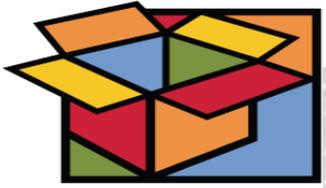


**RELOCATION
ASSISTANCE
PROGRAM**



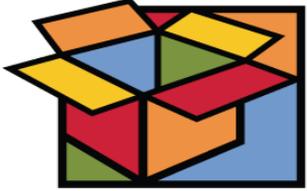
Moving Made Easy

13th Annual Joint Services/Agency/ERC National Relocation Conference

Brussels Community Information Fair

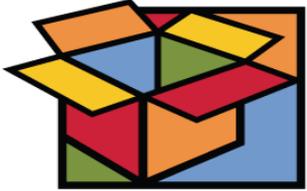
Presenter: Cathy Blumental
US Army Garrison Brussels, Belgium





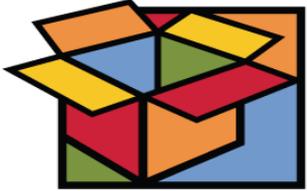
Overview

- **Belgium in a nutshell**
- **Brussels in a nutshell**
- **US Army Garrison Brussels in a nutshell**
- **The Brussels Community Information Fair in a nutshell**
 - **What it is**
 - **Continuous improvement**
 - **Implementation**
 - **Customer satisfaction**



Where is Belgium?





Moving Made Easy

The Brighter Side of Belgium ...

LEGENDARY CHOCOLATE



LACE, A TYPICAL BELGIAN CRAFT



OVER 400 TYPES OF BEER



MUSSELS



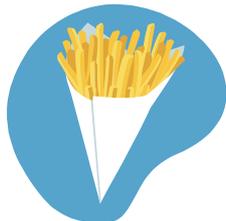
WAFFLES



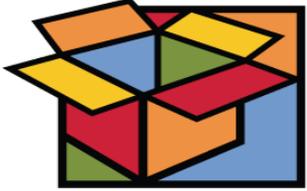
WEEKEND SHOPPING FOR ANTIQUES AT FLEA MARKETS



BELGIAN FRIES



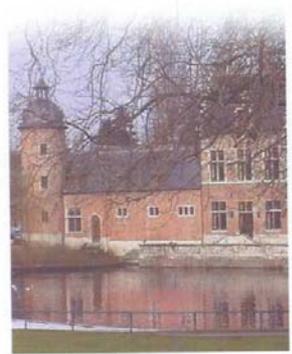
**RELOCATION
ASSISTANCE
PROGRAM**



Moving Made Easy

The Brighter Side of Belgium

2001
BRUSSELS
VOLUNTEER RECOGNITION
CEREMONY



FRIDAY, APRIL 27

CATHEDRALS



FAMOUS PAINTERS

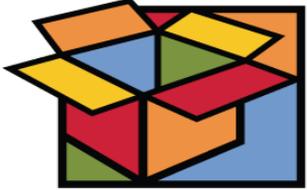


CASTLES



13th Annual Joint Services/Agency/ERC

National Relocation Conference



The Challenging Side of Belgium

UNCERTAIN WEATHER



LACK OF CONVENIENCES



NO BUILT-IN CLOSETS

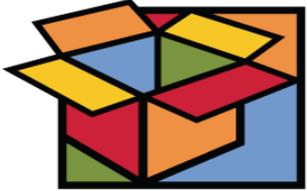


DRIVING HABITS



LANGUAGE BARRIERS

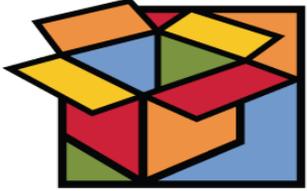




Brussels, Capital of Belgium Just a Short Distance from:

- Paris (1hour and 20 Min by train)
- London (Less then 2 hours by train)

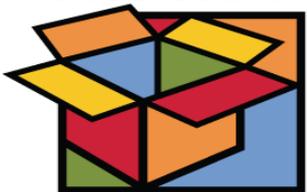




US Army Garrison Brussels, Not a Self-Contained Post

Unlike most other posts, USAG Brussels has:

- **No on-post housing**
- **No Commissary or PX.**
- **No Military Medical Facility of hospital size**
- **No base theater, no base cinema, no swimming pool or golf course**
- **No central in-processing facility**



Challenge and Goal

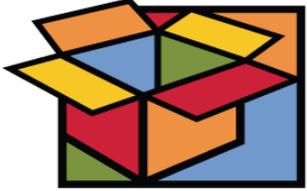
- **Challenge**

Show relocating Families that an outstanding quality of life is possible in Brussels, despite its lack of base services.

