APPENDIX 6

Town of
High Level

TOWN OF HIGH LEVEL

Located within Mackenzie County,[1] with a population of 4,000 in 2019, High Level is located at the intersection of the Mackenzie Highway and Highway 58, approximately 740 kms north of Edmonton.

This town provides services for travellers and industries in the surrounding region, as well as having the most northerly grain elevator in Canada for the surrounding agricultural area.

The town offers hotels, restaurants, and retail stores for workers as well as travellers headed further north to the Northwest Territories. It is also where the central health services are located for the Mackenzie region. The Bushe River Dene Tha' First Nation community directly neighbours the Town to the East – the Town of High Level has an excellent working relationship with their Dene Tha' First Nation neighbours; both parties graduated from their three-year Community Economic Development Initiative (CEDI) partnership on May 18, 2021.

Needs and Priorities

Table 197[2] identifies the needs and priorities of the Town based on the primary and secondary data collected, as well as the data gaps identified.[3] Three key themes offer specific identification of the needs and priorities within, specific data can be found in the following indicators of this section. The High Level is a hub for the region, both geographically, economically and socially.

1. A health care hub for the region is not only an essential need, to support and grow healthy communities, but an economic opportunity. Working with AHS to recruit and retain increased health care workers and specialists will build the population the local economy.

   Increased access to these healthcare needs will also help retain and support seniors in the region, among other populations, and support larger industry who need to ensure their workers have access to immediate healthcare when needed.

2. Sustainable industry and retail development aligns with the current economic base of the Town, a hub for industry, retail and tourism.

   It is essential that infrastructure be in place to support current and future industry sustainability and growth; and to attract new and diverse industry to ensure resilience from the current bust and boom economy.

3. Population retention and growth is fundamental to sustain and grow the industry and retail sectors. Childcare is one of the biggest needs within the Town, and County, to support current workers and communities, and to attract new investment and workers to the Town.

These three key themes (and their needs and priorities within) are all connected. Population retention and growth is a challenge for many rural communities across Canada and beyond, by focusing on health care as a primary economic growth opportunity it supports diverse economic development, current industry and population retention, as well as the long-term health and community well-being within Town and across the County.

[1] Please note this section only presents data for High Level, data for Mackenzie County is found in Appendix 5.

[2] CMR Consulting Inc., Open House Data Collection, 2020.

[3] Please note participants were not exclusively from the Town of High Level, there were participants from Zama City, Rainbow Lake, Rural High Level and communities in South Mackenzie County.

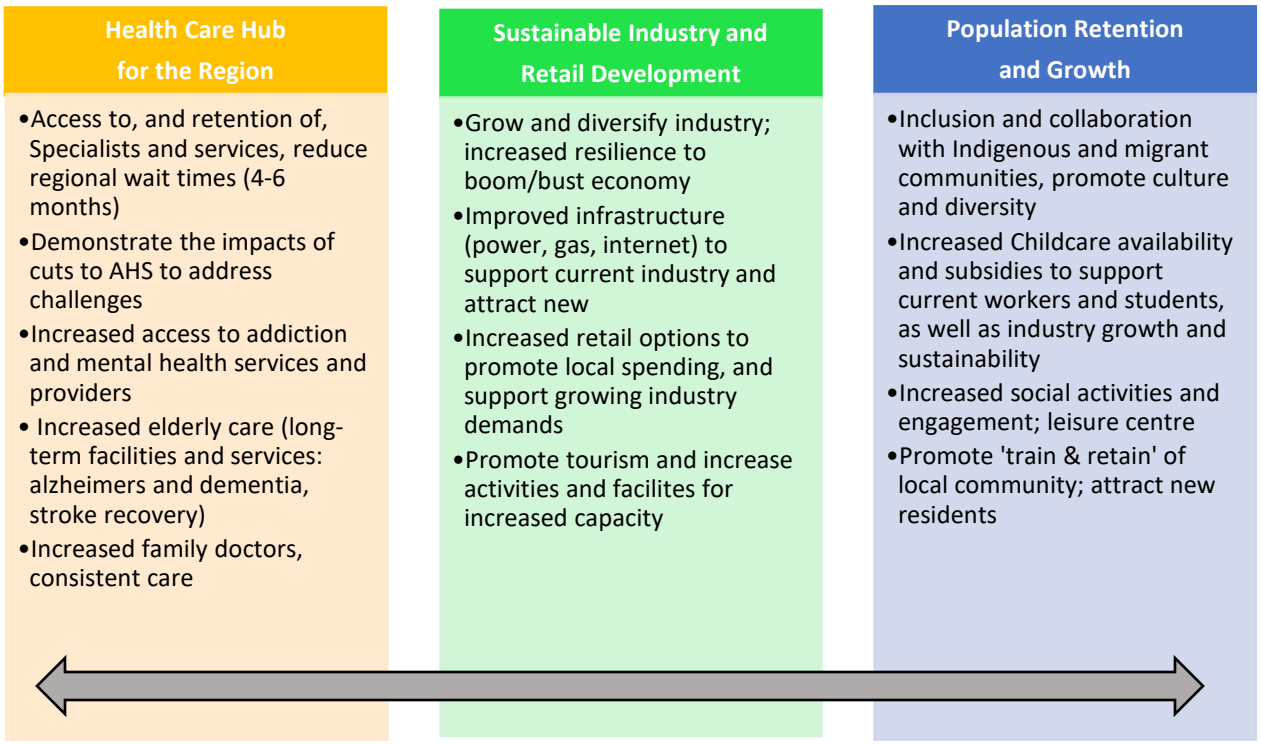

Table 197 Town of High Level Needs and Priorities, 2020.

The Town of High Level applied the following sustainability principles in the development of their 2018 Municipal Development Plan:[4]

- Trust
- Security
- Accountability
- Cultural Legacy
- Balanced Growth
- Opportunities for Everyone
- Education
- Environmentally Friendly
- Economic Stability
- Commitment to the Community
- Social Health
- Regional Cooperation

With these guiding principles, the Town of High Level has developed key objectives in a variety of areas, which are detailed in Table 198 below.

Objective Areas	Objectives Description
Sense of Community	Promote a dynamic and inclusive community that has community pride, social amenities, youth and senior opportunities, leisure and recreation, safe, public engagement, and heritage.
Economic Development	Encourage the development and diversification of the economy, promote a secure fiscal structure for the town through the use of a balanced land use plan, ensure adequate land supply for residential, commercial and industrial land uses, develop a business community with skilled jobs for locals, and establish a vibrant downtown.

[4] Town of High Level Municipal Development Plan, Town of High Level, 2018.

Environmental Stewardship	Protect and preserve natural habitats and watercourses in High Level and surrounding areas, enhance existing natural areas for enjoyment by residents, incorporate natural areas into future development, require landowners to mitigate environmental impacts, and take a leadership role as a municipality with respect to being environmentally-friendly.
Land Use Concept and Development	Using the Land Use Map to emphasize compact residential uses, redevelopment emphasis on downtown and recreational complexes, mixed land use in downtown, commercial growth in downtown, intensify residential and commercial downtown area without going over four stories and moderate land expansion in industrial areas.
Urban Design	Promote diversity in the built form and inclusive mobility networks that highlight downtown and recreation areas and improve aesthetics and gateways into Town.
Residential	Encourage diverse housing options, maintain the small town feel and promote residential clustering where appropriate.
Commercial	Ensure adequate commercial land, high quality commercial development, that downtown is a focus point for business activities and promote business activity in existing commercial areas.
Industrial	Promote industry growth, ensure adequate land supply for industrial development and promote compatible land uses.
Recreation, Parks and Open Space	Maintain and develop parks, spaces, trails, school areas and recreational facilities for all residents, diverse and accessible recreation opportunities, and safe recreation sites.
Brownfield Development	Promote redevelopment of existing brownfield sites.
Agricultural Lands	Limit premature subdivision and fragmentation of agricultural land and minimize conflicts between agricultural and non-agricultural operations.
Future Development Reserve Lands	Limit subdivision of future development reserve land and ensure adequate supply of land for future development.
Transportation and Mobility	Ensure mobility routes are inclusive and safe for all, enhance transportation network and provide direct access between highway 35 and 100th avenue.
Infrastructure, Servicing and Resources	Protect and conserve water supply, ensure infrastructure are efficient and cost effective, ensure capacities of infrastructure can accommodate growth, reduce energy consumption and promote sustainable waste management.
Regional Cooperation	Foster collaborations with Dene Tha First Nation, Beaver First Nation, Little Red River Cree Nation, Tallcree First Nation, Paddle Prairie Métis Settlement, Town of Rainbow Lake and Mackenzie County to ensure for regional growth. Land use decisions and ensure adequate supply of land for urban needs.

Table 198 Town of High Level Municipal Development Plan, Key Objectives.[5]

[5] Town of High Level, 2018.

Regional Travel Distances and Times

Many residents travel outside the Town, County and sometimes Province, to access services (e.g. health care), retail and employment. Table 199 shows approximate travel distances and times (each way). The travel times, costs and safety concerns (winter driving conditions, logging trucks, etc.) add strain for many residents. Though many stakeholders identified these challenges as the 'trade-off' for rural living, it is challenging for many youth and senior residents and can lead to isolation, as well as health and safety concerns.

↓ From / To →	Hay River (NWT)	Grande Prairie	Edmonton	Fort McMurray
High Level	~ 315 kms/ 3.25 hrs	~ 450 kms/ 5 hrs	~ 740 kms/ 7.5 hrs	~ 920 kms/ 9.25 hrs

Table 199 Approximate Travel Distances and Times for Town of High Level Residents.

1.1 Community Health and Wellbeing

1.1.1 Addiction and Mental Health Services

The need for addiction and mental health services has been identified as urgent priority in the NWSAR Region. Table 200 presents data for Mackenzie County residents' addiction and mental health services accessed by residents in the County, including the Town of High Level, as well as where they accessed these services. This data shows the demand on the Northwest Health Centre in High Level from April 2019-March 2020.

Service Provided	April 2019–March 2020
Addiction and Mental Health Discharge	83
Addiction and Mental Health visits to the Emergency Department	49

Table 200 Addiction and Mental Health Services Provided, Northwest Health Centre, 2019–2020.[6]

Facilities and Services

In the entire North Zone, there is 118 addiction beds, however, the Action North Recovery Centre in High Level closed in November 2018.[7] The AHS High Level Area Office provides the following programs and support services:

- Addiction Outpatient Counselling and Referrals provides outpatient counselling for alcohol, drugs, and gambling; as well as referrals for inpatient treatment centres and detox services (both outside of the region);
- Tobacco Reduction Program – specialized tobacco programming to High Level and High Level's schools; and
- Addiction Presentations/Consultations to all groups and all communities to increase understanding and awareness of alcohol, drug, tobacco and gambling related issues.

[6] Stakeholder Interview, AHS, North Zone, June 2020.
[7] Alberta Health Services Annual Report 2018–19, Alberta Health Services, 2019.

Measurement	Rate Per Capita	Facilities	Programs	After Care Support	Trained Personnel (#)	Additional Information

Alcohol Addiction	Data Not Available	Nearest facility is Northern Addictions Centre for substance addiction in Grande Prairie (450 kms/5 hrs One Way drive)	Local Alcoholics Anonymous (AA) group meetings, and the AHS High Level Office provides some services[8]	AL-ANON (Hope and Help for Family and Friends of Alcoholics)[9]	None within the Town High Level	Northern Addictions Centre offers:
						• Medically Assisted Detox;
						• 24hr Clinical Care; and
						• Individualized Treatment for:
						  ○ Substance Abuse;
						  ○ Opiate Addiction; and
						  ○ Alcoholism.
						• Individual and Group Therapy.[10]

Drug Addiction	Data Not Available		The AHS High Level Office provides some support services[11]	None within the Town of High Level	None within the Town High Level	
Fetal Alcohol Spectrum Disorder (FASD)	Data Not Available	Northwest Regional Fetal Alcohol Spectrum Disorder Society (NWR-FASD Society) in High Level	NWR FASD Society offers: • PCAP • Prevention Conversation Project • Youth Coach Program • Family Coach Program • Life Coach Program • Mackenzie FASD Adult Diagnostic Clinic[12]	NWR FASD Society has a facility within High Level and a long-term goal of housing up-to 11 residents at a time. They also have a 4-bedroom supported residence with 24/7 supervision.	10+ within High Level and surrounding area[13]	See information below.

Table 201 Access to Substance Addiction and FASD services for residents within the Town of High Level, 2021.

The NWR FASD Society – Mackenzie Network serves the region in the needs for those with FASD and their family and support networks. In last 12 years, they have worked with more than 800–1200 individuals over that time period. Within the region, they operate diagnostic clinics, about 16 for adults and 24–30 youth per year. In the last quarter worked with 314 individuals, many who are caregivers for adults and children, 130 under the age of 18 (rates for the first quarter of 2020). The annual number varies between 300 and 400 and depends which kids have moved out of the area; the variance is with youth. They have a waitlist of 80 youth and 150 adults awaiting diagnosis; they can wait up to 7–8 years.

