided to owners
7. Supported SSA operation
  - See SSA report for details on 2025 SSA
  - Support primarily related to meeting notes, accounts, forms, auction site set up.
8. Supported Studbook Committee
  - Primarily related to meeting notes, reference information, and document creation
  - Supported organization of National Inspection and Education Tour
  - See Studbook Committee report for more information
9. Supported Communications Committee work
  - Primarily related to meeting notes, reference information

## Communications record for 2025

This table represents the communication received by the office from Jan 1 - Dec 31, 2025.

Communication	Total
Total Calls received <sup>1</sup>	~332
Total Email conversations <sup>2</sup>	~3250
Help Desk	
Total tickets submitted	749
Tickets Assigned to Office	462
Tickets Closed by Office	230
Work Orders Received <sup>3</sup>	429
Work Orders Completed	416

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

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

3. 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.

## Looking Ahead

Moving into 2026 the focus will be on improving communication around our programs and clearing outstanding back applications. With the administration aspects for a couple of chapters coming under the responsibility of the National board the office is looking forward to working closer with these chapters to facilitate their activities. Adding the available linear reports for mare owner reference to the newly updated stallion directory pages is also a priority for the year.

Respectfully Submitted by,  
Victoria Kendall  
CWHBA Office