- **Goal**

Help relocating Families acquire tools they need to make their assignment in Brussels a positive experience they'll never forget.

**RELOCATION
ASSISTANCE
PROGRAM**



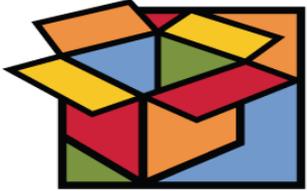
Moving Made Easy

Meeting the Challenge and the Goal:

THE BRUSSELS COMMUNITY INFORMATION FAIR!!!

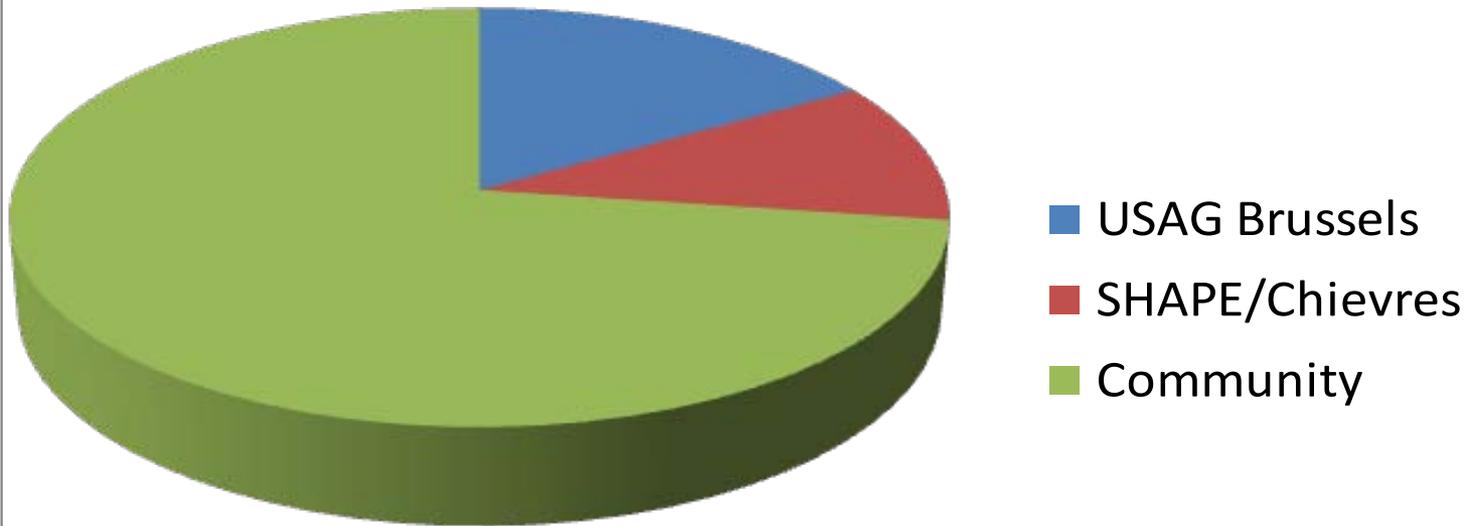
Also known as

THE INFO FAIR!!!