[8] See information above this Table.
[9] https://al-anon.ab.ca/contacts/
[10] https://www.rehab.ca/northern-addictions-centre/1100682-r#methodology
[11] See information above this Table.
[12] http://nwr-fasd.ab.ca/our-work/
[13] http://nwr-fasd.ab.ca/contact/staff-directory/

The NWR FASD Society have programming for caregivers, children, youth, young adults and adults. But only for those who are suspected of or diagnosed have access to those programs. There is a prevention program, which is province-wide where they inform youth of the risks of alcohol during pregnancy.

They currently have a supported residence – currently 4 adults and 1 baby; it is a four-bedroom house, with two workers and a supervisor 24/7. They purchased the Action North building to expand this capacity, but they will also have their offices within; long-term goal is 11 residents.[14]

At present, there is no addiction support in place within the Town; Action North Addictions Centre closed its doors in November 2018. Some addiction services are offered at the hospital in High Level, only short term, and no one on staff is directly trained for this type of treatment.

1.1.2 Health Care

Facilities and Services

The Northwest Health Centre in High Level opened in 2004 and has 21 hospital beds and 11 long-term care beds.[15] The hospital provides a wide range of services to the region, from addiction counselling to diagnostic imaging, to day surgeries and environmental public health. There are two ambulances based in High Level that service the greater region.

There are approximately 700 births a year in High Level, one of the highest birth rates in the province, with 4 Labour and Delivery rooms and 4 beds. Table 202 shows the current facilities and services available within the Town of High Level.

Facility	Facility Type	Primary Services	Public Programs/Services
Northwest Health Centre	Hospital	• Addiction and Mental Health – Adult and Youth Intake • Adult Mental Health Treatment Services • Adult Short Term Mental Health Services • Cafeteria Services • Children's Mental Health Treatment Services • Computed Tomography • Day Surgery Services & Recovery • Emergency Services • General Radiography (X-Ray) • Health Information – Access and Disclosure • Health Information / Records Management • Health Promotion Program • Healthy Beginnings • Home Care • Hospitals	• Addiction Services - Prevention • Alberta Aids to Daily Living Program • Assertive Outreach Services • Breastfeeding Clinic • Car Seat Safety • Community Health Centres • Continuing Care Services • Early Childhood Intervention Program • Early Hearing Detection and Intervention (EHDI) Program • Environmental Public Health – Disease: Communicable, Rabies, Food Borne Illness • Environmental Public Health – Drinking Water • Environmental Public Health – Education • Environmental Public Health – Housing and Illegal Drug Operations

[14] Stakeholder Engagement, AHS, Addiction and Mental Health, North Zone, June 2020.
[15] Alberta Health Services Annual Report 2018–19, Alberta Health Services, 2019.

		• Indigenous Health Liaison Services • Indigenous Health Program • Interpretive Services • Laboratory Services • Maternal Child Health • Maternity • Medical Device Reprocessing • Medicine • Mental Health Services • Northwest Health Foundation • Nutrition Counselling – Adult and Pediatric • Nutrition Counselling – Pediatric Weight Management • Occupational Therapy Services • Operating Room and Recovery Room • Palliative and End of Life Care • Pediatrics • Pharmacy Services • Physical Therapy Services • Respiratory Health Program • Respiratory Therapy • Respite Care • Speech and Language Services • Stroke Prevention Clinic • Therapeutic Recreation Services • Travel Health Services • Tuberculosis Testing • Ultrasound • Walk In Counselling Services • Well Baby Clinic	• Environmental Public Health – New Business and Plan Approval • Environmental Public Health – Orders, Disclosure and Legal Activity • Environmental Public Health – Personal Services • Environmental Public Health – Recreational Water • Environmental Public Health – Risks: Indoor Air, Outdoor Air, Contaminated Sites • Environmental Public Health – Safe Food • Environmental Public Health – Social Care • Environmental Public Health – Work Camps • Environmental Public Health Program • Equipment Loan Program • Fluoride Protection for Toddlers • Immunization - School Services • Mental Health Information, Promotion and Prevention • Prenatal Classes • School Health Program • School Oral Health Services • Traffic Safety - Alberta Occupant Restraint Program • Traffic Safety - Use Your Head, Wear A Helmet

Table 202 Health Care Facilities and Services, Town of High Level, 2020.[16]

A significant portion of health care is provided outside of High Level, with 22.5% of ambulatory care and 24.9% of inpatient separations being external. Most of this external care is provided in Grande Prairie and Edmonton.[17]

Healthcare and Specialist Providers

Table 203 offers a breakdown of health care and specialist providers in the Town of High Level.

[16] https://www.albertahealthservices.ca/findhealth/facility.aspx?id=1000273#contentStart It is important to note, that not all these services are available all of the time, very dependant on available staffing and resources.

[17] Alberta Health Primary, Community and Indigenous Health, Community Profile: High Level Health Data and Summary, Alberta Government, 2017.

Service/Specialization	# of Providers	Additional Information[18]
Anaesthetist	2	Currently have one permanent and Locums provide the additional coverage. An additional GP Anaesthetist will join the team in the summer 2021
Cardiologist	0	
Chiropractor	1	Comes to Town for 1 week every month, when there is a waitlist another 1 comes up to assist
Dentist	3	
Diagnostics	2	1 CT Scan/and 2 Ultrasound – Aurora North Medical Clinic and the Hospital
Ears Nose & Throat (ENT)	1	Comes to Town once a month
Family Physician/ General Practitioner (GP)	6	5.0 FTE
Gynaecology	1	1.0 Funded FTE – Currently recruiting, gap in service since Nov 2019
Internist	1	Comes to Town 4 times a year
Labour & Delivery		**Year** / **Total Births**: 2015: 640; 2016: 691; 2017: 657; 2018: 623; 2019: 603
Licensed Practical Nurse (LPN)[19]	22	Acute/LTC/Medical Clinic
Maternity/Midwife	1	Lives in Mackenzie County, operates out of Northwest Health Centre in High Level
Mental Health	0	
Nephrology	0	
Neurologist	0	
Occupational Therapist	2	One is currently vacant
Oncologist	0	
Ophthalmologist	0	
Other		
Paediatrics	3	Rotating, visiting Specialists from Edmonton and1 Pediatric Cardiologist comes to Town 4 times a year with a Sonographer and Nurse
Physiotherapist	3	2 at the Hospital and 1 Private
Registered Nurse (RN)[20]	20	This includes Head Nurses and Educators. If all positions were filled, there would be 26.85 FTE. Not all positions are filled.
Rehabilitation Support	2	1 OT Assistant and 1 PT Assistant – both filled
Respiratory Therapist	1	Currently vacant

[18] Refer to Table 199 for distance and travel times outside of Town boundaries.
[19] https://www.albertahealthservices.ca/info/Page8486.aspx
[20] https://www.albertahealthservices.ca/info/Page8605.aspx

Rheumatologist	0	
Special Needs	3	3 Speech Therapists – one position is vacant
Surgeons (general)	3	3 Alternate coming once a month for ENDO plus other surgeries and 3 local GP Surgeons
Laboratory Services	1	Dynalife – blood test

Table 203 Health Care and Specialist Providers, Town of High Level, 2020.[21]

Diagnostic Services – Town of High Level Residents							
Diagnostic Service	Resident Community	Number of services per year					Other Information
		2015	**2016**	**2017**	**2018**	**2019**	
X-Ray	High Level	4,757	3,760	3,905	3,770	3,892	All X-Rays are performed in High Level, and some residents may choose to travel outside of Town for this service
Ultrasound	High Level	375	503	429	538	371	All Ultrasounds are performed in High Level, and some residents may choose to travel outside of Town for this service
CT Scan	High Level	373	550	559	466	523	All CT Scans are performed in High Level, and some residents may choose to travel outside of Town for this service

Table 204 Diagnostic Services for Town of High Level Residents, 2015–2019.[22]

1.1.3 Elderly Services

Senior Housing[23]

Seniors and affordable housing are managed by the Boreal Housing Foundation (BHF), which was created by a ministerial order including members from Mackenzie County, High Level and Rainbow Lake, as well as the four First Nations each have one vote and the La Crete Municipal Nursing Association (LCMNA) has two votes. The BHF currently offers the following senior living facilities with in the Town of High Level.

Facility	# of Beds/Units	Description	Provider	Location
Mackenzie House	76	One bedroom units, senior independent living and assisted living	GOA, Home Care, Mackenzie County, Towns of High Level and Rainbow Lake[24]	High Level

[21] Stakeholder Data, AHS, North Zone, November 2020.
[22] Stakeholder Provided Data, April 2021.
[23] Other regional services are available within Mackenzie County.
[24] Mackenzie House is located in High Level and was built and is owned by Alberta Government. The health care is provided by Home Care. Mackenzie County, the Town of High Level, and the Town of Rainbow Lake fund the requisitioning funds. http://borealhousing.ca/housing/supportive-living/

Northwest Health Centre	11	One bedroom units, long term care	AHS	High Level
White Spruce Village I	9	Self-contained, senior independent living	Boreal Housing Foundation	High Level
White Spruce Village II	21	Self-contained, senior independent living	Boreal Housing Foundation	High Level

Table 205 Senior Living and Care Facilities, Town of High Level, 2020.

Senior Services

Centre/Club/Program	Services/Activities	Location
High Level Seniors Centre: Golden Range Society	• Recreation • Amateur games and exercises • Meeting place for discussions, group gatherings and events • Library • Rental space	High Level
High Level Transportation Society	• Affordable transportation for seniors and community members with mobility challenges • Handi-Van can be booked for special events and outings	High Level

Table 206 Senior Services, Town of High Level, 2020.

1.1.4 Culture, Leisure and Tourism

Table 207 lists public facilities and cultural activities in High Level, as well as surrounding communities.

Public Facilities	Cultural Activities
• Aquatic Centre • Baseball diamonds • Basketball courts • Beach volleyball courts • Cross-country ski trails • Curling • Golf Course • Hiking trails • Hockey rinks • Library • Mackenzie Crossroads Museum • Playgrounds • Public swimming pools • Rec Plex Complex • Skate park • Snowmobile trails • Tennis courts • Youth activity centres	• High Level Agricultural Society holds an annual weekend of events in August, which includes a parade, local rodeo, demolition derby, horse pull, agricultural fair and outdoor dance. • Frostival • Playday in the Park • Trade Show • Canada Day celebration/activities/parade • Christmas parade and activities/fireworks • Aboriginal Day – Friendship Centre

Table 207 Public Facilities and Cultural Activities, Town of High Level.

After the 2019 Wildfire, the Town is now proposing the construction of a Regional Emergency Reception Centre/Multiuse Facility will provide tremendous benefit recreationally, socially and culturally to a large portion of the population of Northwest Alberta and would serve an extensive area for emergency response and evacuation coordination.

The Town of High Level has been working closely with the Dene Tha' First Nation on this project that will benefit the residents of both communities. The facility will also directly benefit a significant population of residents of Mackenzie County.

The plan is currently in the public review and feedback phase for this Multi-Use facility that would serve as a recreation centre intended for daily community use while serving as an evacuation and registration centre for the entire region during emergencies. The two-story design would be attached to the High Level Public School and located on the current outdoor running track. Current plans include:

- Emergency Centre/Fieldhouse can fit three basketball courts with room for temporary bleachers;
- Arena (ice rink and curling rink) with additional viewing areas and dressing rooms;
- Swimming Pool;
- Classrooms/fitness rooms;
- Retail spaces;
- Library;
- Daycare space;
- FCSS Office;
- Indoor track; and
- Playhouse expansion (two stories).

The current design is based on previous wants and needs. The Town is looking at future expansion opportunities for the facility as well as the ability to host a second ice surface. The estimated cost would be approximately $80 million, which would not include the demolition of existing buildings or relocating the outdoor school running track.

The Town is pursuing funding through federal and provincial stimulus grants to fully fund construction of this facility, with the goal of minimizing or eliminating any direct financial impacts on residents.[25]

High Level is the natural stopping point halfway between Edmonton and Yellowknife on Highway 35; approximately 600,000 vehicles pass through the Town annually on the only road headed to the north. High Level has over 1,000 motel/hotel rooms.[26]

The Town is often referred to as the 'VLT Vacation' because there is no gambling permitted in the Territories. This is a good source of revenue for the municipality and local businesses. Retail development is a priority for economic development within the Town and region.

Beyond the highways, there are 90,000 km^2 of rugged wilderness for activities such as hiking trails, walking trails, interpretive areas, picnic areas, water sports.

Table 208 shows the accommodation and food services available in the Town of High Level. Data that is not available is the number of visitors annually and the income generation they bring to the region, this a clear data gap that warrants data collection to support tourism development in the Town and for the NWSAR Region.

[25] Town of High Level, 2020.
[26] High Level Business Directory, Town of High Level, 2020.

