



MUNICIPALITY OF
STRATHROY-CARADOC

137 Frank Updates

April 13, 2026

137 Frank Street Rehabilitation

Phase I:

Customer Service

Hot Meeting Space for public to meet
with municipal staff in person and virtual

Boardroom

Economic Development and
Communications

Innovation/Community Space

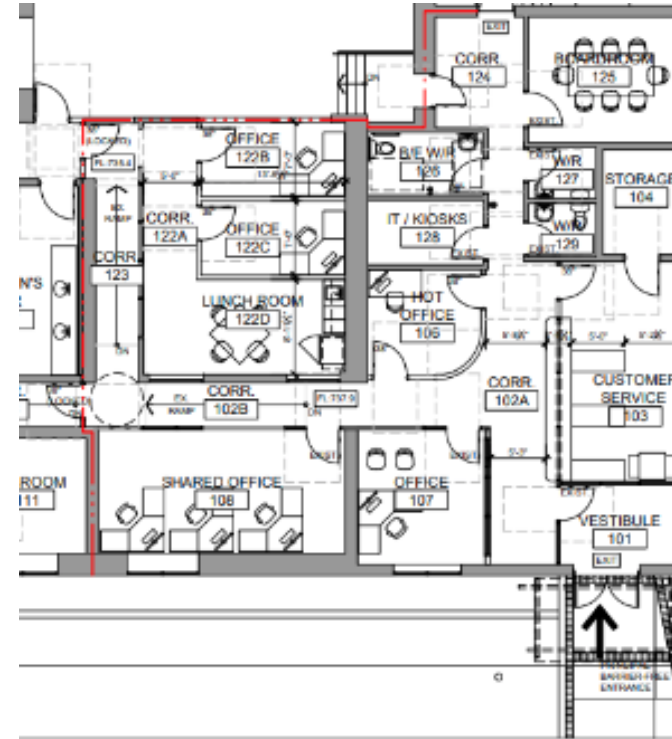
Advantages to central service centre

- Accessible space for the public
- Adequate parking
- Community space for innovation and business support and collaboration
- Opportunity to expand hours and service



Phase I Facility Update

Customer Service/Staff Offices



[2550 Service Hub - Proposed Floor Plan 2026-03-25.pdf](#)



Facility Update

- Customer Service Counter
- Sit Stand Desks with Accessible Counter
- Protruding bay separations
- Speak through slots
- Open pass-through counter



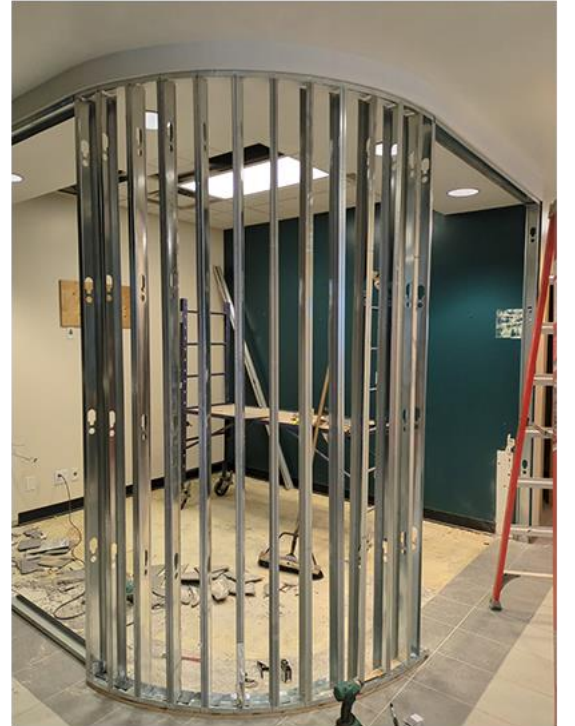
137 FRANK STREET, STRATHROY
3D CONCEPT IMAGES: CUSTOMER SERVICE

a+LiNK
architecture inc.
preserve • create • sustain

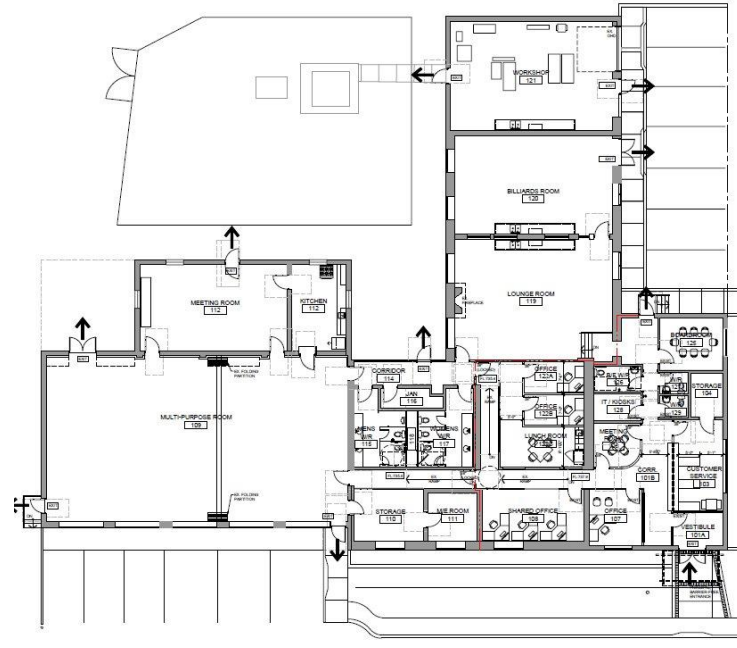
[2550_Customer_Service_Concepts_-_2026-04-06.pdf](#)



Facility Update



Phase II – Community Space



[2550 Service Hub - Proposed Floor Plan 2026-03-25.pdf](#)



IT Update

- Security
- Technology
- AODA Compliant
- Self –Serve Kiosk



Communications

Channel Mix:

- Radio
- Physical signage (both locations-interior and exterior)
- Downtown Strathroy Digital billboard
- Digital Signs at Facilities
- Print advertising (Middlesex Banner)
- Social media (organic + paid)
- Website
- Water Bill Newsletter (Aug & Oct)
- Municipal Market booth (June onward)

Key Messages:

1. Improving the Customer Experience

The new [name to come] will provide residents with a dedicated space to access municipal services in a more efficient and welcoming environment.

2. Addressing Space Limitations

As service demands have grown, the current space has become limited. The new location will provide more room to better support residents and staff during in-person service interactions.

3. Supporting Long-Term Facility Planning

Relocating the [name to come] is part of the municipality's broader long-term planning to ensure municipal facilities are used effectively and can support future growth.

4. Supporting Accessible Municipal Services

Residents will continue to receive the same services they rely on today, with the added benefit of a space designed specifically to support customer service delivery.



Name of Centre



MUNICIPALITY OF
STRATHROY-CARADOC

Municipal Civic Centre



MUNICIPALITY OF
STRATHROY-CARADOC

Community and Municipal Service Centre



MUNICIPALITY OF
STRATHROY-CARADOC

Municipal Service and Community Centre



Day 1: What's It Look Like-Discussion

- CSR X 2 locations – October 13, 2026
- One week transition – 52 Frank Street to remain operational October 13-16, 2026
- Hot office open to meet with Community Members
- Boardroom/office spaces/lunchroom open
- Exterior signage complete.
- Parking/Community entrance clearly shown. Lot lines re painted





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Thank You

Questions/Feedback