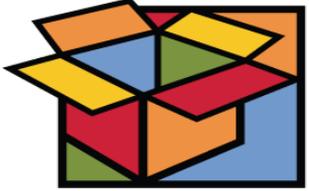


The Info fair has over 100 Agencies at the Garrison One Day a Year

2010 Information Fair Participants



RELOCATION
ASSISTANCE
PROGRAM



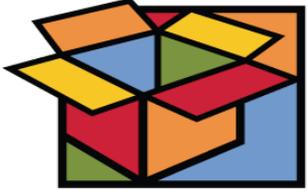
Moving Made Easy

Shop Until You Drop for Information -Customers Asked for Bigger Bags-



13th Annual Joint Services/Agency/ERC

National Relocation Conference



Moving Made Easy

Everything You Always Wanted to Know About Belgium but Were Afraid to Ask

COMMUNES



TOURISM



BANKING



LANGUAGE CLASSES



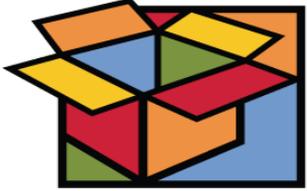
LOCAL STORE



BUS COMPANIES



**RELOCATION
ASSISTANCE
PROGRAM**



Moving Made Easy

Discover Childrens' Activities and Education Opportunities

NATO MARLINS SWIM CLUB



THE LITTLE GYM



KIDDY & JUNIOR LANGUAGE CLASSES



KANGAROOS BASEBALL CLUB



KIWI MUSIC



BOY SCOUTS

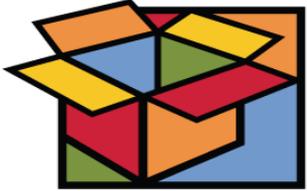


UNIVERSITY REPS



13th Annual Joint Services/Agency/ERC

National Relocation Conference



Communicate with Clubs, Charities and Organizations

NATO CHARITY BAZAAR



**THE AMERICAN LEGION
POST 1, PARIS, FRANCE**



COMMUNITY BAND



CANCER SUPPORT GROUP



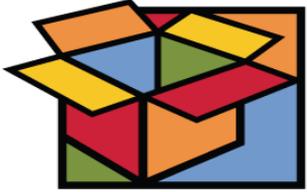
BRUSSELS CHILDBIRTH TRUST



**AMERICAN WOMENS'
CLUB OF BRUSSELS**



**RELOCATION
ASSISTANCE
PROGRAM**



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Learn About Services Available on Army Bases

WOMEN INFANTS & CHILDREN OVERSEAS



CHILD, YOUTH & SCHOOL SERVICES



ARMY COMMUNITY SERVICE



HEALTH AND SAFETY



USAG BRUSSELS CHAPEL



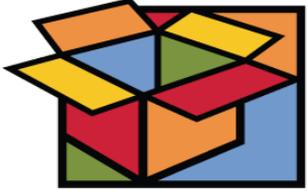
EDUCATIONAL & DEVELOPMENTAL INTERVENTION SERVICES



13th Annual Joint Services/Agency/ERC

National Relocation Conference

**RELOCATION
ASSISTANCE
PROGRAM**



Moving Made Easy

Maintains Healthy Multi-Agency Community Relationships

**EVEN US AMBASSADORS
VISIT**

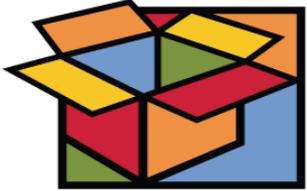
THE INFO FAIR



13th Annual Joint Services/Agency/ERC

National Relocation Conference

RELOCATION ASSISTANCE PROGRAM



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Continuous Feedback and Improvements

2010 Brussels Community Information Fair EVALUATION



Please check where appropriate: VISITOR EXHIBITOR BOTH

Status	Gender	US Affiliation	Branch of Service	Rank/Grade
Active Duty	Male	Dept of State	Army	E1-E4 07-010
Civilian	Female	Dept of Defense	Air Force	E3-E6 GS 1-8
Spouse	Age	DODEA	Navy	E7-E9 GS 9-15
Retiree	up to 35	Other (please specify):	Marines	O1-O3 LN 1-8
Youth	36 & up			O4 O5 LN 9-14

How long have you been in the Brussels Community?
 Less than 3 months 3 to 6 months 6 to 12 months Over a year

How did you hear about the Information Fair?
 Brussels Weekly Flyer/Poster AFN Radio/TV Contacted by ACS
 The Gazette PAO E-mail Garrison Website Community Website
 FMWR Facebook USAG Facebook Word of Mouth Other (specify):

What brought you to the Info Fair today (i.e. what you came for)?

Did the Information Fair meet your needs and expectations? Yes No

Are you satisfied with your overall experience at the Info Fair? Yes No

Would you recommend the Information Fair to other people? Yes No

What did you like best (i.e. what you would come back for)?