	# of Hotels & Guest Houses	# of Campgrounds	# of Restaurants[27]	# of Visitors/Year	Annual Tourism Income
High Level	9	1	16	Data Not Available	Data Not Available

Table 208 Accommodation & Food Services, Town of High Level, 2020.

1.1.5 Food Security

Table 209 shows current data on food security within the Town of High Level, there are clear data gaps, which need to be filled to address residents' needs for access to fresh, healthy and fair-priced food.

One of the biggest challenges in the NWSAR Region is the cost and distance of food transportation. The data also demonstrates the need for more local food production to ensure a more sustainable and resilient food system in the region.

	# of facilities/ measurements	Location	Additional Information
Grocery Stores	2	High Level	
Farmers Markets	1	High Level Curling Rink (May – September)	
Food Banks	1	High Level	Located at the Native Friendship Centre
Locally Grown Food (%)	2	North of High Level	Sunscape Gardens and vendors at the High Level Farmers Market

Table 209 Food Access, Town of High Level, 2020.

Table 210 shows the average food costs for two grocery stores in the Town of High Level for July 2020, compared to average food costs for Canada in the same month.

Product	Quantity	Month (2020)	Your Independent Grocer	The Grocery People	Av. Cost TOHL	Av. Cost Canada
Round Steak	1 kg	July	35.72	40.59	**38.16**	18.39
Ground Beef	1 kg	July	11.92	15.60	**13.76**	12.50
Chicken	1 kg	July	11.01	9.90	**10.45**	7.41
Bacon	500 g	July	8.24	8.49	**8.36**	7.25
Partly Skimmed Milk	4 l	July	4.69	5.69	**5.19**	5.34
Orange Juice	1.54l	July	5.49	5.59	**5.54**	4.26
Eggs	1 dz	July	4.95	5.33	**5.14**	3.62
Apples	1 kg	July	6.22	6.55	**6.39**	4.58

[27] These include coffee houses that serve food.

Bananas	1 kg	July	1.74	2.73	**2.24**	1.56
Onion	1 kg	July	6.65	5.20	**5.93**	2.50
Carrots	1 kg	July	2.99	5.99	**4.49**	2.72
Mushrooms[28]	1 kg	July	4.99	2.50	**3.75**	9.50
Potatoes	4.54 kg	July	5.12	10.65	**7.89**	11.15
Bread	675 g	July	3.41	4.09	**3.75**	2.82
Flour	2.5 kg	July	5.89	7.89	**6.89**	4.73
Peanut Butter	500 g	July	4.71	6.09	**5.40**	2.82
Paper Towels[29]	6 rolls	July	8.49	11.14	**9.82**	3.19
Bathroom Tissue[30]	12 rolls	July	7.89	14.26	**11.07**	2.52
Shampoo	300 ml	July	4.99	6.49	**5.74**	3.88
Toothpaste	100 ml	July	4.92	4.74	**4.83**	3.37

Table 210 Average Food Costs, Town of High Level, July 2020.[31]

1.1.6 Political Participation

The Town of High Level has a Mayor, Deputy Mayor and five Councillors, elected by the Town residents. Table 211 shows voter turnout rates for the Town of High Level in the most recent election years.

% Municipal (2017)	% Provincial (2019)	% Federal (2019)
~ 13.16%[32]	~ 24.7%[33]	~ 40.2%[34]

Table 211 Voter Participation Rates, Town of High Level, 2017-2019.[35]

[28] Mushroom prices from the region were calculated for $/227g in store so the average price for the Town has been adjusted to match the metrics for the Canada average prices.

[29] Canadian average price for paper towels was for two (2) rolls. NWSAR region provided packs of six (6) or more paper towels for sale.

[30] Canadian average price for bathroom tissue was for four (4) rolls. NWSAR region provided packs or twelve (12) or more bathroom tissue for sale.

[31] Local data was collected by NWSAR Committee member on July 12th 2020 at each store listed in the table. Pricing was collected across multiple brands in the stores, then divided by the number of items for the average cost per product. Average food prices for Canada were sourced from the monthly average retail prices for food and other selected products: https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1810000201 this table uses the Consumer Price Index (CPI): https://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getS urvey&SDDS=2301#a2.

[32] Town of High Level, 2020.

[33] Average of voter turnout rates for High Level https://officialresults.elections.ab.ca/orResultsED.cfm?ED=77&EventId=60

[34] This is only an approximation pulling raw data from https://www.elections.ca/content.aspx?section=res&dir=rep/off/43gedata&document=byed&lang=e that accounts for High Level in the Grande Prairie-Mackenzie Federal Election District.

[35] Stakeholder Data, Town of High Level, June 2020.

The 2017 municipal election saw the Mayor, Deputy Mayor and two Councillors elected by acclamation, and three new Councillors elected to Council.

1.1.7 Poverty

Tables 212 and 213 show a five-year trends for median family income, average income and poverty rates for the Town of High Level.

All Families Income[36]			Couple Families Income[37]			Lone-Parent Income[38]		
2018	2013	Change	2018	2013	Change	2018	2013	Change
$93,090	$80,490	**15.6%**	$117,080	$104,620	**11.9%**	$38,340	$34,710	**10.4%**

Table 212 Median Family Incomes, Five-Year Trends, Town of High Level, 2013–2018.

Average Household Income (HL)	Average Household Income (Alberta)	Prevalence of Low-Income (HL)	Prevalence of low-Income base (Alberta)
$ 122,109	$93, 835	9%	9.3%

Table 213 Average Income and Poverty Rates, Town of High Level and Alberta, 2016.[39][40]

1.1.8 Social Services

Ambulance Services

The ambulance services within the Town of High Level also serves the surrounding region.

EMS Events by Station							
Community/Service	# of Vehicles	# of Call Outs/Year			# of Volunteers	# of Paid Staff	Area Covered
		2017	2018	2019			
High Level	2	1,428	1,506	1,712	N/A	10	Regional coverage – no defined areas.

Table 214 EMS Events by Station, Town of High Level, 2017–2019.[41]

[36] The median income of families, including couple families, lone-parent families, and people without children. Half of families have income above this amount while half have income below this amount. https://regionaldashboard.alberta.ca/region/high-level/median-family-income/#/?from=2014&to=2018

[37] The median income of families with two parents and children. Half of families have income above this amount while half have income below this amount. https://regionaldashboard.alberta.ca/region/high-level/couple-families-median-income/#/?from=2012&to=2016

[38] The median income of families with one parent and children. Half of families have income above this amount while half have income below this amount. https://regionaldashboard.alberta.ca/region/high-level/lone-parent-families-median-income/#/?from=2014&to=2018

[39] For the 2016 Census, the reference period is the calendar year 2015 for all income variables.

[40] https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Code1=4817093&Geo2=CD&Code2=4817&SearchText=High+Level&SearchType=Begins&SearchPR=01&B1=Income&TABID=1&type=0

[41] EMS SPI interactive data by 'Service Detail' & includes all types of events within regional footprint. Date Range: April 1st to March 31st of each year. Stakeholder Provided Data, January 2021.

EMS Events by Community							
Community/Service	**# of Vehicles**	**# of Call Outs/Year**			**# of Volunteers**	**# of Paid Staff**	**Area Covered**
		2017	**2018**	**2019**			
High Level	2	1,414	1,377	1,577	N/A	10	Regional coverage – no defined areas.

Table 215 EMS Events by Community, Town of High Level, 2017–2019.[42]

Fire Services

The High Level Fire Department (HLFD) fluctuates between 30–42 members (including the Chief and Deputy Chief), many of which are volunteer fire fighters.[43] They provide services to High Level, Mackenzie County, Dene Tha' First Nation, Paddle Prairie Métis Settlement, and highways within the region (service fees). Mackenzie County pays 50% of all capital and equipment costs for HLFD with fee for service calls. The HLFD is a member of the provincial Wildland Urban Interface Response Unit.

Community	**Type of Facilities**	**# of Trucks**	**# of Volunteers**	**# of Paid Staff**[44]	**Average Response Times (chute from the fire hall)**
High Level	Fire Hall	• 2 Engines • 1 Ladder Truck • 3 Brush Trucks • 1 Rescue Truck • 1 Hazmat Truck • 1 Tender Truck • 3 Squad Trucks (support units) • 2 Sprinkler Trailers • 1 Air Trailer	Currently there are 27 Full roster is 39	3	• Rescue 1 for Medical Calls – 6:18 mins (2020 average) • Engine 1 for Structure Fires – 10:01 mins (2020 average) • Squad 2 for Duty Officer/ First Responder – 3:50 mins (2020 average)

Table 216 Fire Services, Town of High Level, 2020.

Fire Call by Type	**2019**	**2018**	**2017**
Alarms (actual and false)	39	62	53
Medical (Co-) Response (MCR)	223	253	294
Motor Vehicle Accident (MVA)	48	45	37

[42] EMS SPI interactive data by 'Service Detail' & includes all types of events within regional footprint. Date Range: April 1st to March 31st of each year. Stakeholder Provided Data, January 2021.
[43] High Level Fire Department Annual Report, High Level Fire Department, 2018.
[44] In 2018 the following number of HLFD members were EMS trained: Registered Nurse: 3, Primary Care Paramedic: 5, Emergency Medical Responder: 3, Fire Medical Responder: 14, First Aid/CPR: 15 (High Level Fire Department Annual Report, High Level Fire Department, 2018).

Hazmat Response	6	2	6
Structural Fire	13	24	13
Exterior Fire/Wildland	12	26	10
Other[45]	22	27	20

Table 217 Fire Call by Type, Town of High Level, 2017–2019.[46]

Figure 50 presents a breakdown of Calls by Area[47] for the HLFD in 2018.[48] The average response time for all units in 2018 was 8 minutes.[49]

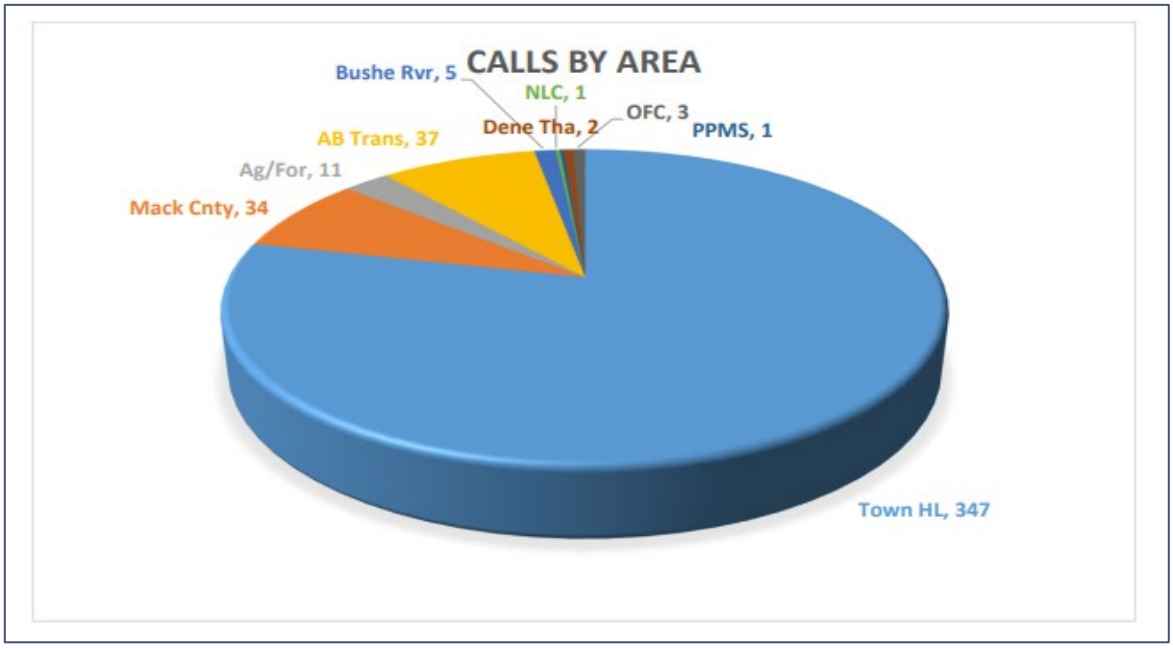

Figure 50 High Level Fire Department Calls by Area of Response, 2018.