How would you rate customer service at the Info Fair?	Excellent	Good	OK	Poor	Awful	N/A
Facility Appearance (rooms, signs, cleanliness...)						
Staff Attitude (helpfulness, professionalism...)						
Event Schedule (date/time, planning, agenda...)						

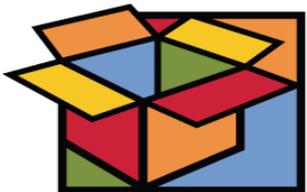
What other information/agencies would you like to see at next Info Fair? Use the backside of this form if needed.

Thank you very much for your participation and feedback!

NOTE: Leaving your contact information below is optional.

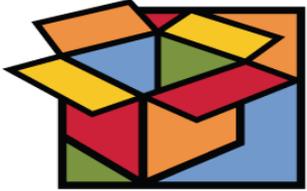
Full Name: _____ Phone #: _____ Your Commute: _____
 E-mail address: _____ APO address: _____





Evaluation Forms Feedback: Best Liked over the Years

- **Amount and variety of exhibitors.**
- **Amount and quality of information.**
- **All aspects of life covered under one roof.**
- **Wandering around, talking and meeting with interesting people.**
- **Having people on hand to answer questions, not just literature or websites.**



Moving Made Easy

Info Fair Directory

Table of Contents

- Adult Education
- Arts and Crafts
- Banks
- Brussels Community Chapel
- Children's Organizations
- Employment
- Health
- Local Information
- Performing Arts
- Places of Worship
- Sales and Services
- Sports and Outdoor Recreation
- Support Organizations
- Tourism/Travel
- Transportation
- Volunteer Opportunities

Info Fair 2007



Welcome to
Brussels!

Directory

Info Fair Directory
2009



We
B

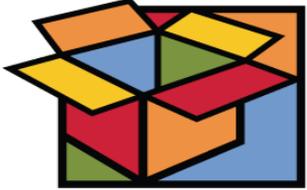
Welcome
Brusse



INFO FAIR DIRECTORY
2008

Info Fair Directory
2010





Shuttle Services To Sites Located Within Brussels

Info Fair 2010

Shuttle Schedule

BAS to USAG

Depart BAS	Arrive USAG	Depart USAG
11.15	11.30	13.00
12.15	12.30	14.00

USNATO to USAG

Depart F wing	Arrive USAG	Depart USAG
11.15	11.30	13.00
12.15	12.30	14.00

EMBASSY to USAG

Depart EMB	Arrive USAG	Depart USAG
11.15	11.30	13.00
12.15	12.30	14.00

Vehicle will display the Info Fair Flyer

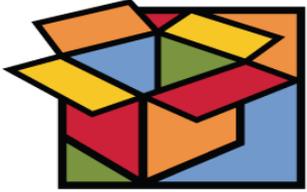
BEFORE SHUTTLES:

“Shuttle bus possibility is a great idea!”

AFTER SHUTTLES:

“Thanks for providing the shuttle service and the hours of operation was perfect!”