The HLFD continues to have a partnership with Aeromedical and the AHS Ground Units that service the area. On many calls, HLFD assists in the ambulance on the way to the hospital or drives the ambulance for the medics. The HLFD also assists getting ambulances back into service to increase availability in the

[45] This includes, but not limited to Gas/Odor, Safety Investigation, Rubbish Fire, Vehicle Fire, Flood Mitigation, ATV, Gas Leak, Powerline, Deployment, Technical Rescue, Hazmat.
[46] Stakeholder Provided Data, December 2020.
[47] **Please note**: AB Transportation means Highway calls on the two major Highways and could have occurred within Mackenzie County, Dene Tha First Nation or Paddle Prairie Metis Settlement. They are coded to AB Transportation as a billing center. OFC calls make up calls done for the Province as part of the Wildland Urban Interface Response Program.
[48] High Level Fire Department Annual Report, High Level Fire Department, 2018.
[49] Response times continue to be a challenge for any volunteer department. With the large distances that the HLFD has to travel, the time measured is known as Chute Time. This time is the time from dispatch to the first truck leaving the station. The average chute time is calculated from all responding vehicles so that includes vehicles sent out as back up or secondary units. This however skews the time. To look at actual chute times we look at units that often go to calls alone such as Rescue 1 as it is dispatched on medical calls. Factors that play into chute times are weather, time of day for calls, distance of members from the hall as well as members available at the station at the time of call.

community. HLFD medics help at the hospital with critical patients on arrival until they are ready for transport to a medevac.

CanWest Air is currently Alberta's largest air ambulance provider, servicing eight out of ten location across Alberta. Their bases include Fort Vermilion, High Level, Peace River, Grande Prairie, Slave Lake, Edmonton, Calgary, and Medicine Hat.[50]

Emergency Services

Type of Services	# of Facilities	# of Programs	# of Trained Personnel	Wait times	Additional Information
Homeless Shelter	0	0	N/A	N/A	The closet shelter is the Rotary House in Grande Prairie (450 kms/5hrs One Way drive)
Women's Shelter	1	• 24 hr counselling and shelter • Information provision and referral • Community education and development • Residence	Unknown	Unknown	
Victim Services	1	Unknown	The High Level Policing Society has 6 Board members – unknown trained members	N/A	Victims Services are located at the High Level RCMP Detachment and administered by the High Level Policing Society

Table 218 Emergency Services, Town of High Level, 2020.

The High Level Policing Society has six Board members, including one member from the Town of High Level Council. The Society is the Town's victim services unit who also assist the RCMP with victims of crime, as well as through all phases of the court procedure.[51] In 2010, the Society in partnership with the local RCMP Detachment, North Peace Tribal Council Child and Family Service, and Northwest Alberta Child and Family Services Authority, receive funding the high prevalence of domestic violence in the region:

- The proposal was for a comprehensive and coordinated team response to an issue characterized by repeat offences, alternation of roles between victims and offenders, and a close association with alcohol abuse. Those involved in domestic violence are often a highly disadvantaged group reflected in low education, employment, and income levels.
- Participants enter the program after police respond to a domestic violence incident or through referrals from child welfare authorities, community agencies, or self-referrals. A coordinated

[50] https://www.canwestair.com/about-us
[51] https://my.charitableimpact.com/charities/high-level-community-policing-society

response could include, for example, police patrols at the house, victim therapy, and support at court as well as supervision ordered through child welfare to protect the children.[52]

Crime and Justice

Crime, Charges and Convictions	**High Level Detachment[53]**		
	Town of High Level		
(Total #)	**2019**	**2018**	**2017**
Homicides & Offences related to death	3	2	1
Charged / Charges Recommended	2	1	1
Sexual Assaults	8	16	19
Charged / Charges Recommended	1	9	9
Assault	137	192	260
Charged / Charges Recommended	77	109	145
Break and Enter	37	40	59
Charged / Charges Recommended	14	9	12
Theft of Motor Vehicle	27	14	18
Charged / Charges Recommended	7	3	5
Theft Over $5,000	0	0	1
Charged / Charges Recommended	0	0	0
Theft Under $5,000	56	72	119
Charged / Charges Recommended	6	11	20
Fraud	12	27	29
Charged / Charges Recommended	4	9	9
Arson	1	1	0
Charged / Charges Recommended	1	1	0
Impaired Driving	28	23	24
Charged / Charges Recommended	28	23	24
Drug Enforcement Production	0	0	1

[52] https://www.publicsafety.gc.ca/cnt/cntrng-crm/crm-prvntn/nvntr/dtls-en.aspx?i=10088

[53] The Catchment Area (Communities) for this detachment includes Amber Tower, Bistcho Lake, Bushe River, Eleske, High Level, Indian Cabins, Jackfish Point, Paddle Prairie Metis Settlement, Steen River, Meander River, Watt Mountain, Zama City for a total population served of 5,965 and 19 RCMP Police Officer Positions. The data in the table is for crimes committed within the Town of High Level only.

Charged / Charges Recommended	0	0	0
Drug Enforcement Possession	7	34	31
Charged / Charges Recommended	5	17	11
Drug Enforcement Trafficking	38	30	44
Charged / Charges Recommended	23	20	14

Table 219 Crime, Charges and Convictions, Town of High Level, 2017–2019.[54]

Judicial and Correctional Services

	Name/ Location/ Total (#)
Court House Location	High Level
Court House Catchment Area (Communities)	Amber Tower Bistcho Lake Bushe River Eleske High Level Indian Cabins Jackfish Point Paddle Prairie Metis Settlement Steen River Meander River Watt Mountain Zama City
Population Served (#)	5,965
Nearest Male Federal Institution	Grande Cache Institution, Grande Cache – AB
Nearest Female Federal Institution	Edmonton Remand Centre, Edmonton – AB
Nearest Male Correctional Centre (Provincial)	Peace River Correctional Centre, Peace River – AB
Nearest Female Correctional Centre (Provincial)	Edmonton Institution for Women, Edmonton – AB
Nearest Youth Offenders Centre	Edmonton Young Offender Centre, Edmonton – AB
Nearest Youth Group Home	High Prairie – AB
Probation Officers (#)	3[55]
Docket Days (Schedule)	Criminal: Every Monday Youth and Family: Every 2nd Thursday

Table 220 Judicial and Correctional Facilities, Town of High Level, 2021.[56]

[54] Stakeholder data collection, Royal Canadian Mounted Police, Strategic Analysis and Research Unit, RCMP "K" Division, Alberta, 2020.

[55] 3 Probation Officers, 1 Admin and 1 Corrections Canada Contracted Parole Officer all based in High Level.

[56] Stakeholder Provided Data, January 2021.

Town of High Level[57]	2019	2018	2017
Cases Commenced	763	891	968
Cases Concluded	751	879	837
Tickets Filed	823	1,527	1,366
Trials Heard	121	142	175

Table 221 Cases, Tickets and Trials, Town of High Level, 2017–2019.[58]

1.2 Business and Employment

1.2.1 Economic and Community Development Incentives

Table 222 lists past and ongoing economic and community development incentives and initiatives in the Town of High Level.

Program/Incentive	Description	Additional Information
Bursary Program	In partnership with the Northern Alberta Development Council (NADC), Council supports students that want to achieve a higher level of education and return to the community (within 40 kms) to pursue their careers.	• One annual bursary established at $4,000 funded equally by the Town and NADC.
Citizen of the Year Award	One award annually and the High Level Chamber of Commerce is responsible for selecting the recipient.	• Award consists of an engraved plaque and a certificate
Community Capital Assistance Program (CCAP) Grant	Regional Economic Development Initiative (REDI) has access to funds to provide research assistance or report development for local groups to utilize for economic or cultural recreational projects.	• Business development and small business loans throughout the year
Community Futures Development Cooperation	Community Futures Northwest Alberta, a Community Futures Development Corporation, is a federally sponsored community directed not-for-profit organization, to support local business development.	
Donations and Sponsorship	The Town will assist non-profit organizations in a manner that benefits the community throughout the fiscal year.	• Applicants can apply for a one-time grant of up-to $300.
Fix Your Fence Program	In 2020, the Town started an annual fix your fence initiative for property owners within Town. Participation is voluntary and participants submit before and after photos to Town social media platforms. Town staff select up-to five winners.	• Each winner receives a $500 gift card to a local store within Town.
Tourism Enhancement Grant	To enhance local events and increase the number of visitors to the Town of High Level each year,	• One time application; applicants can apply

[57] The numbers for Cases Commenced, Cases Concluded, Tickets Filed, and Trails Heard are broken down by fiscal years. For example, the values for 2017 represents the 2017/18 fiscal year.
[58] Stakeholder Provided Data, January 2021.

	by providing grants to organizations that are hosting community events.	for between $5,000 and $30,000 • Applicants must provide at least 2 letters of endorsement from the partners in Tourism (Improvement Fee participants)
Tourism Improvement Fee	Town collects a fee from all participants in this policy, which will filter into a separate reserve. Participation is voluntarily. Fees will be used to advance the Tourism Development Strategy and to support current tourism operators created the Strategy – annual reporting to all partners.	• The Town promotes all program participants on our website and printed media materials
Town Spring Clean Up	Town Council contributes funds towards the Town's annual spring clean-up event, administered by the High Level Chamber of Commerce.	• $1,500 annually
Vitalization Grant Program	Established to provide financial support to local businesses and organizations located in the Downtown Core and Highway Commercial Districts to make permanent upgrades to their buildings in line with Town Design Guidelines.	• Grant is a maximum of 50% up-to a total cost of $20,000 per applicant

Table 222 Economic and Community Development Incentives, Town of High Level.

1.2.2 Employment

Table 223 shows the participation, employment and unemployment rates from 2011 and 2016 for the Town of High Level.

Participation Rate			Employment Rate			Unemployment Rate			Seasonal Labour Rate
2016	2011	Change	2016	2011	Change	2016	2011	Change	
83.3%	85.7%	**-2.8%**	78.7%	80.7%	**-2.4%**	5.5%	5.8%	**-5.1%**	Data Not Available

Table 223 Participation, Employment and Unemployment rates, Town of High Level, 2016.[59]

1.2.3 Industry

Businesses with 1 to 4 employees (a total of 119 businesses) contributed to 44% of High Levels employment in 2017[60]. Businesses with 5 to 9 and 10 to 19 employees make up 19% and 18% of employment in High Level. Given these numbers, it is clear that small businesses are key for employment in High Level[61]. As of 2017, High Level had 362 businesses, of which 91 fell into the non-incorporated or income of less than $30,000 in revenue categories.[62]

[59] https://regionaldashboard.alberta.ca/region/mackenzie-county/#/
[60] Industrial Market Analysis, Cushing Terrell Architecture Inc., 2017
[61] Industrial Market Analysis, Cushing Terrell Architecture Inc., 2017
[62] Industrial Market Analysis, Cushing Terrell Architecture Inc., 2017

In 2001, the Town of High Level introduced a mandatory annual business licensing system, inventoried using the type/description of the business. This requirement applies to all home-based, commercial, construction and industrial operations based within the Town, as well as all contractors based outside but are providing services within Town. Business owners submit their business license application form annually and receive an updated certificate to display at their place of business.

Businesses can also choose to be added to the Town of High Level's online and hardcopy business directory, and have all their business information provided to the High Level Chamber of Commerce for display on the Chamber's website.[63]

Table 224 shows the total number of business registrations by industry type within the last five years for Town of High Level.[64]

	2020	2019	2018	2017	2016	5 Year Trend (%)
Annual Business Registrations	234	234	237	247	244	-4.08
Business Size	**2020**	**2019**	**2018**	**2017**	**2016**	**Annual Change from 2019–2020 (%)**
Large (200+ employees)	4	4	3	2	3	0.00
Medium (50–199 employees)	8	9	8	10	12	-11.10
Small (1–49 employees)	222	221	226	235	229	0.45
Industry Type	**2020**	**2019**	**2018**	**2017**	**2016**	**Annual Change from 2019–2020 (%)**
Accommodation & Food Services	15	15	14	12	11	5.00
Admin & Support, Waste Management & Remediation Services	20	19	18	18	17	0.00
Agriculture, Forestry, Fishing & Hunting	164	170	154	138	135	-14.30
Arts, Entertainment & Recreation	7	8	7	9	7	0.00
Construction	108	105	105	106	108	-3.85
Educational Services	6	7	7	6	4	0.00
Finance & Insurance	3	3	4	3	5	12.50
Healthcare & Social Assistance	15	18	16	16	14	13.30
Information & Cultural Industries	3	3	5	5	5	20.00
Management of Companies & Enterprises	4	3	0	0	0	-33.33
Manufacturing	19	21	19	18	17	-16.70

[63] http://www.highlevel.ca/DocumentCenter/View/349/Business-License-PDF
[64] https://regionaldashboard.alberta.ca/region/high-level/number-of-businesses/#/?from=2011&to=2020

Mining, Quarrying, Oil & Gas Extraction	7	5	5	5	6	0.00
Other Services (except Public Administration)	58	59	56	48	36	7.41
Professional, Scientific & Technical Services	21	23	16	21	21	-14.3
Public Administration	2	2	2	2	3	0.00
Real Estate, Rental & Leasing	10	10	9	8	11	-7.14
Retail Trade	47	46	47	39	42	-4.65
Transportation & Warehousing	86	88	83	88	90	0.00
Utilities	2	2	2	1	1	N/A
Wholesale Trade	14	13	11	10	7	14.3

Table 224 Business Registrations, Town of High Level, 2016–2020.[65]

- In 2020, the Town of High Level had 234 businesses, representing a 0% change from 234 in 2019, with the Information and Cultural Industries segment saw the largest increase over the year.[66]
- In 2020, 94.9% of businesses in High Level were small business;
- The percentage of small business increased by 0.45% year-over-year, and increased by 1.30% in the last five years;[67] and
- 7 new business incorporated in 2019, reflecting a 16.7% increase year-over-year, and a decrease of 22.1% in the last five years.[68]

The 2016 Federal Census data is shown in Tables 225 and 226 with a breakdown of the Workforce by Occupation and Industry, as well as by gender for the Town of High Level.[69]

Occupation	**Total**	**Male**	**Female**
Management	10	12.3	7.7
Business, Finance and Administration	8.7	3.6	14.2
Natural and Applied Sciences	3.4	5.6	0
Health	7.1	2.1	12.6
Education, Law and Social, Community and Government Services	12.4	7.7	17.5
Art, Culture, Recreation and Sport	1.3	1	2.2
Sales and Service	29.3	16.4	42.6
Trades, Transport and Equipment Operators	17.4	33.3	0

[65] https://regionaldashboard.alberta.ca/region/high-level/number-of-businesses/#/stacked/industry/?from=2011&to=2020
[66] https://regionaldashboard.alberta.ca/region/high-level/number-of-businesses/#/?from=2011&to=2020
[67] https://regionaldashboard.alberta.ca/region/high-level/percent-small-businesses/#/?from=2016&to=2020
[68] https://regionaldashboard.alberta.ca/region/high-level/incorporations/#/?from=2015&to=2019
[69] https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CSD&Code1=4817093&Geo2=CD&Code2=4817&SearchText=high+level&SearchType=Begins&SearchPR=01&B1=Labour&TABID=1&type=1

Natural Resources, Agriculture and Related Production	1.3	2.1	0
Manufacturing and Utilities	9.2	15.9	2.2

Table 225 Breakdown of Workforce by Occupation, Town of High Level, 2016.

Industry	Total	Male	Female
Agriculture, Forestry, Fishing & Hunting	1.6	1.5	1.6
Mining, Quarrying, and Oil and Gas Extraction	2.6	4.6	0
Utilities	1.1	1	1.1
Construction	4	7.7	0
Manufacturing	14	25.6	1.1
Wholesale Trade	1.6	2.6	1.1
Retail Trade	14.2	10.8	17.9
Transportation & Warehousing	4.5	6.7	2.2
Information & Cultural Industries	1.1	0	1.1
Finance & Insurance	2.1	1	3.8
Real Estate, Rental & Leasing	2.1	2.1	2.2
Professional, Scientific Services	1.3	1	1.6
Administrative and Support, Waste Management and Remediation Services	0	0	0
Educational Services	8.4	4.6	12.5
Health Care and Social Assistance	13.7	4.6	23.9
Arts, Entertainment and Recreation	0.5	1	0
Accommodation and Food Services	12.4	5.1	19.6
Other Services (except Public Administration)	4.2	6.2	2.2
Public Administration	6.3	7.7	4.9

Table 226 Breakdown of Workforce by Industry, Town of High Level, 2016.

Agriculture

High Level has the most northern grain elevator for the most northerly agricultural area in Canada. There are approximately 365,000 cultivated acres of farmland in the Mackenzie region and farmers transport their grains from up-to 120 kms away.

Richardson International Ltd, has built a new grain elevator increasing the capacity of their existing grain terminal from 6,500 to 32,000 metric tonnes. The new elevator will be capable of loading 135 cars through a loop track design with a siding connecting to the CN railway.[70] While this development is not expected to offer high new employment opportunities, it will bring a huge assessment increase of $100 million for the Town.[71]

Forestry

The Tolko Industries Ltd. dimensional lumber mill processes the majority of the harvested coniferous timber in the region, making High Level the main service and processing centre for the region's forestry

[70] https://www.richardson.ca/richardson-plans-new-high-throughput-grain-elevator-in-high-level-alberta/
[71] Stakeholder Interview, January 2020.

industry. In addition, the world's largest oriented strand board press is processing almost a million cubic meters per annum of the large aspen reserves in the region.

In July 2019, Tolko Industries Ltd. entered into a partnership with wood pellet producer Pinnacle Renewable Energy Inc. to build Northern Pellet Ltd. a new industrial wood pellet production facility in High Level.[72] Under the terms of the Partnership, Pinnacle and Tolko will each own a 50% interest in the Northern Pellet Ltd facility, which is expected to have a run-rate production capacity of 170,000 to 200,000 tonnes per annum. The capital cost of the new facility is expected to be approximately $54 million, with 50% funded by Pinnacle and 50% by Tolko; and Tolko is investing an additional $33 million for the biomass thermal energy plant.

Pinnacle will operate the pellet plant and manage all aspects of customer relations, marketing, sales, and logistics. Tolko will supply both heat energy and fibre to the facility under long-term supply agreements. The plant, which will be built on land owned by Tolko, began construction in the third quarter of 2019.

Initial wood pellet production at the plant is expected to commence in the fourth quarter of 2020. When complete, the plant will bring approximately 25 direct full-time jobs to the community and will use state-of-the-art technology to produce pellets and use pollution control equipment that meets the requirements of Alberta Environment and Parks.

Construction

The value of major projects in Town of High Level in 2019 was $54 Million all of which accounted for industrial projects within High Level. This is a considerable investment compared to previous major project values between 2010–2016, which slowly declined each year from $7.8 Million to $6 Million.[73]

	2019	2018	Difference from 2018 to 2019	5 Year Trend
Major Projects Value[74]	**$54 Million**	**$0.00**	**100.00%**	**N/A**
Development Permits (#)[75]	**40**	**42**	**-4.76%**	**59.75%**
Commercial Development Permits	11	14		
Industrial Development Permits	9	8		
Residential Development Permits	14	17		
Other Development Permits	6	3		
Development Permits Value ($)[76]	**$95.8 Million**	**$41.2 Million**	**132.40%**	**1,158.99%**
Commercial DP Project Value	50,253	225,653		
Industrial DP Project Value	94,211,400	40,187,000		
Residential DP Project Value	209,700	793,200		
Other DP Project Value	1,289,702	209		

[72] https://tolko.com/tolkocpt_news/pinnacle-tolko-new-facility-northern-alberta/
[73] https://regionaldashboard.alberta.ca/region/high-level/major-projects/#/stacked/sector/?from=2010&to=2019
[74] https://regionaldashboard.alberta.ca/region/high-level/major-projects/#/stacked/sector/?from=2010&to=2019
[75] Town of High Level, 2021.
[76] Town of High Level, 2021.

Building Permits (#)[77]	**20**	**20**	**0.00%**	**-31.40%**
Commercial Building Permits	5	3		-
Industrial Building Permits	1	2		-
Residential Building Permits	11	14		-
Institutional Building Permits	3	1		-
Building Permits Value ($)[78]	**$4.9 Million**	**$4.7 Million**	**5.65%**	**143.62%**
Commercial BP Project Value	3,300,000	1,000,000		-
Industrial BP Project Value	9,000	2,662,000		-
Residential BP Project Value	579,000	997,000		-
Institutional BP Project Value	1,108,000	70,000		-

Table 227 Development and Building Permits, Town of High Level, 2018–2019.

1.2.4 Municipal Tax Assessment

Table 228 shows the Equalized Assessment trends from 2008–2019 in the Town of High Level, with Table 229 providing the uncollectable and unpaid taxes from 2008–2020, and Table 230 offering the change rate of the Property Assessment rates from 2018–2019.

Year	Residential	Farmland	Non-Residential (Non-Regulated)	NR Linear Property	NR Railway	Machinery & Equipment	Annual Total
2019	227,893,534	8,620	139,442,193	20,577,300	116,120	41,108,520	429,146,287
2018	229,245,830	8,620	141,194,006	21,118,060	143,620	41,010,680	432,720,816
2017	238,359,186	8,620	160,949,620	21,929,220	145,770	41,214,680	462,607,096
2016	238,641,874	8,620	171,834,738	22,448,730	137,200	41,159,340	474,230,502
2015	231,631,964	8,620	164,147,831	22,696,380	131,840	38,782,060	457,398,695
2014	223,348,067	8,620	157,963,726	22,734,550	130,770	26,165,820	430,351,553
2013	217,527,217	8,620	152,188,178	21,735,000	107,560	25,676,910	417,243,485
2012	194,984,960	8,620	143,488,728	19,498,840	102,650	24,866,170	382,949,968
2011	209,970,297	8,620	149,974,557	10,225,970	107,570	25,230,640	395,517,654
2010	246,055,825	8,110	153,701,816	10,723,340	73,970	25,598,630	436,161,691

[77] https://regionaldashboard.alberta.ca/region/high-level/number-of-building-permits/#/stacked/building-type/?from=2010&to=2019
[78] https://regionaldashboard.alberta.ca/region/high-level/value-of-building-permits/#/stacked/building-type/?from=2010&to=2019

2009	217,053,664	8,110	158,811,791	10,173,450	64,890	26,075,120	412,187,025
2008	198,639,919	8,110	127,157,794	10,321,800	71,010	41,827,300	378,025,933

Table 228 Equalized Assessment Values, Town of High Level, 2008–2019.[79]

Year	Total Uncollectable Taxes[80]	Total Unpaid Taxes[81]
2020	$6,263.12	$284,326.34
2019	$69,593.71	$360,422.34
2018	-	$319,450.41
2017	-	$191,857.56
2016	-	$216,345.69
2015	-	$144,789.82
2014	-	$139,066.16
2013	-	$290,809.23
2012	-	$363,639.56
2011	-	$507,729.46
2010	-	$620,228.00
2009	-	$491,411.31
2008	-	$406,015.18

Table 229 Total Uncollectable and Unpaid Taxes, Town of High Level, 2008–2020.[82]

Property Type	2018	2019	Annual Change
Farmland	$8,620	$8,620	0.00%
Machinery & Equipment (M&E)	$41.0M	$41.1M	0.24%
Non Residential (Non Regulated)	$140.1M	$139.4M	-0.49%
Non Residential Co-Generating M&E	$0.00	$0.00	N/A
Non Residential Linear Property	$21.1M	$20.6M	-2.56%
Non Residential Railway	$143,620	$116,120	-19.1%
Residential	$229.2M	$227.9M	-0.59%
Grand Total	$431.7M	$429.1M	-0.58%

Table 230 Annual Change Rate, Property Assessment Rates, Town of High Level, 2008–2019.[83]

[79] https://open.alberta.ca/publications/1844032

[80] Total uncollectable taxes are taxes that are unable to be collected due to age or bankruptcy.

[81] Total unpaid taxes is the outstanding amount of taxes owing as of the corresponding years, as taxes accumulate each year.

[82] Town of High Level, 2021.

[83] https://regionaldashboard.alberta.ca/region/high-level/property-assessments/#/stacked/property-type/?from=2015&to=2019

1.2.5 Retail Centres

As of 2017, High Level's retail trade area had a population of 28,000 people.[84]

The primary trade area has an estimated population of 9,000 residents, while the north secondary trade area has 4,200 residents and the south secondary trade area has 14,800 residents. Table 231 summarizes these retail areas, their median incomes and the most prevalent spending categories.[85]

Trade Area	Average Household Income	Top Retail Spending Categories for Total Trade Area
Primary Trade Area	$97,583	Grocery and Specialty Foods: $62.8 million Auto/RV/Motorsport: $47.8 million Clothing and Apparel: $19.5 million Home Electronics and Appliances: $16.3 million Restaurant Food and Beverage: $15.6 million
North Secondary Trade Area	$134,210	
South Secondary Trade Area	$82,474	

Table 231 Retail Breakdown, Town of High Level.

Community	# of Retail Stores	# of 'Big Box' Stores[86]	More Information
High Level	1 – Home Repairs	1 – Canadian Tire	For all other Big Box stores, residents will travel to Peace River, Grande Prairie or Edmonton
	5 – Clothing		
	1 – Furniture		
	2 – General Retail		
	4 – Hair Salon	1 – The Brick	
	6 – Grocery or Convenience		
	2 – Liquor Stores		
	1 – Cannabis Store		

Table 232 Retail Business, Town of High Level, 2020.[87]

1.3 Services and Infrastructure

1.3.1 Professional Services and Trades

Table 233 lists Trades and Certifications for 2015 in the Town of High Level.