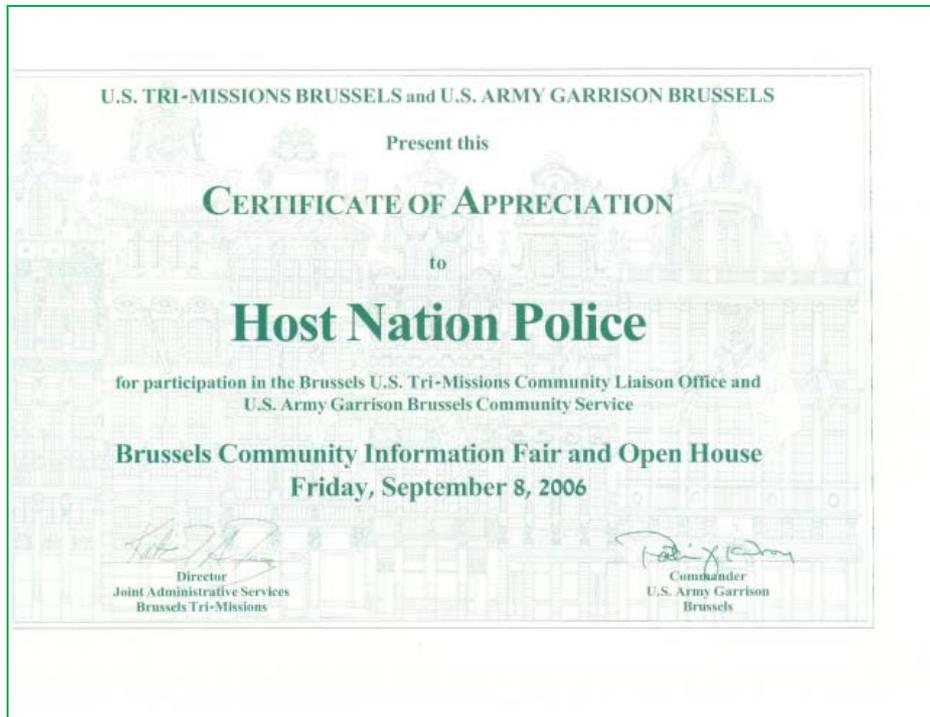
**RELOCATION
ASSISTANCE
PROGRAM**



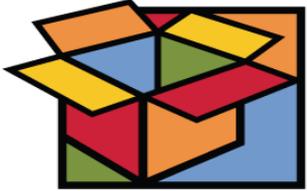
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Thanking the Exhibitors

“Relationships are everything, and I encourage you to take every opportunity to thank the members of your host nation community for their sincere and active caring for Soldiers and their Families in Europe. The Army is eternally grateful and thankful for their support”.
Lt. Gen. Rick Lynch, Defender 6



**RELOCATION
ASSISTANCE
PROGRAM**



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Opportunity to Invite Local Leaders and Community Members to Attend Events on Post

*2010 Brussels Community Information Fair
Welcome Brunch*



..... INVITATION

*LTC XXX
Commander US Army Garrison Brussels
cordially invites you to attend the
Welcome Brunch
to celebrate the opening of the
2010 Brussels Community Information Fair
Date: Friday, September 10, 2010
Time: 0945 - 1045
Place: US Army Garrison Brussels
Three Star Recreation Center
Address: Leuwenssteenweg 13,
1932 St. Stevens-Woluwe*

..... RSVP

Please respond by 12 August

Name(s) :

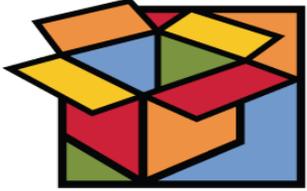
Representing (name of your organization) :

Attending (Yes/No) :



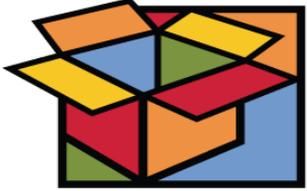
13th Annual Joint Services/Agency/ERC

National Relocation Conference



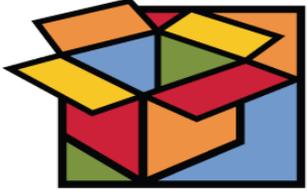
How Other Garrisons Might Benefit from Holding a Similar Event

- **Encourage and enhance the relationships between the local community and the military community.**
- **Build relationships**
- **Provide resources for military families both for services and for recreation.**
- **Showcases the world outside the post**
- **Provide new information to the military about the community.**



What Does it Take to Implement an Info Fair?

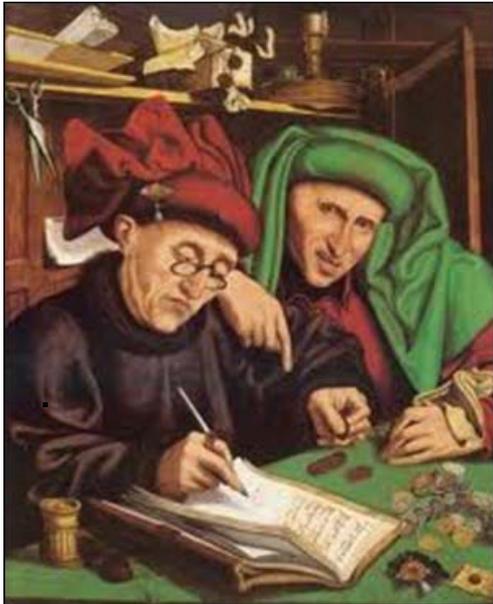
- **Analyze the cost**
- **Recruit agencies**
- **Market the event**
- **Work out the logistics**