Trade	New Apprentices[88]	Registered Apprentices[89]	Certified Apprentices[90]
Total All Trades	**23**	**107**	**9**

[84] High Level Retail Market Analysis, Cushing Terrell Architecture Inc., 2017.
[85] High Level Retail Market Analysis, Cushing Terrell Architecture Inc., 2017.
[86] 'Big Box' Store is defined as a physically large retail establishment, often part of a chain of stores, and offering a variety of products (e.g. Walmart, Superstore).
[87] High Level business Directory, Town of High Level, 2020.
[88] https://regionaldashboard.alberta.ca/region/high-level/new-apprentices-registered/#/stacked/trade/
[89] https://regionaldashboard.alberta.ca/region/high-level/total-apprentices-registered/#/stacked/trade/
[90] https://regionaldashboard.alberta.ca/region/high-level/apprentices-certified/#/stacked/trade/

Auto Body Technician	0	2	-
Automotive Service Technician	2	9	1
Carpenter	3	7	-
Communication Technician	-	0	-
Concrete Finisher	-	1	-
Cook	0	1	-
Crane and Hoist Equipment Operator	1	4	-
Electrician	3	19	1
Gasfitter	1	2	-
Glazier	-	1	-
Heavy Equipment Technician	2	14	1
Instrument Technician	0	2	1
Ironworker	0	0	-
Machinist	-	0	-
Millwright	7	18	4
Motorcycle Mechanic	0	2	0
Parts Technician	1	3	-
Plumber	2	7	1
Powerline Technician	0	4	0
Refrigeration and Air Conditioner Mechanic	0	3	-
Sprinkler System Installer	0	1	-
Steamfitter-Pipefitter	-	1	0
Welder	1	7	-

Table 233 Trades and Apprentice Certifications, Town of High Level, 2015.

1.3.2 Access to Transportation

Air

The High Level Airport is owned and operated by the Town of High Level, and is located approximately 10 kms north of the Town of High Level. Passenger services are available with Central Mountain Air; offering scheduled flights to Edmonton.

The closest airports for other and international passenger services:

- Grande Prairie Airport, Grande Prairie AB (450 km drive); and

- Edmonton International Airport, Edmonton AB (740 km drive).

The High Level Airport has several hangers that are leased annually to private helicopter operators, and the Government of Alberta has an office building and staging areas for several aircraft, which are utilized year-round by Alberta Agriculture and Forestry, and Alberta Wildfire. There are also car rental operators at the airport, namely Budget Car Rental and National Car Rental.

Road

Located at the intersection of the Mackenzie Highway (Highway 35) and Highway 58, approximately 740 kilometres north of Edmonton and 725 kilometres south of Yellowknife, Northwest Territories.

Northern Express Line operates long distance buses along Highways 35, 88 and 58. An individual by the name of Ron Antoine previously operated a bus service north of High Level into Northwest Territories.[91]

Road Ownership	Classification	Material	Length/Area (km/m)
Town of High Level	Local Government Road	Asphalt	46.87 km
	Local Government Road	Gravel	7.68 km
	Local Government Road	Dirt	253.12 m
Town of High Level Total: 54.82 km[92]			
Government of Alberta	Primary Highway	Asphalt	10.97 km
Government of Alberta Total: 10.97 km[93]			

Table 234 Road Ownership and Total Kilometers, Town of High Level.

Rail

Great Slave Railway Line, operated by CN Rail, runs through the Town of High Level to Hay River, Northwest Territories. Lumber and grain make up the majority of transportation south, while fuel to Hay River is the major commodity freighted north. There is a total of 12.91 km of railway lines within the Town of High Level.[94]

Water

There are no waterway transportation services required within the Town.

1.3.3 Childcare

In High Level and surrounding communities, families currently access childcare through a network of family day homes (referred to as the Day Mother Network) and a myriad of informal arrangements with families, friends, neighbours and babysitters.

When visiting the community, Bock and Associates noted repeated anecdotal stories of households in which the parents intentionally worked opposing hours, resulting in the "parking lot transfer of the kids" at shift change. These arrangements often mean the adults have little opportunity for shared family or couple time, which can put inordinate stress on the household.

[91] Alberta Provincial Bus Service, Alberta Transportation, 2018.
[92] Alberta Municipal Data Sharing Partnership, 2020.
[93] Alberta Municipal Data Sharing Partnership, 2020.
[94] Alberta Biodiversity Monitoring Institute, Human Footprint Inventory, 2018.

The Day Mother Network maintains a Facebook page consisting of some 350 "friends" primarily made up of the day home providers and parents.[95] None of the day homes in High Level are formally "approved" in accordance with Section 25 of Alberta's Child Care Licensing Act. Approved and accredited day homes have access to a range of financial supports, training and other resources including childcare subsidies for lower income households using their services.[96]

In addition to the day homes and other informal childcare arrangements, the Town of High Level, through its Family and Community Support Services (FCSS) department, offers a licensed after-school care program known as Groovy Kids for a maximum of 30 children. It is a program for children aged 6 to 10 that operates weekday afternoons, 3:30–5:15 p.m.[97]

The High Level Extended Hour Child Care Feasibility Study was conducted by Tolko Industries Ltd., High Level Lumber Division, to assess their employee needs, and offers insights of the greater challenges for the Town, and the surrounding region.[98] As one of the biggest employers in the region, Tolko's High Level operation has experienced workforce attendance, recruitment and retention challenges due to the lack of sufficient childcare services in the community.

In the study, parents were asked – over the three last years, how the lack of suitable childcare had affected their employment choices:[99]

- 46% reported that they or their partner had decided not to seek employment;
- 24% had decided to leave the workforce;
- 38% had declined a job offer; and
- 59% had decided not to pursue other career opportunities

This data demonstrates that the lack of availability of suitable childcare has a direct and dramatic impact on workforce development and that adequate childcare is as much a business issue as it is a social one.

Table 235 shows childcare availability and demand for the Town of High Level from 2017–2020.

	2017	2018	2019	2020
# of children in registered day care	Data Not Available			
# of children in registered day homes	Data Not Available			
# of children on a waitlist	Data Not Available			
# of children in informal childcare	Data Not Available			

Table 235 Child Care Demand and Availability, Town of High Level, 2017–2020.

1.3.4 Child Intervention

Child Intervention offers a range of supports and resources for children, youth and families in five regions across Provincial, Metis and Indigenous Children's Services offices and Delegated First nation Agencies. Tables 236, 237 and 238 provide a summary of Child Intervention results related to intakes and investigations, placements, and caseloads for the High Level worksite, which offers

[95] High Level Extended Hour Child Care Feasibility Study, Bock and Associates, 2019.
[96] High Level Extended Hour Child Care Feasibility Study, Bock and Associates, 2019.
[97] High Level Extended Hour Child Care Feasibility Study, Bock and Associates, 2019.
[98] This report offers recommendations for addressing Childcare in High Level, which could also be applied to other municipalities and County's' within the NWSAR region.
[99] High Level Extended Hour Child Care Feasibility Study, Bock and Associates, 2019.

services across the Mackenzie region.

Intakes and Assessments

During the initial assessment stage of Child Intervention, intakes and investigations are conducted to assess the safety and need for ongoing involvement with a family. These initial assessments originate from community members and professionals including family, neighbours, coaches, teachers, doctors, nurses and police. Throughout the initial assessment, the child and family may be provided with brief services or referred to a community agency. Pending the outcome of the initial assessment, a Child Intervention case may be closed with possible community referrals or opened under a legal authority within the *Child, Youth and Family Enhancement Act (CYFEA).*

The average number of intakes completed per month for the High Level worksite saw a 31.43% increase from 2017/18 to 2018/19, and a 0.00% change from 2018/19 to 2019/20. The average number of investigations completed per month for the High Level worksite saw a 7.69% decrease from 2017/18 to 2018/19, and a 341.67% increase from 2018/19 to 2019/20. It is important to note that the High Level worksite merged with the Peace River worksite in 2019/20; this change accounts for the significant increase in monthly average caseloads that year.[100]

Monthly Average	2017/18	2018/19	2019/20	Annual Change (%) 2017/18 – 2018/19	Annual Change (%) 2018/19 – 2019/20
High Level Intakes Completed	35	46	46	31.43	0.00
High Level Investigations Completed	13	12	53	-7.69	341.67

Table 236 Monthly Average Intake and Investigations Completed for the High Level Worksite, 2017 – 2020.

Child Interventions

For cases that open and require a placement, Child Intervention places children in environments that are best suited for their needs. Whenever it is safe to do so, the goal is to keep children at home with their families. When that is not possible, kinship care with extended family or community members is the preferred placement option.

Through Support and Financial Assistance Agreements (SFAA), young adults (aged 18-24 years old) who were previously involved in Child Intervention may be eligible for ongoing supports. These include financial, health benefits, educational and employment skills training, as well as life skills to support their successful transition into adulthood, referred to as Post Child Intervention Supports.

While At Home and Community and Caregiver Placements for the High Level worksite saw a significant increase during 2017/18–2018/19, Young adults with Support and Financial Assistance Agreements saw a minimal increase until merging with the Peace River worksite in 2019/20.[101]

Monthly Average	2017/18	2018/19	2019/20	Annual Change (%) 2017/18 – 2018/19	Annual Change (%) 2018/19 – 2019/20
High Level: # of Children & Youth Receiving Child Intervention Services & Young Adults with SFAAs	**35**	**65**	**217**	**85.71%**	**233.85%**

[100] Ministry of Children's Services, 2021.
[101] Ministry of Children's Services, 2021.

At Home and Community Placements	6	14	84		
Caregiver Placement (Kinship and Foster Care)	28	49	114		
Facility Placement (Group and Treatment Care)	-	-	4		
Young Adults (18-24 years) with Support & Financial Assistance Agreements (SFAA)	1	2	15		

Table 237 Monthly Average Number of Child Intervention and Support Financial Assistance Agreements Caseloads for the High Level Worksite, 2017–2020.

There are four (4) group care or treatment focused facilities accessed by the Ministry of Children's Services, which are located in relative proximity to Clear Hills County. These facilities are located in Grande Prairie (2), the Town of Sexsmith (1) and the Town of High Prairie (1).[102]

↓ From / To →	Grande Prairie	Sexsmith	High Prairie
High Level	~ 450 kms/5 hrs	~ 430 kms/4.5 hrs	~ 420 kms/ 4.25 hrs

Table 238 Approximate Travel Distances and Times for High Level Residents to the Group Care or Treatment Facilities accessed by the Ministry of Children's Services.

Age Distribution – Child Intervention or Post Intervention Services

Table 239 provides age distribution of the Child Intervention and Post Child Intervention caseloads for the High Level worksite, with the highest proportion of the cases falling into the youngest age categories.

Monthly Average	2017/18	2018/19	2019/20	Annual Change (%) 2017/18 – 2018/19	Annual Change (%) 2018/19 – 2019/20
High Level: # of Children, Youth & Young Adults Receiving Child Intervention (CI) and Post CI Services	**35**	**65**	**217**	**85.71%**	**233.85%**
Aged 0–5 years	17	30	76		
Aged 6–12 years	15	26	83		
Aged 13–17 years	2	7	43		
Aged 18+ years	1	2	15		

Table 239 Age Distribution for Monthly Average Number of Child Intervention and Support Financial Assistance Agreements Caseloads for the High Level Worksite, 2017–2020.

1.3.5 Education

The Town of High Level is a part of the Fort Vermilion School Division No. 52. Table 240 provides a breakdown of schools by grade, students registered and located within the Town of High Level for the 2018–2019 school year; as well as [select] Annual Education Results .[103]

[102] Ministry of Children's Services, 2021.

[103] http://www.prsd.ab.ca/Departments.php; https://hfcrd.ab.ca/. Data values have been supressed where the number of respondents/students is fewer than 6. Suppression is marked with an asterisk (*). Other relevant report notes are available directly in the document sourced.