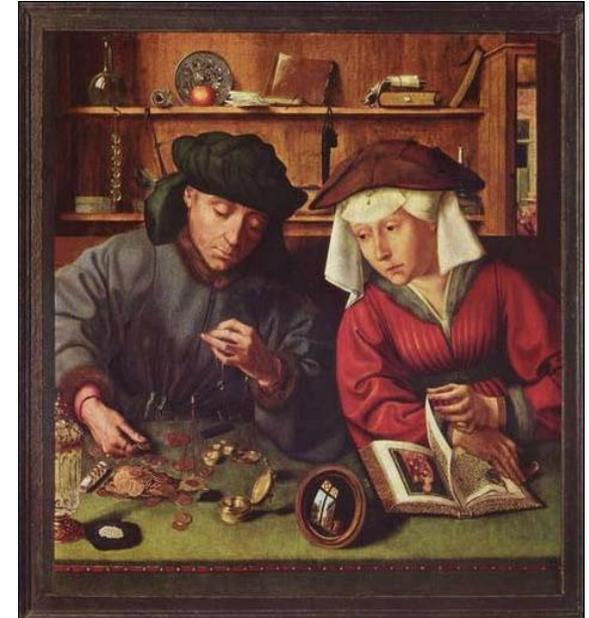
Analyze the Cost

CAN WE AFFORD IT?

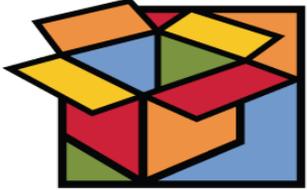
YES!



The Tax Collector
Marinus Van Reymerswaele (16th century)



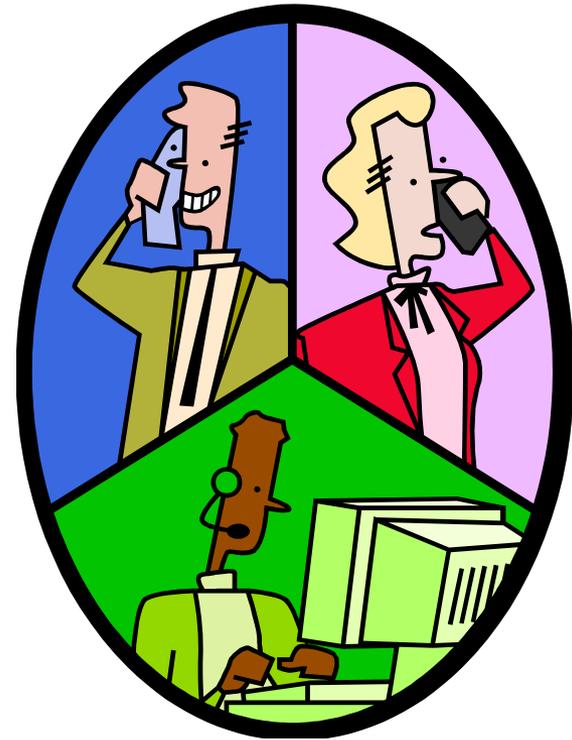
The Moneylender and His Wife
Quentin Massys (1514)



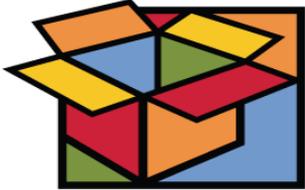
Recruit Agencies

ARE AGENCIES INTERESTED?

YES!



RELOCATION ASSISTANCE PROGRAM



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Market the Event

1997



1998



1999



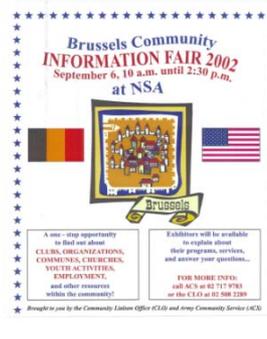
2000



2001



2002



2003



2004



2005



2006



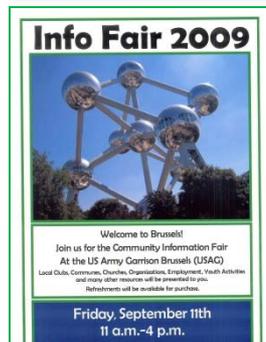
2007



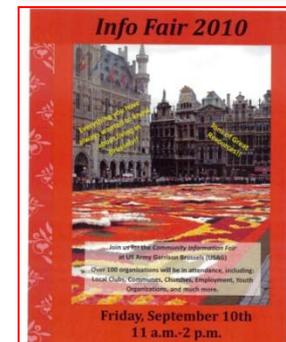
2008

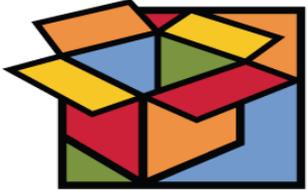


2009



2010





Work Out Logistics

WE ALL WORK!!!

DPTMS

ACS

MWR

PAO

RSO

PAIO

DPW

DES

DOL

COMMAND
GROUP

HHD

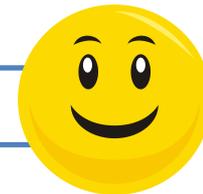
CLO

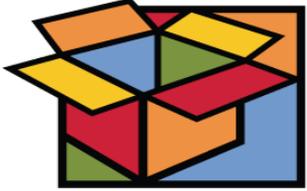
39th SIGNAL

AFN

PLUS VOLUNTEERS!!!

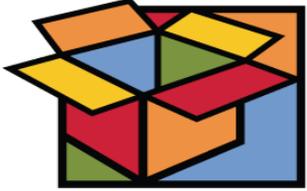
ENJOY FIGURING OUT THE ACRONYMS





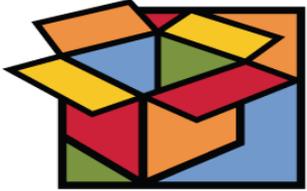
Newcomers' Satisfaction

- *Very good job- we will be back! Well done! Thanks to all who made this possible. Being in the country only 3 weeks, this was fantastic!*
- **I loved the Information Fair! There was so much useful information. Nothing has been easy in Belgium and to have it brought to us in one location, it was wonderful. I especially enjoyed talking with the Lijn (the bus company), the SNCB (the train people). Extremely well organized. Would prefer twice a year.**



Old-Timers Satisfaction

- *This is my 11th fair. Best so far! (2006)*
- **The Information Fair was wonderful again this year! It was perfectly timed....Since I have been here for a couple of years now, I know and always recommend that this event is for everyone, not just newcomers, as there are so many vendors that have so much to offer. This was true again this year, as I walked away with a bag of very helpful information and important event dates to put on my calendar. Thanks for providing the shuttle service and the hours of operation was perfect! Thanks so much for all the hard work and effort put into bringing our community together (2010)**



In 2008 USAG Brussels Wins Quality of Life Award for Small Installations

AMERICA'S ARMY:
THE STRENGTH OF THE NATION

Secretary of the Army
QUALITY OF LIFE AWARD

For Superior Quality of Life Improvements (Small Installation)

This certificate is presented to:

**U.S. ARMY GARRISON
BRUSSELS, BELGIUM**

For establishing a superior Soldier and Family Quality of Life initiative to be emulated by all small U.S. Army installations. The efforts of the Soldiers and Civilians of U.S. Army Garrison Brussels have significantly improved Soldier and Family Quality of Life in Brussels. Specifically, the Brussels Information Fair, in which the garrison literally brings Brussels to the garrison compound, one day per year, benefits the entire Benelux military and civilian community. Although one of the smallest installations in the U.S. Army, USAG Brussels has demonstrated its exceptional support of the Army leadership's call to provide Soldiers and Families with tangible improvement to their Quality of Life.



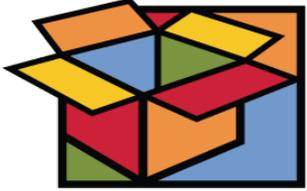

HON Pete Geren
Secretary of the Army

3 SEP 2008
Date



SOLDIERS • FAMILIES • ARMY CIVILIANS
ARMY STRONG.

RELOCATION
ASSISTANCE
PROGRAM



Moving Made Easy

THANK YOU

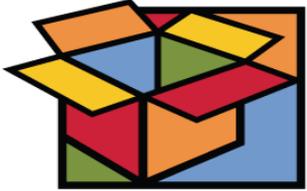


DANK U WEL



Merci

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Questions?