School	Measure (Local compared to Alberta)					Measure Evaluation Overall
Florence MacDougall Community School Preschool–3 409 Students [High Level]		**Current Results**	**Prev 3 Yr. Average**	**Current Result (AB)**	**Prev 3 Yr. Average (AB)**	
	Safe & Caring			89.4	89.2	
	Program of Studies			82.4	82.0	
	Education Quality			90.3	90.1	
	Drop Out Rate			2.7	2.7	
	High School Completion Rate			79.7	78.4	
	PAT: Acceptable			73.8	73.6	
	PAT: Excellence			20.6	19.6	
	Diploma: Acceptable			83.6	83.1	
	Diploma: Excellence			24.0	22.5	
	Diploma Exam Participation Rate			56.4	55.6	
	Rutherford Scholarship Eligibility Rate					
High Level Public School 7–12 447 Students [High Level]		**Current Results**	**Prev 3 Yr. Average**	**Current Results (AB)**	**Prev 3 Yr. Average (AB)**	
	Safe & Caring			89.4	89.2	
	Program of Studies			82.4	82.0	
	Education Quality			90.3	90.1	
	Drop Out Rate			2.7	2.7	
	High School Completion Rate			79.7	78.4	
	PAT: Acceptable			73.8	73.6	
	PAT: Excellence			20.6	19.6	
	Diploma: Acceptable			83.6	83.1	
	Diploma: Excellence			24.0	22.5	
	Diploma Exam Participation Rate			56.4	55.6	
	Rutherford Scholarship Eligibility Rate			66.6	63.5	

Spirit of the North Community School 4–6 309 Students [High Level]		**Current Results**	**Prev 3 Yr. Average**	**Current Results (AB)**	**Prev 3 Yr. Average (AB)**	
	Safe & Caring			89.4	89.2	
	Program of Studies			82.4	82.0	
	Education Quality			90.3	90.1	
	Drop Out Rate			2.7	2.7	
	PAT: Acceptable			73.8	73.6	
	PAT: Excellence			20.6	19.6	
Upper Hay River School K–9 63 Students [High Level]		**Current Results**	**Prev 3 Yr. Average**	**Current Results (AB)**	**Prev 3 Yr. Average (AB)**	
	Safe & Caring			89.4	89.2	
	Program of Studies			82.4	82.0	
	Education Quality			90.3	90.1	
	Drop Out Rate			2.7	2.7	
	High School Completion Rate			79.7	78.4	
	PAT: Acceptable			73.8	73.6	
	PAT: Excellence			20.6	19.6	
	Diploma: Acceptable			83.6	83.1	
	Diploma: Excellence			24.0	22.5	
	Diploma Exam Participation Rate			56.4	55.6	
	Rutherford Scholarship Eligibility Rate			66.6	63.5	
Other District Programs – Learning Stores 7–12 N/A Students [High Level]		**Current Results**	**Prev 3 Yr. Average**	**Current Results (AB)**	**Prev 3 Yr. Average (AB)**	
	Safe & Caring			89.4	89.2	
	Program of Studies			82.4	82.0	
	Education Quality			90.3	90.1	
	Drop Out Rate			2.7	2.7	
	High School Completion Rate			79.7	78.4	
	PAT: Acceptable			73.8	73.6	
	PAT: Excellence			20.6	19.6	
	Diploma: Acceptable			83.6	83.1	
	Diploma: Excellence			24.0	22.5	
	Diploma Exam Participation Rate			56.4	55.6	

	Rutherford Scholarship Eligibility Rate			66.6	63.5	

Table 240 Schools by grade, registration, annual education results, Town of High Level, 2017–2019.

Post-Secondary

Post-Secondary Enrollment[104]			High School Enrollment[105]			K–9 Enrollment[106]		
2019	**2015**	**5 Year Change**	**2019**	**2015**	**5 Year Change**	**2019**	**2015**	**5 Year Change**
264	287	**-9.29%**	279	250	**10.32%**	1,059	1,011	**4.50%**

Table 241 Education Enrollments Five-Year Trends, Town of High Level.

High Level had 264 students attending a public post-secondary institution in 2019, representing a decline of 8.65% from 289 in 2018. The Legal and Security segment had the largest increase over the last year, increasing by 166.7% to 8.[107]

1.3.6 Housing

In 2019, there were 1,324 dwelling units within the Town of High Level.[108] Of these homes, 55.3% were single-family homes, which has increased 8.38% over five years between 2011 and 2016.[109]

Table 242 provides the average purchase price for a variety of homes and land transfers within the Town of High Level between 2010 and 2020.

	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	Value Change
Number of Owned Properties											
Average Housing Sold Prices[110] (Thousands $)	-	$229	$211	$244	$219	$217	$267	$226	$223	$203	5.99%
Number of Rental Properties											
	2020	**2019**	**2018**	**2017**	**2016**	**2015**	**2014**	**2013**	**2012**	**2011**	**Value Change**
Average Housing Rental Prices[111] ($)	1,070	1,070	1,060	1,098	1,216	1,223	1,209	1,209	1,209	1,209	11.6%

[104] https://regionaldashboard.alberta.ca/region/high-level/post-secondary-enrollment/#/?from=2015&to=2019
[105] https://regionaldashboard.alberta.ca/region/high-level/high-school-enrollments/#/?from=2015&to=2019
[106] https://regionaldashboard.alberta.ca/region/high-level/k-9-enrollments/#/?from=2015&to=2019
[107] https://regionaldashboard.alberta.ca/region/high-level/post-secondary-enrollment/#/?from=2015&to=2019
[108] https://regionaldashboard.alberta.ca/region/high-level/dwelling-units/#/?from=2015&to=2019
[109] https://regionaldashboard.alberta.ca/region/high-level/percent-single-family-houses/#/
[110] Stakeholder Provided Data, August 2020.
[111] Stakeholder Provided Data, December 2020.

Value of Land Transfers[112] (Millions $)	17.7	23.9	19.0	19.7	18.4	25.9	37.1	20.0	23.9	16.8	-12.3%
Number of Land Transfers[113]	82	96	100	107	88	139	129	93	126	85	-9.8%
Average Land Prices											

Table 242 Housing Prices and Values for High Level, 2009–2019.

Low-Income Housing

The Boreal Housing Foundation (BHF) is currently providing the following low-income housing within Mackenzie County:[114]

- 200 low-income housing units in (High Level, Fort Vermilion and La Crete):
  - 30% of their income is taken towards this housing; and
  - there are currently waitlists in High Level and Fort Vermilion for low-income housing (20 units needed in High Level and 10 units needed in Fort Vermilion).
- 15 SRHI [Sustainable Remote Housing Unit] which is a rent-to-own program.
- 30 participants in the Direct to Tenant Rent Supplement (DTT), which is paid directly to the tenant. This program is a relationship between Boreal Housing Foundation and the tenant. Rent is calculated on 30% of a households' adjusted income, and is reviewed annually. The subsidy paid is the difference between what the tenant should pay, based on their income, and the actual market rate to a maximum of $400.00 each month. We confirm the details of the property and terms of rental with the landlord, but other than that, everything is between the tenant and BHF. The tenant must submit a receipt to BHF, to confirm that rent has been paid each month in full in order to receive supplement for the next month.[115]
- The group that always 'fall through the cracks' is the 'newly-senior' single person – so not ready for senior homes, but don't have families so often don't qualify for low-income housing, and many of these units are two-bedrooms.
- Single mothers are the biggest group that occupies the low-income housing; as well as Assured Income for the Severely Handicapped (AISH) & Supports for Independence (SFI) clients.

[112] https://regionaldashboard.alberta.ca/region/high-level/value-of-land-title-transfers/#/?from=2009&to=2013
[113] https://regionaldashboard.alberta.ca/region/high-level/number-of-land-title-transfers/#/?from=2009&to=2013
[114] Stakeholder Interview, Boreal Housing Foundation, January 2020.
[115] Stakeholder Interview, September 2020.

1.3.7 Utilities, Services and Waste Management

Electricity

The Town of High Level has approximately 20.79 km of transmission lines[116] and is located within ATCO Electric's transmission and distribution territory.[117]

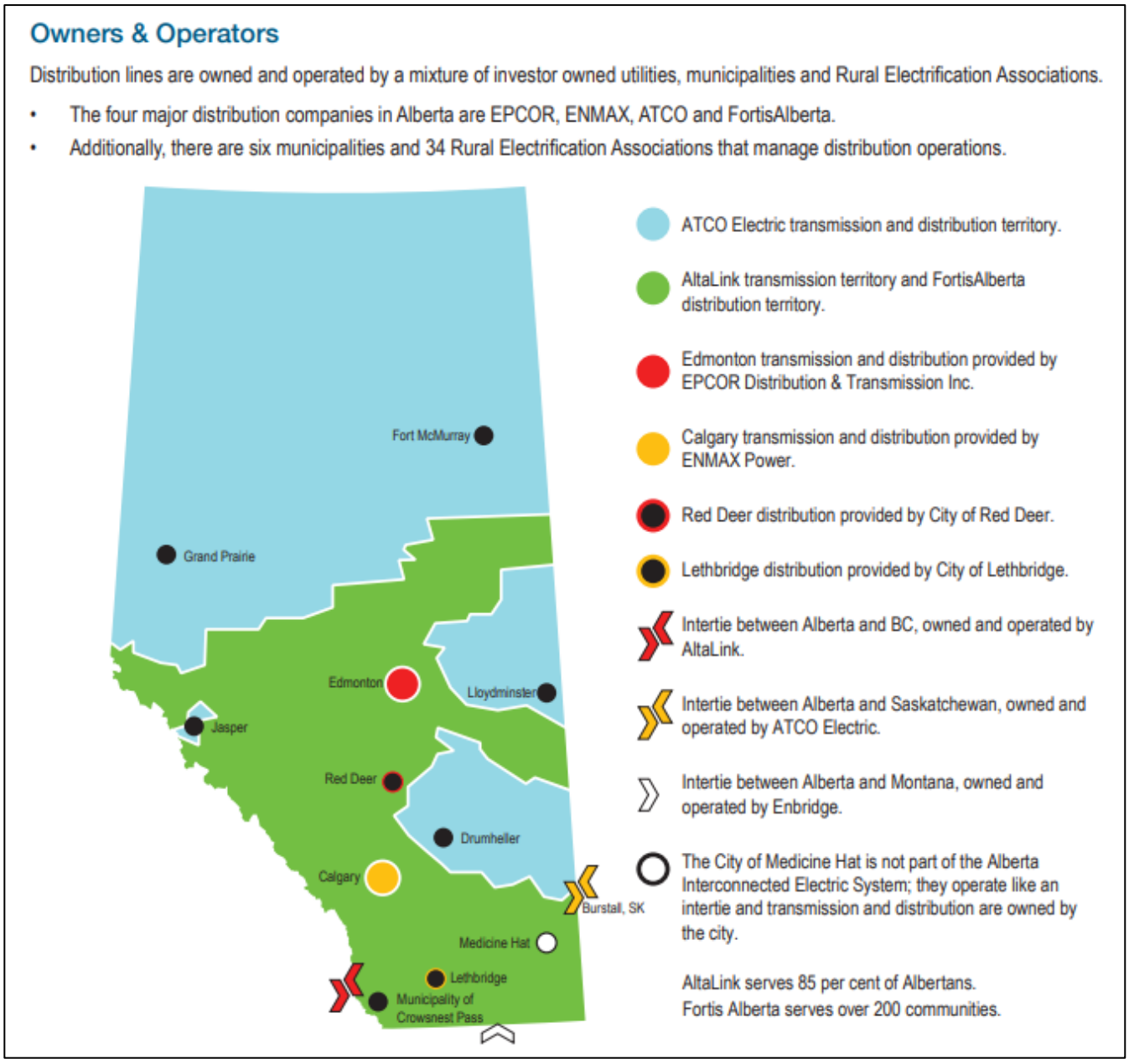

Figure 51 Owners and Operators – Electricity Distribution, Government of Alberta, 2014.[118]

[116] Alberta Biodiversity Monitoring Institute, Human Footprint Inventory, 2018.

[117] https://open.alberta.ca/dataset/eb73a7a5-7b54-4510-920d-a820fb9bc41a/resource/0497733c-2716-445f-b151-6d26a61c1a3d/download/2014-12-electricity-distribution.pdf

[118] https://open.alberta.ca/dataset/eb73a7a5-7b54-4510-920d-a820fb9bc41a/resource/0497733c-2716-445f-b151-6d26a61c1a3d/download/2014-12-electricity-distribution.pdf

The average cents per kilowatt-hour for electricity regulated rates in 2020 across all four distributors were relatively similar province-wide. However, consumption rates are likely increased in the North zone due to sustained colder temperatures during the winter season.

While the average monthly transmission charges have been similar from 2004 to 2019 across all four distributors, monthly distribution charges have been significantly higher in the North zone since 2004.

Distributor	EPCOR Distribution	Fortis Alberta Inc.	ENMAX Power Corporation	ATCO Electric
Average 2020 Electricity Regulated Rates in cents/kWh	6.809	6.708	6.360	6.590

Table 243 2020 Regulated Electricity Rates, Utilities Consumer Advocate, 2020.[119]

Transmission Charges

Transmission rates are approved and regulated by the Alberta Utilities Commission. The transmission charge on an electricity bill is based on how much electricity the customer has used.

As shown in Figure 52, Alberta has seen an increase in transmission charges since 2004 due to the expansion of infrastructure. There have been a number of large transmission projects, which have led to an increase in costs being passed on to consumers. In 2019, monthly transmission charges paid by the average residential customer with 600kWh of consumption ranged from $21.04 (in EPCOR's service area) and $27.59 (in ENMAX's service area). Transmission charges constitute between 14% and 24% of a customer's total bill.[120]

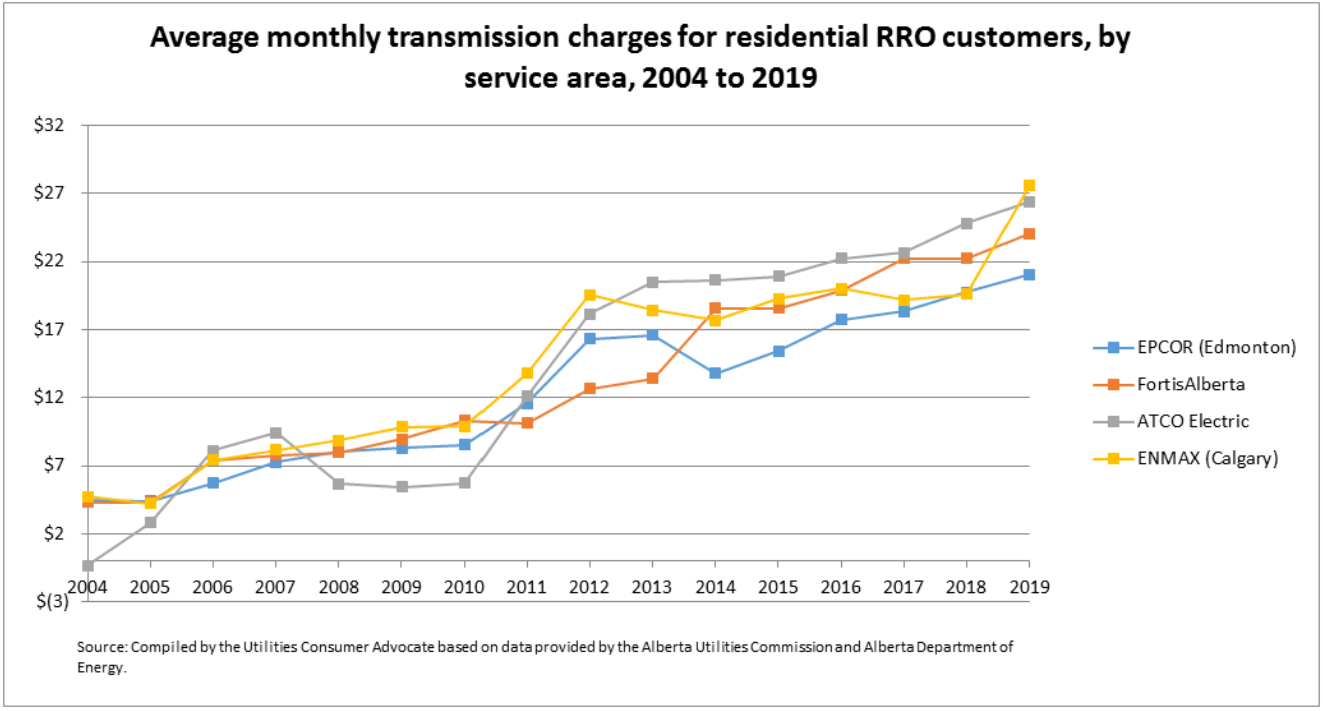

Figure 52 Average Monthly Transmission Charges in Alberta, 2020.

[119] https://ucahelps.alberta.ca/regulated-rates.aspx
[120] https://ucahelps.alberta.ca/electricity-transmission-and-distribution-charges.aspx

Distribution Charges

The Alberta Utilities Commission also regulates distribution rates for Calgary (Enmax), Edmonton (EPCOR), Fortis Alberta and Atco Electric. Distribution rates for Cardston, Ponoka, Red Deer and Lethbridge are approved by local municipal governments and town councils. Rural electrification associations have boards of directors that approve distribution rates on behalf of members.

As shown in Figure 53, distribution costs vary with location and consumption. Distribution charges are higher for customers in rural Alberta than for customers in urban areas because of the low population density and longer distances between customer sites. In 2019, monthly distribution charges paid by the average residential customer with 600kWh of consumption ranged from $22.13 (in ENMAX's service area) to $85.77 (in ATCO's service area). Distribution charges constitute between 20% and 47% of a customer's total bill.[121]

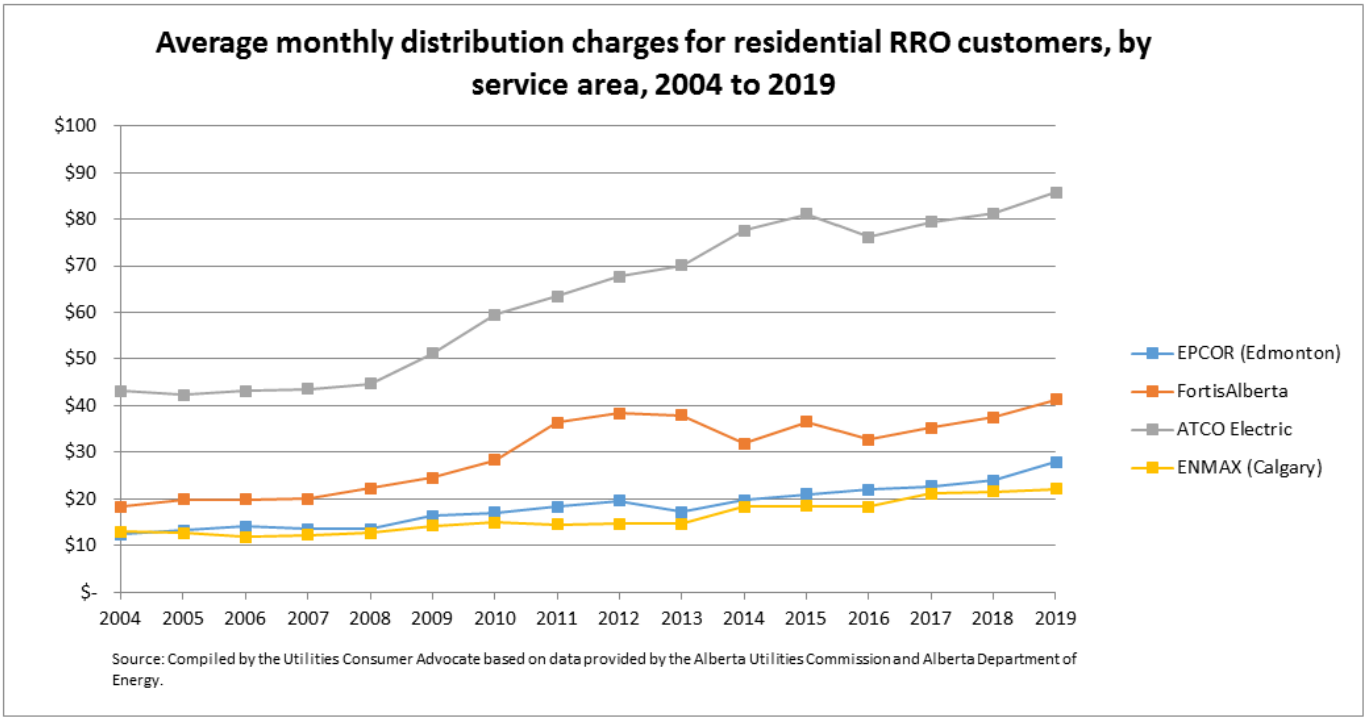

Figure 53 Average Monthly Transmission Charges in Alberta, 2020.

Internet

Internet and cellular coverage are based and strongest around urban centres in the region (Northern Alberta Broadband Preparedness Project, Taylor Warwick Consulting Limited, 2017).

Telus, Rogers, and Bell serve the cellular coverage for the region, with Norwest, Rainbow Lake Coaxial Cable, Telus, Arrow Technology Group, Corridor Communications, Little Red River First Nations and XplorNet are the various internet providers, with internet speed and reliability being a significant concern.[122]

[121] https://ucahelps.alberta.ca/electricity-transmission-and-distribution-charges.aspx

[122] Northern Alberta Broadband Preparedness Project, Taylor Warwick Consulting Limited, 2017; Mackenzie County Sustainability Plan, Mackenzie County Community Sustainability Committee, 2016.

Internet Provider	Average Upload Speed (Mb per second)	Average Download Speed (Mb per second)	Average Latency Speed (Milli-seconds)	Type of Connection Available (Fibre-Optic, DSL, Fixed-Wireless)	Cost for Connection by Type	Cost for Consumption (per Mb or Unlimited)
Alberta SuperNet (Public Sector)	25 Mbps/ 1Gbps	25 Mbps/ 1Gbps	30	Fibre-Optic	Variable – can be significant (>$2,500.00)	Average monthly rate for 1Gbps $99 .00 Residential $599.00 Business
Arrow	2 Mbps	20 Mbps	-	Fixed Wireless	$250.00	Average monthly $100.00 – data cap not disclosed
CCI Wireless	1 Mbps	10 Mbps	45	Fixed Wireless	-	Average monthly rate for Unlimited is $95.00
Telus Smart HUB	1 Mbps	25 Mbps	-	Fixed Wireless	$45.00[123]	Average monthly rate for Unlimited is $89.99
Xplornet	1 Mbps	10 Mbps/ 25 Mbps	-	Satellite	$99.00	Average monthly rate for Unlimited is $121.99/ $179.99
Measurement Lab[124]	0.94 Mbps[125]	4.44 Mbps[126]	188.0 milliseconds[127]	-	-	-

Table 244 Internet Services Availability, Town of High Level, 2021.

Landfills

The Mackenzie Regional Waste Management Commission operates a class 2B landfill 3km west of High Level,[128] and curb-side pick-up is available once a week in High Level. The Commission includes two members from each of the three municipalities; Mackenzie County, Town of High Level and Town of Rainbow Lake.

Recycling

There is a bottle depot within the Town of High Level, they accept and recycle all types of drinking containers. The Mackenzie Regional Waste Management Commission accepts and recycles white good at the class 2B landfill west of High Level, for a pay by user fee.

The Mackenzie Regional Waste Management Commission used to provide a wider recycling service, but the transportation of recyclable goods became too costly and the program has seen ceased.

Natural Gas

Northern Lights Gas Co-op and ATCO are the primary utility providers in the area, with ATCO and three other natural gas co-ops providing electricity and gas for the region.[129]

[123] If an antenna is required, add an additional $99.00 installation fee.
[124] https://www.measurementlab.net/tests/ndt/
[125] https://regionaldashboard.alberta.ca/region/high-level/median-upload-speed/#/?from=2015&to=2019
[126] https://regionaldashboard.alberta.ca/region/high-level/median-download-speed/#/?from=2015&to=2019
[127] https://regionaldashboard.alberta.ca/region/high-level/average-latency/#/?from=2015&to=2019
[128] https://www.mackenziecounty.com/departments-a-services/environmental-services
[129] Northern Alberta Broadband Preparedness Project, Taylor Warwick Consulting Limited, 2017.

The gas co-ops are from the 1960s and are non-profit, and also include the Dena Tha' Natural Gas Utility and the Town of Rainbow Lake.[130]

Costs to install new Northern Lights Gas Co-op natural gas service:

- Rural Domestic Service: $8,000.00;
- Urban Domestic Service: $2,000.00;
- Urban Commercial Service: $3,000.00 per 1million BTU, plus $2,000.00 per every additional million BTU; and
- Graindryers:
    - 0–2 million BTUs: $10,000.00;
    - 2–4 million BTUs: $10,550.00; and
    - 4 – 6 million BTUs: $11,100.00.[131]

Distributor	ATCO Gas	Alta Gas Utilities
Average 2020 Natural Gas Regulated Rates in cents/kWh	2.238	2.348

Table 245 2020 Regulated Natural Gas Rates, Utilities Consumer Advocate, 2020.[132]

Water

The maximum input of water that the Town of High Level's water treatment plant can accept is 2,000,000 (two-million) cubic meters per year. The Town's current input is 720,000 (seven-hundred and twenty thousand) cubic meters per year, and their current Water Diversion License is for 928,000 (nine-hundred and twenty-eight thousand) cubic meters per year. Mackenzie County would like to add an additional 100,000 (one-hundred thousand) cubic meters to the Town's Water Diversion License per year, which would bring the total up to 1,028,000 (one-million and twenty-eight thousand) cubic meters per year.

The restriction on annual capacity of water is the source – High Level's source is Footner Lake. If the Town chose to switch to an alternative source (i.e. Hutch Lake), they would then be returning water back into a different water basin – Hay River rather than the Peace River (Boyer River flows back into Peace River). Mackenzie County's request triggered a hydrological study to assess the capacity of Footner Lake. This study shall be complete by the end of 2021, and a monitoring station for water and weather will be installed at the lake in Spring 2021. The long-term solution would be the implementation of a raw water regional line from the Peace River Bridge on Highway 88 (close to Fort Vermilion) to High Level (the line could service rural communities en-route, agricultural lands, and aid fire suppression efforts).[133]

Wastewater

The Town of High Level's annual wastewater discharge is approximately 500,000 (five-hundred thousand) cubic meters, and we are at 90% capacity for the current treatment process per year. The Town is working with Dene Tha' First Nation on a wastewater feasibility study to identify a wastewater treatment solution for the next 30 years. This study is modelled on projected community growth and infrastructure development. This study should be complete by late Spring 2021 and will include design considerations. From the wastewater study a design option will be finalized and the Town could apply for funding through various Federal and Provincial streams, with an expected completion of no sooner than 2024.[134]

[130] Northern Alberta Broadband Preparedness Project, Taylor Warwick Consulting Limited, 2017.
[131] http://northernlightsgas.com/2014-natural-gas-installation-prices/
[132] https://ucahelps.alberta.ca/regulated-rates.aspx
[133] Stakeholder Interview, November 2020.
[134] Stakeholder Interview, November 2020.